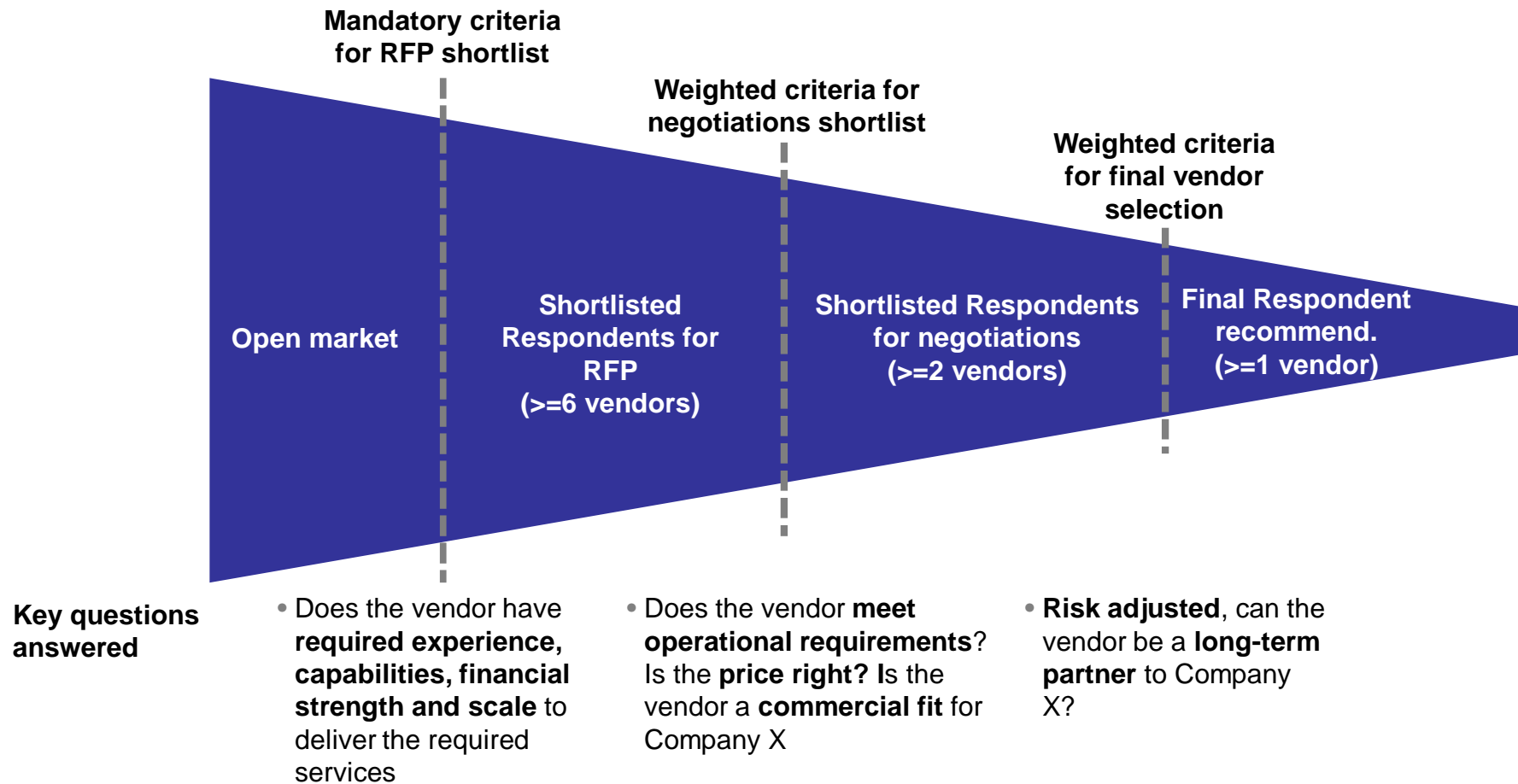


Outsourcing Supplier Evaluation Procurement Process

The evaluation plan is based on the following procurement process

Vendor evaluation process



Mandatory criteria will evaluate vendors for experience, scale, capabilities and financials (1/2)

Mandatory evaluation criteria

Dimension	Criteria
Experience and scale	<ul style="list-style-type: none">• Experience in IT infrastructure services: The Primary Registrant (or at least one of the sub-contractors) must demonstrate experience in each service tower in scope of the RFP:<ul style="list-style-type: none">– Desktop and End User Services: Experience in providing desktop management services for at least 20,000 desktops (on average, over the term of the relevant contracts) within the last three years– Processing Platforms: Experience in providing server management services for at least 2800 physical and/or virtual operating system instances (on average, over the term of the relevant contracts) within the last three years– Storage Platforms: Experience in providing storage management services for at least 3000 TB (utilised on average, over the term of the relevant contracts) within the last three years– Network: Experience in providing network management services for at least 50 client sites with at least 2,600 switches and routers (on average, over the term of the relevant contracts) within the last three years– Service Desk: Experience in providing service desk (for IT services) for at least 20,000 users within the last three years• Experience in government: The Primary Registrant (or at least one of the sub-contractors) must demonstrate experience in delivering similar IT infrastructure services (at least three of the five service towers) in government, in Australia or elsewhere, within the last three years• Experience in Australia: The Primary Registrant (or at least one of the sub-contractors) must demonstrate experience in delivering similar IT infrastructure services in Australia or elsewhere, within the last three years• Experience in HR transfer: The Primary Registrant (or at least one of the sub-contractors) must demonstrate experience in doing HR transfer (related to IT infrastructure management services) with a client similar to the size of Company X

Mandatory criteria will evaluate vendors for experience, scale, capabilities and financials (2/2)

Mandatory evaluation criteria

Dimension	Criteria
Capabilities	<ul style="list-style-type: none">• Australia based service delivery: The Primary Registrant (or at least one of the sub-contractors) must have service delivery operations (not just sales operations or a field office) in Australia and provide at least a part of IT services (IT infrastructure or other IT services) to a current client from that location. The full delivery capability of the organisation can include resourcing from an offshore location. However, some presence for delivery is required in Australia.
Financials	<ul style="list-style-type: none">• Asset takeover: The Primary Registrant (or at least one of the sub-contractors) should be open to buying the IT assets from Company X <p>Note:</p> <p>Feedback from procurement is that financials evaluation should be weighted only and not mandatory:</p> <ul style="list-style-type: none">- Asking for capability to buy assets will lock us into the asset sale strategy. Any deviation from this strategy will automatically invalidate the process.- There is uncertainty around the value of assets we will require the vendor to buy (e.g. Company X contracts IBM and Microsoft)-

Weighted criteria will evaluate vendors along financial, commercial and operational dimensions

Key objectives in each dimension

	Dimension	Definition	Objectives
	Commercial	<ul style="list-style-type: none"> Choosing the right partner based on strength of non-operations and non-financial aspects Focus on non-financial, legal and contractual terms and conditions 	<ul style="list-style-type: none"> Choose vendor(s) strategically aligned to support the Company X IT infrastructure needs and vision Develop best practice contract structure with terms and conditions covering the rights of both Company X and vendors, fairly and exhaustively Greater transparency, continuous cost reduction and price correction based on market benchmarking Migrate to a pay per use model for infrastructure services Solution focus on operating model and governance
	Operational	<ul style="list-style-type: none"> Strength of supplier offering to operate and transform infrastructure services Meet relevant short, medium and long term objectives 	<ul style="list-style-type: none"> Service Delivery <ul style="list-style-type: none"> Continuously improving, end-to-end service delivery to optimal service levels Improve customer satisfaction for both BAU and project services Minimise disruption to end user services during transition to new provider Technology <ul style="list-style-type: none"> Leverage innovation, especially cloud based delivery of IT services Optimise the complex and diverse IT environment to a more standardised and streamlined IT environment
	Financial	<ul style="list-style-type: none"> Financial evaluation on an NPV basis over the contract term 	<ul style="list-style-type: none"> Lower the Total Cost of Ownership (TCO) of IT infrastructure services to Company X. Minimise the investment needed to realise the benefits Incur investment costs as operational expenses rather than capital expenses

Objectives translate into evaluation dimensions leading to evaluation criteria

Evaluation dimensions and criteria

