DEPARTMENT OF INFORMATION & COMMUNICATIONS TECHNOLOGY

OFFICE OF THE SECRETARY

Date: November 03, 2023

Ref: RFI/ eGovernment Citizen Portal/2023-11-03

Subject: Request for Information (RFI) for eGovernment Citizen Portal development 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 options for the development of an eGovernment Citizen Portal for Papua New Guinea. We are reaching out to gather information on potential solutions and service providers to assist us in this endeavor.

The Government of Papua New Guinea is committed to enhancing public service delivery, fostering transparency, and improving citizen engagement. In alignment with these goals, we are looking for a comprehensive eGovernment Citizen Portal solution that will allow us to provide a wide range of online services and information to the citizens of Papua New Guinea. This portal should be designed to be user-friendly, secure, and efficient.

This RFI serves to fulfil the provisions of **Section 35** of the **Digital Government Act 2022**, to establish National eGovernment Online Portals for publics bodies to deliver digital services. The Department shall be the only provider for the National eGovernment Portals.

In addition, the eGovernment Citizen Portal is an integral component, as layer five (5) or the top layer stack of the **GOVPNG Technology Stack 2023**[2], as a trusted mediator and services 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 eGoverment Citizens Portal development and 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, and experience in implementing eGoverment portal 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. **eGovernment Citicens Portal:** Describe the eGoverment portal solutions and technologies and capabilities your organization offers 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 solutions 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 solution shall facilitate for integrated into the existing government portal, systems and services and other layers of the GOVPNG Technology Stack and towards the development centralized official one-stop eGoverment portal services access platform 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 eGoverment Citicens Portal development and 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 ensure compliance with data protection laws and regulations, including GDPR and local data privacy laws.

10. **Timeline and Implementation:** Outline a typical project timeline and the steps involved in the implementation of your 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 eGovernment Citizen Portal.

The RFI response shall allow the government to make informed decision on the pathway for the development of Papua New Guinea's eGoverment Portal's 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 – eGovernment Citizen Portal /2023-11-03**" for your email submission.
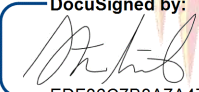
3. The response should not exceed **50** pages, excluding appendices and supplementary materials.

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

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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%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/)*