



DEPARTMENT OF INFORMATION & COMMUNICATIONS TECHNOLOGY
OFFICE OF THE SECRETARY

Date: November 03, 2023

Ref: RFI/Internet Payment Gateway Solution/2023-11-03

To: Internet Payment Gateway Solution Providers

Subject: Request for Information (RFI) for Internet Payment Gateway Solution for Papua New Guinea

The Department of Information and Communication Technology on behalf of the Government of Papua New Guinea is issuing the Request For Information (RFI) in accordance with the **DIGITAL GOVERNMENT ACT 2022**¹ and currently exploring the possibility of implementing a secure, efficient, and scalable Internet Payment Gateway Solution to facilitate online payments for government services, including taxes, fees, and other government online transactions. We are reaching out to gather information on potential solutions and service providers to assist us in this endeavor.

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.

In addition, the Internet Payment Gateway Solution is an integral component, as layer three (3) of the **GOVPNG Technology Stack 2023**², as a trusted and authorized micro services or reusable building blocks components and enabler for digital services.

We kindly request that you provide us with information related to your organization's capabilities and experience in delivering Internet Payment Gateway Solutions to government entities. Specifically, we would appreciate details on the following:

1. **Company Overview:** Please provide an overview of your organization, including its history, size, and relevant experience in delivering Internet Payment Gateway Solutions. In addition, please include your organisations ownership and management structure, and biodata of its directors and executive management.
2. **Solution and Capabilities:** Describe your Internet Payment Gateway solution, including its features, security measures, scalability, and support for various payment methods, including financial settlements process, financial regulatory compliance and further how the capabilities 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. **Implementation Process:** Provide an outline of the typical implementation process, including timelines, integration requirements, and any potential challenges in the implementation your solution.
4. **Security and Compliance:** Explain how your solution's capabilities ensures data security, and support complies with relevant regulations, and protects business and sensitive financial information.
5. **Pricing Structure:** Share details on your pricing model, including any initial setup costs, transaction fees, and ongoing maintenance expenses.
6. **References:** Provide as reference a minimal of 3 use case as reference from other government organizations or clients who have implemented your Internet Payment Gateway solution.
7. **Technical Support and Training:** Outline the technical support and training options you offer to ensure the successful adoption of your solution.
8. **Customization and Integration:** Describe your ability to customize the solution to meet the unique needs of the Government of Papua New Guinea and its potential integration with existing systems.
9. **Timeline for Proposal Submission:** Please specify the deadline for submitting a formal proposal based on the information provided in response to this RFI.

The RFI response shall allow the government to make informed decision on the pathway for the development of Papua New Guinea's Internet Payment Gateway 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 – 2027³, Strategic Priority Area (SPA) 8.1, 6.3 and 2.4.**

Submission Guidelines

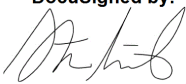
1. Responses must be submitted in electronic format (PDF or Microsoft Word) via email to: rfi@ict.gov.pg by **November 17, 2023, 1600pm, PNG time, (GMT+10).**
2. Please use the subject line "**RFI Response – Internet Payment Gateway Solution/2023-11-03**" for your email submission.
3. The response should 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.
6. All information provided in response to this RFI will be treated as confidential.

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

¹ Digital Government Act 2022, effective 08th August 2022 (<https://www.ict.gov.pg/Legislation/Digital%20Government%20Bill/Digital%20Government%20Bill%202022%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/>)



Papua New Guinea