



Information Asset Management Systems (IAMS) Software Applications

This is a Government Selected Application Systems (GSAS) panel contract developed under People First, the NSW Government's Information and Communication Technology (ICT) Strategic Plan, for the supply of Information Asset Management Systems (IAMS) software applications. It replaces contract 2323 - Records and Information Management Systems (RIMS) which expired on 31 December 2007.

With the increasing demand on digital requirements such as web content, emails, Workflow, collaboration, etc - capabilities offered by IAMS, the previous RIMS strategy needed to be re-evaluated and extended beyond basic physical records and documents.

Information Asset Management Systems (IAMS) are enterprise software applications that capture, manage and store a variety of information in an integrated manner covering both physical and digital information such as records, documents, web content, business systems data, emails, images, audio, video, maps, etc.

In order to effectively use any of the GSAS contracts, users are encouraged to register and login to the GCIO website for detailed information:
<http://inside.nsw.gov.au/cionet>

TESTIMONIAL

"Through the IAMS contract, NSW Fire Brigades is putting in place a content management system that will help us to deliver information, how and when it is needed. With the cost savings negotiated through the contract, we can invest in 21st century systems to meet our 21st century information needs"

- Richard Host, Director Information Technology, NSW Fire Brigade.

FEATURES & BENEFITS

- This whole-of-government contract is designed to achieve significant cost savings and benefits by separating the acquisition of software licenses from the implementation, supporting and maintenance aspects. Contract 2602 covers the software application component. The services component is covered under the ICT Services Panel, Contract 2020B.
- Opportunity to select the most appropriate and cost effective solution, resulting in cost savings. Public Offices are able to license IAMS software at the level they require, as assessed by the IAMS Maturity Matrix/Model, found at <http://inside.nsw.gov.au/cionet>, instead of purchasing a comprehensive suite which is more expensive and has capabilities that users, invariably do not require or use.
- Greater flexibility and choice in the selection of suitable IAMS vendors that meet user needs, especially at the relevant niche levels covering Web Content Management, Collaboration and Knowledge Management.
- Knowledge sharing of IAMS intelligence following a collaborative effort across multiple agencies by the Department of Services, Technology & Administration's (DSTA) Government Chief Information Office (GCIO).
- Licenses that are transferable between NSW Government public offices.

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CONTRACT 2602
CONTRACT 2020B

IMPROVED DECISION MAKING IN YOUR IAMS SELECTION PROCESS

The intelligence gathered during the establishment of these contracts by the Government Chief Information Office (GCIO) of DSTA is available for sharing with users so that they are able to better meet their IAMS needs. This knowledge enables users to select cost effective IAMS software and is presented in the format of tools and aids that assist in the decision process:

- **Contract 2602 IAMS User Guide**
Presents a holistic view of IAMS and a structured process that users should follow in assessing their needs, leading to the purchase of the most appropriate and cost effective software.
- **IAMS Maturity Matrix/Model**
Provides users with a means of determining their current ability to manage information assets together with an assessment of future requirements. By responding to a series of questions in the IAM Maturity Matrix/Model and Assessment Tool, users are able to review a report indicating their positioning on the matrix, allowing them to identify those products most suited to their needs.
- **IAMS Functional Requirements**
Allows users to review their needs against a whole-of-government comprehensive list of 1547 lines of detailed requirements that are classified into categories aligned to the IAMS Maturity Matrix/Model. Users are encouraged to review their requirements against these, and identify where any gaps or additional requirements exist.
- **IAMS Vendor Capability Assessment and Vendor Prices**
Provides a list of approved vendors showing the relevant levels they are able to meet of the IAM Maturity Matrix/Model. Detailed information regarding maximum prices vendors may charge under the contract and other components such as discounts, etc are provided. This confidential information is available from a secure website within NSW Government.

- **Illustrative Examples on Computed Prices and Costings**

Provides illustrative costing examples for licences and support and maintenance for small, medium and large agencies covering levels 3 and 5 of the IAMS Maturity Matrix/Model. Costings are based on the expected total cost of ownership (TCO) of licensing an IAMS software application over a 5 year period. The final prices reflect a cost per user/per annum.

ELIGIBLE CUSTOMERS

This contract is available to all clients eligible to purchase under State Contract Control Board Contracts.

If you are uncertain as to whether your organisation is currently registered, or are uncertain as to your organisation's customer registration number, please contact either the Accounts Department within your organisation or the NSW Procurement Client Support Centre on telephone **1800 NSW BUY** or email: nswbuy@services.nsw.gov.au

RANGE OF PRODUCTS

Contract 2602 provides an extensive range of Information Asset Management Systems software products that meet the whole-of-government IAMS Functional Requirements. Detailed vendor product lists, the assessment of vendors' capabilities and illustrative costing examples are provided by accessing the above tools and aids from the relevant websites listed in the user guide.

CONTRACT DURATION

2602

01/06/2008 - 31/05/2011, with two 12-month extension options.

2020B

01/05/2010 - 30/04/2012

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Q & A

Q: Is there a contract that can be used for implementation and managed services relating to the products in Contract 2602?

A: Yes. There is a category in the ICT Services Panel (2020), called 2020B - Information and Asset Management Systems (IAMS) Systems Implementation and Managed Services (SIMS), which should be used.

A list of 2020B suppliers can be accessed through:

<http://inside.nsw.gov.au/cionet>

PRODUCT VENDORS (2602)

The vendors selected under this panel contract are:

- Alphawest Services Pty Ltd
- ELO Digital Office AU/NZ Pty Ltd
- EMC Global Pty Ltd
- Interwoven Pty Ltd
- Netcat.Biz Pty Ltd
- Objective Corporation Limited
- Open Text Pty Ltd
- Oracle Corporation Australia Pty Ltd
- Hewlett-Packard
- Vignette Australia Pty Ltd

Please note that not all vendors are recommended for all levels of the IAMS Maturity Matrix/Model - details are provided in the Vendor Capability Assessment Report attached to the IAMS Vendor Price list.

PRODUCT VENDOR CONTACT DETAILS

ALPHAWEST SERVICES PTY LTD

Contact: Adam Eisenhuth
Telephone: 02 9263 5632
E-mail: adam.eisenhuth@alphawest.com.au
Internet: www.alphawest.com.au

ELO DIGITAL OFFICE AU/NZ PTY LTD

Contact: Rainer Krause
Telephone: 02 9986 2050
E-mail: r.krause@elodigital.com.au
Internet: www.elodigital.com.au

EMC GLOBAL PTY LTD

Contact: Jody-John Phillips
Telephone: 02 9959 1567
E-mail: phillips_jodyjohn@emc.com
Internet: www.emc.com

INTERWOVEN PTY LTD

Contact: Dean Maher
Telephone: 02 9922 9700
E-mail: dean.maher@autonomy.com
Internet: www.interwoven.com.au

NETCAT.BIZ PTY LTD

Contact: Paul Buzby
Telephone: 02 9922 3499
E-mail: paul.buzby@Netcat.com.au
Internet: www.netcat.com.au

OBJECTIVE CORPORATION LIMITED

Contact: Tony Hughes
Telephone: 02 9955 2288
E-mail: tony.hughes@objective.com
Internet: www.objective.com

OPEN TEXT PTY LTD

Contact: Greg Mennie
Telephone: 02 9026 3400
E-mail: greg.mennie@opentext.com
Internet: www.opentext.com.au

ORACLE CORPORATION AUSTRALIA PTY LTD

Contact: Mohamad Zulkifli
Telephone: 02 9491 1602
E-mail: mohamad.zulkifli@oracle.com
Internet: www.oracle.com.au

HEWLETT-PACKARD AUSTRALIA PTY LTD

Contact: Bruce Ash / Alina Ewald
Telephone: (Mob) 0414 775 999 / 0414 552 999
E-mail: bruce.ash@hp.com / alina.ewald@hp.com
Internet: www.hp.com.au

VIGNETTE AUSTRALIA PTY LTD

Contact: Joshua Bartlett
Telephone: 02 9455 5039
E-mail: joshua.bartlett@vignette.com
Internet: www.vignette.com.au

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CONTRACT 2602
CONTRACT 2020B



Procurement
Government Services

A division of the Department of **Services, Technology & Administration**

12/10

FURTHER INFORMATION

For further information or to obtain a copy of the Contract Guide, please contact the Client Support Centre.



1800 NSW BUY
1800 679 289



www.nswbuy.com.au
www.nswprocurement.com.au



nswbuy@services.nsw.gov.au