

Customs IT contracts—signed, sealed and being delivered

Customs executive has been signing major IT contracts. These contracts are the result of an IT market testing process, in preparation for the end of existing IT support arrangements with our current provider, EDS.

The original contract with EDS ended in March 2003 and was extended by Customs for a further two two-year terms; the maximum allowed under the contract. The final extension ended this year on 30 June.

Signing the contracts was only one step in transitioning to Customs new IT environment. Extensive planning with the new providers to ensure the transition occurred with minimal disruption to normal operations—for both Customs and clients—started well before contracts were signed.

The contractual arrangements form a part of a new IT model that will also see a number of Customs IT services brought in-house. This represents a new multi-source arrangement that will provide Customs with a robust and agile IT capability that is responsive to meeting current and future business needs.

In the meantime, EDS will continue to service Customs during the transition to the new service provider arrangements.

Main Processing Environment

The first of the new IT contracts was signed by Customs Chief Executive Officer Michael Carmody and General Manager IBM Global Technology Services Peter Campbell.

The five-year contract (with the option for two three-year extensions) is for the management of Customs main processing environment. The contract will provide for a refresh of Customs hardware and software in this environment; including the installation of new mainframes, data centres, data storage and some mid-range equipment and Wintel application services.

The transition to Customs new main processing environment is targeted for completion by the end of 2007.

Internet and Secure Gateway Service

Customs Acting Deputy Chief Operating Officer, Jon Brocklehurst, and Cybertrust Australia's General Manager Federal Government Business, John Karabin, signed a contract for the management of Customs internet and secure gateway environment.



Above: A big cheer from the IT Market Testing team at the final ICT contract signing. Front row (left to right): Christine Laurie, Christine Harding, Michelle Kowalik, Jo Hein. Back row (left to right): Alan Salmon, Kerry Bracken, Peter Kenna.

The three-year contract (with the option for two two-year extensions) will provide secure gateways for internet browsing and email, and Customs business transactions with clients and other government agencies.

Secure gateway update activities will be closely aligned with the transition to the new IBM main processing environment.

Voice Infrastructure

Jon Brocklehurst and Telstra Corporation Limited General Manager Richard Ashley signed an 18-month contract for the management of Customs voice infrastructure environment.

The contract will deliver support for Customs current voice telecommunications services.

Telstra took over management of Customs voice services on 1 July 2007. But it is business as usual, since Telstra Business Services (subcontracting to Telstra) had been subcontracting to EDS for the delivery of Customs voice services for the last three years.

Application Maintenance and Support Panel

The executive has also signed agreements with the five members of a new Application Maintenance and Support panel. These companies, CSC, EDS, Fujitsu, IBM and KAZ, are available to support Customs applications.

Over the coming months, Customs will provide additional details about transition activities, and engage with clients to discuss possible impacts on electronic interfaces.

Electronic Records Management System

A new contract for an electronic records management system was also signed recently.

LogicalCMG was awarded the contract to supply, implement and support an Electronic Document and Records Management System.

The contract, worth more than \$4 million over three years, was signed by Customs Chief Information Officer Murray Harrison and Chief Executive Officer of LogicaCMG Colin Holgate.

Louise Wallace