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**NSW Procurement – Contracting Services is a Business Unit of the NSW
Department of Commerce**

**NSW Procurement – Contracting Services invites this Expression of Interest for
and on behalf of the
NSW Government State Contracts Control Board
and the
NSW Department of Education and Training (DET)**

Expression of Interest No.	0700140
Title:	Fleet Management Service for NSW DET Schools ICT Hardware
Issue Date:	20 December 2007
Closing Date & Time:	9:30 am (Sydney Time) 24 January 2008
Contact Officer:	Sam Field Procurement Specialist T: 02 9372 7699 E: sam.field@commerce.nsw.gov.au
Document Structure	PART A Summary EOI Information and the EOI Process PART B Technical Requirements PART C Response
	Note: There is no charge for downloading an electronic copy from https://tenders.nsw.gov.au/commerce

**For this EOI, Respondents are required to lodge Responses electronically through the NSW Department
of Commerce eTendering website at <https://tenders.nsw.gov.au/commerce>.**

This publication is available on request via email in large print and/or on computer disk for people with a disability. To obtain copies of this publication in either of these formats, please contact the Contact Officer identified in this EOI. Other formats, such as Braille and audio (cassette tape), will be considered on a case-by-case basis.

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For the purposes of this EOI, inquiries should be directed to the Contact Officer of this EOI specified on page 1 of this document.

Other matters should be directed to:

Group General Manager
NSW Procurement – Contracting Services
NSW Department of Commerce
McKell Building
2-24 Rawson Place
Sydney NSW 2000
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PART A – SUMMARY EOI INFORMATION AND THE EOI PROCESS

1. Summary Information for Respondents

1.1 Introduction

1.1.1 This document invites Expressions of Interest (EOI) from service providers interested in working with DET as a strategic partner to manage its fleet of ICT Hardware. This includes a minimum 200,000 PCs, 30,000 imaging devices, and proposed 10,000 interactive classroom systems (10,000 whiteboards, 10,000 projectors, 5,000 video conferencing systems and 10,000 sound systems). Components of the service envisaged include that the service provider:

- Uses smartbuy® technology to procure ICT Hardware from SCCB approved ICT suppliers
- Uses treasury sourced funding to procure the ICT Hardware
- Provides the expertise, technology and process to deliver the efficiency of a single interface with a panel of SCCB approved ICT suppliers and DET's 2250 schools
- Integrates ICT hardware at field level particularly for connected classroom systems
- Provides stakeholders with access to feedback on overall ICT fleet usage, status, trends and issues associated with ICT fleet management.

1.1.2 The State Contracts Control Board ('the Board') is responsible for the conduct of the EOI process assisted by NSW Procurement – Contracting Services.

1.2 Purpose of the EOI

1.2.1 The seeking of Expressions of Interest is the first stage of a process to enter into a contractual relationship with one or more suppliers for the provision of this requirement.

1.2.2 This EOI seeks to elicit information from potential suppliers on the availability and suitability of services and technical support to meet the requirement.

The EOI response will also be used to:

- (a) Help determine the capacity and capability of suppliers to deliver the requirement;
- (b) Provide indicative timeframes and strategies for delivery; and
- (c) Provide an indicative cost where applicable.

1.2.3 The second stage will involve a "bid" phase, and the Board reserves the right, in its absolute discretion, to adopt any procurement strategy, following the evaluation of EOI responses, including (without limitation):

- (a) Invitation of public tenders;
- (b) Invitation of tenders from a short-listed group of EOI Respondents; or
- (c) Direct negotiation with one or more EOI Respondents.

Non-refundable Hardcopy Document fees may be payable by Respondents who are invited, and choose to participate in, the second stage, or those who intend to respond to public tenders if invited, as in (a) above.

1.3 Structure of the Request for EOI

- 1.3.1 This EOI is made up of Parts A, B and C. If submitting a response, retain Parts A and B. The completed Part C forms the response.
- 1.3.2 The response to this EOI should address the questions provided in the response section under Part C.

1.4 Addenda to the EOI Before Close of Responses

- 1.4.1 A Respondent may ask the Contact Officer for clarification of anything in the EOI before the Closing Date and Time. The Board may issue any instruction resulting from such request in writing to all Respondents in the form of an Addendum.
- 1.4.2 If for any other reason, the Board requires the EOI to be amended, an Addendum will be issued.
- 1.4.3 In each case, an Addendum becomes part of the EOI.
- 1.4.4 It is the obligation of the Respondents to verify if any addenda were issued prior to closing date, even if a response has already been submitted. They must obtain a copy of all addenda issued by the Board.
- 1.4.5 This EOI is only available in an electronic form, and therefore respondents must download the Addendum from <https://tenders.nsw.gov.au/commerce>.
- 1.4.6 Responses to all Addenda must be incorporated into the submitted Response.

2. DEFINITIONS OF TERMS USED IN PARTS A - C

2.1 Unless the context indicates otherwise, the following terms, where used in Parts A-C of this EOI, shall have the meanings set out below. Note that not all defined terms will appear in all EOI's.

"ABN" means an Australian Business Number as provided in the GST Law.

"Addendum" means an addendum or addition to this EOI made by the Board before the Closing Date and Time.

"Board" means the State Contracts Control Board established under the Public Sector Employment and Management Act 2002 whose responsibilities include:

- Inviting and accepting tenders/EOI's (as appropriate);
- Determining the conditions under which tenders/EOI's are invited or accepted (as appropriate);
- Entering into contracts on behalf of Departments and other public sector agencies; and
- On-going contract administration and management;

and includes the duly authorised delegates of the Board, including officers of NSW Procurement – Contracting Services.

"Closing Date and Time" means the Closing Date and Time for receipt of EOI Responses, specified on the cover sheet to this EOI.

"Code" means the *NSW Government Code of Practice for Procurement*, as amended from time to time, together with any other codes of practice relating to procurement, including any amendments to such codes, that may be applicable to the particular tender or EOI. The code can be viewed and downloaded from:

http://www.treasury.nsw.gov.au/procurement/pdf/code_of_prac-curr.pdf

"Commerce" means the New South Wales Department of Commerce.

"Deliverables" means any goods and/or services described in this EOI.

"EOI" means the Expression of Interest.

"GST" is a goods and services tax and has the same meaning as in the GST Law.

"GST Free Supplies" and **"Input Taxed Supplies"** have the same meaning as in the GST Law.

"GST Law" means any law imposing a GST and includes *A New Tax System (Goods & Services Tax) Act 1999 (Cth)* or if that Act does not exist, means any Act imposing, or relating, to a GST and any regulation made under those Acts.

"Late Response" means a Response received after the Closing Date and Time for Responses and includes a Response that is only partly received by the Closing Date and Time.

"Response" means the information provided by the Respondent to the EOI.

"NSW Procurement – Contracting Services" means a business unit of the NSW Department of Commerce representing the Board and authorised to arrange and administer contracts on behalf of the Board.

3. The EOI Process

3.1 Preparation of Response to the EOI – General

- 3.1.1 Responses that do not include a fully completed Part C, in particular those Responses that do not contain sufficient information to permit proper evaluation to be conducted, or, in the case of electronic responses, which cannot be effectively evaluated because the file has become corrupt, may be excluded from the evaluation process without further consideration at the Board's discretion.
- 3.1.2 All information provided by the Respondent in the EOI must be by indelible means. All EOI's and support material must be in the English language.
- 3.1.3 Any alterations and erasures to a hard copy response provided to an EOI must be initialled by the respondent.

3.2 Preparation of Response to the EOI – Policy

- 3.2.1 Respondents should read the main policy document listed below. Other relevant policies and particular policy objectives to be implemented through this procurement are drawn to Respondents' attention in this clause. Their requirements are reflected in the selection criteria (if listed) and in the responses required in Part C.

NSW Government Procurement Policy

http://www.treasury.nsw.gov.au/_data/assets/pdf_file/0004/3955/tpp04-1.pdf

Code Of Practice For Procurement

- 3.2.2 Respondents must comply with the NSW Government Code Of Practice For Procurement, which is available at:

http://www.treasury.nsw.gov.au/_data/assets/pdf_file/0015/1356/code_of_prac-curr.pdf

- 3.2.3 Lodgement of a Response will itself be an acknowledgement and representation by the Respondent that it is aware of the requirements of the Code, that the Respondent will comply with the Code and that the Respondent agrees to provide periodic evidence of compliance with the Code.
- 3.2.4 If a Respondent has failed to comply with the Code, this failure will be taken into account by the Board when considering its response to this EOI or any subsequent EOI or tender invitation and may result in this or any subsequent Response being passed over without prejudice to any other rights or action or remedies available to the Board.

3.3 Submission of Responses to the EOI

- 3.3.1 A Response must be received by the Closing Date and Time.

A response to the EOI may only be submitted by electronic lodgement through the Department of Commerce eTendering website at <https://tenders.nsw.gov.au/commerce/>.

An EOI Response lodged electronically through the NSW Department of Commerce eTendering website may be supported by documents in hard copy or on CD-ROM. Supporting documents, to be submitted in hard copy or on CD-ROM, may be designated throughout the EOI. Supporting documents may include, but are not limited to, statutory declarations, certificates, and company brochures.

If submitting the EOI electronically with supporting documents, the complete EOI, including the supporting documents, must be submitted by the Closing Date and Closing Time, and the

supporting documents should be clearly designated as “Supporting Documents to EOI No. **0700140**.”

Supporting documents lodged in conjunction with the Electronic Response required under this EOI must be lodged in the Tender Box, as below:

Tender Box
NSW Department of Commerce
Level 3, McKell Building
2-24 Rawson Place
Sydney NSW 2000

If lodged by hand, the supporting documents must be delivered between 8:30am and 4:30pm, Mondays to Fridays (except public holidays).

If supporting documents are to be posted, they must be addressed to the tender box as indicated above, and posted in sufficient time to reach the Tender Box by the specified Closing Date and Time

EOI's will be received until the closing time and date shown on the cover page of this invitation.

A Respondent is not required to provide multiple copies of a Response.

- (a) If a Respondent provides multiple submissions, the Respondent should clearly state on the front page of the Response whether it is:
 - (1) A “Copy.” A copy must be identical to an earlier or simultaneous submission in every respect.
 - (2) A “Variation.” A variation of an earlier Response will be deemed as superseding a prior submission.
- (b) In the event that a Respondent fails to designate whether a submission is a Copy or a Variation, the latest Response received in the NSW Department of Commerce “electronic tender box”, in accordance with this EOI document will be deemed as the definitive submission.

Electronic Responses To The NSW Department Of Commerce eTendering Website

A Respondent, by electronically lodging a Response, is taken to have accepted the condition detailed herein and on the NSW Department of Commerce eTendering website.

A Respondent must follow the following directions:

- (a) An EOI for which electronic lodgement is available through the website can be identified by the blue “Lodge a Response” button on the web pages for the EOI.
- (b) To lodge a Response electronically, the files containing the Response must be up-loaded through the website. Access to the up-loading process is through the blue “Lodge a Response” button, then follow the steps and instructions on the NSW Department of Commerce eTendering website and any instructions which may have been supplied with the EOI Summary and/or Responsible Copy.

A Respondent must observe the following format for submissions:

- (a) An electronically lodged Response must be lodged in a file format, that can be read, formatted, displayed and printed by Microsoft Word 97, or any format required by the EOI.
- (b) If a Respondent compresses files, it must be possible to decompress them using WinZip. A Respondent must not submit self-extracting (*.exe) zip files.
- (c) A Respondent must not change pre-existing text in the EOI other than to insert the required information.

Signatures are not required for a Response submitted to the NSW Department of Commerce eTendering website. A Respondent must ensure that a Response is authorised by the person or persons who may do so on behalf of the Respondent and appropriately identify the person and indicate the person's approval of the information communicated.

Electronically submitted Responses may be made corrupt or incomplete, for example by computer viruses. The Board may decline to consider a Response that cannot be effectively evaluated because it is incomplete or corrupt. Note that:

- (a) To reduce the likelihood of viruses, a Respondent must not include any macros, applets, or executable code or files in a Response;
- (b) A Respondent should ensure that electronically submitted files are free from viruses by checking the files with an up to date virus-checking program before submission.

If a Respondent experiences any persistent difficulty with the NSW Department of Commerce eTendering website in submitting a Response or otherwise, it is encouraged to advise the Contact Officer. A Respondent should note:

- (a) There are usually alternative Response lodgement methods described in the EOI. It is always the Respondent's responsibility to lodge the Response by Closing Date and Closing Time.
- (b) If there is a defect or failure of the NSW Department of Commerce eTendering website and the Board is advised, the Response Closing Date and Closing Time may be extended provided that, in the view of the Board, the EOI process will not be compromised by such an extension.

Custody Of Responses After Receipt

Responses lodged electronically to the NSW Department of Commerce eTendering website will be treated in accordance with the Electronic Transactions Act 2000 (NSW) and given no lesser level of confidentiality, probity and attention than Responses lodged by other means when so permitted.

Any accompanying Hard Copy, CDs or floppy discs will be kept in the NSW Department of Commerce Tender Box, which is locked, until after Closing Date and Time.

- (a) On receipt of Responses lodged electronically to the NSW Department of Commerce eTendering website, Responses are encrypted and stored in a secure "electronic tender box."
- (b) For reasons of probity and security, NSW Department of Commerce is prevented from interrogating the electronic tender box to ascertain whether Responses have been received or for any reason, until after the Closing Date and Closing Time.
- (c) The e-mail receipt that is sent to the Respondent after successfully up-loading the Response is the only evidence of Response lodgement provided.

Late responses

- 3.3.2 Late EOI's will not be considered except when the Board is satisfied that the integrity and competitiveness of the process will not be compromised.
- 3.3.3 Normally, Late EOI's will not be considered for acceptance if they are received by electronic communication and the dispatch of the electronic communication of the response has occurred after the Closing Date and Time, including where delay may be due to the receiving internet facility being engaged, faulty or otherwise inoperative.

Ownership of responses

- 3.3.4 All information submitted in response to the Expression of Interest shall become the property of the Board. All such material shall be treated as "Commercial In Confidence" and will only be disclosed for the purposes of evaluation. The Board may make copies of the responses for any purpose related to the evaluation of the EOI.

Clarification by respondent while EOI is open

- 3.3.5 During the EOI invitation period, Respondents may seek clarification of the general or technical areas of the EOI through the contact person nominated in the front cover of the EOI invitation document.
- 3.3.6 Where a clarification given to one Respondent provides significant information about the EOI, this information will be included in an Addendum to inform all other potential Respondents.

Extensions to the time an EOI is open

- 3.3.7 The EOI invitation period is set to provide sufficient time for Respondents to consider and respond to the requirement. Shorter or longer periods are set, depending on such factors as urgency or complexity of the requirement.
- 3.3.8 Extensions will not occur unless there are exceptional circumstances.
- 3.3.9 Determination of requests for extension by potential Respondents will take account of both the particular circumstances and timeliness of the request.

Respondents to inform themselves

- 3.3.10 Respondents shall be deemed to have:
- a) examined the invitation documents and any other information made available in writing by the NSW Government to Respondents for the purpose of responding to the invitation;
 - b) examined all information relevant to the risks, contingencies, and other circumstances having an effect on their EOI and which is obtainable by the making of reasonable enquiries; and
 - c) satisfied themselves as to the correctness and sufficiency of their EOI's and that their responses cover the EOI conditions and all matters and things necessary for the due and proper performance and completion of the work described in the invitation documents.
- 3.3.11 Should a Respondent find any discrepancy, error or omission in the invitation documents the Respondent shall notify NSW Procurement – Contracting Services in writing thereof on or before the date and time of closing date.

Variation Of Responses

At any time before the Board decides on an appropriate procurement strategy (including, but not limited to, the short-listing of EOI Respondents for purposes of submitting fixed-price proposals), a Respondent may vary its Response:

- (a) by providing the Board with further information by way of explanation or clarification (“provide an explanation”);
- (b) by correcting a mistake or anomaly (“correct a mistake”); or
- (c) by documenting agreed changes to the Response negotiated under this Part B.

Such a variation may be made either:

- (a) at the request of the Board, or
- (b) with the consent of the Board at the request of the Respondent,

but only if,

- (c) in the case of variation requested by the Respondent to provide an explanation or correct a mistake, it appears to the Board reasonable in the circumstances to allow the Respondent to provide the explanation or correct the mistake or anomaly.

If a Response is varied to provide an explanation or correct a mistake, the Board will provide all other Respondents whose Responses have similar characteristics with the opportunity of varying their Responses in a similar way.

A variation of a Response will not be permitted if in the Board’s view:

- (a) it would substantially alter the original Response; or
- (b) in the case of variation to provide an explanation or correct a mistake, it would result in the revising or expanding of a Response in a way which would give a Respondent an unfair advantage over other Respondents.

3.4 Evaluation of EOI Responses

- 3.4.1 Respondents are advised to respond clearly to all the information requirements listed in this invitation.
- 3.4.2 Responses will be assessed against the selection criteria listed below, which are not necessarily exhaustive, in order of significance or to be given equal weight.
- 3.4.3 Information supplied by the Respondent in Part C will contribute to the assessment against each criterion.

Selection Criteria

- (a) Capacity to perform the agreement including:
 - (i) Technical capacity to meet the requirements of this EOI
 - (ii) Human resource capacity, qualifications, skills and experience
 - (iii) Financial capacity and stability (including years in business and security considerations)

- (iv) Quality assurance system
- (v) Ability to act in the best interests of Government/DET at all times and to manage potential conflicts of interest
- (vi) Knowledge and understanding of the fleet management marketplace, including current developments and developing strategic directions
- (vii) Current commitments and ability to coordinate this requirement with other business activities
- (viii) Previous contract experience and standard of contract performance
- (ix) Record of ethical behaviour in service delivery
- (x) Satisfactory site inspection
- (xi) Referee reports

(b) Ability to satisfy business requirements and meet objectives described in EOI by:

- (i) Additional efficiencies that could be applied to the management of an ICT fleet
- (ii) How the service can enhance, and not necessarily replace, existing supply arrangements, within the context of ICT supply arrangements
- (iii) Identified cost reduction opportunities and proposed strategies, which should be quantified, risk weighted and set within broad timelines for delivery

Clarification of response may be sought.

- 3.4.4 During the evaluation phase a Respondent may be contacted by an officer of the evaluation committee to clarify its EOI.
- 3.4.5 If interviews or formal presentations are required, these may be arranged at the premises of the Respondent or another place nominated by NSW Procurement – Contracting Services.

Access to Respondent's Premises

- 3.4.6 Respondents shall note that their premises and facilities may be inspected during the EOI evaluation phase. Reasonable notice will be provided to Respondents of any proposed inspection. Inspections will be carried out between the hours of 9.00 am to 5.00 pm Monday to Friday.
- 3.4.7 The lodging of an EOI for this requirement will be taken as an acknowledgment and acceptance of the above. Failure by any Respondent to agree to an inspection may result in its EOI not receiving further consideration.

3.5 Outcomes

- 3.5.1 The EOI evaluation committee's recommendations are submitted to the Board or a Delegate of the Board.
- 3.5.2 The Board is not bound to enter into a contracting arrangement with any Respondent.

- 3.5.3 Following the Board's decision, all Respondents are notified in writing of the outcome of their EOI.

3.5.4 Discontinuance Of Process

In addition to its right to decide on any of the procurement strategies identified at clause 1.2.3, the Board reserves the right to discontinue the procurement process at any point, without making a determination regarding the invitation of tenders from one or more organisations.

The Board will not be liable for any losses suffered by a Respondent as a result of discontinuance of the procurement process, including costs of responding.

3.6 Disclosure of Information

- 3.6.1 No potential Respondent shall disclose any information relating to this Expression of Interest process or the required services via any media release or any other publication without the prior written consent of NSW Procurement – Contracting Services.
- 3.6.2 NSW Procurement – Contracting Services has no objection to the potential Respondent copying the EOI document only for internal working purposes in preparing the response.

3.7 Disclaimer

- 3.7.1 The NSW Government is not committed contractually in any way to those individuals, partnerships or organisations whose responses are accepted. The issue of this invitation for Expressions of Interest does not commit or otherwise oblige the NSW Government to proceed with any part or steps of the process.
- 3.7.2 Whilst the information contained in this invitation for EOI has been formulated with all due care, the NSW Government does not warrant or represent that the information is free from errors or omissions. The information is made available on the understanding that the NSW Government and its respective employees and agents, shall have no liability (including liability by reason of negligence) for any loss, damage, cost or expense incurred or arising by reason of any person using or relying on the information and whether caused by reason of any error, omission or misrepresentation in the information or otherwise.
- 3.7.3 Furthermore, the NSW Government takes no responsibility for the accuracy, currency, reliability and correctness of any information included in this EOI.

3.8 Complaints on EOI Process

- 3.8.1 Should any Respondent feel that it is unnecessarily precluded from responding or penalised in any way by terms or specifications, it is invited to write, in confidence to:

The Chairperson
State Contracts Control Board

Level 22, McKell Building
2-24 Rawson Place
SYDNEY NSW 2000

3.9 Notification of Short Listed Respondents

- 3.9.1 No Respondent shall be deemed to have been short-listed until the Respondent has been notified of such by NSW Procurement – Contracting Services in writing.

3.10 Code of Conduct and Ethics

- 3.10.1 NSW Procurement – Contracting Services, Department of Commerce has adopted a Code of Conduct and Ethics with the aim of ensuring that its functions are undertaken efficiently, impartially and with integrity. Copies of the Code, and further information, are available from NSW Procurement – Contracting Services. Conniving and/or inducing a breach of the Code shall constitute grounds for the exclusion of a Respondent's EOI.

3.11 No Economic Opportunity

- 3.11.1 By lodgement of an EOI with the State Contracts Control Board, the Respondent affirms that it has not given, offered to give, nor intends to give at any time thereafter, any inducement or reward including any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favour or service to any public servant or employee, agent or subcontractor of Department of Commerce or the Government of New South Wales in connection with the submitted EOI.
- 3.11.2 If the Respondent is found to have offered any inducement or reward in accordance with the preceding paragraph, or is found to have committed corrupt conduct in accordance with the provisions of the Independent Commission against Corruption Act 1988, the EOI lodged by the Respondent shall be disqualified.

NOTE: Respondents should note that any offer of an inducement or reward to any employee or agent of the Government of New South Wales in connection with the invitation and submitted EOI may constitute a criminal offence under the Crimes Act 1900 and/or corrupt conduct under the Independent Commission Against Corruption Act 1988.

3.12 Freedom of Information

- 3.12.1 The Freedom of Information (FOI) Act 1989 gives to members of the public, rights of access to official documents of the New South Wales Government and its agencies. The Act extends, as far as possible, the right of the community to access information (generally documents) in the possession of the New South Wales Government, limited only by considerations of the protection of essential public interest and of the private and business affairs of persons in respect of whom information is collected and held by departments and public authorities.
- 3.12.2 Should a request be made under the FOI Act, a decision by the NSW Government to grant or refuse access to EOI, tender and/or contract documents considered to be 'commercial-in-confidence' would normally be made only after consultation with the Respondent, tenderer or contractor concerned. Such consultation would nevertheless be without prejudice to any decision to release the information, such decision ultimately being determined by the requirements of the FOI Act.

3.13 Exchange Of Information Between Government Agencies

- 3.13.1 Lodgement of a Response will itself be an authorisation by the Respondent to the Board to make available, on request, to any NSW Government agency information, including but not limited to, information dealing with the Respondent's performance for any agreement that may ultimately be awarded. Such information may be used by the recipient NSW Government agency for assessment of suitability for pre-qualification, selective tender lists, expressions of interest or the award of a contract or termination of contract.

The provision of the information by the Board to any other NSW Government agency is agreed by the Respondent to be a communication falling within section 22(1) of the Defamation Act 1974 (NSW), and the Respondent shall have no claim against the Board and the State of New South Wales in respect of any matter arising out of the provision or receipt of such information, including any claim for loss to the Respondent arising out of the communication.

In the evaluation of Responses, the Board may take into account any information about the Respondent that the Board receives from any source.

To avoid doubt, information which may be collected, exchanged and used in accordance with this provision includes “personal information” about the Respondent for the purposes of the Privacy and Personal Information Protection Act 1998. Lodgement of a Response will be an authorisation by the Respondent to the Board to collect such information from third parties, and to use and exchange such information in accordance with this clause.

The Respondent’s attention is drawn to the Freedom of Information (FOI) Act 1989 which may confer rights, subject to the terms of that Act, to access, and to require the correction of, information held by certain agencies.



NSW Procurement is a Business Unit of the NSW Department of Commerce

PART B – TECHNICAL REQUIREMENT

Expression of Interest No. 0700140

Fleet Management Service for NSW DET
Schools ICT Hardware

1. Background

The Department of Education and Training (DET) seeks to purchase an ICT hardware fleet management and integration service from an external service provider that has demonstrated a capacity to effectively and efficiently manage and integrate a fleet of ICT hardware. The fleet contains:

- A minimum 200,000 PCs;
- 30,000 imaging devices (reduction from the current 51,000 imaging devices)
- A proposed 10,000 interactive classroom systems (10,000 white boards; 10,000 projectors; 5,000 video conferencing systems and 10,000 sound systems.)

The DET public school sector comprises more than 2200 schools, each of which is able to spend its own funds on ranges of ICT equipment and related services.

DET spends a minimum of \$30m of operating expense on school-based ICT systems management and support through regional, head office and local school support. These costs are driven in large part due to inconsistent standard operating environments and fleets of varying specifications. The costs are a combination of internally and externally sourced personnel and services. The current service delivery though effective cannot meet future needs under current operating parameters.

Through benchmarking of leading industry practices, options exist for a managed contracted service to improve efficiency and effectiveness. This improvement is through adoption of a coordinated whole of life approach to provisioning, integration, maintenance and disposal of PCs on a four-year lifecycle, imaging devices on a five-year life cycle and interactive classroom systems on a nominally four-year life cycle.

The proposed service brings together existing elements of service provisioning (for instance, procurement of ICT equipment using SCCB purchasing agreements, expediting of equipment ordering using Smartbuy technology) and enhances it with integration of components and asset management technology and service provision.

DET also currently spends on ICT equipment

- Over \$100 million annually with external suppliers in the direct purchase of PCs, imaging devices and interactive classroom systems for public schools under SCCB arrangements.
- An estimated minimum of \$30 million annually with external suppliers in the direct purchase of PCs, imaging devices and interactive classroom systems under school managed budgets. The \$30 million is a straightforward extrapolation of known purchasing activity in schools – it is likely the true figure may be up to twice this amount.

Current sourcing arrangements

According to Public Sector Management (Goods and Services) Regulation 2000, the NSW State Contracts Control Board (SCCB), which reports to the Minister for Commerce, has sole responsibility for the provision of goods and services for the NSW public service.

The SCCB arranges purchasing of commonly used goods and services on behalf of the public service through period contracts. Where a SCCB period contract exists, Departments/agencies are required to purchase from these contracts.

In the absence of an SCCB contract for the required goods or services, departments and agencies are authorised by the SCCB to undertake their own procurement to certain financial levels.

DET's managers source contractors primarily from SCCB contracted suppliers but also through non-contracted suppliers or directly when necessary. SCCB related contracts include:

- Contract 1078 for Administrative, Financial and Specialist Labour Hire
- Contract 755 for Professional, Technical and Industrial Labour Hire
- Contract 881 for IT Contracting Personnel

- Contract 2001 for Consultancy Services
- Contract 2036 for Software Development Contractors
- Contract 2390 for Imaging devices and document solutions

User Guides for the above contracts can be viewed and downloaded from:

<http://www.contractservices.nswp.commerce.nsw.gov.au/Contract+Information+and+User+Guides/Contract+Information+and+User+Guides.htm#categories>

SCCB contracted suppliers change from time to time as a result of tenders and/or vendor management related issues. Some of the contracts listed above will be subject to public tender during 2007 and this may lead to a change in the supply base available for access by DET. Half of all placements are filled by no more than ten suppliers for personnel related contracts.

Regulatory framework

DET is subject to the laws, regulations and policies that apply to NSW public service departments.

Specifically:

- DET must fulfil its obligations under the Technology for Learning (T4L) program (for schools PC equipment supply) to maintain a minimum of 100,000 PCs less than four years old
- DET is unable to fulfil the unmet demand for access to online services in schools without significantly increasing the size of its managed fleet of PC equipment. Current methods of funding and operating practices cannot cater for this demand and therefore change will be needed in how PCs are bought, maintained and managed. This change will have its greatest impact by ensuring that PCs purchased using school-based funds from sources such as parent and citizen committees or the Commonwealth Government Investing In Our Schools program follow established DET and NSW Government procurement and technical standards.
- Procurement of PC equipment for schools from DET funding sources must conform to the ITS2007 NSW State Government Panel Contract.
- DET must fulfil its obligations that every school must have access to interactive classroom systems within four years.
- DET must use the NSW State Government Smartbuy service to procure PC equipment
- DET does not have access to additional capital within the agency capital budget to rapidly expand its desktop fleet though under the recent Federal election promises we are expecting greater funding for PCs from Federal funds
- The solution must be at least cash neutral to DET
- The PC equipment fleet cannot become smaller, unless this becomes a DET investment objective

Respondents should also rely on their own enquiries but are referred in particular to:

- NSW Personnel Handbook
- Public Sector Employment and Management Act 2002;
- Public Sector Management (Goods and Services) Regulation 2000
- Industrial Relations Act 1996
- Occupational Health and Safety Act 2000
- Public Sector Management (General) Regulation 1996

2. Requirements

DET invites Expressions of Interest from service providers that can address the broad objectives and detailed requirements below.

Interested service providers should note that the service envisaged to meet these requirements is not within the scope of existing SCCB contracts that supply traditional services. Respondents should also note that other NSW government agencies may seek to access the service supply agreement formed as a consequence of the procurement process outlined in this EOI. Therefore one should not limit one's thinking to only the DET ICT hardware fleet.

DET seeks innovative and sustainable ways to align its schools' and TAFEs' ICT fleet with the needs of public school and TAFE education. Standardising procurement processes for ICT equipment is a powerful method to ensure that DET's ICT service infrastructure improves its scale and quality through:

- Deployment of the GCIO ICT strategy
- Deployment of more access devices in a wider range of teaching and learning environments
- Delivering services to students and staff through more reliable services with more predictable functional expertise
- Common standards that support technical service delivery and teaching and learning activities
- Measurement and improvement of effectiveness and efficiency of the investment in ICT services
- The service provider(s) sourcing, managing and maintaining the PC fleet, imaging devices and interactive classroom systems will also enable more efficient deployment of DET (and vendor) support and systems management services.
- New procedures will be implemented to improve control over issues of security to reduce the theft / loss of ICT equipment.

The expected outcome (objectives being met) of the expression of interest process is to:

- Fulfil demand for interactive classroom systems and PCs
- Integrate ICT hardware at field level particularly for interactive connected classroom systems
- Modify local area networks and infrastructure at school / TAFE facilities to accommodate interactive classroom systems if necessary as per government standards
- Encourage school and TAFE managements to spend discretionary funds on standard equipment and thereby embrace the GCIO ICT procurement strategy
- Achieve savings (e.g. minimise costs of the deliverables accepted in the contract);
- Provide DET's ICT fleet managers with a mechanism to further consolidate purchasing and leverage of buying power
- Obtain operational efficiencies and a central repository of ICT assets that may help with planning and reporting on the fleet
- Improve user acceptance and increase utilisation by ensuring a more reliable ICT service delivery platform
- Standardise and innovate with technology
- Provide a sustainable method for disposing of large numbers of PCs at the end of a four-year lifecycle and imaging devices and interactive classroom systems when deemed redundant.

Components of the service envisaged include that the service provider:

- Uses Smartbuy technology to procure ICT equipment from SCCB approved suppliers
- Uses Treasury sourced funding to procure the ICT equipment
- Provides the expertise, technology and process to deliver the efficiency of a single interface with a panel of SCCB approved suppliers and DET's 2250 schools, and 130 TAFE facilities.
- Integrates ICT hardware at field level
- Provides stakeholders with access to feedback on overall ICT fleet usage, status, trends and issues associated with ICT fleet management.
- Provides the following functions:

- Identify a person as having the right to procure ICT equipment
- Present a catalogue of equipment types
- Build an order involving multiple items
- Place an order via the Smartbuy service
- Acquit an order following delivery
- Register (and track) an asset
- Notify the purchaser for payment
- Report on activity

Cost

DET intends to achieve a significant and sustainable reduction in the total direct cost of fleet management and integration without compromising either the quality of its service delivery obligations or its commitment to equitable workplaces. Respondents should therefore propose strategies to reduce the cost of both existing requirements as well as the cost of the proposed services over a five-year period. Remuneration models based on the achievement of cost reductions are encouraged.

Respondents should include with their response, potential strategies to manage supplier margins and how it would ensure that the remuneration of engaged personnel is consistent with prevailing market conditions. Standardised rates and margins are seen as desirable.

DET requires complete visibility of all costs associated with its fleet management and an associated reporting capability to show costs by any definition and cost centre. Cost reduction opportunities and proposed strategies should be quantified, risk weighted and broad timelines provided for the delivery of cost reductions.

The solution must embody all costs to DET associated with acquisition and implementation. DET will only consider solutions that have declared and quantifiable costs and risks.

Innovation and Technology

DET is committed to the ongoing rollout of electronic and online systems to improve its overall performance and is presently implementing SAP as its Enterprise Resource Planning (ERP) system across its operations. Any fleet management system proposed as part of the service provided should:

- Interface with DET/ Commerce's Smartbuy procurement system and SAP for optimal performance;
- Provide on-line reporting; and
- Provide DET's managers with on-line access to DET's assets.

Supplier development programs

Proposals must include strategies to improve management of the DET supply base with focus on how key performance indicators would be applied, monitored and reported to DET. For example if certain types/ brands of ICT hardware are providing lesser performance then reports will need to be generated to advise what actions should be taken on future use of this ICT hardware.

Performance outcomes desired

- Single interface to leverage appropriate combination of suppliers to meet DET's fleet management;
- Reduced total cost through demand management, rate and margin reduction and business process efficiencies such as on-line timesheets and consolidated invoicing;
- Technology platform that links ICT hardware suppliers with fleet managers, schools and TAFEs;
- Standardised, transparent and appropriate fee and remuneration structures;

- Provision of quality advice, information and reports to managers and suppliers about requirements and performance;
- Improved efficiency and effectiveness of fleet management and contractor deployment; and
- Provision to DET stakeholders of improved visibility of the ICT fleet through on-line systems, including an active, readily accessible pool of suitable resources.

3. Procurement Process

Documented relationship

The proposed contract will be developed through negotiation with the chosen supplier(s). Its duration is expected to be five years – three years with two one - year extensions.

At present, the primary focus is a service agreement where the supplier provides an integrated management service whereby it:

- Procures PCs, imaging devices and interactive classroom systems for schools from DET funding sources in conformance with ITS2007 NSW State Government Panel Contract. The key issue is DET's alignment to ITS2007/Smartbuy, which guarantees whole-of-government purchasing power leverage for price setting
- Uses Smartbuy service to expedite the equipment delivery
- Manages the fleet assets for the duration of the four/five year service life
- Disposes of the assets after the four/five year service life (and where possible, assists in disposing of existing end-of-life equipment)
- Records and reports on usage of the equipment
- Must demonstrate to DET that it can provide a turnkey solution that will not require DET to undertake systems development work prior to implementation (other than integration into DET's network operations)
- Must conform to all relevant NSW government financial management legislation and regulations
- Must accommodate expansion (or contraction) of PC numbers and interactive classroom systems over time to account for changes in DET's investment patterns
- Must not require DET to change its business rules and must not require DET to significantly change its current processes for ICT procurement (other than where these changes are beneficial to the agency's operations)
- Must accommodate changes in the profile of ICT equipment types that DET seeks to procure.



**NSW Procurement – Contracting Services is a Business Unit of the NSW
Department of Commerce**

PART C - RESPONSE

Expression of Interest No.0700140

Fleet Management Service for of NSW DET
Schools ICT Hardware

Your Company's Legal Name: <Insert Company name>

Your Company's Trading Name: <Insert Trading name>

Contact Name: <Insert name of your Contract
Administration Officer>

Contact Phone: <insert telephone no>

PART C - INFORMATION TO BE PROVIDED BY RESPONDENTS

Respondents are required to provide the following details. Attachments may be used in providing information where insufficient space is available, however such attachments should be as brief as practical while conveying the required information.

1. Company Details

Trading Name: _____
(if any)

Company Name: _____

ACN : _____

ABN : _____

Registered Office Address:

Postal Address if different from above:

Actual Address if different from above:

Name of contact person: _____
Position in Company: _____

Telephone: _____

Facsimile: _____

Email Address: _____

2. Responses against Selection Criteria

(a) (i)

Provide details of your enterprise's IT systems in respect of their ability to interface with DET's proposed ERP system, (currently under implementation), and in particular their ability to interface with Commerce's "smartbuy" procurement system. DET will be choosing from one of the three chosen solutions (SAP, Oracle, Mincom) and a decision on the selected ERP solution will be made during the EOI process.

Provide details of your enterprise's IT systems in respect of their ability to provide a range of Management Reports, providing information on a variety of data, such as total number of ICT Hardware, employment category of placements, value of placements and DET's cost centre.

(a) (ii)

Provide details of how your enterprise would resource the operation of this contract and the Management structure you would propose to ensure it had the capability to successfully deliver the services required, and to provide sufficient flexibility to adapt to changing agency requirements.

Provide details of principal staff members anticipated to be dedicated to this project, together with details of their skills and experience.

(a) (iii)

Provide details of your enterprise's financial capacity to undertake this project. Provide annual turnover for the past 3 years, number of years in business in fleet related activities, and to the extent possible, development strategies and forward planning proposals.

(a) (iv)

Does your enterprise have an accredited Quality Assurance system in place? If so, provide details. If not, provide details on how you ensure performance and outcomes are maintained to an appropriate standard for the operation of a contract of this nature.

(a) (v)

Please provide an explanation of how your enterprise would be structured in respect of this contract to ensure that at all times it operated in the best interests of Government/DET. Also provide information on any identified potential conflicts of interest and how they would be addressed in the operation of the contract.

(a) (vi)

Please provide information that will demonstrate that your enterprise and the individuals involved have an extensive knowledge of the ICT fleet marketplace, including the Government environment. Also address your knowledge of current developments and strategic directions in these fields, including but not limited to employment trends and information technology initiatives and developments.

(a) (vii)

Please provide details on how you would integrate the operation of this contract into your current business activities.

(a) (viii)

Provide a listing of contracts of similar magnitude which your enterprise has held over the last 5 years, both Government and private sector. Please indicate the other party to the contract, duration of contract, approximate value and the services provided particularly integration of ICT hardware components and remediation activities of local area networks to enable integration. Note a key selection criterion to identify those parties with whom DET will seek to further discussions is demonstrable experience with one enterprise of similar complexity to DET that is of a similar size or can be scaled to DET's size

(a) (ix)

Indicate the measures your enterprise has in place to ensure that it always acts in an ethical manner, in all business dealings.

(a) (x)

The evaluation committee may wish to visit your premises to assess the suitability of available resources to undertake the proposed contract. Appropriate notice would be given. Please indicate the name and contact details of the person to be contacted should such an inspection be sought.

(a) (xi)

Please provide details of three (3) business referees who may be contacted as part of the evaluation of this EOI.

(b)

Provide a comprehensive response that demonstrates how your enterprise would satisfy the business requirements and meet the objectives described in Part B of this EOI.

The response therefore should address:

Any additional efficiencies that could be applied to the management of an ICT fleet,

How their services enhance, and not necessarily replace, existing supply arrangements, within the context of ICT supply agreements,

Identified cost reduction opportunities and proposed strategies, which should be quantified, risk weighted and set within broad timelines for delivery,

IT requirements (see (a) (i) above,

together with the desired outcomes described in this Part of the EOI.

3. Indicative Pricing

To enable DET to make fully informed decisions in regard to the future strategies and actions that may ensue from this EOI, respondents are asked to provide indicative pricing for the operation of the proposed service. While this will not be used to assess the responses received, it will provide DET with a benchmark for use in further tender action or negotiation.

Please provide an estimate of the annual fee that would apply, based on the annual total cost of managing 200,000 PCs, 30,000 imaging devices, and 10,000 interactive classrooms, in accordance with the following table. Total cost includes salaries, on-costs, statutory costs and enterprise costs and margins.

Total annual cost \$million	Annual fee estimate

Respondents may provide additional information in support of their proposal in Attachment 1 below.

Attachment 1- Further Information to be provided by Respondents

Response

<Guide Note: Any matters not directly requested for response in Part C can be covered from this point onwards or as a separate proposal.>