

Desktop and Laptop Computers All-of-Government Contract Buyers' Guide

A guide for government agencies

January 2011

Acknowledgements & thanks - development of this guide

- Members of the IT Client Advisory Group

Contact Details

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Government Procurement Development Group | Ministry of Economic Development

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This guide is one in a series of guides that has been developed under the New Zealand Government Procurement Reform Programme. Individual Buyers' Guides have been developed for each All-of-Government contract and for the Government e-Marketplace.

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Introduction

Eligible agencies:

In brief, the agencies eligible to buy from the AoG contracts are:

- Public Service departments
- State Service agencies
- Organisations in the wider State sector

For more detailed information, see the Buyers' Guide to AoG Contracts, under the Government Contracts section at www.procurement.govt.nz

Participating agencies:

... are eligible agencies that have signed up to one or more AoG contracts through a Memorandum of Understanding with the relevant Centre of Expertise: in this instance, at the Department of Internal Affairs.

This guide is designed to provide eligible government agencies with all information required to buy from the All-of-Government (AoG) contracts put in place for a range of personal desktop and laptop computers.

As part of the Government Procurement Reform Programme, led by the Ministry of Economic Development, a procurement Centre of Expertise (CoE) has been formed at the Department of Internal Affairs (DIA) to negotiate and manage the AoG contracts for desktop/laptop computers on behalf of the Crown.

This Guide provides eligible agencies with an overview of the:

- background to All-of-Government (AoG) contracts
- who can use them
- the basics on how to use them
- key benefits, and the
- roles and responsibilities of buyers, suppliers and the CoE.

The Desktop & Laptop AoG contracts have been awarded to a panel of six suppliers. Each company has been selected to supply a different product brand across four categories. Participating Agencies select suppliers from this panel that best suit their requirements. **NB:** Agencies will still need to comply with their own internal procurement guidelines.

The contracts commenced in September 2010 for an initial term of two years, expiring in September 2012, with three rights of renewal for 12 months each. The suppliers, their product brands and the categories they are supplying against are:

COMPANY	Desktop OEM	Laptop OEM	Tablet OEM	Associated Services
Acer	✓	✓	✓	✓
Cyclone	✓	✗	✗	✓
Dell	✓	✓	✓	✓
Gen-i (Lenovo)	✓	✓	✓	✓
HP New Zealand	✓	✓	✓	✓
The Laptop Company (Toshiba)	✗	✓	✓	✓

The benefits of using this contract

What stays the same?

On a day-to-day basis using the contract will feel pretty much like business-as-usual for customers in agencies.

- You'll still deal direct with suppliers to place your orders and pay for them, and we've added an even simpler way to buy – the NZ Government e-Marketplace (NZ Ge-M)
- You'll still deal direct with suppliers if you have goods to return, for what ever reason (but the management of the contract is taken care of by the Centre of Expertise)
- You can still deal direct with any third party service providers of your choice
- You'll still have an extensive range of products and services to choose from (some services are even better) – and they will cost less!

What's different (and better?)

You're spared the time and cost of tendering and putting your own contract in place.

- The Desktops and Laptops AoG contract eliminates the need for individual agencies to put in place separate contracts for products and related basic services and, of course, the contract complies with the Government mandatory procurement rules and guidelines
- The procurement Centre of Expertise at DIA will manage the contract throughout it's lifetime

You'll save money for your organisation, effortlessly:

- We've used the collective buying power of the whole State Sector to negotiate a 'Best Price Contract'
- All the products and pricing are available in one place, the Desktop & Laptops Catalogue, and we'll be providing an additional, simple way to access this: the e-marketplace.

You'll have choice. You can order from six product catalogues.

All supplier catalogues offer related upgrades, downgrades, additional warranty periods, peripherals and associated services (such as installation, imaging, de-commissioning)

If you can't find what you need on these catalogues, contact the CoE in the first instance as products could be added to it. **NB:** The CoE is committed to working with agencies to achieve standardisation across government, however we are here to be flexible.

You'll help drive better value for money across government:

- Buy through this contract and add to the significant combined cost savings across the State Sector.

How to transition to this contract

1. Eligible agencies become 'Participating Agencies' - when they sign a Letter of Accession to the Memorandum of Understanding (MoU) between the agency and the Centre of Expertise.

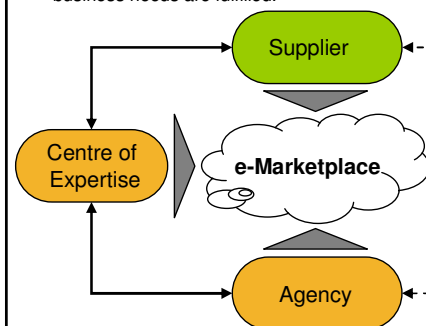
2. Centres of Expertise will liaise with individual agencies - who have signed up to participate in the AoG contracts to ensure that they are in the best position to transition to the AoG contracts at the earliest opportunity. The Centre of Expertise, in conjunction with suppliers, will provide agencies with a transition plan that will outline key timings and responsibilities for transition.

3. Agencies purchase goods and services via the log-on to the Government e-Marketplace (the recommended option) or directly with panel suppliers. Access to the Government e-Marketplace can be arranged through the Government Procurement Development Group at MED, or through your agency's user administrator for the Government e-Marketplace.

Relationship Management

The Centre of Expertise maintains the contractual relationship with the suppliers and overall transparency of the contract.

Agencies maintain an operational relationship with the panel providers to ensure their business needs are fulfilled.



Roles & responsibilities

The Participating Agency is responsible for the management of its operational relationship with its selected suppliers including in relation to the fulfilment of each purchase order. Purchase orders can be raised through the NZ Government e-Marketplace (NZ Ge-M) or directly with the Supplier.

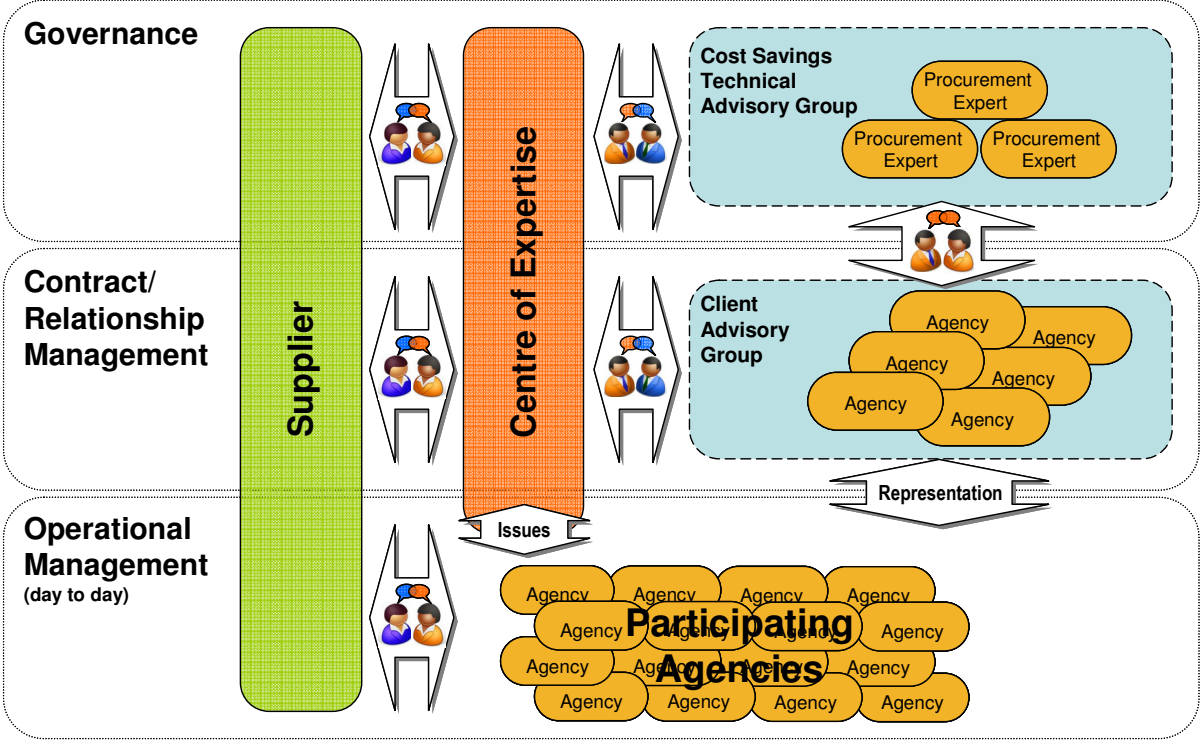
The Centre of Expertise (CoE) is responsible for the management of:

- the supplier's performance against contracted service levels
- strategic relationship management of suppliers
- the product catalogue(s), including changes to the catalogue(s)
- review and validation of pricing
- the admission of new Participating Agencies, and
- disputes escalated to the CoE by either the Supplier or Participating Agency.

The Supplier is required to perform all obligations required of it under the AoG contract including fulfilling agency purchase order requirements and account management. Each nominated Supplier will provide a transition plan for each Participating Agency.

The Government Procurement Development Group will maintain oversight of the AoG contracts through the Centre of Expertise and the Client and Cost Savings Technical Advisory Groups.

All-of-Government Contracts – Relationship Management



What you can buy off this contract

The catalogue we have negotiated offers you a wide range of choice with reduced prices from September 2010. The product offerings offered by Suppliers are broken into four categories.

- Category 1: Desktop computers under two variants, defined as standard and high specification, and associated peripherals
- Category 2: Laptop computers under three variants, defined as ultra mobile, standard and large, and associated peripherals
- Category 3: Tablet laptop computer, as a single standard Tablet, and associated peripherals
- Category 4: Associated services.

Diagram 3 illustrates the category breakdown structure used for this programme

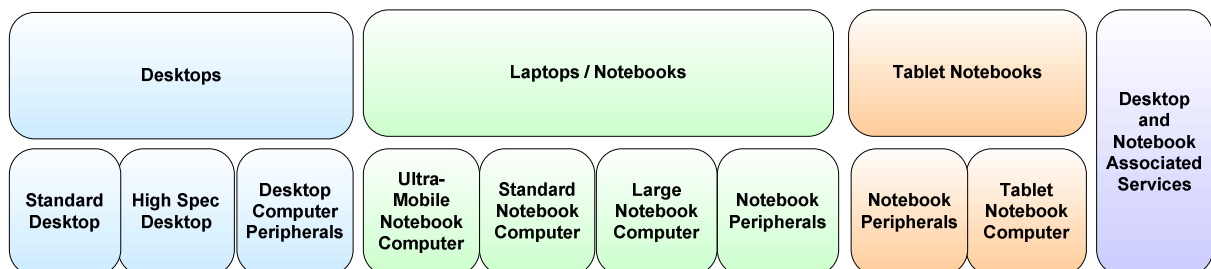


Diagram 3: Panel Category Distribution

The catalogues negotiated with Suppliers offer you standardised personal computer devices as well as related upgrade and downgrades, peripherals and associated services. Pricing for all catalogue items is fixed at each quarter.

For each category of computer, products with similar specifications have been developed with each manufacturer, allowing comparative items to be viewed side-by-side. This transparency of specification and pricing provides opportunities to make further savings as you consider alternative manufacturers.

You can choose from:

Category Name	Example Items Available
Desktop Computers	<ul style="list-style-type: none"> • Standard Desktop • High Specification Desktop • Associated upgrades / downgrades and peripherals e.g. keyboards, mouse • Monitors <ul style="list-style-type: none"> ○ 19" Widescreen ○ 22" Widescreen ○ 24" Widescreen
Laptop Computers	<ul style="list-style-type: none"> • Ultra Mobile Laptop (11-13" screen) • Standard Laptop (14–16" screen) • Large Laptop (>16" screen)
Tablet Computers	<ul style="list-style-type: none"> • Large Tablet Laptop (>16" screen)
Associated Services	<ul style="list-style-type: none"> • Associated upgrades / downgrades and peripherals, e.g. keyboards, mouse, monitors

The product catalogue will cover most agencies' needs, but if you can't find what you need, you can contact the CoE.

Please note:

- pricing differs between suppliers
- prices may change from time to time at quarterly pricing review periods
- you can select any number of suppliers for the duration of the contract period
- your agency will be provided with a "Contracts Profile" document to help make this decision.

Once your agency signs up to the contracts, you will be able to access the full catalogues either by contacting us directly (as outlined earlier) or through the NZ Government e-Marketplace - as simple as logging onto the internet.

How to buy off this contract

Eligible agencies can gain access to the AoG contract through two ways.

1) Contact expiry

Once an eligible agency's contract expires with their existing supplier, they become a Participating Agency by signing an MoU with the CoE through a Letter of Accession. Agencies can then order directly from their selected Supplier(s).

2) Via a 3rd party reseller

The intention of the contract is to present transparent and comparative products and pricing across a number of hardware manufacturers. The contract only allows one route to purchase the products of a specific manufacturer, for example Lenovo desktops must be purchased from Gen-i. However, an agency may appoint one of more third parties to purchase on its behalf, or, for example, an agency might use a service provider to install and manage their PC fleet. That service provider can buy products from this contract on the agency's behalf.

An agency that uses a 3rd party supplier can access the AoG contract rates prior to their contract with that 3rd party supplier expiring.

These 3rd party suppliers can access the contract pricing, provided the agency secures written approval from the CoE and the Supplier and any such purchases are for the sole benefit of the agency.

Products

One of the CoE's main objectives is to maximise value for money. The AoG contract has significantly reduced the price of the products and services over the term of the Supply Agreements contracted with each Supplier. A pricing regime directly linked to type and quality of products selected and services provided has been implemented. This enables Participating Agencies to choose from a range of products as outlined in the Contract Profiles.

Each supplier has separated their pricing options into the following categories:

Desktop Computers:

The product catalogue outlines

- the standard and high specification desktops, and
- associated upgrades/downgrades, and different warranty and peripheral options

Notebook computers (Laptops and Tablets);

The product catalogue outlines the base unit specifications, i.e.

- Ultra Mobile laptop (11-13" screen)
- Standard laptop (14-16" screen)
- Large laptop (>16" screen)
- Tablet laptops
- associated upgrades / downgrades, peripherals, warranties, monitors, docking stations, bags, security cables.

- **Associated Services;**

- The associated services cover options for imaging, asset tagging, installation, configuration and de-commissioning.
- Imaging service: the pre-configuration of hardware prior to shipping
- Asset tagging: the asset tagging of devices to the standard of the Participating Agency
- Installation and configuration: the onsite installation and set-up of supplied devices and options
- Disposal and or retirement: an end of life service for devices that are no longer required by the Participating Agency. This service could range from collection of end of life devices through to an onsite retirement service

Selecting Suppliers

Participating Agencies can select one or more Suppliers to meet their desktop and laptop requirements. Participating Agencies will have access to a number of resources in addition to this Buyer's Guide to aid their selections.

- Contract Profile – an overview of each Supplier and their offering
- Product Catalogue – providing a comparison between each product in each category, including pricing

It should be noted that although this Buyers' Guide can be accessed by all users, access to the Contract Profile and product catalogues will be restricted.

Participating Agencies can select Suppliers by selecting the appropriate products from the product catalogue. Additionally the Participating Agency can seek quotes from the Suppliers if the product catalogue does not provide all the information required to make an informed decision.

Please note that each Participating Agency will still need to comply with their own internal approval processes.

Ordering

The NZ Ge-M is currently under development and will be available early 2011. It will be the main tool for buying off this contract. In the meantime an alternative purchasing process is in place.

Until the NZ Ge-M is operational, Participating Agencies will need to liaise directly with Suppliers to procure their chosen products. Orders can be placed by purchase order or through a Supplier's portal (where available).

Note: There is an expectation that agencies' current purchasing methods will not change until the NZ Ge-M is operational.

When ordering, buyers must include correct details regarding make, model numbers, etc - otherwise the order may be rejected by the supplier. The specific information can be obtained from the product catalogue which covers all product specifications.

It is up to individual Participating Agencies to order their requirements in accordance with their internal operating procedures. There is no minimum aggregate expenditure or volume level

required by agencies for any products under this contract. The unit price of each product is the same for all Participating Agencies.

Payments

The Supplier will invoice the applicable product charges based upon the Purchase Order. Invoice payment arrangements are organised directly between the Participating Agency and the Supplier and they must be made within the terms and conditions of the AoG Contract. Please note that the CoE will be monitoring payments within the performance management terms of the agreement. If the Participating Agency has appointed a third party to purchase products on its behalf, it must do so within the terms of the agreement.

Administration expenses

Participating Agencies will benefit from substantial costs savings negotiated through the AoG contracts. Cabinet has decided that Participating Agencies should retain those savings, but has agreed that a small administration charge be applied to each order placed as a means of funding the ongoing Government Procurement Reform Programme. This will enable the development of additional AoG contracts that will save Participating Agencies even more money.

An administration charge of 1.5% will be applied to all orders placed by Participating Agencies and will be collected by the Supplier at the point of sale (whether this be by credit card, P-card or invoice). This charge is already included in the catalogue prices. The supplier will then remit this to the Ministry of Economic Development.

Contract summary

Contract Summary

The Desktops and Laptops AoG Contract for the provision of personal computers includes several different categories:

- Desktop Computers
- Laptop Computers
- Tablet Computers
- Upgrades and Downgrades to all Computers
- Related Peripherals (including Monitors)
- Basic Associated Services

Six suppliers are contracted, each supplying some or all of the above categories. With only one route to any particular manufacturer.

Contract period:

Two years from September 2010 with three twelve month extension options.

Selected panel suppliers:

- Acer
- Cyclone (Desktops)
- Dell
- Gen-i (Lenovo)
- Hewlett Packard
- The Laptop Company (Toshiba Laptops)

Key Contract terms explained

Purchase Order:

To initiate a purchase the Buyer issues a Purchase Order. This can be done directly or online through the Government e-market place. There is no minimum volume of goods that must be ordered.

The Purchase Order authorises the purchase and describes the goods, quantities, price and delivery date. If the Supplier cannot deliver against the Purchase Order it must tell the Buyer within 2 days.

NB: Suppliers will not accept orders under the AoG contract from agencies until they have become a Participating Agency.

Supply of goods:

The Supplier must deliver the goods specified in the Purchase Order, and they must be new. The goods must be delivered to the address specified by the Participating Agency. If there is a delay in the delivery the Supplier must tell the Buyer, explain the reason for the delay, the effect it has on delivery and when the delivery may be expected.

Ownership and Risk:

The AoG Contract provides that title (ownership) of the goods will pass to the Participating Agency on the earlier of:

- delivery of the goods to the Participating Agency, or
- payment of the invoice.

This means that the Participating Agency can use the goods as soon as they are delivered. Risk in the goods will pass to the Participating Agency on delivery. This means that the Supplier is responsible for any damage to the goods up until the point that they are delivered. After that the Participating Agency is responsible.

Ownership under a lease arrangement (appointed by the agency):

If the goods are supplied by lease then the lessor retains ownership and risk at all times. However, if during the lease the Participating Agency damages or loses the goods the Participating Agency is responsible.

Acceptance of Goods:

When goods are delivered the Participating Agency must inspect them to check that:

- they are what has been ordered, and
- they meet the standard or specification required.

By accepting delivery of the goods the Participating Agency is not agreeing that the goods meet the product requirements.

If the Participating Agency does not formerly accept the goods then they are deemed accepted on first use, or after 10 business days, whichever is earlier. The Product Warranty begins on the day of delivery and the Supplier must fix any faults in the goods in accordance with this Warranty.

Payment:

The Supplier will invoice for products when the product is delivered. Each invoice will include the serial number of each product.

Confidentiality:

It is important to protect confidential information. This is information that is commercially sensitive or relates to a party's financial position, customer base, internal management, structure of personnel. Both the Supplier and the Participating Agency must safeguard confidential information and not disclose to any third party or use for their own benefit.

Dispute resolution:

Both parties must use their best efforts to resolve a dispute or difference that arises. This means they must negotiate in good faith to find a solution. Under the Agreement there is a formal escalation process for disputes as follows:

Timeframe	Escalation
The day the dispute arises	Both parties escalate to their respective Representative
If not resolved within 10 business days	Participating Agency (Buyer) escalates to their senior representative (who has delegated responsibility to resolve the dispute). Supplier escalates to its Lead Representative.
If not resolved within a further 10 business days	Participating Agency escalates to their CoE Representative Supplier stays with Lead Representative
If not resolved within a further 10 business days	To be escalated to the parties' Business Owners, i.e. Participating Agency escalates to their CoE's Procurement Manager Supplier escalates to their Country Manager (or equivalent)
If not resolved within a further 10 business days	To be escalate to the parties' Sponsors, i.e. Participating Agency escalates to their CoE's Director – Business Services Branch Supplier escalates to their Chief Financial Officer (or equivalent)

Administration fee:

The Supplier pays MED 1.5% of the total cost of goods supplied each contract quarter (see page 12 above).

Product Terms:

For detailed information on the commercial and operational requirements see Product Terms at Schedule 2 of the Supply Agreement or the Contract Profile.

Supplier Overview

Here, we provide you with Supplier details and a brief outline of each of them. For further information, you should refer to a copy of the AoG Contract and the Contract Profile document. Note: Due to commercial risks we note that this information has been furnished to each Chief Executive's recommended point of contact at each agency. If you are unaware of this point of contact, please contact the CoE.

PRIME	Desktop OEM	Laptop OEM	Tablet OEM
Acer	Acer	Acer	Acer
Cyclone	Cyclone	-	-
Dell New Zealand	Dell	Dell	Dell
Gen-i	Lenovo	Lenovo	Lenovo
HP New Zealand	HP	HP	HP
The Laptop Company	-	Toshiba	Toshiba

Table 1: Suppliers/Their Brands and Supply

Notes:

- Prime = who the CoE has the contract with
- Desktop (OEM¹)/ Laptop (OEM) and Tablet (OEM) = columns outline the brands that each Supplier supplies

¹ OEM = Original Equipment Manufacturer

Supplier details

Acer

Acer is the second largest PC manufacturer in the world and has been operating in the New Zealand market since 1994.

Contact:	Mark Dalton, New Zealand Country Manager	Help Desk	
Site Address:	Suite 2, Ground Floor, Building A, 600 Great South Rd, Ellerslie, Auckland	Hours:	8:00 am – 5:00 pm Monday to Friday
Postal Address:	PO Box 17442, Greenlane, Auckland	Contact Details:	Anna Viengkham, Customer Service Team Leader
Telephone:	(09) 526 5002	Telephone:	0800 862-237
Facsimile:		Facsimile:	(61) 300 886 879
Email:	mark_dalton@acer.co.nz	Email:	anna_viengkham@acer.com.au
Internet:	www.acer.com		

Cyclone

Cyclone is a 100% New Zealand owned company that has national coverage with offices based in Auckland, Wellington and Christchurch. Cyclone specialise primarily in the tertiary and schools sector.

Contact:	Nigel Farrelly – Senior Account Manager	Help Desk	
Site Address:	4 Marylands Place, Middleton, Christchurch	Hours:	8:00 am – 5:00 pm Monday to Friday
Postal Address:	PO Box 33-113, Christchurch	Contact Details:	Dave Robertson, Service Manager
Telephone:	(03) 339-1023 021498756	Telephone:	0800 800-554 (03) 339-1028
Facsimile:	(03) 338-2356	Facsimile:	(03) 338-2356
Email:	Nigelf@cyclone.co.nz	Email:	daver@cyclone.co.nz
Internet:	www.cyclone.co.nz		

Dell

Dell is the third largest PC manufacturer in the world and has been operating in the New Zealand market for over 20 years.

Contact:	Tim Steele	Help Desk	
Site Address:	Level 27, PriceWaterhouse Coopers building, Quay Street, Auckland	Hours:	9:00 am – 5:00 pm Monday to Friday
Postal Address:	Level 27, PriceWaterhouse Coopers building, Quay Street, Auckland	Contact Details:	Customer support
Telephone:	0800 941 128 (option 1 -> ext 8615530)	Telephone:	0800 443563
Facsimile:		Facsimile:	
Email:	timothy_steele@Dell.com	Email:	N/A
Internet:	www.dell.co.nz		

Gen-i

Gen-i is a division of Telecom New Zealand, and is the largest IT Value Added Reseller (VARs)/Integrator currently supplying Government in New Zealand.

Contact:	Craig Anderson	Help Desk	
Site Address:	Telecom Centre, 49-55 Tory Street, Wellington	Hours:	8:00 am – 5:00 pm Monday to Friday
Postal Address:	PO Box 293, Wellington	Contact Details:	Warranty Support
Telephone:	(04) 382-5107	Telephone:	0800 669264 (0800 NOWAOG)
Facsimile:	(04) 385-3750	Facsimile:	
Email:	aogprocure@gen-i.co.nz	Email:	aogprocure@gen-i.co.nz
Internet:	www.gen-i.co.nz		

HP New Zealand

Hewlett Packard (HP) is the largest IT company in the world, with one in three of every desktop PCs sold globally being HP.

Contact:	Paul Gilmore or Debbie Buchanan, Business Development Managers	Help Desk	
Site Address:	163-175 Featherston Street, Wellington	Hours:	8:00 am – 5:00 pm Monday to Friday
Postal Address:	P O Box 9443, Wellington 6011	Contact Details:	Warranty Support
Telephone:	(04) 913-7245 or (04) 913-7321	Telephone:	0800 449-553
Facsimile:	(04) 913-5818	Facsimile:	
Email:	Paul.gilmore@hp.com or Debbie.buchanan@hp.com	Email:	<i>Separate email addresses will be allocated to each Participating Agency</i>
Internet:	www.hp.co.nz		

The Laptop Company

The Laptop Company (TLC) is one of the largest laptop resellers in New Zealand while Toshiba are a technology innovation leader. They have shared a successful sales and service relationship since 1986.

Contact:	Jo Ross, Operations Manager	Help Desk	
Site Address:	Level 14, Willeston Centre, 22-28 Willeston Street, Wellington	Hours:	8:00 am – 5:00 pm Monday to Friday
Postal Address:	PO Box 11592, Wellington	Contact Details:	Warranty Support
Telephone:	(04) 499-2353	Telephone:	0800 4 AOG HELP (0800 4 264 4357)
Facsimile:	(04) 499-2355	Facsimile:	(04) 499 2355
Email:	jo.ross@laptop.co.nz	Email:	aoghelppdesk@laptop.co.nz
Internet:	www.laptop.co.nz		

Further information

Frequently Asked Questions

There's more to cost savings than lower prices

Achieving cost savings is not just about buying the same products for lower prices.

Thinking about what we buy can also make a significant difference, for example: what we actually need to do our jobs, as opposed to the preferred brands we habitually buy.

Throughout the life of this contract we will be encouraging changes to buyer behaviour and may gradually rationalise the range of items available.

What types of product are available under the Desktops & Laptops Agreement?

Desktop computers, under two variants - defined as standard and high specification; Laptop computers under three variants - defined as ultra mobile, standard and large; Tablet laptop computers, as a single standard Tablet and Client device associated services, including Imaging, Asset Tagging, Installation & Configuration and De-commissioning. Across all categories suppliers offer upgrades and peripherals.

How will we access the Desktops and Laptops Product Catalogue?

As your agency transitions to the contract, you'll have support from the CoE, the selected supplier and the e-Marketplace supplier² to identify the most appropriate way to access the Desktops and Laptops catalogue.

The preferred option for most will be through the e-Marketplace (where the catalogue will be hosted). In the absence of the e-Marketplace the Product Catalogue and Contracts Profile will be made available to Participating Agencies. Please note that due to the commercial aspects of these documents, they will be provided on a restricted basis.

Can I still use my current supplier?

Yes, if your current supplier is one of the panel members. Under the Desktops and Laptops contract, companies are contracted to supply a wide range of Desktop and Laptop products and services. All Public service and State services agencies are expected (and State sector organisations, encouraged) to transition to this contract as soon as is practicable from the commencement of the contract. A change of supplier will only be necessary if your current supplier is other than those on the panel. Existing third-party service providers not on the panel can still be used by Participating Agencies.

Can I change my supplier if my current supplier is not a panel member?

Yes, once any contract you have with your existing supplier has ended you can choose any member of the panel to be your supplier for the duration of the AoG contract.

How will my agency select a supplier?

Each participating agency will need to select their supplier(s) from the AoG Panel to be their source of Desktops and Laptops for the duration of the contract. To help agencies make this decision, we have compiled a list of Contract Profiles for the successful suppliers. The Contract Profiles will be provided to all agencies as part of an information package when they are ready to sign up to the contract.

² e-Marketplace will be available later in 2010

Will users see much change in the products they receive?

Not unless they change suppliers or choose different products.

What if the Supplier doesn't have the product I need?

The Desktops and Laptops Product Catalogue should offer all items necessary for the running an agency. If an agency can't find the item or a suitable alternative on the catalogue you can contact the IT Equipment CoE in the first instance.

What is a best price contract?

A "best price" contract provides all Government customers with a single unit price, per supplier, per item. This means that all Government customers will receive the same price, for items bought under similar circumstances.

Can I negotiate discounts?

No. Product and price negotiations can only be conducted by the CoE or its delegates. Participating agencies cannot enter into negotiations with a panel supplier directly. You are welcome to provide any feedback or suggestions to the CoE's contacts.

Contract administration and supplier performance survey**Supplier performance feedback:**

To help us to maintain a high level of service and to meet Participating Agencies obligations under All of Government Procurement, we may seek your feedback concerning Suppliers' performance under contracts established by AoG Procurement.

Information on supplier performance feedback will be provided to the main contact at Participating Agencies.

Centre of Expertise (CoE) contact numbers

This contract has been arranged and is administered by the CoE at the Department of Internal Affairs, Wellington. If you have any questions in relation to the operation of it please contact the IT Equipment CoE -

IT Equipment Centre of Expertise
Department of Internal Affairs
Cnr Waring Taylor Street
WELLINGTON

Tel # (04) 495-7200
Email: coe@dia.govt.nz.

Feedback on this Guide:

We want to ensure that this Guide provides you with all the information you need to use the Desktop and Laptops All-of-Government Contract. We're interested in your views on what works well and what we could improve.

Related publications, documents & links

The following documents will be provided to State sector agencies as they are ready to transition onto the Desktop and laptop AoG contract:

- Letter including Benefits Statement
- Contract Profile document
- Memorandum of Understanding and Letter of Accession (for Chief Executives to sign)

Buyers' Guides:

- Guide to All-of-Government Contracts
- Guide to the Government e-Marketplace
- Buyers' Guide, All-of-Government Contract (including a glossary of terms??)
- Passenger Vehicles
- Office Consumables
- Single & Multi-function Print Devices

[create links to all of the above, which will be posted on the webpages]

Important links:

www.procurement.govt.nz – the place to go for information on:

- Other government contracts (AoG, syndicated etc) Government procurement policy, mandatory rules and related guidance
- Best practice guidance
- Templates and tools for everyday use
- Building a professional procurement career: core competencies, training needs analysis, subsidised training and education opportunities
- The latest developments in the Government Procurement Reform
- And a whole lot more

www.procurement.govt.nz/emarketplace - your direct link to the government e-Marketplace, due to created in late 2010