

Procurement Portfolio

November 2013



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MEMBER BENEFITS

ABOUT CAUDIT

The Council of Australian University Directors of Information Technology (CAUDIT) is an incorporated entity with membership drawn from the Information Technology (IT) Directors/Chief Information Officers of higher education institutions in Australia, New Zealand, the South Pacific and Papua New Guinea, as well as the Commonwealth Scientific & Industrial Research Organisation (CSIRO) and the Australian Institute of Marine Science.

Collectively CAUDIT member institutions spend in the order of AU\$1.8B annually on Information Technology Products and Services, employ in excess of 120,000 staff and teach the equivalent of more than 1,000,000 full time students.

ABOUT STRATEGIC PROCUREMENT

Strategic Procurement is called out as a Strategic Pillar within the CAUDIT Strategic Plan:

“CAUDIT will work with vendors to deliver value to members by leveraging their collective spending power, as well as building strategic partnerships to enhance the value of the relationship members have with the vendor community. To facilitate this CAUDIT will: negotiate collective procurement arrangements; work with members and vendors to derive maximum mutual value; and work with strategic vendors to ensure that members have a good understanding of the future technology roadmaps so that members can make sound strategic investment decisions.”

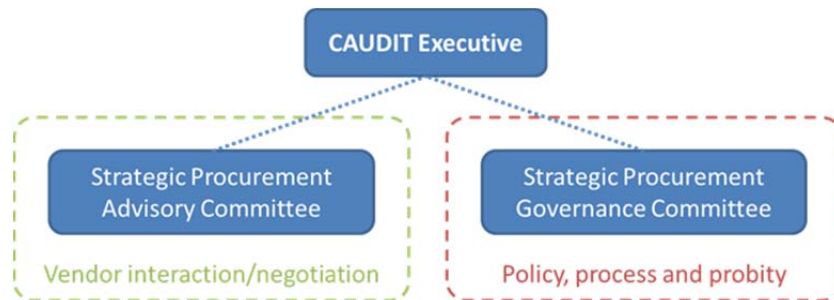
The Governance Structure of CAUDIT Procurement is summarised in Figure 1.

There are three main committees:

1. The Executive Committee provides oversight of all operations;
2. The Strategic Procurement Governance Committee is responsible for policy and process, ensures that appropriate probity controls are in place, and ultimately must approve any deal with a vendor; and
3. The Strategic Procurement Advisory Committee sets the strategic direction and focus of CAUDIT's procurement activities, and at times will provide assistance to the Director, Strategic Procurement by interacting directly with vendors in any negotiation.



MEMBER BENEFITS



As part of CAUDIT's strategy around Strategic Procurement, a full time Director Strategic Procurement is employed to negotiate on behalf of CAUDIT members and to manage existing agreements. The Director reports to the Chief Executive Officer, taking advice from the Strategic Procurement Advisory Committee.

The Director Strategic Procurement is:

Mr. Steve Johnston
c/o Edith Cowan University
Joondalup Campus, Building 9, Room 437
270 Joondalup Drive
Joondalup, WA 6027
Mailing Address:
PO Box 2150
Wangara WA 6065
E-mail: steve.johnston@caudit.edu.au
Phone: +61 8 6304 5511
Mobile: +61 419 909 677
Fax: +61 2 6304 5515

ABOUT THIS PORTFOLIO

This portfolio contains a summary of the strategic procurement deals that are available to CAUDIT members.

More information about each of the deals can be found on the CAUDIT Website (<http://www.caudit.edu.au>).

Accessing deals require authentication via the Australian Access Federation (AAF) or the New Zealand Access Federation (Tuakiri).

Due to the commercial nature of the various deals that have been negotiated, pricing is only available via the website.

This portfolio is correct at the time of publication; however, members should always check with the CAUDIT Website to ensure that they have the most up to date information available.



PREFERRED TERMS & CONDITIONS

Where possible, CAUDIT will negotiate for terms based upon standard government frameworks. There are two frameworks in common use:

- 🔸 **Queensland Government Information Technology Contracting (GITC) Framework version 5.02** – please see <http://www.gitc.qld.gov.au> for further information
- 🔸 **Commonwealth Government Information Technology and Communications (GITC) Contracting Framework version 4** – please see <http://www.gitc.finance.gov.au> for further information.

These frameworks are used to create preferred terms and conditions where CAUDIT runs a tender in accordance with the CAUDIT Procurement Guidelines.

PROCUREMENT GUIDELINES

CAUDIT conducts its procurement activities in accordance with the CAUDIT Procurement Guidelines. These guidelines establish a framework used by CAUDIT to support its procurement processes and provide the necessary transparency to satisfy members that CAUDIT has conducted its procurement activities in an appropriate manner.

The guidelines are based in part on the Commonwealth Procurement Rules (July 2012) and have been adapted for use by CAUDIT.

A copy of the guidelines can be downloaded from:

http://www.caudit.edu.au/download.php?doc_id=1242&site_id=43&file_ext=.pdf



THE BENEFITS OF STRATEGIC PROCUREMENT

Strategic Procurement from a sector wide standpoint has many benefits for CAUDIT members. These benefits include:

- Cost Reduction – a reduction in the cost to do business; these cost savings should be evident for both the vendor and the CAUDIT Member.
- Demand Aggregation – an improved ability for CAUDIT to aggregate demand for product and services via term, group or volume purchasing commitments.
- Standardisation – Improved coordination between the CAUDIT membership with respect to the product and services being used in order to simplify the technology mix in use within CAUDIT Members and support processes within and between CAUDIT Members.
- Simplified Processes – A reduction in the bureaucracy required to engage with vendors, including (but not limited to) common terms and conditions, a single price list and improved handling of procurement processes.
- Information Sharing – Improved communication between vendors and the CAUDIT Membership including technology roadmaps, support and process information and general communications.

Strategic Collaborative Procurement may also be used to establish a group of vendors providing hardware, software and services in a particular area, referred to as a panel agreement. Members may make use of panel agreements to select vendors.

MEMBER SAVINGS

The Strategic Procurement activities of CAUDIT have over the years realised significant savings for members. Some recent examples that demonstrate this include:

- Microsoft Agreement
CAUDIT Members spent \$11M with Microsoft during 2011/2012. The core offering provides a discount of approximately 34% to members, with an additional discount of 15% off Premier Support (within the PremierOne framework).
This represents an annual saving across the sector of approximately \$3.3M.
- VMware Agreement
CAUDIT Members spent \$8.8M with VMware during 2011/2012. While VMware were unable to disclose a savings percentage, it is estimated that this represents a discount of \$3.5M to the sector (based upon the assumption that they would otherwise license a similar product set).
- Citrix Agreement
The Citrix offer saved the membership over \$1M in 2011/2012. The total expenditure with Citrix was around \$2.3M (including product sales and services billing) representing a savings of around 43%.

Based on these 3 agreements alone the savings across the sector are approximately \$9.1M per annum or approximately \$200k per member.





MICROSOFT LARGE ACCOUNT RESELLERS (LARS)

The Panel

The Microsoft LAR Panel has been established to streamline the process of selecting a LAR and to obtain the best possible price for the sector.

The panel was established via a closed tender, open to all Australian Large Account Resellers, as provided by Microsoft. Six of the eight resellers provided a response, and agreed to the terms and conditions of the tender.

Terms and conditions were either:

- 🟡 Queensland Government GITC
- 🟡 Commonwealth Government GITC

The process was conducted in accordance with the CAUDIT Procurement Guidelines.

Panel Members

The following vendors are members of the Microsoft LAR Panel:

- 🟡 Corporate Express Australia Pty Ltd
- 🟡 Data #3 Limited
- 🟡 Dell Australia Pty Ltd
- 🟡 Dimension Data Australia Pty Ltd
- 🟡 Insight Enterprises Australia Pty Ltd

- 🟡 SoftwareONE Australia Pty Ltd

Products and Services

This panel may be used for the purchase of all software available from Microsoft (generally via the CAUDIT Microsoft Enterprise Agreement or the Microsoft Select Agreement). Please see vendor information for further specifics.

Eligibility

This panel is available to all Australian University Members of CAUDIT.

Additional Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Resources. Visit <https://www.caudit.edu.au/resources> and search on "Microsoft LAR"

For further information, enquiries should be directed to:

Contact Details
Please refer to Appendix A for Microsoft LAR Contacts.



PROFESSIONAL CONFERENCE ORGANISERS (PCOS)

The Panel

The PCO Panel has been established to provide logistical support to conferences run within the sector, in particular:

- QUESTnet
- The Higher Education Technology Agenda or THETA (formerly known as EDUCAUSE Australasia)
- E-Research Australasia

The panel was established via an open tender in accordance with the CAUDIT Procurement Guidelines. Members of the evaluation committee were drawn from the sector, including CAUDIT Members involved with the conferences above.

The panel may be used for conferences run by any CAUDIT Members to run any conference.

Panel Members

The following vendors are members of the PCO Panel:

- Conference Design
- Conference Logistics
- YRD

Products and Services

Products and services available within this panel are all associated with products and services associated with conference support but may vary from vendor to vendor and can be tailored to individual conferences as required.

Eligibility

This panel may be used by all CAUDIT Members.

Additional Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

PCO Panel.zip

For further information, enquiries should be directed to:

Contact Details

Please refer to Appendix B for PCO Panel Contacts.





An Australian Government Initiative

PANEL OFFERS

STORAGE INFRASTRUCTURE (RDSI)

The Panel

The Research Data Storage Infrastructure (RDSI) project is a \$50M federally funded project, for which the University of Queensland (UQ) is the lead agent.

As part of the project, a Vendor Panel (VePa) has been established for use by RDSI nodes and the University sector. The panel provides pricing and terms for services, hardware and software related to storage.

The panel was established via an open tender run by CAUDIT and RDSI. An evaluation committee was established with an independent chair, two CAUDIT representatives and two RDSI representatives.

Terms and conditions were either (at the discretion of the vendor):

- ✧ Queensland Government GITC
- ✧ Commonwealth Government GITC

The process was conducted in accordance with the CAUDIT Procurement Guidelines.

Panel Members

The following vendors are members of the RDSI Vendor Panel:

- ✧ ASI Solutions
- ✧ Cisco (through partners Alphawest, Dimension Data, Frame Group, Logicalis and UXC Connect)
- ✧ DataDirect Networks
- ✧ Dell
- ✧ EMC Australia
- ✧ Frontline
- ✧ Hewlett-Packard Australia
- ✧ Hitachi Data Systems
- ✧ IBM Australia and New Zealand
- ✧ Safewell Server Racks
- ✧ SGI
- ✧ XENON Systems
- ✧ XOSor



Products and Services

Products and services available within this panel are all associated with storage infrastructure, but may vary from vendor to vendor. Please see vendor information for further specifics.

Eligibility

This panel is compulsory for all RDSI nodes, and may be optionally used by any CAUDIT Members for any purpose. There is no requirement for the use of products and services available under this panel to be related to any RDSI nodes.

Additional Information

To obtain more information about the Vendor Panel, please visit <http://rdsi.uq.edu.au/vepa>.

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

RDSI Panel.zip

For further information, enquiries should be directed to:

Contact Details

Please refer to Appendix C for RDSI Panel Contacts or alternatively contact:

RDSI

Dr Nick Tate
Director

The University of Queensland
Room 510 Axon Building (47)
Brisbane QLD 4072

Phone: +61 7 3365 2019
Mobile: +61 412 674 010
E-mail: n.tate@rdsi.uq.edu.au
Web: <http://rdsi.uq.edu.au/>



AMX



The Offer

AMX have provided a base discount pricing scheme, providing a guaranteed minimum discount to CAUDIT members for their control products.

The discount was established via offer/acceptance as defined within the CAUDIT Procurement Guidelines (Section 7.2).

Products and Services

The offer includes discount prices in the following product categories:

- ⬡ Digital signage
- ⬡ Media management
- ⬡ Presentation switchers
- ⬡ Digital media switchers
- ⬡ Touch panels
- ⬡ Lecterns
- ⬡ Environmental controls
- ⬡ Camera controls
- ⬡ Warranties

Eligibility

All CAUDIT members are eligible for this offer. Please note that additional discounts may be available based upon the volume of your purchase.

Additional Information

Details of this offer is available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

AMX Offer.zip

For further information, enquiries should be directed to:

Contact Details

AMX

Graham Barrett
Technology Director

5 Commercial Drive
Southport QLD 4215

Phone: +61 7 5531 3103

Mobile: +61 418 460 815

Fax: +61 7 5530 3424

E-mail: graham.barrett@amxaustralia.com.au

Web: <http://www.amxaustralia.com.au/>





APPLE COMPUTER

The Offer

The Apple University Consortium offers a broad range of services to members including:

- Negotiation – negotiating with Apple on behalf of the sector for Apple products and services.
- Innovation Grants – institutions nominate projects through their local AUDF Grant Review Committee. Success projects receive funding for Apple and third party products, services and software.
- Conference Scholarships – the AUC grants scholarships to the Apple World Wide Developers Conference. This enables staff of members organisations to have subsidised attendance to the premier Apple developer conference held each year in the United States.
- Education Discount – Staff and students of member institutions are eligible to receive education discounts on Apple products.

The Apple University Consortium also offers a broad range of services to students studying at member institutions, including:

- Scholarships – Students have the opportunity to secure scholarships to the Apple World Wide Developers Conference. This enables students studying programming or IT in a degree course of member

institutions to have subsidised attendance to the premier Apple developer conference held each year in the United States.

- Innovation Grants – seeding grants are aimed at programmers who currently do not develop for the Macintosh and/or have experience only on other platforms such as Windows and Unix. Resourcing of each recipient includes a loan Macintosh computer, developer software, appropriate self-study and enrolment in the Apple Student Developer program and CodeWarrior University.

Products and Services

Education discount applies to computing hardware and certain software only; other products are not eligible for discount.

Eligibility

All University members are eligible for membership to the AUC.

Additional Information

For further information, enquiries should be directed to:

Contact Details

Apple University Consortium

Web: <http://www.auc.edu.au/>



AUSCERT



The Offer

AusCERT is the leading Computer Emergency Response Team for Australia and provides computer information security advice to the Australian public, its members, including the higher education sector. AusCERT are a single point of contact for dealing with computer security incidents affecting or involving Australian networks.

AusCERT monitors and evaluates global computer network threats and vulnerabilities, including after hours when AusCERT staff remain on-call to respond to new information in a time critical manner. AusCERT publishes security bulletins, drawing on material from a variety of sources, with recommended prevention and mitigation strategies.

Products and Services

The Core Services offered are:

- Security Advisory Service – provision of information about vulnerabilities, defence strategies and early warning indications of possible computer attack methods. AusCERT itself and through trusted relationships with other organisations such as the Forum of Incident Response and Security Teams (FIRST) members and

vendors provides organisations with timely access to a large pool of trusted and verifiable security information.

- Threat Analysis Papers Service – provides selected ad-hoc updates to members on recent trends and developments in Internet Security. These papers may also highlight the types of incidents being detected around the world and their consequences. Due to the nature of the information included within these papers, they are distributed on an as required basis rather than on a regular schedule.
- Incident Response Service – The Incident Response Service operates 24 hours a day, 7 days a week. This service provides third party coordination services, advice and assistance, acting as a trusted information conduit between organisations including members, law enforcement and a variety of other groups. Advice and assistance provided to the Member may include information to help identify whether intruders have compromised a system and if so how the penetration occurred, how much damage has been caused and how to recover. The recovery process is designed to help the Member in preventing this type of incident from recurring. AusCERT provides information and assists the Member in the interpretation of events and logs. In order to use information provided by AusCERT effectively, the Member will need to be security aware and have



implemented an appropriate security policy (on-site or hands-on assistance is not provided as part of the Core Service). As a result of incidents reported to the Incident Response Team, AusCERT may advise the Member of a security compromise before the Member is aware that such a situation has arisen. The Incident Management Service assists the Member in establishing communication with authorities, other agencies, other Members or experts as requested and which may be useful to the Member in resolving security related matters.

- **AusCERT Early Warning Service** – The AusCERT Early Warning Service provides a means of communicating with members about critical issues that requires their early attention. Most often this will be out of business hours but may also occur during business hours. AusCERT will endeavour to use appropriate technology to provide the early warning alert service to members.
- **AusCERT Remote Monitoring Service** – provides AusCERT members with a trusted, external mechanism for notification of Internet-facing server and service outages due to equipment failure, network interruption or intruder activity by applying a standard set of tests on systems under their control from a site independent of their own network

Option services include customised training that may be provided upon request.

Eligibility

The CAUDIT/AusCERT offer is available to all CAUDIT members in Australia and New Zealand.

Additional Information

For further information, enquiries should be directed to:

Contact Details

AusCERT Membership Service

Phone: +61 7 3365 4530

Web: <http://www.auscert.org.au/>



AUSCERT CERTIFICATE SERVICE



The Offer

AusCERT Certificate Services provides security certificates which are recognised by all major browsers and offers educational and research organisations an unlimited number of certificates on a per annum basis at competitive rates. A service is also available for smaller organisations within the education and research sector, such as CRCs and consortiums, which may require a limited number of certificates to suit their business needs.

Products and Services

- Enterprise Service – This option allows Server and code signing certificates for enterprise wide university/research organisations. Includes Unlimited SSL/TLS Certificates and Unlimited Code Signing Certificates;
- Enterprise plus Service – This option allows Personal, server and code signing certificates for enterprise wide university/research organisations. Includes Unlimited Personal Certificates, Unlimited SSL/TLS Certificates and Unlimited Code Signing Certificates;

- Enterprise Service – This option allows Server certificates for small organisational groups such as CRCs and consortiums. Includes up to 30 SSL/TLS Certificates per year; and
- Enterprise plus Service – This option allows Personal certificates for small organisational groups such as CRCs and consortiums. Includes Up to 200 Personal Certificates per year.

Eligibility

The CAUDIT/AusCERT offer is only available to members that are classified as a University or a Research Organisation in Australia and New Zealand.

The model is based on Annual subscription.

Additional Information

For further information, enquiries should be directed to:

Contact Details

AusCERT Certificate Authority

Phone: +61 7 3365 4530

Web: cs@auscert.org.au



CISCO



The Offer

Cisco have provided a standard and special minimum discount off list pricing for all CAUDIT Members. A standard discount of 55% applies for all Cisco products (off the Australian Price List) with alternative discounts for other product categories (ranging from 61-65% off the Australian Price List).

These discounts do not take into consideration volume, so further discounts may be available if large purchases are made.

The discount was established via offer/acceptance as defined within the CAUDIT Procurement Guidelines (Section 7.2).

Products and Services

All Cisco products are available under the standard discount within this offer; specific product families eligible for additional discounts are as follows:

- ◊ Edge Switching
- ◊ Wireless LAN
- ◊ IP Telephony
- ◊ Unified Compute System

Other Cisco products & services are available via the RDSI Panel.

Eligibility

This offer is available to all Australian University Members of CAUDIT and is available until July 2013.

Additional Information

Details of this offer is available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

Cisco Offer.pdf

For further information, enquiries should be directed to:

Contact Details

Cisco Systems

Joe McIver
Director, Education Solutions

Phone: +61 2 8446 5004
Mobile: +61 417 416 406
E-mail: jmciver@cisco.com





CITRIX ONLINE

The Offer

Citrix Online have made an offer for licensing of their GoToMeeting product to Universities at a discounted rate. The rate is determined by the number of active organisers over a monthly period.

The discount was established via offer/acceptance as defined within the CAUDIT Procurement Guidelines (Section 7.2).

Products and Services

The discount applies to GoToMeeting. Please note pricing may be reviewed from time to time, but continues to be available to contracted customers at their agreed price.

Eligibility

All CAUDIT members are eligible for this offer.

Additional Information

Details of this offer is available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

Citrix Online Offer.pdf

For further information, enquiries should be directed to:

Contact Details**Citrix Online**

Huw Moorcraft
Enterprise Account Manager

Level 2, 1 Julius Avenue
North Ryde NSW 2113

Phone: +61 2 8870 0740

E-mail: huw.moorcraft@citrix.com

Web: <http://www.citrixonline.com/>



CITRIX SYSTEMS



The Offer

Citrix Systems have provided an offer for software licenses (as listed below) based upon either a perpetual license model, or a campus wide subscription model.

Products must be purchased via a Citrix partner.

Products and Services

The following products are available for a la carte purchasing:

- ◉ Desktop Products (XenApp, Receiver and Dazzle)
- ◉ Server Products (XenServer, Essentials for XenServer; and Essentials for Hyper-V)
- ◉ Network Products (Access Gateway; NetScaler; and Branch Repeater).

XenDesktop is also available via campus-wide licensing.

Eligibility

This offer is available to CAUDIT Members that are a recognised University in Australia or New Zealand.

Additional Information

Details of this offer is available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

Citrix Systems Offer.zip

For further information, enquiries should be directed to:

Contact Details

Citrix Systems

Nick Hoskins
Director – Corporate Sales, ANZ

Level 3, 1 Julius Avenue
North Ryde NSW 2113

Phone: +61 2 8870 0832
E-mail: nick.hoskins@citrix.com
Web: <http://www.citrix.com>



HITACHI DATA
SYSTEMS



The Offer

All CAUDIT members are eligible to receive an Academic discount off on all Hitachi Data Systems (HDS) owned software when purchased as part of upgrade or new installation of storage solutions.

Products and Services

Hitachi software included in the agreement:

- Hitachi Storage Command Suite of products including Tiered Storage Manager software, Tuning Manager, Device Manager Software & Hitachi Replication Monitor software;
- Replication software including Hitachi Universal Replicator, TrueCopy, Hitachi In System Replication bundle (Shadow Image & Copy on Write);
- Hitachi Universal Volume Manager Software;
- Hitachi Performance Monitor Software;
- Hitachi Resource Manager utility package;
- Hitachi Dynamic Provisioning software;
- Hitachi Basic Operating System V Software (including Hitachi Server Priority Manager software); and

- Hitachi Content Platform software.

Eligibility

The CAUDIT/HDS offer is available to all CAUDIT members in Australia and New Zealand.

Please note that the software is tied to HDS hardware, and therefore there are usage restrictions.

Additional Information

For further information, enquiries should be directed to:

Contact Details

Hitachi Data Systems

John Rumery
State Sales Manager

Level 7 239 George Street
Brisbane QLD 4000

Phone: +61 7 3017 6853
Fax: +61 7 3017 6844
E-mail: john.rumery@hds.com



JUNIPER NETWORKS



The Offer

Juniper offers high-performance network infrastructure that helps global service providers, leading enterprises and public sector organisations; their core routers, switches and security hardware and software run the world's largest and most demanding networks.

This discount was established via offer/acceptance as defined within the CAUDIT Procurement Guidelines (Section 7.2).

Products and Services

Products included within this offer include:

- Data Network Routers for Core, Metropolitan and Branch Office networks.
- Data Network Security Solutions for Coordinated Threat Management solutions including
- Firewalls, Intrusion Prevention Devices and Universal Access Control solutions including
- Secure VPN Devices and Agents.
- LAN Switching for Core, Distribution and Edge requirements.
- Data Centre solutions for Storage Switching and Ethernet Switching.
- Management, Provisioning and Monitoring solutions for Data Networks.

Services include:

- Operational Support Services including Maintenance and Monitoring.
- Professional Services including Scoping, Design, Implementation and Project Management.

Pricing is influenced by the volume of goods and services purchased, this offer provides a minimum discount across a range of products and services.

Eligibility

This offer is available to all member Universities in Australia and New Zealand.

Additional Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

Juniper Offer.pdf

For further information, enquiries should be directed to:

Contact Details

Juniper Networks

Ben Pascoe
Account Manager, Queensland
Level 6 60 Millar Street
North Sydney NSW 2060
Phone: +61 7 3112 2633
Mobile: +61 428 788 871
E-mail: bpascoe@juniper.net
Web: <http://www.juniper.net/>



MICROSOFT



The Offer

The Microsoft offer provides a three-year enrolment program for Microsoft software that may be licenced to Australian University staff and students. The offer includes software assurance, and allows Universities to establish a base campus licensing agreement which can be supplemented by purchases via Microsoft Select at discount rates.

The offer is available via all Australian Large Account Resellers (LAR), although it is recommended that members make use of the CAUDIT LAR Panel.

Products and Services

The base CAUDIT/Microsoft Agreement enables members to access a core set of Microsoft Desktop products as well as various Client Access Licenses, including:

- Microsoft Windows Upgrade;
- Microsoft Office Enterprise;
- Microsoft Core CAL (includes Windows, System Centre Configuration Manager, Exchange & SharePoint CALs);
- Microsoft Visual Studio Professional;
- Microsoft SQL CAL;

- Microsoft Select Plus;
- Student Windows CALs; and
- Microsoft Academy (for a single site).

Other options are available under this program, including:

- Student CAL Licensing
- Server Licensing
- SQL Licensing
- Terminal Services

Eligibility

The CAUDIT/Microsoft offer is only available to CAUDIT members who have been formally recognised by the Commonwealth Government as a University in Australia and the Batchelor Institute of Indigenous Tertiary Education. Affiliates of member Universities are also eligible to be included within this agreement.

Additional Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

Microsoft LAR Panel.zip

For further information, enquiries should be directed to:



Contact Details

Microsoft Pty Ltd

Lucy Segal

Account Manager – Higher Education

1 Epping Road

North Ryde NSW 2113

Phone: +61 78817 9356

Mobile: +61 401687 112

E-mail: lsegal@microsoft.com

Web: <http://www.microsoft.com/>



MICROSOFT PREMIER SUPPORT



The Offer

The Microsoft CAUDIT PremierOne offer is, based upon Microsoft Premier Support and has the following characteristics:

- It has a 5% price uplift, but delivers 20% more value to members;
- It offers tailed services across all Universities, using support hours allocated to CAUDIT and based upon member requirements;
- It provides an opportunity for 160% more training to be provided (by combining courses and holding them on-premise at Universities);
- It provides 100% more assessments (based upon existing agreements);
- It provides for benchmarking across all Universities (e.g. risk assessments, operational maturity assessments).
- It provides a Service Delivery Manager (part-time) to assist with sector wide collaboration and combined services;
- It provides a simplified process for purchasing additional services (e.g. Cloud Vantage, Enterprise Strategy, Consulting Services);
- Terms and Conditions are centrally negotiated and are the same for each Member.

Products and Services

There are enrolment levels that may be considered based upon University requirements:

- Basic (Founding)
- Enhanced (Standard & Plus)

Specific services are determined by each member and their Microsoft Technical Account Manager. The following offerings have been included:

- Technical Account Manager (per University);
- Service Delivery Manager (sector);
- 24 x 7 x 365 Enterprise Support (On-premise and Cloud);
- Trend Analysis of high impact outages (sector);
- Premier training (e.g workshops) – Public;
- Dedicated Premier Training (CAUDIT members);
- Risk Assessments and Health Checks (University);
- Risk Assessment and Health Checks (sector);
- Simplified access to Enterprise Strategy and Consulting services (services at additional cost);
- Complementary Services exclusive to CAUDIT Members; and
- Office 365 Migration Readiness Assessment.



Eligibility

The CAUDIT/Microsoft offer is only available to CAUDIT members who have been formally recognised by the Commonwealth Government as a University in Australia and the Batchelor Institute of Indigenous Tertiary Education. Affiliates of member Universities are also eligible to be included within this agreement.

Additional Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

Microsoft Premier Support Offer.zip

For further information, enquiries should be directed to:

Contact Details

Microsoft Pty Ltd

Matt Batchelor
Services Executive – Premier Support

Level 28, 400 George Street
Brisbane QLD 4000

Phone: +61 7 3218 7036

Mobile: +61 434 368 268

E-mail: mattbat@microsoft.com

Web: <http://www.microsoft.com.au>



ORACLE



The Offer

Oracle products can be licensed through Higher Education Services (HES) – a services company owned by Universities Australia. CAUDIT does not have any other licensing arrangements in place with Oracle, but works closely with HES.

HES acts as an Oracle reseller and sublicenses Oracle technology products to members, which allow it to pass on significant savings and financial benefits to members.

Products and Services

In addition licensing Oracle products, the following services are also available from HES.

- **Oracle Management Service** – Members are able take advantage of professional contract management and analytical services, including an annual Oracle Licence Review Service to enhance the optimisation of Oracle Technology Platform Set licensing; and
- **Oracle Review Service** – Members can have an annual Oracle Licence Review conducted from October through to December annually to coincide with the sectors financial year. The service also includes preliminary estimate of Oracle technology for the institutions for July for budgeting purposes.

Eligibility

The current members of the HES Oracle Technology Consortium are 17 of the Australian Universities, CSIRO, ANSTO and the Holmesglen Institute of TAFE.

Additional Information

For further information, enquiries should be directed to:

Contact Details

Higher Education Services

Web: <http://www.hes.edu.au/page/oracle-technology-consortium/>



PARALLELS



The Offer

Parallels provides operating system virtualisation for Macintosh computers with Intel Processors. The software allows the user to run Windows or Linux at the same time that as they run OS X.

The discount was established via offer/acceptance as defined within the CAUDIT Procurement Guidelines (Section 7.2).

Products and Services

Education pricing has been made available for institutions that are interested in deploying Parallels across their Macintosh fleet. Parallels Desktop for Mac Enterprise Edition allows support for windows-based applications on Mac computer in a managed way.

Pricing has been provided in USD.

Eligibility

Education pricing has been made available for institutions that are interested in deploying Parallels across their Macintosh fleet. Parallels Desktop for Mac Enterprise Edition allows support for windows-based applications on Mac computer in a managed way.

Further Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

Parallels Offer.zip

For further information, enquiries should be directed to:

Contact Details

Parallels AU Pty Ltd

Kevin Greely
Channel Manager Australia/New Zealand
3.08/32 Delhi Road
North Ryde NSW 2113

Mobile: +61 412 795 845

E-mail: kgreely@parallels.com

Web: <http://www.parallels.com/>



PROACTIVE



The Offer

ProActive is a supplier of IT Service Management (ITSM) training and consultancy services based on the best practice as defined in the IT Infrastructure Library and in the international standard for IT Service Management (ISO/IEC 20000).

Products and Services

An example of the courses on offer are:

- Executive Overview;
- Service Management Awareness;
- Service Management Essentials;
- ITIL Online;
- ITIL Practitioner Training;
- ITIL Manager's Certificate;
- ITIL (ICT) Infrastructure Management;
- ITIL (ICT) Infrastructure Management Executive Overview;
- Certified Software Manager.

Eligibility

The CAUDIT/ProActive offer is available to all CAUDIT members in Australia and New Zealand.

Additional Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

ProActive Offer.pdf

For further information, enquiries should be directed to:

Contact Details

ProActive Services Pty Ltd

Bob Philipson
Managing Director
Level 6 60 Albert Road
South Melbourne VIC 3205

Phone: 1300 880 855
Fax: +61 3 9696 4344
E-mail: bob.philipson@proactiveservices.com.au
Web: www.proactiveservices.com.au



RED HAT



The Offer

The CAUDIT/Red Hat Agreement has been designed to allow members to licence an enterprise class Linux distribution for use within their institution.

Products and Services

The base offering consists of unlimited usage of:

- Red Hat Enterprise Linux 5 (Server) 2 CPU;
- Red Hat Enterprise Linux 5 Desktop including Workstation and Multi-Operating System (Workstation Virtualisation) options;
- Red Hat Enterprise Linux 4 AS Academic(Server);
- Red Hat Enterprise Linux 4 ES Academic(Server);
- Red Hat Enterprise Linux 4 Desktop;
- Red Hat Enterprise Linux 4 Workstation ;
- 1 x Red Hat Satellite Server Subscription;
- Management and Provisioning Software Modules;
- Connection to Red Hat Network;
- Updates – Patches and Erratas through Red Hat Network;
- Software upgrades through Red Hat Network; and
- Premium support which includes unlimited calls and web requests and up 24x7 Support for Severity One (Emergency Support).

Options include

- Red Hat Enterprise Virtualisation
- JBoss Enterprise Application Platform
- Red Hat Enterprise Applications

- Global File System and Cluster Suite for RHEL 4
- Red Hat Academy;
- Red Hat Training and Certification Discount for CAUDIT Staff;
- Global Learning Services; and
- Red Hat Professional Services.

Eligibility

The CAUDIT/Red Hat offer is only available to CAUDIT members who have been formally recognised as a University in Australia and New Zealand by their respective government agencies responsible for education.

Additional Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

RedHat Offer.pdf

For further information, enquiries should be directed to:

Contact Details

Red Hat Asia Pacific

Max McLaren
Regional Vice President and GM

Phone: +61 2 8923 2825

Mobile: +61 402 112 447

E-mail: gmclaren@redhat.com



REMASYS



The Offer

The offer has been designed to provide CAUDIT members with access to a modern end-to-end IT performance management solution (called EAGLE-i) via a scalable set of managed services.

The offer is centred around End-User Experience monitoring of critical IT based services (such as learning management systems, student & staff portals, finance, HR & records applications, mail, library & website services and so on) and can be extended to provide monitoring and management of underlying systems (i.e. infrastructure, application & transaction monitoring).

Products and Services

The End-User Experience monitoring service provides:

- Dashboards with objective and real-time views of service performance from an end user's perspective (locally and over the internet);
- Early warning (alarms) of issues impacting end users;
- Clear views of performance over time for capacity planning; and
- Service level management & reporting.

REMASYS EAGLE-i can provide full systems monitoring encompassing the following:

- Switches, Routers, Load Balancers, Firewalls;
- Server Infrastructure and Operating System (O/S);
- Data Base Applications; and

- Middleware layers.

EAGLE-i is provided via a subscription model. The model is based on a cost per application monitored per month paid for a 36 month term.

Eligibility

The CAUDIT/Service-now offer is available to all CAUDIT members in Australia and New Zealand.

Additional Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

REMASYS Offer.pdf

For further information, enquiries should be directed to:

Contact Details

REMASYS Pty Ltd

Mark Griffin
Marketing & Account Manager

Level 1, 180 Flinders Street, Melbourne VIC 3000

Phone: +61 3 9804 4125 Mobile: +61 400 662 854

Fax: +61 3 9804 4101 E-mail: markg@remasys.com

Web: <http://www.remasy.com/>



SERVICE-NOW /
KEYSTONE



The Offer

The Enterprise Edition of Service-now is an on demand Software as a Service (SaaS) IT Service Management solution which is delivered via the Internet and accessed via a browser. The tool is modular and delivers the ITIL V3 tool set in an automated and integrated fashion. Due to the modular design the ITIL ITSM modules can be activated as the IT organisation grows to accept them at no additional subscription cost.

Products and Services

Service-now is provided via a subscription model. The model is based on a cost per named user per month paid in advance for 12 months.

Eligibility

The CAUDIT/Service-now offer is available to all CAUDIT members in Australia and New Zealand except Queensland members which are covered under the Queensland Whole of Government Agreement.

Additional Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

Keystone Offer.pdf

For further information, enquiries should be directed to:

Contact Details

Keystone Management Solutions

Don Callander

Suite 101, Level 1
672 Glenferrie Road
Hawthorn VIC 3122

Mobile: +61 439 920 005

E-mail: don.callander@keystone-ms.com.au

Web: <http://www.keystone-ms.com.au/>



SIMS RECYCLING SOLUTIONS



The Offer

The Sims Recycling Solutions offer has been designed to allow CAUDIT members access to a wide variety of e-recycling and asset management services.

Products and Services

The offer includes the following fee based services:

- Collection Service. Packaging and collections of assets set for disposal or resale.
- Receipting, registration and test services of asset. All assets are tested on receipt unless they are obviously of no value. Sims Recycling Solutions receipt all stock into an asset tracking system.
- Cleaning and removal of institutional logos and asset tags.
- Testing and data removal services. Engineers will test and inspect all assets and remove any residual customer data.
- Certified Data Removal Services. A range of secure data destruction alternatives can be provided along with optional data destruction certification.
- Sales and disposal service. Sims Recycling Solutions has specialist experience in selling used equipment, through channels such as reseller, retailers, brokers, and overseas dealers. A facility is also offered for staff and students to purchase these assets at a low cost with a warranty, once they have been refurbished. The staff and students become a customer of SIMS Recycling Solutions and therefore no warranty liabilities will extend to the institution.

Disposal of all non-working electronic equipment including CRT monitors, PCs, printers or other electronic equipment as e-waste. All assets deemed to be of no value or unusable in its present form, are data wiped as appropriate, dismantled with all components separated into their component parts and passed onto companies who specialize in refining or smelting processes where the commodity is reused in the provision of recycled raw materials.

Eligibility

The CAUDIT/SIMS offer is available to all CAUDIT members in Australia and New Zealand.

Additional Information

Details of offers are available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>) within the following file:

SIMMS Offer.pdf

For further information, enquiries should be directed to:

Contact Details

SIMS Recycling Solutions

Paul Da Silva, Senior Manager - Asset Management Services

82 Marple Avenue

Villawood NSW 2163

Phone: +61 2 8708 2009

E-mail: paul.dasilva@simsmm.com

Web: www.apac.simsrecycling.com



VMWARE



The Offer

The CAUDIT VMware offering is a term based pricing structure based upon Equivalent Full Time Student Load (EFTSL) for each individual University.

The contract basis is an Academic Term Licence Agreement (ATLA) and is based on the standard VMware EULA. The current contract commenced in March 2011 and ends in March 2014.

Universities may purchase via their preferred partner and can add products to the agreement within the Q1 and Q3 buying windows each year.

Products and Services

The CAUDIT/VMware agreement has as its base product VMware vSphere 4 Enterprise

VMware vSphere 4 Enterprise suite of products include:

- VMware ESXi and VMware ESX (deployment-time choice);
- VMware vStorage VMFS;
- Four-way virtual SMP;
- VMware vCenter Server Agent;
- VMware vStorage APIs / VCB;
- VMware vCenter Update Manager;

- VMware HA;
- VMware vStorage Thin Provisioning;
- VMware vMotion;
- VMware Hot Add;
- VMware Fault Tolerance;
- VMware Data Recovery;
- VMware vShield Zones;
- VMware Storage vMotion;
- VMware DRS; and
- VMware DPM.

The options available to the members include:

- Site Recovery Manager;
- VMware View Premier;
- Lifecycle Manager;
- Lab Manager;
- Stage Manager;
- ACE;
- Workstation; and
- Fusion.



VENDOR OFFERS

Eligibility

All member Universities are eligible to access this pricing. Affiliates to institutions may also be added upon request (based upon a ratio charging for FTE at 4 times the EFTSL rate).

The affiliate program is not designed for government research institutions or e-Research cloud services.

Additional Information

Pricing is available within the Procurement Community of Practice on CAUDIT Connect (<https://connect.caudit.edu.au>).

For further information, enquiries should be directed to:

Contact Details

VMware

Tim Matthews
Account Executive

Level 8 175 Pitt Street
Sydney NSW 2000

Mobile: +61 404 889 485

E-mail: tmatthews@vmware.com



Microsoft Large Account Reseller (LAR) Contacts | APPENDIX A

Vendor	Contact	Notes
Corporate Express Australia Pty Ltd	Phillip Neri Account Manager – Software and Licensing Phone: +61 2 9335 0203 E-mail: phillip.neri@ce.com.au	
Data #3 Limited	Jelaine Doncaster National Manager Licensing 67 High Street Toowong QLD 4066 Phone: 1300 23 28 23 Fax: 1301 32 82 32 E-mail: mscontracts@data3.com.au Web: www.data3.com	
Dell Australia Pty Ltd	Amanda Baussmann Software Account Executive Phone: +61 8972 5000 E-mail: amanda_baussman@dell.com	



Microsoft Large Account Reseller (LAR) Contacts | APPENDIX A

Dimension Data Australia Pty Ltd	Peter Lew Account Manager 11-17 Dorcas Street South Melbourne VIC 3205 Phone: +61 3 9626 0718 Fax: +61 3 9696 0913 Mobile: +61 409 191 228 E-mail: peter.lew@dimensiondata.com Web: www.dimensiondata.com	
Insight Enterprises Australia Pty Ltd	Sushini Gunawardene Business Development Manager Level 10 11 Queens Road Melbourne VIC 3004 Phone: +61 3 9868 3640 Fax: +61 3 9820 1888 Mobile: +61 403 615 979 E-mail: sushini.gunawardene@insight.com Web: au.insight.com	
SoftwareONE Australia Pty Ltd	Barry Lees Managing Director Level 8 189 Kent Street Sydney NSW 2000 Phone: +61 2 8229 0001 Mobile: +61 457 529 901 E-mail: barry.lees@softwareone.com Web: www.softwareone.com	



Professional Conference Organiser (PCO) Contacts | APPENDIX B

Vendor	Contact	Notes
Conference Design	Ben Theissen Director 228 Liverpool Street Hobart TAS 7000 Phone: +61 3 6231 2999 Mobile: +61 3 6231 1522 E-mail: ben@conferencedesign.com.au Web: www.conferencedesign.com.au	Based in Hobart.
Conference Logistics	Jane Carter Director Phone: +61 2 6281 6624 E-mail: jane@conlog.com.au	Based in Canberra.
YRD	Mary Sparksman Director Suite 7 63 Macgregor Terrace Bardon QLD 4065 Phone: +61 7 3368 2422 Fax: +61 7 3368 2433 Mobile: +61 418 877 279 E-mail: mary@yrd.com.au	Based in Brisbane.



Storage Infrastructure Contacts | APPENDIX C

	Contact	Notes
Alphawest Pty Ltd	Adam Eisenhuth ICT Business Development Manager Optus Centre 1 Lyonpark Rd Macquarie Park NSW 2113 Phone: +61 2 8922 2894 Mobile: +61 434 655 815 E-mail: adam.eisenhuth@alphawest.com.au Web: http://www.alphawest.com.au/	Reseller of Cisco hardware.
ASI Solutions	Jason King Northern Region Sales Manager Lakes Business Park 8 Lord Street Botany NSW 2019 Phone: +61 2 9384 8000 Mobile: +61 2 9666 5460 Fax: +61 2 9384 8058 E-mail: jking@asi.com.au Web: www.asi.com.au	



Storage Infrastructure Contacts | APPENDIX C

Contact	Notes
<p>Cisco</p>	<p>Peter Elford Business Development Manager, Higher Education and Research Level 1, 18 & 20 Brindabella Circuit Canberra Airport ACT 2609 Phone: +61 2 6216 0620 Mobile: +61 401 890 387 E-mail: eResearch@cisco.com</p>
<p>DataDirect Networks</p>	<p>Justin Glen Sales Director – HPC & Life Science Australia & New Zealand Level 36 71 Eagle Street Brisbane QLD 4000 Phone: +61 7 3121 3097 Mobile: +61 408 758 508 E-mail: jglen@ddn.com Web: http://www.ddn.com</p>
<p>Dell</p>	<p>Mark Helibronn Account Executive Mobile: +61 408 246 599 Fax: +61 2 8972 3146 E-mail: mark.helibronn@dell.com</p>
<p>Dimension Data</p>	<p>Chris Thompson E-mail: chris.thompson@didata.com.au</p>



Storage Infrastructure Contacts | APPENDIX C

Contact	Notes
EMC	Graham Holt State Manager QLD/NT Phone: +61 7 3032 5107 Mobile: +61 417 219 942
Frame Group	Rohan Morrison Level 11 189 Kent Street Sydney NSW 2000 Phone: +61 2 9323 2896 Mobile: +61 412 417 852 Fax: +61 2 9323 2828 E-mail: rohan.morrison@framegroup.com.au Web: www.framegroup.com.au
Frontline	Bill Ratcliffe Territory Manager 65 Park Road Milton QLD 4064 Phone: +61 7 3512 8401 Mobile: +61 400 407 772 Fax: +61 7 3368 4940 E-mail: bill.ratcliffe@frontline.com.au Web: http://www.frontline.com.au



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Contact	Notes
<p>Hewlett Packard Australia</p>	<p>Fiona Hayes Queensland Government Enterprise Level 9, 229 Elizabeth Street Brisbane QLD 4000 Mobile: +61 422 000 823 E-mail: fiona.hayes@hp.com Web: http://www.hp.com/go/storage</p>
<p>Hitachi Data Systems</p>	<p>John Rumery State Sales Manager Queensland and Northern Territory Level 7, 239 George Street Brisbane QLD 4000 Phone: +61 7 3017 6853 Mobile: +61 402 892 468 Fax: +61 7 3017 6844 E-mail: john.rumery@hds.com Web: http://www.hds.com/anz</p>
<p>IBM Australia and New Zealand</p>	<p>Shirley Llang HPC Sales Specialist Deep Computing Level 11, 601 Pacific Highway St Leonards NSW 2065 Phone: +61 2 9463 5292 Mobile: +61 421 618 821 E-mail: llangs@au1.ibm.com</p>



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Contact	Notes
<p>Intersect</p> <p>Rodney Harrison Products and Solutions Manager</p> <p>Level 12, 309 Kent Street Sydney NSW 2000</p> <p>Phone: +61 2 8079 2551 Mobile: +61 407 895 097 Fax: +61 2 9262 3040 E-mail: rodney.harrison@intersect.org.au Web: http://www.intersect.org.au</p>	<p>Intersect is a specialist provider of support services and is also an RDSI node.</p>
<p>Logicalis Australia</p> <p>Stuart Richards Business Development Manager</p> <p>Suite 10, Level 3 320 Adelaide Street Brisbane QLD 4000</p> <p>Phone: +61 7 8358 3848 Mobile: +61 401 772 795 Fax: +61 7 8358 3874 E-mail: srichards@au.logicalis.com Web: http://www.au.logicalis.com/</p>	<p>Reseller of Cisco hardware.</p>



Storage Infrastructure Contacts | APPENDIX C

	Contact	Notes
NetApp Queensland	Mark Osborne Level 17, Central Plaza II 66 Eagle Street Brisbane QLD 4000 Phone: +61 7 3223 7915 Mobile: +61 439 468 369 Fax: +61 7 3223 7901 E-mail: mark.osborne@netapp.com Web: http://www.netapp.com/au	Sales are not limited to Queensland.
Safewell Server Racks	Paul Thomson 35-37 Overseas Drive Noble Park VIC 3174 Mobile: +61 428 218 884 E-mail: paul@safewell.com.au Web: http://www.safewell.com.au/	Safewell is a specialist provider of server racks.
SGI	Nick Gorga General Manager Australia / New Zealand Level 4, 691 Burke Road Hawthorn East VIC 3123 Phone: +61 3 9963 1908 Mobile: +61 418 113 941 Fax: +61 3 9963 1902 E-mail: nickg@sgi.com Web: http://www.sgi.com/	



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Contact	Notes
UXC Connect	Lionel Kieck Account Manager 109 Logan Road Woolloongabba QLD 4102 Phone: +61 7 3909 8439 Fax: +617 3399 5947 E-mail: lionel.kieck@uxcconnect.com.au Web: http://www.uxcconnect.com.au/
XENON Systems	Dragan Dimitrovici Account Executive 10 Westall Road Clayton South VIC 3169 Phone: +61 3 9549 1110 Fax: +61 3 9549 1199 E-mail: dragan.dimitrovici@xenon.com.au Web: http://www.xenon.com.au/
XOStor	John Jukes Phone: 1300 967 867 Mobile: +61 419 991 890 E-mail: john.jukes@xostor.com.au Web: http://www.xostor.com/

