Papua New Guinea

Department of Information and Communication Technology

Government ICT Procurement Standards and Guidelines and Best Practices 2025

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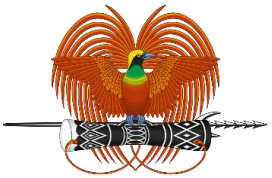
Table of Contents

‹GoPNG SavisPass#ICT equipments_biometric/Softwares#API Standards# Interoperability Standards›



Government ICT Procurement Standards and Guidelines and Best Practices 2025

PART 1 - PRELIMINARY

1. Name

This instrument is the ICT Procurement Standards and Guidelines 2023.

2. Commencement

This instrument commences on [1 July 2025].

3. Authority

(1) This instrument is made under Section 64 of the Digital Government Act 2022 to provide a clear framework for centralized ICT procurement within the GoPNG.

(2) This instrument has been produced by the Department of Information and Communication Technology (DICT).

(3) ICT Procurement Committee and PNG National Procurement Commission has authority to monitor threshold above K5 to K10 million tendering to locals and foreign companies to bid. [National Procurement Commission (Amendment) 2021 Act] _ section 48.

4. Simplified Outline

(1) This instrument prescribes standards and guidelines for Centralized ICT products and services Procurement.

(2) All public bodies must comply with this instrument.

(3) Part 1 sets out preliminary matters.

(4) Parts 2 sets out Standard 1 and Part 3 sets out Standard 2. Part 2 and 3 contain mandatory standards.

(5) Part 4 contains other relevant matters together with Appendix 1.

(6) Notes are included in this instrument to help understanding by drawing attention to other provisions information or explanations. The notes are in small type, so that they don't disrupt the text. They do not contain statements of law.

5. Definitions

The following defined terms are used in this Instrument.
"Bidder" A supplier who submits a proposal, quote, or bid in response to an RFP, RFQ, or other procurement solicitation.

"Competitive Bidding" A procurement method where multiple vendors are invited to submit their proposals or bids for a particular project, and the winning bidder is chosen based on a predefined set of criteria.

"Compliance" Ensuring that the procurement process is conducted in accordance with applicable laws, regulations, and policies.

"Contract" A legally binding agreement between a buyer and a supplier that outlines the terms and conditions of the procurement transaction.

"Contract Management" The process of managing the contract between the organization and the supplier, including negotiating terms, monitoring compliance, and resolving any disputes.

"Ethical Procurement" A set of principles and practices that ensure the procurement process is conducted in an ethical and socially responsible manner.

"Evaluation criteria" The standards and factors used to evaluate supplier proposals and select the best supplier for a particular procurement transaction.

"Request for Information" (RFI) A document used to gather information about potential suppliers and their capabilities.

"Request for Proposal" (RFP) A document that outlines the requirements and specifications of a project and invites vendors to submit their proposals to fulfill those requirements.

"Request for Quotation" (RFQ) A document that is sent to potential vendors requesting a quotation or proposal for a specific product or service.

"Purchase Order (PO)" A legally binding document that is issued by the buyer to the supplier, specifying the details of the goods or services to be purchased, and the agreed-upon price and delivery terms

"Procurement method" where multiple suppliers submit proposals, quotes, or bids in response to an RFP or RFQ, and the buyer selects the supplier with the best value proposition.

"Procurement Plan" A document that outlines the procurement activities to be undertaken by the organization over a specified period, including timelines, budget, and resource allocation.

"Procurement Standards "refer to a set of guidelines, principles, and practices that organizations follow when acquiring goods, services, or works from external suppliers.

"Supplier" An external organization or individual that provides goods or services to a buyer.

"Supplier Diversity" The practice of actively seeking out and working with suppliers from diverse backgrounds, including minority-owned, women-owned, and veteran-owned businesses.

"Supplier Evaluation" A process of assessing and ranking potential suppliers based on factors such as quality, reliability, and cost.

"Vendor" A supplier who sells goods or services to a buyer.

6. Objectives of Standards and Guidelines

To streamline and optimize the procurement of ICT products and services across the GoPNG, ensuring cost-efficiency, transparency, and alignment with the GoPNG's digital transformation goals. These standards and guidelines are put in place to achieve the following objectives:

(a) promote competition among suppliers, enabling government agencies to obtain the best value for the products and services they procure. By encouraging competition, agencies can select the most cost-effective solutions that meet their requirements.

(b) ensure ICT products and services for critical operations, and quality services and reliable solutions. The standards establish criteria for evaluating the quality, performance, and reliability of ICT products and services to ensure they meet the agency's requirements.

(c) encourage the use of standardized solutions that promote interoperability among different systems and technologies. This enables government agencies to integrate new solutions with their existing infrastructure and ensures compatibility and seamless data exchange across various systems.

(d) ensure compliance with specific legal, security, and regulatory requirements when procuring ICT products and services. The procurement standards provide guidelines and criteria to ensure that suppliers meet these requirements, such as data protection, cybersecurity, privacy, and accessibility standards.

(e) assess and manage risks associated with ICT procurement. This includes evaluating the financial stability and track record of suppliers, identifying potential security vulnerabilities, and implementing appropriate risk mitigation strategies.

(f) promote transparency and accountability in the procurement process by establishing clear procedures and documentation requirements. This ensures that the procurement decisions are based on fair and objective evaluation criteria, and that the process can be audited and reviewed if necessary.

(g) promote ethical considerations, such as environmental sustainability and social responsibility. Government agencies must prioritize suppliers that adhere to ethical business practices, environmental standards, and fair labor practices.

7. Scope and Application

This instrument will change depending on the specific jurisdiction and regulatory framework in place. However, in general, the scope and application of these standards encompass the following;

(a) all government agencies and departments at various levels, including provincial and local government entities

(b)Wide range of ICT products and services, including hardware, software, telecommunications equipment, IT infrastructure, cloud services, consulting services, system integration, maintenance, and support. It also applies to emerging technologies such as artificial intelligence, Internet of Things (IoT), and blockchain.

(c) the entire procurement process, starting from the identification of needs and requirements, through the solicitation of bids or proposals, evaluation of submissions, contract negotiation, award, implementation, and ongoing management of contracts. It will act as guideline for each stage of the procurement process, including documentation requirements and evaluation criteria. Define criteria and requirements which suppliers must meet to be eligible to participate in government ICT procurement processes. These include financial stability, technical expertise, relevant experience, compliance with legal and regulatory obligations.

(d) Establish the evaluation criteria and selection process to assess the suitability of ICT products and services offered by suppliers. These includes technical capability, price competitiveness, quality, reliability, scalability, security, compatibility, and compliance.

(e) Government agencies comply with applicable laws, regulations, and policies related to ICT procurement. This includes data protection and privacy laws, cybersecurity requirements, accessibility standards, intellectual property rights, and any other relevant legal and regulatory obligations.

(f) It promotes transparency and accountability in the procurement process by requiring clear documentation, disclosure of information and fair objective evaluation of bids or proposals. This enables oversight, auditability, and the ability to review procurement decisions.

PART 2 – GOVERNMENT CENTRALIZED ICT PROCUREMENT STANDARDS

1. Overview

In today's digital age, public and statutory bodies rely heavily on ICT infrastructure and services to support their operations, facilitate collaboration and provide services to the public. However, the absence of unified standards often leads to fragmented systems, compatibility

issues and security vulnerabilities. Hence, harmonization is relevant for secure ICT environment.

The scope of these standards encompasses various aspects of ICT, including hardware, software, networking, data management, and security. These guidelines outline specific technical requirements, interoperability protocols, and security measures that the public and statutory bodies should adhere to when procuring, implementing, and managing ICT products and services.

The primary purpose is to:

(a) Ensure consistency in the selection, deployment and utilization of ICT systems across participating organizations, promoting seamless interoperability and collaboration.

(b) Facilitate the exchange of data and information between different systems and applications deployed within public and statutory bodies, fostering efficient communication and streamlined workflows.

(c) Enhance the security posture of ICT systems by defining robust security measures, access controls, and encryption standards, thus safeguarding sensitive information and protection against cyber threats.

(d) Optimize resource utilization and minimize duplication of efforts by establishing technical standards, best practices and procurement guidelines, resulting in more efficient ICT infrastructures and services.

(e) Anticipate and accommodate emerging technologies, scalability requirements, and evolving needs within the Government ICT landscape to ensure longevity and adaptability of the systems.

These protocols serve as a foundation for centralized ICT management and must be adapted to meet the specific needs and requirements of individual public and statutory bodies. The governing body or committee responsible for overseeing these standards will work collaboratively with stakeholders to ensure their successful implementation and ongoing relevance in the ever-evolving Government ICT landscape.

The PNG National Procurement Act 2019 promotes good governance, accountability, and value for money in public procurement. By aligning with the act, the Government is committed to sound procurement practices and responsible demonstrations.

The Digital Government Act 2022 further empowers the Department of Information and Communication Technology to enforce Standards across the whole of Government.

Standard 1. Implementation and Monitoring

i. Government entities

(a) Identify and articulate ICT requirements for centralized procurement. Prepare and publish request for proposal through the designated e-Procurement platform.

(b) Evaluate and select suppliers based on predetermined criteria.

(c) Monitor and evaluate vendor performance against contractual obligations.

(d) Ensure compliance with the policy and relevant regulations.

ii. Government ICT Procurement officers

a. Facilitate the procurement process in accordance with the accepted procedure.

b. Develop and maintain the centralized supplier database.

c. Conduct fair and transparent evaluations of bids received.

d. Manage contract negotiations, renewals and terminations.

e. Monitor the implementation of the policy and address any non-compliance issues.

iii. Suppliers

a. Participate in the e-Procurement process and submit bids as per the request for proposal requirements.

b. Comply with the terms and conditions of the contracts.

c. Deliver the ICT products and services in accordance with the agreed-upon timelines and quality of standards.

d. Report on performance and fulfill reporting obligations.

iv. Compliance Monitoring

a. Monitor compliance with the ICT procurement policy, guidelines and legal/regulatory requirements.

b. Conduct compliance assessments and audits to identify any deviations or non-compliance issues.

c. Take appropriate corrective actions to address non-compliance and mitigate risks.

v. Evaluation of Vendor Performance

a. Implement mechanisms to evaluate and assess the performance of vendors throughout the procurement process and during the contract lifecycle.

b. Assess vendor performance against predefined criteria such as timely delivery, adherence to quality standards, contractual obligations, and customer satisfaction.

c. Use the vendor performance evaluations to inform future vendor selection decisions and contract management practices.

Standard 1.1. Security and quality Assurance

(1) Ensure that all ICT products and services procured must meet the required quality standards.
(2) Define the quality standards clearly in the procurement documents, including technical specifications or performance requirements. (See Appendix 1)
(3) Include testing and inspection requirements to verify that the quality standards have been met.
(4) Implement a quality control process to monitor and evaluate the quality of ICT products and Services received as the following below;
    (a) The security requirements that ICT products and services must meet to protect government data, systems, and networks.
    (b) Security requirements may include encryption standards, vulnerability assessments, access controls, authentication mechanisms, data privacy measures, and incident response procedures.
    (c) Suppliers should demonstrate their ability to meet these security requirements through certifications, audits, and documented security practices.

Standard 1.2. Quality assurance processes and certifications

(1) The policy should establish quality assurance processes to ensure that procured ICT products and services meet the required standards and specifications.
(2) Quality assurance may involve product testing, performance evaluation, compliance verification, and adherence to relevant quality management frameworks.
(3) Suppliers must provide evidence of quality certifications, such as ISO 9001, ISO 27001, or other recognized industry standards, to demonstrate their commitment to quality.

Standard 1.3. Technical Standards

(1) Define clearly in the procurement documents to ensure that ICT Products and Services meet the organization's requirement.
(2) Establish evaluation criteria to ensure that suppliers meet the required to have the necessary capabilities to deliver the goods or services required.
(3) Verify suppliers to have the necessary capabilities to deliver the goods and services required.
(4) Implement control process to monitor and evaluate of goods and services received.

Standard 1.4. Sustainability Standards

(1) Ensure that all procurement activities are conducted in a sustainable and environmentally responsible manner.
(2) Include sustainability criteria in the procurement documents, such as energy efficiency, recycled content, or environmental impact.
(3) Encourage suppliers to adopt sustainable practices and policies by including sustainability requirements in the contract.
(4) Monitor and evaluate supplier compliance throughout the procurement process.

Standard 1.5.Ethical Standards

(1) Conduct procurement activities in an ethical and transparent manner
(2) Establish clear ethical requirements that all suppliers must adhere to, such as anti-bribery and anti-corruption policies.
(3) Verify suppliers of any unethical behaviour or legal disputes related to procurement activities.

PART 3 - GOVERNMENT ICT PROCUREMENT PROCESSES

10. Overview

Government bodies must effectively select qualified vendors, establish clear contractual obligations, ensure smooth and transparent processes. This enhances acquiring of ICT products and services that meet the needs, deliver value for money, and contribute to the successful implementation of ICT initiatives.

1) Vendor Qualifications and Selection Criteria:

   These guidelines outline the qualifications, capabilities, experience, financial stability, and track record that vendors should possess. The criteria help ensure that vendors meet the Public bodies' requirements and can deliver high-quality products and services.

2) Contractual Requirements and Service Level Agreements (SLAs):

   These guidelines outline the contractual obligations, deliverables, timelines, pricing, warranties, and support requirements. SLAs define specific performance metrics, response times, availability, and other parameters to ensure accountability and quality assurance.

Procurement processes and procedures provide guidelines for the end-to-end procurement cycle. These steps include vendor identification, vendor evaluation, request for proposal (RFP) creation, bid evaluation, negotiation, contract signing, and vendor management. The procedure ensures transparency, fairness, and compliance with applicable regulations throughout the procurement process.

11. Objectives of the procurement process;

(1) obtain the ICT Products and Services are required to support the operations of Government agencies in an efficient, and cost-effective manner.

(2) promote transparency, fairness, and accountability in the acquisition of ICT Products and Services.

(3) ensure that the best value for money is obtained while maintaining high ethical and professional standards.

(4) support and promote the development of the information and communications technology sector in Papua New Guinea as define under the Digital Government Act 2022

12. Procurement methods

All Government entities must adhere to the following;

12.1. Open tendering

(1) Allows all interested and qualified suppliers are invited to submit bids in response to a publicly advertised tender. bidding process is open to all suppliers who meet the qualification criteria specified in the tender document. (2) Two-stage tendering involves two separate stages;

(a) Interested suppliers submit their qualifications and technical proposals.

(b) Project steering committees then evaluates the technical proposals and shortlists the suppliers who meet the criteria

(c) Shortlisted suppliers are invited to submit their financial proposals.

12.2. Restricted tendering

(1) It is applicable to invited suppliers in response for request for proposal bid.

(2) These re-qualified bids based on certain criteria, such as previous experience, technical expertise, and financial stability.

(3) Is applicable to apply limited number of qualified suppliers.

12.3. Request for quotations (RFQs)

(1) Suppliers are invited to submit quotes for a specific product or service.

(2) RFQs are used for smaller procurement where the requirements are well-defined, and the number of potential suppliers is limited.

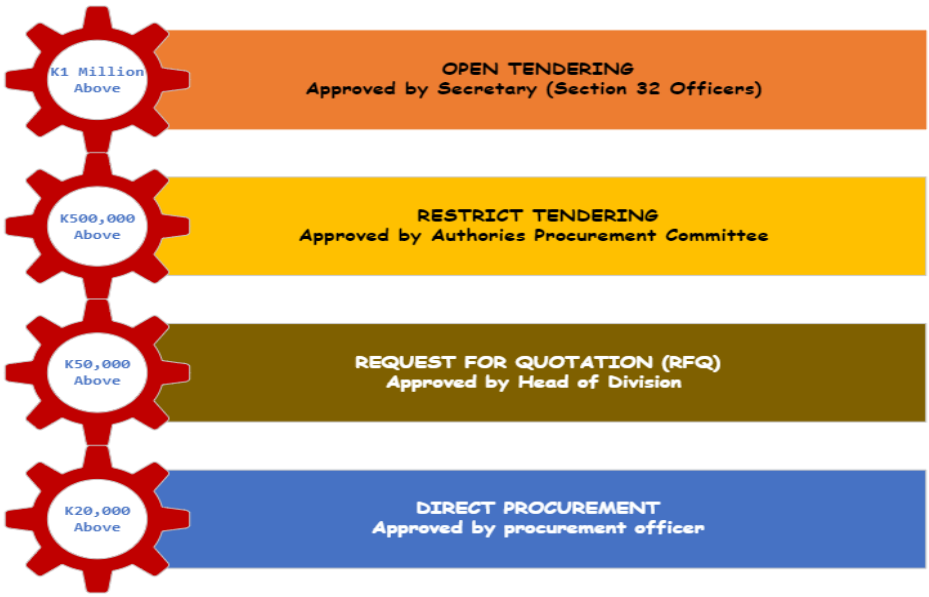
(3) Suppliers are invited to submit quotes through a formal request process.

12.4. Direct procurement

(1) ICT Products and Services can be acquired directly from a supplier without the use of a competitive bidding process.

(2) Direct procurement may be used in situations where there is a single supplier for a particular good or service, or where there is an urgent need for the good or service.

Figure 1: ICT Procurement Method



13. ICT Procurement Bidding Process.

All public bodies must considered the following processes;

i. Specific ICT requirements are based on the organization's needs and objectives such as technology infrastructure, software applications, hardware, networking, security, and support services.

ii. Bidding process, such as promoting fair competition, ensuring transparency, obtaining the best value for money, and selecting vendors that meet the organization's ICT requirements.

iii. Relevant industry standards, government regulations, and best practices related to ICT procurement.

iv. Security, quality, environmental impact, and ethical business practices.

v. Assess the bids received from potential vendors.

vi. Technical capability, experience, financial stability, quality assurance processes, pricing, and support services.

vii. Qualifications and requirements that vendors must meet to participate in the bidding process.

viii. legal registration, financial solvency, experience in similar projects, and relevant certifications or accreditation.

ix. company profiles, financial statements, technical specifications, project plans, and references.

x. Process for evaluating bids, including the formation of an evaluation committee, the role and responsibilities of the committee members, and the procedures for scoring and comparing bids against the evaluation criteria..

xi. Contractual terms and conditions that will govern the relationship between the organization and the selected vendor.

xii. Provisions related to pricing, deliverables, warranties, intellectual property rights, data security, confidentiality, and dispute resolution mechanisms.

xiii. ICT procurement bidding standards to potential vendors through bid documents, procurement websites, or other relevant channels.

xiv. Accessibilityand provide instructions on how vendors can participate in the bidding process.

PART 5 – MISCELLANEOUS

The 'Digital Government' segment within the 'ICT Roadmap' outlines crucial initiatives for the PNG Government's implementation.

A primary objective among these initiatives is the integration of all government systems into a unified ICT platform.

This integration aims to establish a single platform for Centralized ICT procurement across the public sector, with a focus on fostering cost-effectiveness and standardization."

14. Implementation Schedule

Standards review and update procedures.

14.1 Periodic Review and Update:

15.2 The Standards must entail procedures for regular review and updates to ensure their relevance and alignment with evolving technological, legal, and regulatory landscapes.

14.3 Designated Authority or Committee:

A specifically assigned authority or committee should hold the responsibility for reviewing and updating the Standards when necessary.

14.4 Feedback Integration:

Stakeholder feedback, insights from implementation experiences, and emerging best practices should actively inform the policy review process.

14.5 Communication and Integration:

All updates to the Standards should be communicated comprehensively to relevant stakeholders and seamlessly integrated into their procurement practices.

APPENDICES

Appendix 1. Recommended ICT products for all Government bodies.

Technical Standards and Specification of ICT Products and Services procurement for All-of Government.

Product/Service	Features	Standardized Technical Specifications
Operating System	- User-friendly interface\n- Multi-tasking capabilities\n- Security features\n- Device compatibility	- Windows 10: 64-bit processor, 4 GB RAM, 20 GB hard disk space\n- macOS Catalina: Intel-based Mac, 4 GB RAM, 30 GB hard disk space\n- Ubuntu 20.04 LTS: 64-bit processor, 2 GB RAM, 25 GB hard disk space
Office Suite	- Word processing\n- Spreadsheets\n- Presentations\n- Collaboration tools	- Microsoft Office 365: Compatible with Windows, macOS, and mobile devices\n- Google Workspace: Web-based, compatible with multiple platforms\n- LibreOffice: Open-source, compatible with Windows, macOS, and Linux
Email Service	- Secure email communication\n- Large storage capacity\n- Spam filtering\n- Calendar integration	- Microsoft Exchange Online: 50 GB mailbox storage, Advanced Threat Protection\n- Google Workspace: 30 GB mailbox storage, Advanced Protection Program\n- Zimbra Collaboration Suite: Flexible storage options, built-in antivirus and antispam
Cloud Storage	- File sharing and synchronization\n- Data backup and recovery\n- Scalability\n- Access control	- Microsoft OneDrive: 1 TB storage, Office integration, advanced security features\n- Google Drive: 15 GB free storage, real-time collaboration, seamless integration with Google Workspace\n- Dropbox: 2 GB free storage, file versioning, team collaboration tools
Network Infrastructure	- Local area network (LAN)\n- Wide area network (WAN)\n- Routers, switches, and firewalls\n- Network security	- Cisco Catalyst switches: High-performance, advanced security, modular design\n- Juniper Networks routers: Scalable, carrier-grade routing, advanced

		threat prevention\n- Palo Alto Networks firewalls: Next-generation security, threat intelligence, centralized management
Data Center Services	- Server hosting\n- Virtualization\n- Storage management\n- Disaster recovery\n- Network connectivity	- Dell PowerEdge servers: High-performance, scalable, efficient power usage\n- VMware vSphere: Virtualization platform, resource management, high availability\n- EMC Isilon storage: Scalable, high-performance, data protection features
Cybersecurity Solutions	- Intrusion detection and prevention\n- Firewalls\n- Antivirus and antimalware\n- Security monitoring	- Symantec Endpoint Protection: Advanced threat protection, device control, encryption\n- Cisco ASA firewalls: Next-generation firewall, VPN capabilities, advanced malware protection\n- Splunk Enterprise Security: SIEM platform, real-time security monitoring, incident response
Desktop Computers	- High-performance processing\n- Sufficient RAM and storage\n- Connectivity options\n- Compatibility with operating systems and software	- Intel Core i7 processor, 16 GB RAM, 512 GB SSD, USB and Ethernet ports, Windows 10 compatibility
Laptops	- Portability\n- Battery life\n- Performance\n- Connectivity options	- Intel Core i5 processor, 8 GB RAM, 256 GB SSD, USB and Wi-Fi connectivity, Windows or macOS compatibility
Servers	- High reliability\n- Scalability\n- Redundancy\n- Remote management capabilities	- Dual Intel Xeon processors, 64 GB RAM, RAID storage configuration, remote management interface
Networking Equipment	- Routers\n- Switches\n- Firewalls\n- Wireless access points	- Cisco Catalyst series switches: Gigabit Ethernet ports, VLAN support, Layer 3 routing capabilities\n- Cisco ASA firewalls:

Product	**Description**	**Technical Specifications**	**Recommendation**
Desktop Computers	High-performance computers for office use.	✓ CPU: Intel Core i5 or equivalent ✓ RAM: 8GB ✓ Storage: 256GB SSD ✓ Display: 22-inch Full HD	Dell OptiPlex 5070 HP EliteDesk 800 G5
Laptops	Portable computers for	✧ CPU: Intel Core i7 or equivalent	Lenovo ThinkPad X1 Carbon HP EliteBook 840 G7

	remote work and meetings.	✧ RAM: 16GB ✧ Storage: 512GB ✧ SSD Display: 14-inch Full HD	
Mobile Devices	Smartphones and tablets for on-the-go productivity.	➢ OS: iOS or Android ➢ Display: Minimum 5.5-inch Full HD ➢ Storage: 64GB or higher ➢ Battery Life: All-day usage	Apple iPhone 13 Samsung Galaxy Tab S7
Servers	Centralized computing systems for data storage and network management.	◆ CPU: Intel Xeon or AMD EPYC ◆ RAM: Minimum 32GB (expandable) ◆ Storage: RAID 5 or 6 configuration ◆ Network: Dual Gigabit Ethernet	Dell PowerEdge R740 HPE ProLiant DL380 Gen10
Operating Systems	Foundation software for computer operation.	Windows 10 Pro(68/64bit Operating System)	Windows: Widely compatible and supported macOS: Ideal for creative industries Ubuntu: Open-source and cost-effective
Office Productivity Suite	Software suite for document creation and collaboration.	● Microsoft Office 365 ● LibreOffice ● Google Workspace	Microsoft Office 365: Feature-rich and widely used LibreOffice: Open-source and cost-effective Google Workspace: Cloud-based collaboration
Enterprise Resource Planning (ERP)	Integrated software for managing business processes.	■ SAP S/4HANA ■ Oracle NetSuite ■ Microsoft Dynamics 365	SAP S/4HANA: Comprehensive ERP solution Oracle NetSuite: Cloud-based and scalable Microsoft Dynamics 365: Integrated with other Microsoft tools

Customer Relationship Management (CRM)	Software for managing customer interactions and relationships.	✓ Salesforce ✓ HubSpot CRM ✓ Microsoft Dynamics 365 CRM	Salesforce: Market leader with extensive features HubSpot CRM: User-friendly and free version available Microsoft Dynamics 365 CRM: Integration with other Microsoft tools
Document Management System	Software for organizing and managing digital documents.	SharePoint Google Drive OpenText Documentum	SharePoint: Integrated with Microsoft ecosystem Google Drive: Cloud-based and collaborative OpenText Documentum: Enterprise-level document management
Collaboration and Communication Tools	Software for team collaboration and communication.	Microsoft Teams Slack Zoom	Microsoft Teams: Integrated with Office 365 Slack: Flexible and customizable Zoom: Video conferencing focus
Business Intelligence and Analytics	Software for data analysis and reporting.	Tableau Power BI Google Analytics	Tableau: Advanced data visualization capabilities Power BI: Integration with Microsoft ecosystem Google Analytics: Web analytics for online platforms
Security Software	Software for protecting systems and data from threats.	McAfee Endpoint Security Norton Security Bitdefender GravityZone	McAfee Endpoint Security: Comprehensive

Appendix 2. Government ICT Procurement model.