

**INDEPENDENT COMMISSION AGAINST CORRUPTION****REQUEST FOR TENDER****ICT INFRASTRUCTURE UPGRADE****RFT: A13/0100-2**

<b>ISSUE DATE:</b>	<b>Wednesday 6 November 2013</b>
<b>CLOSING DATE:</b>	<b>2:00 pm Monday 9 December 2013</b>

## **Non-Disclosure Statement**

*This document and all other information provided during the tendering process may contain confidential information that must not be used, copied or disclosed to third parties without the prior written consent of the Information Management & Technology Manager, NSW Independent Commission Against Corruption.*

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## 1. Background

In the second half of 2010, the NSW Independent Commission Against Corruption (ICAC) engaged an ICT services company to conduct a comprehensive review of its ICT Infrastructure.

Following this review, the ICAC engaged an ICT services company in 2011 to prepare a detailed ICT Infrastructure architecture design.

The first phase of the ICT Infrastructure upgrade, as detailed in the Chapter 2.1 of the ICT Infrastructure Architecture Design V2.3,<sup>1</sup> has been completed. This involved construction of a new server room with redundant air-conditioning, UPS, fire suppression systems, racking, cabling and environmental monitoring.

In July 2013 the ICAC issued tender A13/0100 RFT: ICT Infrastructure Upgrade Project to a select number of IT services companies. During the tender process, feedback from a number of tender invitees led ICAC to conclude that further clarity was required to receive fixed-price responses and for the tender to result in a positive outcome. The tender was placed on-hold whilst the tender documentation was reviewed and updated.

As a result of the review the tender is now being re-issued to organisations on the ICT Services Scheme under the NSW Department of Finance and Services Advanced Registered Suppliers List.

Although the original goals of the tender have, for the majority, remained unchanged the ICAC has produced a new ICT Infrastructure Upgrade Requirements document in order to address the issues previously raised by tender invitees.

The ICAC is now seeking to engage an ICT services company, through the tendering process, to upgrade and transform its ICT infrastructure to meet the requirements and outcomes defined in the ICT Infrastructure Upgrade Requirements V1.0 document.

The ICAC's primary data centre is located in the Piccadilly Tower at 133 Castlereagh Street, Sydney. The warm Disaster Recovery (DR) site will be located in Parramatta, about 25 kilometres from the primary site.

## 2. Purpose of this Request for Tender

The purpose of this request for tender (RFT) is to request organisations on the ICT Services Scheme under the NSW Department of Finance and Services Advanced Registered Suppliers List to provide a proposal and a fixed price quotation to undertake a complete end-to-end implementation of the ICT infrastructure upgrade project. This will include supply of all necessary hardware, software and services. The basis for the tender will be the ICT Infrastructure Upgrade Requirements V1.0; the ICT Infrastructure Architecture Design V2.3 should be referenced to provide understanding of the design considerations and underlying technology choices.

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<sup>1</sup> A copy of the ICT Infrastructure Upgrade Requirements V1.0, ICT Infrastructure Architecture Design V2.3 and associated tender documents will be made available to interested parties once the duly completed "Secrecy to Information" form, included in Appendix A, is received from each personnel who will have access to this document. Fax or scanned copy of the form by email will not be acceptable. Due to the large size of the documents, it cannot be emailed and will be made available on a CD which can be collected from ICAC Reception on Level 21, 133 Castlereagh Street, Sydney.

Where specific products have been defined in the ICT Infrastructure Upgrade Requirements V1.0 the ICAC expect tender responses to include the same products unless there is a compelling technical design constraint or the product is no longer available.

### **3. Scope of Works**

The scope of this project is to supply, configure, commission, and test all hardware, software and services in a virtualised environment to meet or exceed the requirements as detailed in the ICT Infrastructure Upgrade Requirements V1.0.

It is important for interested organisations to review and understand the ICT Infrastructure Upgrade Requirements V1.0 in order to fully comprehend the scope of works.

The ICT Infrastructure Architecture Design V2.3 document should be used for reference material and to provide insight into specific product choices.

The deliverables defined below are presented in a suggested order of delivery, tenderers should assess the deliverables, the order and the impact of the relocation and present an implementation plan they are able to achieve.

Tenderers must present a budget that details the costs of products and services that will be invoiced in the financial years 2013-2014 and 2014-2015 and in accordance with the template provided in Appendix C.

Additionally, the vendor will need to provide a total of 10 days on-the-job training and administrative hand-over, to up to seven (7) relevant IT staff of the Commission on various technologies as they are implemented. It is important that vendors include in their response the details of this training and identify any prerequisites required of ICAC ICT staff.

This project has been grouped into the following deliverables in suggested order of delivery:

#### **Prior to Relocation (First Half 2014)**

- Local Area Network
- IP Schema Change
- Perimeter Network
- Compute and Storage
- Server Consolidation and Virtualisation
- Standard Operating Environment (Desktop)
- Exchange and Lync Upgrade
- VDI Pilot

#### **At Relocation (July - August 2014)**

To reduce cost and complexity the following components will be scheduled to go-live on relocation day at the new premises:

- IP Telephony
- Wireless

#### **Post Relocation (Post August 2014)**

With a large number of activities required in the first half of the year and the relocation project taking place in parallel, there will be considerable pressure on resources and deadlines. The following activities are non-critical to the relocation and are expected to take place afterwards. However, these activities can be undertaken earlier in the timeline if it can be demonstrated that they will not impact relocation activities or resource requirements.

- Server and Operating System Upgrades
- Disaster Recovery and Internet Diversity

## 4. Technology Scope

The following information is presented to allow potential respondents to assess their ability to provide technology services in line with the technology decisions that have been detailed in the ICT Infrastructure Architecture Design V2.3 and ICT Infrastructure Upgrade Requirements V1.0 documents:

The major technology vendors within the scope of this tender are:

- Networking and Security – Cisco, Checkpoint and Juniper
- Server and Workstation – Dell
- Storage and SAN replication – EMC
- Operating Systems – Microsoft
- Virtualisation – VMware
- Systems Management – Microsoft
- IP Telephony – Avaya, Verint
- VDI - VMware

## 5. Exclusions

### Out of Scope

The following deliverables detailed in the ICT Infrastructure Architecture Design V2.3 are Out of Scope for this tender:

- Server Room refurbishment
- Access layer switch refresh
- Mobile Device Management
- ITIL
- Printers
- Laptop Procurement
- Video Conferencing
- Performance Baseline
- Fax Gateway
- CIRBA
- uProvision
- Active Directory Certificate Services Hardware Security Module (HSM)
- Security Monitoring

### Application Upgrades

The ICAC is currently running the following applications systems:

1. TRIM Electronic Document and Records Management System
2. MOCCA Management of Cases and Complaint Assessments System based on Microsoft Dynamics CRM
3. Sun Finance System
4. Aurion HR System including Electronic Self Service and Timekeeper modules
5. Internet Website based on Joomla! CMS
6. Intranet Website based on Joomla! CMS
7. Nuix Forensics System

8. A number of other software and/or databases including Dragonspeak, i2Analyst, MS Project, SPSS, iBase, ServiceDesk Plus and ABR.

While the virtualisation and hosting of applications on the latest versions of Windows Server, SQL Server and Exchange Server is included in the scope of the project, the actual version upgrade of custom applications is outside scope of the tender. If a version upgrade is recommended by the vendor of the custom application or database, this work will be facilitated by the Commission.

### **Microsoft Licensing**

Tenderers are expected to assess and provide quotation for all Microsoft products licensing within the tender response as optional. The Commission will assess the cost \ benefit of the proposed licensing option but may decide to maintain Microsoft licensing under existing license agreements.

### **Relocation of ICT Infrastructure**

The ICAC understands that the relocation of the ICT Infrastructure to the new premises poses considerable risk to the successful completion of this project.

The relocation of ICT Infrastructure is outside the scope of this tender and will be discussed with the successful tenderer during the 1st half of 2014.

## **6. Timeframes for this project**

It is expected that this project will commence in early February 2014 and will be completed in three stages during 2014. The three stages have been designated as follows;

Pre-Relocation – Prior to July 2014

Relocation – July to August 2014

Post Relocation – September to October 2014

**Shown below is the high level indicative timeframes for this project:**

<b>Key Milestone</b>	<b>Expected completion date</b>
Issue of the tender	Wednesday 6 November 2013
Briefing session I – Project Scope	09:30 am Thursday 14 November 2013
Briefing session II - Technical Brief	TBC
Closing questions by tenderers	6:00 pm Monday 2 December 2013
Closing of the tender	2:00 pm Monday 9 December 2013
Opening of the tender	3:00 pm Monday 9 December 2013
Tender evaluation and selection of the recommended organisation	Friday 20 December 2013
Completion of security vetting of the recommended organisation and personnel working on the project	Friday 24 January 2014
Signing of the contract	Friday 31 January 2014
Commencement of the project	Monday 8 February 2014

Completion Pre-Relocation Deliverables	Friday 6 June 2014
Completion Relocation Deliverables	Friday 29 August 2014
Completion of the project	Friday 31 October 2014

## 7. Conflicts of Interest

Respondent organisations are required to disclose any conflicts of interest in undertaking this project.

## 8. Respondent's Submission

**The tenderer's response MUST include all of the following:**

1. A project implementation and migration plan with key risks and dependencies identified for each component or phase of the project.
2. A payment plan structured around the successful acceptance testing of project deliverables and the financial year end constraints.
3. Copy of the bill of material (BoM) as supplied with this tender with the following columns duly completed:
  - a) Agreed variation.
  - b) Details of the variation including the proposed alternative.
  - c) Any impact of the alternative on the overall architecture of the design.
  - d) Positive cost implication due to the variation (reduction in the cost).
  - e) Negative cost implication due to the variation (increase in the cost).
4. Details of any conflict of interest:
  - a) The supplier represents and warrants that no undisclosed conflict of interest exists or is likely to arise in the performance of the services under this RFT.
  - b) The supplier warrants and undertakes to notify the ICAC, in writing, immediately upon becoming aware of the existence, or possibility, of a conflict of interest. On receipt of such notice the ICAC may approve the supplier undertaking any work which the ICAC considers might give rise to a conflict of interest or refuse to approve, whereby the supplier will refrain from undertaking any such work. The ICAC may thereupon exercise its rights of termination under the contract which the tenderer will enter into with the Commission for this project.
5. Acceptance of the [Procure IT V3.1 Part 2: Customer contract, Part 3: The Dictionary, Part IV: Various Schedules.](#)
6. Details of the respondent's understanding and acceptance of the ICT Infrastructure Upgrade Requirements V1.0. Provide full details on how the respondent proposes to address each section and subsection of the ICT Infrastructure Upgrade Requirements V1.0 document that will result in a successful end-to-end delivery of the project.
7. The organisation's demonstrated experience in undertaking similar projects. Provide details of the projects, value of the projects, length and phases of the



projects, the resources required for undertaking those projects and lessons learnt that would be valuable to bring to this project.

8. Details of demonstrated experience of each employee proposed to work on this project in their respective area of expertise. There must be at least one expert in each of the following areas:
  - a) server infrastructure including virtualisation under VMware, Windows servers, SQL Server, Exchange Server, Directory Services, etc.
  - b) network infrastructure including security, firewalls, IDS, VPN gateways, etc.
  - c) storage and data security including backups, SAN replication, VMware Site Recovery Manager etc.
  - d) PABX including VoIP and call recording
  - e) commissioning of warm DR sites and DR site management
  - f) end-user devices including VMware Horizon, SCCM and SOE design and deployment.
9. A fixed price for end-to-end implementation of this project. The respondent must show the cost of each stage and phase of the project and a total cost of the project. The respondent must also include details of any other costs if applicable. The costs must reflect budgets for two financial years, 2013-2014 and 2014-2015.

An example template is provided in Appendix C for this purpose.

10. It is a requirement of this engagement that the tenderer will provide 12 months warranty support on all the system integration work from the date of going live with each stage of the project.

The tenderer must also provide:

- a) hourly charges for various specialist consultants should the Commission wish to engage such to undertake any work which is out of the scope of the warranty
  - b) hourly rate as above for each of the following three years after the expiry of the warranty
  - c) a pro-forma service delivery standard during the warranty period and the following three years after the expiry of the warranty (if different).
11. Name and contact details of two referees where similar work has been recently undertaken by the respondent organisation and/or key members of the proposed team

Tenderers **MUST** respond to each of the above criteria, clearly marking and starting each on a new page.

It is the vendor's responsibility to ensure that all information provided is complete and accurate. Responses must be carefully checked by the vendor before lodgement to ensure that the correct prices/rates and conditions have been stated.

If the respondent finds any discrepancy, error or omission in the RFT documents, they shall notify the RFT contact in writing thereof at least two weeks before the closing date of this tender.

## Summary of Costs

Tenderers are encouraged to present pricing information using the template provided in Appendix C.

Tenderers must present pricing information in a format that allows ICAC to determine:

- Project Phase
- Project Deliverable
- Major Component
- Category
- Pre-GST Cost
- Financial Year

## Services Deliverables (Example Only)

Tenderers must provide a deliverables table that identifies relevant artefacts that will be provided during each stage of the project, and the corresponding activities. The following table is provided as an example.

Stage	Brief Activity Description	Artefact
Analysis	<ul style="list-style-type: none"> <li>• Project Kick-Off</li> <li>• Detailed requirement analysis</li> <li>• Analysis of existing Infrastructure. Schedule and Timelines</li> <li>• Deliverable definition</li> </ul>	<ul style="list-style-type: none"> <li>• Project Management Plan (PMP)</li> <li>• Work Breakdown Structure (WBS)</li> </ul>
Design	<ul style="list-style-type: none"> <li>• Detailed review of the indicative BOMs and existing designs</li> <li>• Deployment Strategy and Configurations</li> <li>• Migration Schedule and Procedure</li> </ul>	<ul style="list-style-type: none"> <li>• Detailed Design</li> <li>• Detailed Implementation Plan</li> </ul>
Procurement	<ul style="list-style-type: none"> <li>• Finalize all BOMs</li> <li>• Acquire necessary hardware/software components</li> </ul>	<ul style="list-style-type: none"> <li>• Hardware</li> <li>• Software</li> <li>• Licensing</li> </ul>
Implementation	<ul style="list-style-type: none"> <li>• Platform Installations</li> <li>• Network Integration</li> <li>• Systems Deployment</li> </ul>	<ul style="list-style-type: none"> <li>• As-Built Documents (Draft)</li> <li>• Operational Guides (Draft)</li> <li>• System Configurations</li> </ul>
QA & Testing	<ul style="list-style-type: none"> <li>• Develop System Test Plans</li> <li>• Functional Testing and UAT</li> <li>• Performance Testing</li> <li>• DR Failover/Failback Testing</li> </ul>	<ul style="list-style-type: none"> <li>• System Test Plans</li> <li>• User Acceptance Test Plans</li> <li>• Backup Testing</li> <li>• Disaster Recovery Run-books</li> </ul>
Deployment & Migration	<ul style="list-style-type: none"> <li>• Go-Live Procedures and Run Sheets</li> <li>• P2V Migrations</li> <li>• User Migration</li> <li>• Policies and Configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Change Requests</li> <li>• Go-Live Run Sheets</li> </ul>
Post Implementation Support	<ul style="list-style-type: none"> <li>• Post Migration Optimisation</li> <li>• Training and Handover</li> <li>• Build Documentation</li> <li>• Training Material</li> <li>• Post-Handover Support</li> </ul>	<ul style="list-style-type: none"> <li>• As-Built Documents (Final)</li> <li>• Operational Guides (Final)</li> <li>• Training Documents</li> <li>• Operational Handover</li> <li>• Project Closure Report</li> </ul>

## 9. Evaluation Criteria

The criteria to be used in the evaluation of the tender responses include the criteria listed below. The criteria are provided to assist vendors in making an assessment of the suitability of their quotation and are not ranked in their order of importance.

### Phase 1: Completeness of the response

S.No	Criteria	
1	An incomplete proposal where all required information is not provided will not be considered.	Mandatory
2	A detailed project plan for each phase of the project as well as an overall project plan with the view to complete this project by Friday 31 October 2014 assuming that the project will commence on 8 February 2014.	Mandatory
3	A detailed implementation and migration plan for each phase of the project.	Mandatory
4	Copy of the bill of material (BoM) as supplied with this tender with the following columns duly completed: <ul style="list-style-type: none"> <li>a) Agreed / variation.</li> <li>b) Details of the variation including the proposed alternative.</li> <li>c) Any impact of the alternative on the overall architecture of the design.</li> <li>d) Positive cost implication due to the variation (reduction in the cost).</li> <li>e) Negative cost implication due to the variation (increase in the cost).</li> </ul>	Mandatory
5	Details of any conflicts of interest.	Mandatory
6	Acceptance of the <a href="#">Procure IT V3.1 Part 2: Customer contract, Part 3: The Dictionary, Part IV: Schedule 13.</a>	Mandatory

### Phase 2: Merit selection

S.No	Criteria	Weighting
7	Organisation's understanding and acceptance of the scope of works demonstrated by providing full details on how it proposes to address each section and subsection of the Infrastructure Architecture Design document while delivering a complete end-to-end project solution.	Weighted
8	Organisation's demonstrated experience in undertaking similar projects including details of previous projects undertaken.	Weighted
9	Details of demonstrated experience of each employee proposed to work on this project in their respective area of expertise. There must be at least one expert in each of the following areas: <ul style="list-style-type: none"> <li>a) server infrastructure including virtualisation under VMware, Windows servers, SQL Server, Exchange Server, Directory Services</li> <li>b) network infrastructure including security, VPN gateways, MS Lync Server</li> <li>c) SAN storage and data security including backups, and data and systems recovery</li> <li>d) PABX including VoIP and call recording</li> <li>e) commissioning of warm DR sites and DR site</li> </ul>	Weighted

	management f) end-user devices including VDIs.	
10	Total quoted fixed price and value for money. Value for money will take into account the proposed variation to the bill of material (positive or negative impact of the alternative).	Weighted
11	a) hourly charges for various specialist consultants should the Commission wish to use them to undertake any work which is out of the scope of the warranty b) hourly rate as above for each of the flowing three years after the expiry of the warranty c) a pro-forma service delivery standard during the warranty period and the following three years after the expiry of the warranty (if different).	Non-weighted assessment by the Tender Evaluation Committee.

### Phase 3: Referee's report

12	At least two references where similar work has been recently undertaken by the tenderer and the involvement of key personnel involved in these projects.	Positive feedback reports from both referees are mandatory.
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### Phase 4: Security vetting

13	Successful security clearance of the organisation and the key personnel who will be working on this project.	Security clearance of the organisation and proposed or acceptable alternative personnel is mandatory.
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## 10. Warranty Support

This project will require that the successful tenderer will provide a 12-month warranty on all system integration work from the date of going live of each stage of the project. All hardware will have a four-year warranty from the date of delivery. All software will have the warranty as per the usual terms and conditions of the software vendor.

## 11. Contract Signing

This tender is being issued by invitation only to selected organisations on the "SCM0020 - Prequalification: ICT Services Scheme" of the Department of Finance and Services.

The successful tenderer will enter into the contract "[Procure IT Framework Version 3.1 Part 2: Customer Contract](#)" including associated documents and schedules as applicable to this project.

## 12. Additional Conditions

Tenderers are required to comply with all of the terms and conditions as detailed in the "[Procure IT Framework Version 3.1 – Part 2: Customer Contract](#)".

There are additional terms and conditions that apply specifically to this project and are detailed in Appendix B. These will take precedence over any such or similar terms and conditions already included in the "[Procure IT Framework Version 3.1 – Part 2: Customer Contract](#)".

## 13. Security Vetting

The successful tenderer and all its personnel working or starting on this project at any time during the course of the project will need to undergo security vetting as required under the *Independent Commission Against Corruption Act 1988*. No disclosure or reasoning will be provided by the ICAC if a person is not security cleared successfully to work at the ICAC.

## 14. Intellectual Property Rights

All intellectual property rights in all new material produced by the vendor during this project will vest in the ICAC upon creation or must be transferred or assigned by the vendor to the ICAC.

## 15. Briefing Sessions

### Briefing Session I

The ICAC will conduct a briefing session on **Thursday 14 November 2013 between 09:30 am and 11:00 am.**

This briefing session will be limited to providing and clarifying information in relation to the tender process, expected tender outcomes and scope of the project.

To make a booking please contact Mark Keat on (02) 8281 5830 or email [icac@icac.nsw.gov.au](mailto:icac@icac.nsw.gov.au) and state in the Subject: **ICT Infrastructure Upgrade RFT A13/0100-2**

### Briefing Session II

A second brief will be provided at a date to be confirmed and will provide further information on the tender and will also allow technical discussion and clarification of technical and functional requirements.

You are encouraged to bring people with expert knowledge and experience in relevant areas as detailed above.

A limit on the number of attendees to a maximum of six will be appreciated.

## 16. Closing Date

Tenderers must submit their response by **2:00 pm AEST on Monday 9 December 2013** via the eQuote of the NSW Procurement of the Department of Finance and Services.

**Late tenders will not be accepted. Please do not fax or email your responses.**

## 17. Further Enquiries

All further enquiries must be in writing via email as follows:

Email: [icac@icac.nsw.gov.au](mailto:icac@icac.nsw.gov.au)

Subject: **ICT Infrastructure Upgrade RFT A13/0100-2**

## 18. Closure of Clarification

Tenderers must submit all questions by **6:00 pm on Monday 2 December 2013.**

All questions and responses will be posted on the eTender web site in an anonymous fashion without identifying the source of the enquiry.

**No correspondence will be entered into regarding questions or clarification received after this time.**

# APPENDIX A



INDEPENDENT COMMISSION  
AGAINST CORRUPTION

## **UNDERTAKING AS TO SECRECY OF INFORMATION**

1. Section 111 of the *Independent Commission Against Corruption Act 1988* (“the ICAC Act”) applies to everybody who works for or with the Commission, including those undertaking contract or project work for the Commission.

2. Section 111(2) of the ICAC Act states:

(2)

*A person to whom this section applies shall not, directly or indirectly, except for the purposes of this Act or otherwise in connection with the exercise of the person's functions under this Act:*

(a) *make a record of any information; or*

(b) *divulge or communicate to any person any information,*

*being information acquired by the person by reason of, or in the course of, the exercise of the person's functions under this Act.*

3. This section applies to you. You must not communicate or divulge any information concerning the Commission’s ICT infrastructure design to anybody outside the Commission. If you consider it necessary that any such information be communicated or divulged to anyone outside the Commission, you should first obtain the Commission’s consent to the communication or divulging of the information.

If a disclosure is made, and you are involved in the making of it, then you should be in a position to justify what you have done.

4. I have read and understood the above, and undertake to comply with Section 111(2).

5. I am aware that s 111(2) of the ICAC Act provides for a monetary penalty of up to \$5,000 and/or imprisonment for a period of one (1) year for breach of the secrecy provision. I also understand that such a breach would mean I must leave the Commission.

ORGANISATION: \_\_\_\_\_

POSITION: \_\_\_\_\_

FULL NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

## APPENDIX B

### Additional Terms and Conditions applicable to this project

Tenderers are required to comply with all of the terms and conditions as detailed in the [“Procure IT Framework Version 3.1 – Part 2: Customer Contract”](#).

The following additional terms and conditions subject to approval of the Department of Finance & Services will apply to this project and will take precedence over any such or similar terms and conditions already included in the above referred customer contract:

1. The successful tenderer and all personnel assigned to this project will need to undergo security vetting.
2. Replacement of key personnel on the project from those listed in the tenderer’s response will need to be agreed to by the Commission.
3. The tenderer may use approved partners as listed in the ICT Services Scheme. However, the tenderer will be wholly responsible for the performance of these partners for all the work whatsoever undertaken by them.
4. All hardware equipment must have a four-year warranty from the date of delivery and associated service level to meet the following requirement:

Priority	Description	Initial Response	On-Site Response
Critical	A defect that prevents the execution of day-to-day business operations where no reasonable work around exists.	1 Hour, 12 x 5	4 hours, 12 x 5
High	A defect that has a material impact on business operations where no reasonable workaround exists.	1 Hour, 12 x 5	8 Hours, 12 x 5
Medium	A defect that has an impact on business operations with a suitable workaround or does not have an impact on business operations but the timely resolution is important to future business needs.	4 Hour, 12 x 5	24 Hours
Low	A defect that has minimal impact on business operations.	NBD, 12 x 5	48 Hours

5. All software will have the warranty as per the software vendor’s terms and conditions of the software.
6. All system integration work carried out under this project will have a 12-month warranty from the go-live date of each stage of this project and on the project completion.

The service levels associated with the warranty periods are required to meet the following requirements:

Priority	Description	Initial Response	On-Site Response
Critical	A defect that prevents the execution of day-to-day business operations where no reasonable work around exists.	1 Hour, 12 x 5	4 hours, 12 x 5
High	A defect that has a material impact on business operations where no reasonable workaround exists.	1 Hour, 12 x 5	8 Hours, 12 x 5
Medium	A defect that has an impact on business operations with a suitable workaround or does not have an impact on business operations but the timely resolution is important to future business needs.	4 Hour, 12 x 5	48 Hours
Low	A defect that has minimal impact on business operations.	NBD, 12 x 5	96 Hours



7. It is likely that the Commission may install more servers and/or applications before the commencement of this project and these will also be candidates for virtualisation. Numbers of such servers and/or applications will not exceed five.
8. The Commission will be relocating from July 2014. It is therefore imperative that the tender response reflect the stages as stipulated in the RFT document. The tenderer should take into consideration that delays in this project or the relocation may result in further delays. The tenderer should state how this may be dealt with in respect of financial impact and resourcing.
9. The design document prepared in 2011 was based on Windows Server 2008, SQL Servers 2008, Exchange 2010 and Office 2010.

Newer versions of these products have since been released and accordingly the ICT Architecture Design document has been updated to use VMware 5.x, Windows Server 2012, SQL Server 2012, Exchange 2013 and Office 2013 for all applications/software/systems.

No assessment has been undertaken as to whether all the applications/software/systems will run on these newer platforms in a virtual environment. The vendor must ensure that all applications will run on these latest versions unless it is impossible to do so and such a claim will need to be supported by the vendor of the application/software.

If any application/software cannot be run on any one or more of these newer versions as stated above, it will need to run on the latest compatible versions. Servers/applications which cannot be virtualised will run on their own stand alone servers. The cost of such servers will be borne by the Commission.

Windows Servers, SQL Servers, Exchange Server, et cetera, may require staged upgrading to the latest versions.

10. The tenderer must have a project manager as the main contact person to liaise with ICAC staff and to manage the project on a day-to-day basis on the tenderer's side. It will be the tenderer's responsibility to manage its own resources.
11. There will be some work which will need to be carried out after working hours or on the weekend. The tenderer must make their own estimate of these and take this into consideration in their fixed quoted price.
12. Any variation or an alternative solution during the life of this project must be formally approved by the ICAC through the change request procedure.
13. All personnel working on the project on behalf of the tenderer will have to abide by all relevant ICAC policies.
14. The DR site will be located in Parramatta, about 25 kilometres from the CBD. Although all testing of the DR configuration initially will be carried out in the same server room hosting the primary site, travelling by the tenderer's personnel working on the DR site will be required when the equipment is relocated to the DR site and further testing is carried out.
15. Payment schedule:

This project has been divided in the following eight deliverables:

- i. Network – Core, Access and Perimeter
- ii. Compute and Storage
- iii. Server Consolidation and Virtualisation
- iv. Standard Operating Environment (Desktop)
- v. Exchange Upgrade and Lync Implementation
- vi. VDI Pilot
- vii. IP Telephony
- viii. Wireless Network
- ix. Server OS, Database and Application Upgrades
- x. Disaster Recovery

The project deliverables have been defined based on the ICAC understanding of the logical order in which they should be completed; the vendor should define the order of the deliverables within the required project plan based on their ability to procure and implement goods and services. In developing the plan, the tenderer should take into consideration that plan must be aligned with the project payment schedule and agreed to within the relevant contract as per Schedule 12 of the "[Procure IT Framework Version 3.1 – Part 2: Customer Contract](#)".

The ICAC will pay the successful tenderer the fees and charges, and reimburse the tenderer for any expenses, only as specified in the relevant contract, or in the absence of specification in the relevant contract, the tenderer's response to this tender.

The payment plan will need to consider the progress payment requirements detailed below:

- a) The successful tenderer may invoice a deposit of 10% of the specified cost of the deliverable upon approval by the ICAC of the project documents in respect of a deliverable, but no earlier than 14 days prior to the date of commencement of substantial work on that deliverable (as opposed to preparatory design works or establishment of project office, and the like) as specified in the migration implementation plan
- b) thereafter, the tenderer may invoice for the supplies delivered during a calendar month up to a total of 40% of the specified cost of the deliverable
- c) the tenderer may invoice 40% of the specified cost of the deliverable on go-live of the deliverable
- d) the tenderer may invoice 5% of the specified cost of the deliverable upon resolution of all problems raised during the warranty period applicable to the deliverable during the first 90 days of such warranty period
- e) the tenderer may invoice the remainder of the specified cost of a deliverable upon completion of the warranty period applicable to the deliverable.

## APPENDIX C

### Budget Templates

As well as the detailed breakdown included in the BOM the responses must provide summary pricing for each phase of the project as follows:

#### Categories

Category	Description
Services	All work carried out by contractor in relation to the project
Hardware	All hardware components or hardware\firmware combined
Software	OS Licenses, Application and Management software
Maintenance	Maintenance and Supports costs not included in base price of products

#### Project Activity Phases

Project Activity	Phase
Local Area Network	Network
IP Schema Change	Network
Perimeter Network	Network
Compute and Storage	Computer and Storage
Server Consolidation and Virtualisation	Server Consolidation and Virtualisation
Standard Operating Environment (Desktop)	Desktop
Exchange and Lync Upgrade	Exchange and Lync
VDI Pilot	VDI
IP Telephony	Telephony
Wireless	Network
Disaster Recovery and Internet Diversity	Disaster Recovery
Server and Operating System Upgrades	System Upgrades

### Phase and Deliverable Pricing (Example Only)

Phase	Deliverable	Major Component	Category	Pre-GST Cost	Financial Year
Network	Core Network	Cisco 4500 x 2	Hardware	\$65,000	2014
Network	Core Network	Design	Services	\$20,000	2014
Network	Core Network	Implementation	Services	\$40,000	2014
Network	Core Network	Cisco 4500 x 2	Maintenance	\$5,000	2014
Network	Management	Solarwinds Orion	Software	\$40,000	2014
<b>Network Phase Total</b>				<b>\$170,000</b>	
DR	Internet	Cisco Router	Hardware	\$25,000	2015
DR	Disaster Recovery Site	Installation	Services	\$60,000	2015
<b>Disaster Recovery Phase Total</b>				<b>\$85,000</b>	
<b>Project Total 2014</b>				<b>\$170,000</b>	<b>2014</b>
<b>Project Total 2015</b>				<b>\$85,000</b>	<b>2015</b>