



End User Computing (EUC) Services Procurement

The Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) is commencing a strategy to procure End User Computing (EUC) services to replace the current contract which expires in June 2007.

DIMIA will progress the EUC services procurement to a market test with an Expression of Interest (EOI) in order to get a better understanding of the capabilities within the market. DIMIA will use that understanding to better refine the scope of services to be sourced and how it should be sourced including which services should be bundled for a Request for Tender (RFT). The EOI will also serve as a selection process to reduce the number of service providers to be invited to respond to a more detailed RFT.

The approach for the scope of services for the EUC EOI is to be as inclusive and as broad as possible in order to test the market for the best available solutions. The proposed services to be included in the EOI for the EUC services are:

- End User Computing including Desktop Hardware, Printers, Laptops, Peripheral devices (e.g. Palm Pilots) and Multi Functional Devices (MFDs);
- Remote Access Services;
- Service Desk;
- Mail Services and Notes Application servers;
- File & Print Servers;
- WAN/LAN - hubs, switches, routers;
- Related storage; and
- Secure Gateway Services.

Proposed Key Activity Dates:

Release of EOI	November 2005
Shortlist Service Providers	1 st Quarter 2006
Release of RFT	2 nd Quarter 2006
Transition	1 st Quarter 2007
Current Contract Expiry	30 June 2007

An Industry Briefing on the EUC services will be held shortly after the release of the EOI. Specific dates will be in the EOI documentation as well as advertisements placed in several newspapers.

Based on market response to the EOI, DIMIA may choose to vary the EUC services released in the RFT, issue a number of RFT's for one or more services or reapproach the market with new information.

Interested companies will need to ensure that they pre-qualify through the Endorsed Supplier Arrangement (ESA) scheme. For more information on ESA please refer to the website: www.finance.gov.au/online/esa.