INFOCOMM DEVELOPMENT AUTHORITY OF SINGAPORE
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FACTSHEET
STANDARD ICT OPERATING ENVIRONMENT (SOE)

It is 'SOE' easy to work as One Government – This is what the Government wants to achieve with the Standard ICT Operating Environment (SOE). The SOE will be fully implemented across the public sector by the 4th Quarter of financial year 2010.

The SOE will bring about a common environment to enable public officers to work together as One Government. The SOE aims to improve overall operational efficiency and agility in the public sector.

<u>Seamless and Mobile Access to Resources in the Public Sector Through SOE</u>
Public officers will work seamlessly and access government resources and their work data from any agency, public places, home and overseas securely. For example, public officers who transfer from one government agency to another will continue to access government resources and their work data using the same set of tools and interface.

Public officers will enjoy greater mobility, through the use of mobile technologies, such as mobile computing devices to allow them to access the same set of tools and resources as if they are within the agency environment. Getting work done while on the move will become a breeze!

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Collaboration as a Way of Life in Public Sector Through SOE

Public officers will enjoy simple and intuitive collaboration services, such as instant messaging service, desktop video conferencing service and whiteboard sharing service, to easily connect and collaborate seamlessly within and across agencies.

Agility, Robustness and Operational Efficiency in the Public Sector Through SOE

Public officers will enjoy an agile, robust and efficient infocomm environment under SOE, with the introduction of automated and non-intrusive technologies, such as remote automated delivery of software upgrades and patches, automated recovery of SOE environment and user data and remote support tools.

What does SOE Involve?

Under the SOE initiative, agencies will procure SOE Services from a pre-defined menu of bundled SOE Services and each complete bundle is referred to as an SOE Seat. Each SOE Seat will differ in the combination of SOE Services, such as:

(a) Computing Provisioning Services – different hardware, software and IT Peripherals;

(b) Support Services – different service level requirements;

(c) Messaging and Collaboration Services – different email features and storage quota;

(d) Network services – different Wide Area Network and Local Area Network Services; and

(e) Computing Lifecycle Management Service – different refresh periods.

In addition to the SOE Seats, agencies are given flexibility to customise their SOE Seats by subscribing to Add-Ons, such as a larger screen size, higher performance computing devices, or higher service level.

Procurement Approach for the Standard ICT Operating Environment

The estimated value of the SOE contract for the Public Sector is no more than S$1.5 billion over 8 years.

A 2-stage Selective Tendering process was adopted for SOE. Stage 1 of the tender - Pre-tender Qualification Stage, was called in December 2005 and four consortia[1] are pre-qualified.

SOE Timeline and Selection Criteria

The Government is now calling SOE Tender Stage 2, Tender and Qualification Stage, on 26 April 2007. New companies or consortia interested in bidding for the project can apply for pre-qualification now. Concurrently, the pre-qualified consortia from Stage 1, Pre-tender Qualification Stage, will be given the SOE tender specifications for them to submit their proposals. The Government will award the SOE tender by February 2008.

Timeline:

1.	SOE Tender Cum Qualification Calling	26 April 2007
2.	Closing of Qualification	21 May 2007
3.	Closing of SOE Tender	21 June 2007
4.	SOE Tender Award	By February 2008
5.	Full Implementation of SOE	By end 2010

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[1] The four pre-qualified consortia are iN'spire led by HP, NexGenea led by NEC Solutions, OneMeridian led by EDS and One Team led by NCS.

ISSUED BY CORPORATE & MARKETING COMMUNICATION DIVISION

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