DEPARTMENT OF INFORMATION & COMMUNICATIONS TECHNOLOGY

OFFICE OF THE SECRETARY

Date: November 07, 2023

Ref: RFI/CYBER-N3C/2023-11-07

To: Cybersecurity Consulting Services Providers,

Subject: Request for Information (RFI) for interested Service Provider to Develop a Strategic Roadmap for development of National Cyber Coordinating Center (N3C) capability and capacity for Papua New Guinea.

The PNG Department of Information and Communications Technology is issuing this open Request for Information(RFI) to any qualified interested Cybersecurity consulting agencies and service providers to express their interest through this RFI process for upcoming Cybersecurity consultations services for the Government as part of ongoing implementation of the ***Digital Government Act 2022***[1], the development of the ***GOVPNG Technology Stack development***[2] and **the *National Cybersecurity Policy 2021***[3].

The purpose of this RFI is to explore and identify potential service providers with relevant capacities, capabilities and experiences to develop a Strategic Roadmap to guide further upgrade and enhancement of the ***National Cyber Coordination Center (N3C)***[4].and its key operations capabilities and capacities.

This RFI serves to fulfil the provisions of **Sections 18 and 19** of the **Digital Government Act 2022**, to develop, operate and maintain Cyber Security capability and capacity for whole of society in Papua New Guinea.

Scope of the RFI

1. Provide advisory and develop Strategic Roadmap and guidelines to further enhance and strengthen the National Cyber Coordination Center (N3C) capacity and capability for whole of government and society.

2. Evaluate the current capacities and capabilities within the Department of ICT including review of existing plans, and strategies. Includes desktop review and analysis of related policy and interventions across cybersecurity, cybercrime, cyber intelligence, and cyber safety domains.

3. Evaluate the current capacities and capabilities, and roles and responsibilities of all existing N3C stake holders, government and non-goverment, for the whole of Goverment and Society approach, and map way forward for effective N3C operations.

4. Provide technical advice and report highlighting identified areas for improvement and gaps in operations.

5. Provide a concise and comprehensive executive summary report and presentation summarizing all the deliverables for the Secretary, with key findings and recommendations.

Requested Information

Please provide comprehensive information on the following topics in alignment with the ***National Cybersecurity Policy 2021, Digital Government Plan 2023-2027*[5] *and* the *Digital government Act 2022:***

1. Please provide an overview of your organization, including its history, mission, experience in implementing Cyber Co-ordination coordination across government and society for governments or similar entities. In addition, please include your organisations ownership and management structure, and biodata of its directors and executive management.

2. Description of your business and innovation capabilities to drive solutions to meet government objectives and solutions as highlighted in the *PNG Government Technology Stack 2023.*

3. Explain your approach to implementing the scope of this RFI.

4. Provide information on your Service Level Agreements (SLAs), emphasizing the focus on the PNG Government's key performance indicators, including uptime guarantees, disaster recovery procedures, and incident response plans.

5. Detailed pricing models, reflecting transparency in pricing structure and any discounts or incentives for government organizations, ensuring value for money.

6. Describe your support for integration and migration, including tools, resources, and professional services available, ensuring minimal disruption to existing services.

7. Provide information on your customer support and training programs, emphasizing the capacity-building aspect inincluding availability, channels, and resources for government agencies.

The RFI response shall allow the government to make informed decision on the pathway for the development of Papua New Guinea's Cyber capacity and capability and how this capability and capacity supports the broader Digital Economy development over the next 5 years as guided by the ***PNG Medium term Development Plan IV 2023 – 2027*[6]*, Strategic Priority Area (SPA) 6.3** and wider eGoverment services under **SPA 8.1and 2.4.***

Submission Guidelines

Responses must be submitted in electronic format (PDF or Microsoft Word) via email to: **rfi@ict.gov.pg** by **November 21 2023, 1600pm PNG Time, (GMT +10).**

Please use the subject line "**RFI Response – RFI/CYBER-N3C/2023-11-07**" for your email submission.

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

All inquiries and questions regarding this RFI should be directed to Secretary at **rfi@ict.gov.pg** by **November 17, 2023, 1600pm PNG Time, (GMT +10).**
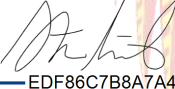
Service Providers must disclose any conflicts of interest, current or past contracts with government agencies, and any potential impact on the impartiality of their response.

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 receiving your response.

Sincerely,

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Steven Matainaho
Secretary

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[1] *Digital Goverment Act 2022, effective 08th August 202 (https://www.ict.gov.pg/Legislation/Digital%20Government%20Bill/Digital%20Government%20Bill%20202 2%2022.03.22%20Final.pdf)*

[2] *GOVPNG Technology Stack 2023 (https://www.ict.gov.pg/dict-unveils-technology-stack-2023-paving-way-for-digital-transformation-in-png/)*

[3] *National Cyber Security Policy2021. (https://www.ict.gov.pg/Policies/Cyber%20Security%20Policy/NATIONAL%20CYBERSECURITY%20POLICY %202021%20(Final)%20-%20031121-%20PRINT.pdf)*

[4] *The National Cyber Coordinating Center (N3C) https://www.ict.gov.pg/dict-collaborates-with-internal-security-ministry-to-strengthen-cybersecurity-in-country/*

[5] *Digital Goverment Plan 2022-2027 (https://www.ict.gov.pg/Digital%20Govt%20Plan%202023-2027/Digital%20Government%20Plan%202023-2027%20-%20Final%20Version.pdf)*

[6] *Medium Term Development Plan IV 2023 – 2027 (MTDP IV) (https://mtdp.gov.pg/)*