

**LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY**

**WRITTEN QUESTION**

**NT Tender D09-0276**

- 1.** The tender was for delivery, installation and commissioning of RMX4000 and RSS4000 videoconferencing appliances. The tender also required full integration with the Northern Territory Government videoconferencing endpoints located in agency premises; integration with some existing software, training in the administration for conference management and user/booking clerks; and a maintenance agreement covering service level agreement for resolution of hardware based failures.
- 2.** The previous contractor was Telstra. Performance was satisfactory however the service levels and achievements against them is subject to the commercial-in-confidence terms of the previous contract. The equipment that is being replaced is at its end of life and if there is any value it will be sold to Polycom.
- 3.** The tender response was provided commercial-in-confidence and so price details of the specific elements of the response cannot be disclosed publicly. The contract covers hardware, software and services. Hardware is the major element at just over 60% of the total value. Software is a minor but essential element for video conferencing functionality. The services element includes a maintenance agreement for 36 months.