

**Contract No: LGP108**

Microsoft Licensing and Associated Products and Services  
via Large Account Resellers (LARs)

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The information provided in this Buyer's Guide is commercial in confidence and not for distribution.

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## 1. Introduction to Local Government Procurement

Local Government Procurement (LGP) has been established to provide a fully integrated procurement service to councils and associated organisations in NSW. It is a company formed by the Local Government and Shires Associations of New South Wales on behalf of its members to create a procurement operation dedicated to meeting the specific needs of the Local Government sector.

LGP has been prescribed under s55 of the Local Government Act, allowing councils to utilise supply arrangements coordinated by LGP without the need to go to tender in their own right. LGP and the Department of Commerce's State Contracts Control Board are the only two NSW entities who have this legislative ability.

In short, this means that councils are able to buy - if they so choose - from LGP contracts in the same way councils can buy off NSW State Government contracts without any further need to go to tender or to have ratified by council.

LGP establishes "Standing Deed" arrangements with suppliers, following a tender process. In essence this means that LGP has established long term supply arrangements that councils can utilise. Councils will contract with the supplier/s chosen through the tender process.

This Buyers Guide is produced to assist councils to utilise this supply arrangement.

## 2. Introduction to Microsoft Licensing via LARs

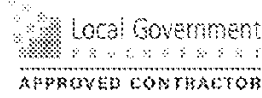
Microsoft Operations Pty Limited (Microsoft) and Local Government Procurement Pty Ltd (LGP), have completed a Header Agreement for the provision of Volume Licensing (Microsoft) on behalf of New South Wales Local Government.

LGP established a special project team consisting of six (6) I.T. specialists from Local Government (representing metropolitan, outer metropolitan and regional New South Wales), representatives from Microsoft and LGP staff. The special project team was formed in May 2007 to investigate the opportunity for a Volume Licensing agreement on behalf of NSW Local Government. Through this process key areas were identified for improvement and these have been incorporated in the new Local Government Operating Agreement developed by Microsoft.

The new Local Government Operating Agreement was developed to replace the expiring New South Wales Agreement Microsoft Software (NAMS) as well as offer Local Government an agreement that incorporates specific features that better meet Local Government requirements.

The LGP Header Agreement includes the new NSW Local Government Operating Agreement and NSW Local Government Enterprise Subscription Agreement as well as the Government Open Licence Program (GOLP) and the Government Open Licence Value (GOLV) Program.

### 3. Supplier Information



Corporate Express



Data# 3



Dell



Tier One products direct to  
NSW Local Government

Dimension Data



HP



Insight



## 4. Product Specifications

Services required fall under the four (4) licencing programs made available by Microsoft within the Local Government licencing framework. They are the Microsoft licencing programs under the Local Government Licensing Framework (LGLF):

- I. NSW Local Government Subscription Agreement (Perpetual)
- II. NSW Local Government Enterprise Agreement (Ownership)
- III. Government Open Value Agreement
- IV. Government Open Licence Agreement

Additional services required are:

- Microsoft licensing and product advice
- Software assurance services and advice
- Microsoft training and other benefits
- Associated products and services

### I. NSW Local Government Subscription Agreement (perpetual)

The Local Government Operating Enterprise Agreement offers councils ease of licence administration, budget predictability and access to support, services and training.

It is an enterprise side offering that includes the core Microsoft products of:

- Windows Vista, Office
- Windows and Exchange Servers
- Windows and Exchange server Client Access Licences (CAL).

It also offers 15% coverage of the desktop count for Windows Terminal Services CAL and access to the Microsoft Desktop Optimisation Program.

Operating Enterprise Agreement benefits include:

Volume pricing and the rights to some of the latest Microsoft software products.

Platform Offerings include:

- Office Professional Plus
- Office Enterprise
- Core Server
- Deployment and Management
- Enterprise Collaboration
- SQL Option
- Enterprise Project Management
- Additional products as and when nominated by Microsoft
- Additional Products, not included as Platform offerings, can also be added to the Operating Enterprise Agreement, with quantities as required
- Amortised payments over a three-year term, with the option to renew with Microsoft Software Assurance only

- A fixed, annual price per desktop for enterprise products based on the initial number of desktops enrolled
- Centralised purchasing and services via a Large Account Reseller (LAR) as follows: Software Assurance benefits, include new version upgrades, Home Use Program, 24x7 phone support and Web support, Desktop Deployment Planning Services (DDPS), technical training, Windows Vista Enterprise, and Extended Hotfix Support
- Licence Assurance
- Initial three (3) year licence agreement with options to extend for a further one (1) year or for three (3) years
- Annualised licence payments
- Annual qualified desktop count.

## II. NSW Local Government Enterprise Agreement (Ownership)

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The Local Government Enterprise Agreement assists to standardise I.T. infrastructure and includes Software Assurance, with additional benefits such as software deployment, planning and training.

Enterprise Agreement benefits include:

- Volume pricing and the rights to the latest Microsoft software products selected from the following:
  - Microsoft Office Enterprise 2007, Windows Vista Enterprise operating system, and Microsoft Enterprise Client Access Licence Suite or
  - Microsoft Professional Platform Products, including Microsoft Office Professional Plus 2007, Windows Vista Enterprise, and Microsoft Core Client Access Licence Suite
  - Additional products as and when nominated by Microsoft.
- Amortised payments over a three-year term, with the option to renew with Microsoft Software Assurance only
- A fixed, annual price per desktop for enterprise products based on the initial number of desktops enrolled
- Centralised purchasing via a LAR as follows: Software Assurance benefits, including new version upgrades, Home Use Program, 24x7 phone support and Web support, Desktop Deployment Planning Services (DDPS), technical training, Windows Vista Enterprise, and Extended Hotfix Support
- Licence & Software Assurance
- Initial three (3) year licence agreement with options to extend for a further one (1) year or for three (3) years
- Annualised payments
- Annual qualified desktop count.
- Additional Products, not included as Platform offerings, can also be added to the Enterprise Agreement, with quantities as required
- I.T. standardisation across the entire organisation
- Microsoft Services Essential Support Software Assurance benefits, including new version upgrades, Home Use Program, 24x7 phone support and Web support, Desktop Deployment Planning Services (DDPS), technical training, Windows Vista Enterprise, and Extended Hotfix Support.

### III. Government Open Value Agreement

The Local Government Open Value Agreement is for small to midsize organisations with five or more desktop PCs. The Microsoft Open Value Agreement offers a convenient and affordable way to use and manage Microsoft licensed products under a single agreement.

Microsoft Open Value provides three options for software acquisition and deployment:

- I. Open Value Company-wide
- II. Open Value Non-Company-wide
- III. Open Value Subscription.

Open Value benefits include:

- Flexibility for business growth. As a council grows it may need to purchase new desktop PCs. It will be necessary to easily integrate the licences from the new desktop PCs into the existing Open Value agreement through Software Assurance. However, it must purchase Software Assurance within 90 days of the date it purchased the desktop PCs
- The ability to deploy immediately needed software with New Version Rights
- Predictable annual payments
- Payments spread over a maximum of three years.
- Software Assurance included.
- There (3) year agreement.

### IV. Government Open Licence Agreement

The Local Government Open Licence Agreement is a Volume Licensing program for small to midsize councils that have fewer than 250 desktop PCs.

Open Licence benefits include:

- A minimum purchase of just one licence
- Discounts off the retail price of software
- A one-time transaction: a council is to make payment at the time it purchases software
- The rights to create a standard image and deploy it on multiple machines, and rights to transfer licences from one machine to another
- The ability to obtain licences from multiple locations through Microsoft's worldwide reseller channel
- The ability to track and manage licences by using online tools provided by Microsoft
- Access to Microsoft Software Assurance program
- A single authorisation identification number that can be shared with qualified affiliate organisations.
- Two (2) year agreement.

## 5. Contractual Information

This contract is for a period of 3 years, with the ability to extend for either a one (1) year option or a further three (3) year option.

The contract commenced May 2008 and is due to terminate (subject to extensions) May 2014.

LGP has appointed the suppliers under a Standing Offer Deed. If councils wish to view the Standing Offer Deed, please contact [info@lgp.org.au](mailto:info@lgp.org.au) or 02 8270 8700.

Councils accessing the pricing offered under this arrangement will access services and products directly from the suppliers.

As the calling of tenders by LGP meets all requirements of the Local Government Act Regulations (and that LGP has achieved Prescription), councils do not need to independently tender for items purchased under this supply arrangement.

Some important features of this contract include:

- From July 2008 the expired NAMS as a product package and as a title will longer be valid.
- The Local Government Licensing Framework (LGLF), although replacing NAMS is not a new NAMS. The new framework is the result of reassessing gaps in the previous NAMS agreements and producing new agreements that are specifically designed to suit NSW councils.

## 6. Council Feedback

LGP welcomes feedback on this contract from councils. Should you have any comments that would assist LGP or the supplier to improve this contract, please contact [info@lgp.org.au](mailto:info@lgp.org.au) or 02 8270 8700.

## 7. Pricing

Pricing for NSW Local Government Enterprise Agreement (Ownership) and NSW Local Government Subscription Agreement (perpetual) is as detailed in section titled Pricing. These prices are firm for 36 months and may be varied by agreement for any extensions to the contract term.

Government Open Value Agreement and Government Open Licence Agreement pricing is available directly from the LARs and may be subject to variations by Microsoft.

See attached price schedules.



## 8. Ordering Guidelines

This section outlines how a council can purchase their Microsoft Licensing and Associated Products and Services under the arrangements procured by LGP.

### Completing an Order

Every time a council decides to purchase Microsoft Licensing and Associated Products and Services, it will need to place an Order. An Order is a written request for the supply of Microsoft Licensing and Associated Products and Services.

To place an Order a council will contact one or several of the supply panel to obtain prices on the product required. Councils are encouraged to contact the suppliers to have them explain and demonstrate the supplier's suite of offerings and the associated ordering requirements.

To ensure that the terms and pricing of this contract are applied to your orders, you must include the

LGP108

code to every purchase order.

### What the Order may contain

The Order must be consistent with the conditions LGP has procured.

When placing an order councils must identify the contract as LGP108 that they wish to purchase under.

#### When the Order takes effect

A supplier is required to confirm receipt of the Order to the council within a reasonable period after receipt of the Order. If a supplier does not agree to any additional conditions proposed by the council in an Order or is unable to provide any or part of the order, the supplier must promptly contact the council to negotiate any alternative or additional conditions.

A binding arrangement will be understood to have been entered into between a council and a supplier upon the earlier of:

- An Order does not contain any additional conditions, the date on which the council issues the Order and it is accepted by the agency
- The date on which the agency commences performance of the services in accordance with the terms of an Order
- The date on which the agency and the council agree additional conditions to apply to the Order.

This binding arrangement is called a "Customer Contract". The terms and conditions of the Customer Contract are available directly from the suppliers. Councils should carefully check the terms and conditions and consider obtaining independent legal advice if they have any queries or concerns prior to lodging an Order.

The Customer Contract may be varied by any additional conditions agreed by the council and the supplier. LGP will treat all purchases of goods and services to the council from a supplier as an Order under this LGP Standing Offer unless either the supplier or the council can indicate that the purchase was made under some other contract between the council and the supplier.

## 9. Supplier Product Information

- 14.1 How to with Corporate Express Australia Limited
- 14.2 How to with Data# 3 Limited
- 14.3 How to with Dimension Data Australia
- 14.4 How to with Hewlett Packard Australia
- 14.4 How to with Insight Enterprises Pty Ltd

Microsoft Licensing and Associated Products and Services via Large Account Resellers (LARS)

Contract No: LGP108

**“How to” with Corporate Express Australia Limited**


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Who is my customer service contact?	Contact the person listed on <a href="#">LGP's Current Contracts</a> .
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How do I place an Order?	Your Order Number MUST include: LGP108
	Please liaise with your CE representative and/or;
	<ul style="list-style-type: none"> <li>• Email</li> <li>• Fax</li> </ul>

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What information do I need to supply?	<ul style="list-style-type: none"> <li>• PO reference number</li> <li>• Entity Name</li> <li>• Contact details (name, phone number, delivery address)</li> <li>• Product order details</li> </ul>
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When and How do I pay?	Payment options are:
	<ul style="list-style-type: none"> <li>• Electronic Funds Transfer</li> <li>• Credit Card</li> <li>• Cheque or Money Order</li> </ul>

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Is there a helpdesk & when is it available?	<a href="mailto:softwarenew@ce.com.au">softwarenew@ce.com.au</a>
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### “How to” with Data# 3 Limited

Who is my customer service contact?	Contact the person listed on <a href="#">LGP's Current Contracts</a> . Email: <a href="mailto:lgp@data3.com.au">lgp@data3.com.au</a>
How do I place an Order?	Your Order Number MUST include: LGP108  Simply request a quotation and we will organise one specific to your organisation.  You can then organise an order by a) Replying to the email, stating that you accept the quotation valued at \$xxx.xx and would like to proceed with an order with order # XXXXLGP108. b) Signing the bottom of the quotation and entering in an order # such as XXXXLGP108 c) Raising an internal purchase order specific to your organisation and faxing it to 02 9081 9510 or emailing <a href="mailto:lgp@data3.com.au">lgp@data3.com.au</a> . Please note your purchase order must contain "LGP108".
What information do I need to supply?	If you have not dealt with Data#3 in the past we will need the following information <ul style="list-style-type: none"> <li>• Full Council Name</li> <li>• Billing Address</li> <li>• ABN</li> <li>• Contact name for billing purposes</li> <li>• Contact number for billing purposes</li> </ul>
When and How do I pay?	Payment options are: <ul style="list-style-type: none"> <li>• Electronic Funds Transfer Bank : Commonwealth Bank Branch : Mt Ommaney BSB : 064 – 173 Account # : 00125328 Account name : Data# 3 Limited</li> <li>• Credit Card</li> <li>• Cheque or Money Order</li> </ul>
What are the warranty details?	Data#3 provide no warranties under the agreement. The warranties received by the customer will be the standard Microsoft EULA's and governed by the Microsoft Product Use Rights.
Is there a helpdesk & when is it available?	Data#3 have set up an LGP specific helpdesk number for Software Licensing. This will be available from 9am to 5pm Monday to Friday.  To utilise this service please call 1800 040 064

Microsoft Licensing and Associated Products and Services via Large Account Resellers (LARS)

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**“How to” with Dell**


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Who is my customer service contact?

Please direct all customer service enquiries to Chris Dracos at [Christopher\\_dracos@dell.com](mailto:Christopher_dracos@dell.com)

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How do I place an Order?

Your Order Number MUST include: LGP108

Via purchase order faxed or emailed to Chris Dracos at [Christopher\\_dracos@dell.com](mailto:Christopher_dracos@dell.com),, alternatively we can process orders through email confirmation but this is not the preferred method

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What information do I need to supply?

- Description of product
  - reference to quote number
  - correct quantities
  - price incl or excl GST
  - billing and shipping addresses
- 

When and How do I pay?

Preferred method is via invoice through a 30 day purchasing account or leasing account. These can be set up easily by Chris Dracos at [Christopher\\_dracos@dell.com](mailto:Christopher_dracos@dell.com). Other methods include credit card and prepaid. Cheque is not advised.

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Is there a helpdesk & when is it available?

Please pass on any tech support enquiries to Chris Dracos at [Christopher\\_dracos@dell.com](mailto:Christopher_dracos@dell.com). I will then pass these on promptly to ANZ support.

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 “How to” with Dimension Data Australia
 

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Who is my customer service contact?	Contact the person listed on <a href="#">LGP's Current Contracts</a> . Phone: (02) 8249-5000 ask for licensing operations Email: <a href="mailto:licensing@didata.com.au">licensing@didata.com.au</a>
How do I place an Order?	Your Order Number MUST include: LGP108  Fax: (02) 8249-5367  Email: <a href="mailto:licensing@didata.com.au">licensing@didata.com.au</a>
What information do I need to supply?	PO# Quote# Contact details Shipping details
When and How do I pay?	Payment options are: <ul style="list-style-type: none"> <li>• Electronic Funds Transfer</li> <li>• Cheque or Money Order</li> </ul>
What are the warranty details?	Warranty is provided by Microsoft
Is there a helpdesk & when is it available?	For Microsoft product help, please contact Microsoft on 13 20 58 For help with your order, please call (02) 8249-5000 and ask for licensing operations or email <a href="mailto:licensing@didata.com.au">licensing@didata.com.au</a>

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Microsoft Licensing and Associated Products and Services via Large Account Resellers (LARS)

Contract No: LGP108

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### “How to” with Hewlett Packard Australia

Who is my customer service contact?	Contact the person listed on <a href="#">LGP's Current Contracts</a> . Fax: 02 9022 6022 Email: <a href="mailto:hp.licensing@hp.com">hp.licensing@hp.com</a>
How do I place an Order?	Your Order Number MUST include: LGP108  We offer customers the following 3 options to place orders with HP SLMS:  1.) Orders can be placed directly on our Online Service (OLS) site 2.) Orders can be e-mailed to <a href="mailto:au_software_admin@hp.com">au_software_admin@hp.com</a> 3.) Orders can be faxed to 02 9022 6022
What information do I need to supply?	Orders must include: <ul style="list-style-type: none"> <li>• Billing and Shipping addresses with contact person details</li> <li>• Customer PO number</li> <li>• LGP Contract number LGP</li> <li>• Part numbers and Descriptions</li> <li>• Quantity</li> <li>• Unit prices</li> </ul>
When and How do I pay?	Payment options are: <ul style="list-style-type: none"> <li>• Electronic Funds Transfer - Yes</li> <li>• Credit Card - Yes</li> <li>• Cheque or Money Order -Yes</li> </ul> <p>Payment Terms is 30 days from the date of invoice issued</p>
What are the warranty details?	As this is Software, there is no warranty applicable here.
Is there a helpdesk & when is it available?	Our Licensing Specialists are available from 9am to 5pm Monday to Friday. You can either contact them by sending an e-mail to <a href="mailto:hp.licensing@hp.com">hp.licensing@hp.com</a> or calling free phone number 1300 364 343

Microsoft Licensing and Associated Products and Services via Large Account Resellers (LARS)

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### “How to” with Insight Enterprises Pty Ltd

Who is my customer service contact?	Contact the person listed on <a href="#">LGP's Current Contracts</a> .
How do I place an Order?	Your Order Number MUST include: LGP108  Orders may be submitted by email to <a href="mailto:aus-nzcas@insight.com">aus-nzcas@insight.com</a> or via fax to 1800 674 136. An e-mail order acknowledgement is automatically sent once the order has been entered in our system.
What information do I need to supply?	An official Purchase Order must be raised and provided to Insight prior to an order being placed or entered the system.  Required End User and Ship to information; Contact Name, Phone Number, Email Address; Delivery address for shipment of physical media kits.
When and How do I pay?	Payment options are: <ul style="list-style-type: none"> <li>• Electronic Funds Transfer</li> </ul> <p>A billing account will be created in our system for each Council, after which electronic banking details will be provided.</p> <p>Payment terms are Net 30 days from Invoice date.</p>
What are the warranty details?	Any warranty claims for Microsoft software purchased under the agreement should be referred back to the software publisher, Microsoft.  Customers may contact the Microsoft Customer Hotline directly on 13 20 28
Is there a helpdesk & when is it available?	Insight provides a licensing helpdesk to assist with general licensing advice, customer service queries and escalations from Monday to Friday, between the hours of 8.30 am and 5.00 pm.  Insight Licensing Helpdesk P:1800 687 144 or E: <a href="mailto:aus-nzcas@insight.com">aus-nzcas@insight.com</a>  For technical and/or product support, customers may contact the Microsoft Customer Hotline directly on 13 20 58