



DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

OFFICE OF THE SECRETARY

Date: July 25th, 2023

Subject: Request for Information (RFI) for Cloud Service Providers – Government Leased Cloud Infrastructure under the Digital Government Act 2022 and the PNG Government Cloud Policy 2023

Ref: RFI/GovCloud/2023-07-21

Dear Cloud Service Providers,

The PNG Department of Information and Communications Technology is issuing this open Request for Information (RFI) to invite qualified Cloud Service Providers (CSPs) to provide detailed information on their cloud services offerings for the Government Leased Cloud Infrastructure (GLCI) under the *Digital Government Act 2022*¹ and the *PNG Government Cloud Policy 2023*².

The purpose of this RFI is to gather information and explore potential solutions to establish a secure, reliable, and cost-effective cloud infrastructure for government agencies to drive innovation and improve the delivery of digital services to citizens, businesses and within government.

Additionally, this RFI serves to fulfil the provisions of *Section 25*, subsection 9 of the *Digital Government Act 2022*, which mandates the maintenance of a register of cloud infrastructure vendors. Adhering to the best practices in public sector procurement and the key policy directions in the *PNG Government Cloud Policy 2023* is also a priority.

Scope of the RFI

1. Infrastructure as a Service (IaaS)
2. Platform as a Service (PaaS)
3. Software as a Service (SaaS)
4. Security and Compliance
5. Service Level Agreements (SLAs)
6. Pricing Models and Cost Optimization
7. Integration and Migration Support
8. Managed Services, Customer Support and Training

Requested Information

Please provide comprehensive information on the following topics in alignment with the *PNG Government Technology Stack 2023*³ and the *Government Cloud Policy 2023*:

1. Brief overview of your company, including the company profile, history, and experience in providing cloud services to government organizations.
2. Description of your innovation capabilities to drive solutions to meet government objectives and solutions as highlighted in the *PNG Government Technology Stack 2023*.
3. Describe under your IaaS, PaaS, and SaaS offerings, highlighting how they support the PNG Government's digital transformation goals and priorities.
4. Explain your approach to ensuring security and compliance with the PNG Government's regulations and requirements, including data protection, privacy, and access controls, as well as compliance with the *PNG Government Cloud Policy 2023*.
5. Provide information on your SLAs, emphasizing the focus on the PNG Government's key performance indicators, including uptime guarantees, disaster recovery procedures, and incident response plans.

6. Detailed pricing models, reflecting transparency in pricing structure and any discounts or incentives for government organizations, ensuring value for money in alignment with the **PNG Government Technology Stack** and **PNG Government Cloud Policy 2023**.

7. Explain your approach to cost optimization and resource management for government agencies, focusing on providing value for money and justifying costs as per the **PNG Government Technology Stack** and **PNG Government Cloud Policy 2023**.

8. Describe your support for integration and migration, including tools, resources, and professional services available, ensuring minimal disruption to existing services, and alignment with the **PNG Government Cloud Policy 2023**.

9. Provide information on your customer support and training programs, emphasizing the capacity-building aspect in the **PNG Government Cloud Policy 2023**, including availability, channels, and resources for government agencies. To fulfil the provisions of **Section 25** of the **Digital Government Act 2022**, please include in your response any relevant information were necessary.

Submission Guidelines

1. Responses must be submitted in electronic format (PDF or Microsoft Word) via email to: **rfi@ict.gov.pg** by **August 25th, 2023**.

2. Please use the subject line "RFI Response – GovCloud/2023-06-02" for your email submission.

3. The response should not exceed **50** pages, excluding appendices and supplementary materials.

4. All inquiries and questions regarding this RFI should be directed to Secretary at **rfi@ict.gov.pg** by **August 21st, 2023**.

5. CSPs must disclose any conflicts of interest, current or past contracts with government agencies, and any potential impact on the impartiality of their response.

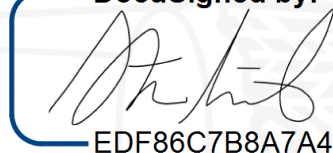
Important Note

This RFI is for information and planning purposes only and does not constitute an expressed or implied solicitation or a commitment by the PNG Department of ICT to procure any products or services. Any procurement that may arise from this RFI will be subject to separate solicitations, adhering to the public sector procurement best practices, including transparency, fairness, and competitiveness.

We appreciate your interest and look forward to receiving your response.

Sincerely,

DocuSigned by:



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Steven Matainaho
Secretary

¹Digital Government Act 2022 22.03.22 Final.pdf (ict.gov.pg)

²<https://www.ict.gov.pg/Policies/Cloud%20Policy/Final%20Government%20Cloud%20Policy%202023%20V2.7%20-%20Final%20%282%29.pdf>

³<https://www.ict.gov.pg/dict-unveils-technology-stack-2023-paving-way-for-digital-transformation-in-png/>