DEPARTMENT OF INFORMATION & COMMUNICATIONS TECHNOLOGY

OFFICE OF THE SECRETARY

Date: November 03, 2023

Ref: RFI/Digital ID Solution/2023-11-03

Subject: Request for Information (RFI) for Digital ID Solution development for Papua New Guinea

The Department of Information and Communication Technology (DICT) on behalf of the Government of Papua New Guinea (PNG) is issuing the Request For Information (RFI) in accordance with the ***DIGITAL GOVERNMENT ACT 2022***[1] to seek information and gather insights into the development, implementation, and management of a Digital ID Ecosystem for PNG. As we explore the possibilities of modernizing our identity management systems, we are interested in understanding the latest technologies, best practices, and potential partners who can support PNG in this endeavor.

Papua New Guinea, with its diverse population and unique geographical challenges, is looking to enhance citizen services, streamline government operations, and strengthen security through the introduction of a robust Digital ID Ecosystem. We envision a comprehensive system that will provide secure, convenient, and inclusive digital identities to our citizens and government employees.

This RFI serves to fulfil the provisions of **Section 33 and Section 34** of the **Digital Government Act 2022**, to provide digital services through Shared Services or Micro Services and the provision and accessibility of digital services, and is guided by the requirements of **Section 31, subsections 3 and 4** in its security and implementation, towards a federated approach.

In addition, the Digital ID Ecosystem Solution is an integral component of the ***GOVPNG Technology Stack 2023***[2], as a trusted and authorized micro services or reusable building blocks components and enabler for digital services.

In this context, we kindly request your organization's response to this Request for Information (RFI). Your input will assist us in understanding the current landscape, available solutions, and industry expertise in digital identity management.

We invite you to provide information and insights on the following key areas:

1. **Overview of Your Organization:** Please provide an overview of your organization, including its history, mission, experience in implementing digital identity solutions for governments or similar entities. In addition, please include your organisations ownership and management structure, and biodata of its directors and executive management.

2. **Solution and Capabilities:** Describe the digital identity solutions and technologies and capacities the solutions offer, and how this shall complement the wider implementation of the Digital Government Act and GOVPNG Technology Stack objectives. Highlight at minimal 3 projects or use cases relevant to government entities.

3. **Security and Privacy Measures:** Explain the security and privacy measures implemented in your digital identity solutions, and how they comply with international standards and regulations.

4. **Usability and Accessibility:** Detail how your solution capabilities ensure ease of use and accessibility for all segments of the population, including individuals with disabilities.

5. **Integration Capabilities:** Provide information on how your solutions can be integrated with the existing government systems, such as civil registries, social services, and public administration and other layers of the GOVPNG Technology Stack and towards the development of federated identification ecosystem for PNG.

6. **Scalability and Future-Proofing:** Discuss the scalability of your solutions and their potential to adapt to evolving technological and its adoption to PNG's social and demographic context and changes over time.

7. **Project References:** Share minimal of 3 case studies, references, or successful projects that demonstrate your expertise in digital identity management.

8. **Cost Structure:** Provide an outline of your pricing models, including any potential cost-saving benefits for our government.

9. **Data Protection and Compliance:** Describe how your solutions supports and or ensure compliance with international best practices, principles, data protection laws and regulations, including GDPR and data privacy laws.

10. **Timeline and Implementation:** Outline a typical project timeline and the steps involved in the implementation of your digital identity solutions.

11. **Support and Maintenance:** Explain the support and maintenance services you offer to ensure the long-term success of the project.

12. **Partnerships and Collaborations:** Describe any partnerships or collaborations with other organizations, including government agencies that enhance your capabilities in delivering digital identity solutions.

The RFI response shall allow the government to make informed decision on the pathway for the development of Papua New Guinea's Digital Identification capability and how this capability supports the broader Digital Economy development over the next 5 years as guided by the *PNG Medium term Development Plan IV 2023 – 2027*[3], *Strategic Priority Area (SPA) 8.1, 6.3 and 2.4.*

Submission Guidelines

1. Responses must be submitted in electronic format (PDF or Microsoft Word) via email to: rfi@ict.gov.pg by **November 17, 2023, 1600pm, PNG time, (GMT+10).**

2. Please use the subject line "**RFI Response – Digital ID Solutions/2023-11-03**" 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 **November 14, 2023, 1600pm, PNG time, (GMT+10).**

5. Applicants 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

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