The Whole-of-Government Desktop Hardware and Associated Services Panel (The Panel) was established in late 2010 through the Head Agreement (Deed) between The Commonwealth of Australia as represented by the Department of Finance and selected vendors, as Panel suppliers for the Provision of certain Desktop Hardware and Associated Services. The term of the Head Agreement was for three years with two options to extend for 12 months each.

Panel Suppliers
Information technology vendors responded to a request for tender. The following companies were successful, and have been invited to participate in the Panel as suppliers of desktop hardware and associated services to Agencies

- Acer Computer Australia Pty Ltd
- APCD Pty Ltd
- Data#3 Limited
- Datacom Services (ACT) Pty Ltd
- Dell Australia Limited
- Ethan Group Pty Ltd
- Greenbox Systems Pty Ltd
- Hewlett-Packard Australia Pty Ltd
- Lenovo (Australia & New Zealand Pty Ltd
- NEC IT Services Australia Pty Limited
- UXC Connect Pty Ltd

Product and Services
The Panel suppliers will supply the following Specified products to the Panel.

Desktop PC Category
- Standard Desktop PC
- Power Desktop PC
- Workstation
- Thin Client

Mobile PC Category
- Standard Notebooks
- Standard Ruggedised Notebooks
- Lightweight Notebooks
- Ultra Mobile Notebooks
- Lightweight Ruggedised Notebooks
- Graphics Notebooks
- Field Grade Ruggedised
- Mobile Thin Clients
- Tablets

Monitor Category
- 19-Inch Monitor
- 22-Inch Monitor
- 23-Inch Monitor
- 24-Inch (16:9) Monitor
- 24-Inch (16:10) Monitor
Optional Associated Services Category

The Panel can also provide the following Optional services to support hardware implementation, management or disposal.

- Warranties
- Order Monitoring and Reporting
- Contractor Supplied Technical Support
- Hardware Asset Tagging
- Asset and Configuration Control
- Pre-delivery Configuration
- Pre-delivery Imaging
- Sanitisation
- Disposal
- Transport
- Temporary Storage
- Basic Installation
- Extended Installation
- Decommissioning

Agencies can choose to procure these services through the Panel, or through their existing procurement practices.

Who can use the Panel


Corporate Commonwealth Entities or any other body established by the Governor-General or State Governor, or by a Minister of State of the commonwealth or a State or Territory Governments, have the option of procuring their desktop computers and desktop equipment from the Panel.

The Benefits of Using the Panel

The Panel will deliver the following benefits:

a. Reduce the cost of desktop hardware by taking advantage of the economies of scale realised through bulk purchasing for the Whole-of-Government.
b. Provide savings through the standardisation, aggregation and planned purchasing of bulk desktop equipment through the Panel.
c. Reduce the cost of desktop hardware support shared support services.
d. Simplify the procurement process to allow vendors to do business with the Australian Government.

How the Panel Works

The Panel will follow these steps:

a. Finance will manage the Whole of Government Standing Offer Arrangement with the Panel Suppliers;
b. Agencies will provide Finance with their desktop computer requirements forecast for the next 4 month period;
c. Finance will combine the forecasts and then request quotations from the Panel Suppliers;
d. Agencies will be notified of the successful Panel Suppliers;
e. Agencies will then purchase their desktop computers from the selected Panel supplier;
f. Agencies will deal directly with the Panel Suppliers when submitting their Orders.

Ordering and Managing Desktop Computer Equipment

All the information and forms necessary to review, select and order desktop computers from the Whole of Government Desktop Hardware Panel are available on the Govdex site. For access please contact ictprocurement@finance.gov.au.