



OFFICIAL Sensitive

Government of **Western Australia**
Department of the Premier and Cabinet

Request

Request Title:

Provision of a Digital Wallet and Verifiable Credentials Solution

Request Number:

DPC2142

Closing Time:

2:30 PM Friday 12 September 2025, Western Australia

Issued by:

**The State of Western Australia acting through Department of the
Premier and Cabinet**

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Part A – Request No DPC2142

1. Introduction

1.1 Background

The Department of the Premier and Cabinet's (the Department) Office of Digital Government (DGov) is seeking a managed service provider to deliver, host and support a digital wallet Pilot Phase activity with a designated Western Australian (WA) verifiable credential (or credentials), using the ServiceWA application (the App). The solution must be aligned with international digital identity standards and present in and integrate with the App via Software Development Kits (SDK) for the secure storage, issuance, presentation, verification and revocation of digital credentials. Following the 12-month Pilot Phase, the Department may progress to a full state-wide production environment, with a view to adding additional credentials and continually enhancing functionality.

Documents comprising this Request for Tender:

- DPC2142 Request - Provision of a Digital Wallet and Verifiable Credentials Solution
- DPC2142 Attachment 1 - Digital Wallet and Verifiable Credentials Agreement
- DPC2142 Attachment 2 - Schedule 2 - Statement of Requirements
- DPC2142 Attachment 3 - Schedule 3 - Specifications
- DPC2142 Attachment 4 - Schedule 7 - Pricing

1.2 Submission of Offer

1.2.1 Hand and Post Lodgement

The Respondent may not submit the Offer by hand or post.

1.2.2 Electronic Lodgement

The Respondent may submit their Offer electronically by uploading file(s) in an approved format (**TWA Approved File Format**) at www.tenders.wa.gov.au.

If uploading Offer file(s) at Tenders WA (TWA), the Respondent must ensure that:

- a). the lodgement is made in accordance with the Tenders WA Terms of Use;
- b). the Respondent is registered on Tenders WA to submit an offer electronically;
- c). the Offer is lodged against the correct Request Number;
- d). each file name is no more than 125 characters in length;
- e). each file upload request is equal to or less than 100MB per upload request; and
- f). each file is uploaded in one of the following TWA Approved File Formats:

TWA Approved File Formats			
Adobe Reader File #	.pdf	Image File	.jpeg
Microsoft Excel File *	.xls	Image File	.jpg
Microsoft Excel File *	.xlsx	Image File	.png
Microsoft Excel File *	.csv	Media File	.mp4
Microsoft PowerPoint File *	.ppt	Media File	.mpp

Microsoft PowerPoint File *	.pptx	Rich Text Format File	.rtf
Microsoft Publisher File *	.pub	Text File	.txt
Microsoft Word File *	.doc		
Microsoft Word File *	.docx		
Microsoft Word File *	.docm		
TWA Approved File Formats – Compression Formats			
ZIP File	.zip	Unix File	.z
gzip File	.gz	7-zip File	.7z
RAR File	.rar		

PDF files must be Adobe compatible. * Microsoft files must be PC / Windows compatible

Notwithstanding paragraph (f) above, if the Respondent uploads Offer file(s) to Tenders WA:

- a). in a file format that is not listed in the table above; or
- b). uses one of the compression file formats listed above, and the underlying compressed file(s) is saved in a format not listed in the table above,

the Customer may exclude the content of that file(s) from their consideration of the Respondent's Offer at their discretion.

The Tenders WA Terms of Use can be viewed at www.tenders.wa.gov.au. Guidelines to assist Respondents with registering on Tenders WA and lodging an Offer electronically can be downloaded at www.tenders.wa.gov.au by following the links 'Help' > 'Help Guides' > 'Business Help Guides'.

Queries in relation to Tenders WA, including TWA Approved File Formats, should be directed to the 'Advice on Using Tenders WA' contact person listed in Part A, section 1.6 of this Request.

- 1.2.3** Conditions regarding the submission of Offers (including late lodgement and mishandling) are contained in the Request Conditions.

1.3 Offer Validity Period

The Offer Validity Period is for a period of 6 months.

1.4 Tenders WA

The Respondent may register (free) for the Tenders WA website to ensure that the complete Tender has been downloaded including any and all addenda.

1.5 Contact Persons

Different enquiries can be best dealt with by the most appropriate contact, shown below.

The Respondent must not contact any other person within Government or any consultant engaged in relation to this Request to discuss this Request.

Contractual and Routine Enquiries:

Name: Andrew Ballard

Title: Procurement Manager

Telephone: (08) 6551 1410

E-mail: Andrew.ballard@dohw.wa.gov.au

Advice on Using Tenders WA:

Name: Procurement Systems Support

Telephone: (08) 6551 2020

1.5.1 Deadline for Questions

Any questions from potential Respondents in relation to the Request documentation may not be accepted one week from the tender Closing Time. The purpose of setting this date is to provide the Customer with adequate time to respond to all questions raised and provide sufficient time for potential Respondents to consider that information prior to the Closing Time.

Questions should be in writing, via email and sent to the Contact Person. If any question relates to a specific section of this Request, the question should clearly identify that section.

If any questions raised by a potential Respondent result in the provision of additional information, this information will be provided to all other potential Respondents by way of an addendum to this Request.

The Customer will endeavour to respond as quickly as possible after receipt of a question. However, the nature and extent of the question will determine the timeframe within which the Customer will be able to respond. The Customer, in its absolute discretion, reserves the right not to answer some or all questions.

1.6 Request Conditions

The "Request Conditions" that apply to this Request are the "Request Conditions" contained in Part A of the *Request Conditions and General Conditions of Contract* [July 2025] located at www.wa.gov.au/government/publications/request-conditions-and-general-conditions-of-contract-july-2025 and contain important provisions regarding the nature of this Request and the consequences of the Respondent submitting an Offer. The Respondent is deemed to have read and considered the Request Conditions prior to submitting an Offer.

The Terms and Conditions applicable to DPC2142 Provision of a Digital Wallet and Verifiable Credentials Solution are:

- Digital Wallet and Verifiable Credentials Agreement (The Agreement).

Any references in the Request Conditions that reference the General Conditions will be deemed to reference the Digital Wallet and Verifiable Credentials Agreement (Attachment 1 to this Request).

2. Selection Process

2.1 Selection Process

Achieve Value for Money is a key Western Australian Procurement Rule. It ensures that when purchasing Goods and/or Services, State Agencies achieve the best possible outcome, for every dollar spent, by assessing the costs and benefits of, and the risks inherent in, an Offer, rather than simply selecting the lowest Offered Price.

In determining value for money, the Customer will:

- a). apply relevant [Western Australian Procurement Rules](#) and Government policies and priorities, including those referenced in the [Western Australian Social Procurement Framework](#), to the assessment of Offers;
- b). assess Offers against the Compliance and Disclosure Requirements in Section 4 in Part B;
- c). assess Offers against the Qualitative Requirements in Section 5 in Part B;
- d). assess Offers against the Insurance Requirements in Section 6 in Part B; and
- e). assess the Offered Prices, which includes assessing the Offered Price and Pricing Requirements in Section 6 in Part B which references Attachment 4 – Schedule 7 Pricing and Payment.

The determination of value for money will require a consideration of all of the above factors and any other matters that the Customer considers relevant.

The evaluation of responses will involve the following stages:

- Qualitative and price evaluation
- Initial shortlisting (if required)
- Secondary shortlisting (if required)
- Proof-of-Operation activity
- Selection of a preferred Respondent
- Contract negotiation.

2.1.1 Selection of Shortlisted Respondent(s)

Initial Shortlisting

One or more Respondents may be shortlisted after the initial assessment in accordance with the points above. The initially shortlisted Respondents may be required to provide a demonstration of their solution. The number of shortlisted Respondents will be determined following the initial assessment. The Department reserves the right to not conduct demonstrations and progress initially shortlisted Respondents directly to the Proof-of-Operation stage.

If requested to participate in the shortlisting process, the Respondent must do so at the location and/or by the method (e.g. a virtual meeting) within the timeframe specified by the Department. The demonstration location/method and timeframe may be altered at the Customer's discretion. Failure to provide a live demonstration within the required timeframe may result in the Respondent's offer being eliminated from further consideration.

All costs incurred in relation to the demonstration, including but not limited to preparation, delivery, equipment, personnel, and travel, shall be borne solely by the Respondent.

Secondary Shortlisting

A secondary shortlisting may be conducted following the outcome of the demonstrations. Respondents selected from the secondary shortlisting will be required to conduct a Proof-of-Operation.

The intent of the Proof-of-Operation would be to demonstrate and clarify aspects of the proposed solution through a live, non-production environment based on parameters provided by the Department. The Proof-of-Operation will allow the shortlisted Respondents to demonstrate the capability of their solution and its capacity to integrate with the existing DGov environment and business workflows.

The Proof-of-Operation is expected to require the Respondent to configure an instance of their white-label or proprietary digital wallet environment to demonstrate the parameters of their proposed solution and processes for presentation and consumption of verifiable credentials.

The Proof-of-Operation will be conducted with shortlisted Respondent/s in parallel over a proposed three-week implementation/integration period, followed by up to two weeks of Department testing. All Respondents will be given equivalent time for their implementation and integration work, and the Proof-of-Operation will be completed and evaluated prior to the appointment of a preferred Respondent. The Department reserves the right to amend these proposed timeframes.

Shortlisted Respondents will be required to provide the SDK architecture for review by the Department's incumbent ServiceWA Development Partner during the Proof-of-Operation.

All costs associated with the conduct, preparation, and delivery of the Proof-of-Operation shall be borne solely by the Respondent including any resources, infrastructure, or personnel required to demonstrate compliance with the specified requirements.

Preferred Respondent

Following the Proof-of-Operation the Evaluation Panel will review the qualitative scoring against the Qualitative Requirements excluding the Participation Plan qualitative requirement of the shortlisted Respondents. The outcome of this review, based on the Proof-of-Operation will determine the recommendation of a preferred Respondent.

The preferred Respondent will be appointed to commence contract negotiations, implementation planning, final solution design and finalisation of pricing, as well as the development of implementation, project and training plans.

Respondents should refer to the Request Conditions for the provisions relating to selection of the preferred Respondent.

2.2 Western Australian Procurement Rules and Government Policies

The following apply to this Request:

- a). The Western Australian Procurement Rules, as applicable

The [Western Australian Procurement Rules](https://www.wa.gov.au/government/publications/western-australian-procurement-rules) can be viewed at and downloaded from [wa.gov.au](https://www.wa.gov.au).

- b). The WA Buy Local Policy 2022

The [WA Buy Local Policy 2022](#) can be viewed at and downloaded from [wa.gov.au](#).

- a). Western Australian Industry Participation Strategy (WAIPS)

The [WAIPS](#) can be viewed at and downloaded from [wa.gov.au](#).

This Request is a Covered Procurement as defined in the Western Australian Procurement Rules.

2.3 Supplier Debarment Regime

In January 2022, the Western Australian supplier debarment regime commenced operation. The debarment regime establishes grounds and processes through which a supplier can be excluded (by suspension or debarment) from supplying goods, services and works to State Agencies. The regulatory scheme is established under Part 7 of the *Procurement Act 2020* and the *Procurement (Debarment of Suppliers) Regulations 2021*. Further information about the regulatory scheme is available from [WA.gov.au](#) and [Tenders WA](#)..

Unless operation of the *Procurement (Debarment of Suppliers) Regulations 2021* has been excluded, the Customer must exclude from consideration any Offer received from a Respondent who is suspended or debarred, and any Offer which includes a subcontracting arrangement with a suspended or debarred subcontractor.

Attachment 1 - Digital Wallet and Verifiable Credentials Agreement

The Agreement has been included with this Request as Attachment 1– The Agreement.

Note: All Schedules refer to the Digital Wallet and Verifiable Credentials Agreement.

Attachment 2 - Schedule 2 - Statement of Requirements

The Specification/Statement of Requirements has been included with this Request as Attachment 2 – Schedule 2 Statement of Requirements.

Attachment 3 - Schedule 3 – Specifications

The functional requirements have been included with this Request as Attachment 3 – Specifications.

Part B – Content Requirement and Respondent's Offer

Part B should be completed by the respondent and returned to the Customer (refer 'submission of offer' requirements of clause 2.1 in the Request Conditions).

1. Note to Respondent

In preparing its Offer, the Respondent must:

- a). address each requirement in the form set out in this Part B;
- b). take into account the requirements as explained in the Agreement.
- c). in respect of the Qualitative Requirements in Section 5 in this Part B, provide full details of any claims, statements or examples. No detail is to be referenced to any website (refer '(no reference to information on websites)' under clause 2.7 of the Request Conditions).
- d). assume that the Customer has no knowledge of the Respondent, its activities, experience or any previous work undertaken by the Respondent for the Customer or any other State Agency.
- e). nominate any Offer Information that the Respondent wishes to expressly and reasonably nominate as confidential for the purposes of the Request Conditions.

2. Identity of Respondent

The Respondent must provide the following details:

Respondent to Complete:

- | | |
|---|--|
| (a) Name of Legal Entity: | CredEntry Pty Ltd |
| (b) ACN (if a company): | 652 707 198 |
| (c) Registered address of Company or address of principal place of business if no registered address: | 19 Howard Street PERTH WA 6000 |
| (d) Business Name: | CredEntry |
| (e) ABN: | 13 652 707 198 |
| (f) Contact Person: | Shelby Long |
| (g) Contact Person Position Title: | Customer Success & Implementation Lead |
| (h) Email: | Shelby.Long@credentry.com.au |
| (i) Telephone: | 0481 962 084 |
| (j) Address and email for service of contractual notices: | As above |

NB: The Offer does not require the Respondent's signature.

3. Pre-Qualification Requirements

There are no pre-qualification requirements for this Request.

4. Compliance and Disclosure Requirements

The Customer will, in its value for money assessment, consider the extent to which the Offer satisfies the following Compliance and Disclosure Requirements. The Customer reserves the right to reject any Offer that does not properly address any of the Compliance and Disclosure Requirements, and/or which contains material departures from the Digital Wallet and Verifiable Credentials Agreement.

a) Compliance

(i) Digital Wallet and Verifiable Credentials Agreement

The Respondent must confirm whether it will comply with the Agreement inclusive of the Schedules therein. If the Respondent will not comply with any of the Agreement and Schedules, the Respondent must set out:

- (A) The Agreement clause it will not comply with;
- (B) the extent of non-compliance – including the alternative clause, if any, or a description of any changes it requires to the Agreement / Schedules; and
- (C) the reason for non-compliance.

Respondent to Complete:

Does the Respondent agree to the Agreement Details?

Yes

☒

No

☐

If no, provide details:

b) Disclosures

(i) Participants (including subcontractors)

Respondent to Complete:

Is the Respondent acting as an agent or trustee for another person or persons?

Yes

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No

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If yes, provide details:

And

Is the Respondent acting jointly or in association with another person or persons?

Yes

☐

No

☒

If yes, provide details:	
And	
Has the Respondent engaged, or does the Respondent intend to engage, another person or persons as a subcontractor in connection with the supply of the Services?	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If yes, provide the following details for each subcontractor:	
Full legal name of subcontractor:	
Business name of the subcontractor:	
ACN / ARBN (if applicable):	
Postal address:	
Requirements to be subcontracted:	
<input type="checkbox"/> The Respondent warrants that the Respondent has obtained consent from each above-named subcontractor permitting the Respondent to receive information from the Customer as to whether the subcontractor is a suspended supplier within the meaning of the <i>Procurement (Debarment of Suppliers) Regulations 2021</i> , for the purposes of this procurement process and any resulting Contract/Agreement.	

(ii) Criminal Convictions

The Respondent must confirm that neither the Respondent, nor any of the Respondent's senior officers (as defined in regulation 3(1) of the *Procurement (Debarment of Suppliers) Regulations 2021*), nor any person included in the Specified Personnel has been convicted of a criminal offence that is punishable by imprisonment or detention.

Respondent to Complete:

Has the Respondent or any of the Respondent's senior officers or any person included in the Specified Personnel been convicted of a criminal offence that is punishable by imprisonment or detention?

Yes

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No

☒

If yes, provide details:

(iii) Conflict of Interest

The Respondent must declare and provide details of any actual, potential or perceived conflict of interest.

Respondent to Complete:

Does the Respondent have any actual, potential or perceived conflict of interest in relation to the performance of the Agreement (if awarded) by the Respondent?

Yes

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No

☒

If yes, the reasons why:

(iv) Small Business, Australian Disability Enterprise (ADE), Aboriginal Business and/or ACCO**Respondent to Complete:**

Respondent is required to disclose whether it is a:

(A). small business that employs less than twenty (20) people; and/or

Yes

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No

☐

(B). registered Australian Disability Enterprise (ADE) – registered means to be listed as an approved ADE on the Australian Disability Enterprises website at: <http://buyability.org.au/directory/>; and/or

Yes

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No

☒

(C). registered Aboriginal business – the business is to be registered on the Aboriginal Business Directory WA at: <http://www.abdwa.com.au/> and/or on Supply Nation's Indigenous Business Direct at <http://supplynation.org.au/>.

Yes

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No

☒

If Yes, registered on:

☐

Aboriginal Business Directory WA

<input type="checkbox"/> Supply Nation's Indigenous Business Direct <input type="checkbox"/> Both	
<p>(D) Aboriginal Community Controlled Organisation (ACCO) – means the organisation is:</p> <ul style="list-style-type: none"> incorporated under State or Commonwealth legislation and not for profit; controlled and operated by a majority of Aboriginal and/or Torres Strait Islander people; involved or connected to the community, or communities, in which it delivers the services; governed by a majority Aboriginal and/or Torres Strait Islander governing body. <p>(Aboriginal Community Controlled Organisation is as defined in the Delivering Community Services in Partnership Policy.)</p>	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<p>If Yes, provide the Respondent's Australian Charities and Not-for-profits Commission (ACNC) registration as well as one of the following:</p> <ul style="list-style-type: none"> details of the Respondent's registration with the Office of the Registrar of Indigenous Corporations (ORIC) or the Australian Securities & Investments Commission (ASIC) or Consumer Protection WA; or an extract of the relevant provisions of the Respondent's constitution or governing documents. 	

(v) Work Health and Safety

<p>The Respondent must disclose whether the Respondent has received any prohibition notice(s), accepted any enforceable undertaking(s) or been the subject of any prosecution(s) commenced by WorkSafe WA under the <i>Occupational Safety and Health Act 1984</i> (WA) or the <i>Work Health and Safety Act 2020</i> (WA), or any associated regulations, or any equivalent action under a corresponding work health and safety law in another Australian jurisdiction, in the last 2 years?</p>			
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>		
<p>If Yes, provide details of the notice, enforceable undertaking and/or prosecution and include a summary of actions taken by the Respondent in response thereto:</p>			
Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>	
<p>If no, the reasons why:</p>			

vi) Gender Equality in Procurement

The Western Australian Government is committed to advancing gender equality in Western Australia as demonstrated by [Stronger Together: WA's Plan for Gender Equality](#). Further information on how to advance gender equality in your business/organisation is available [here](#).

For further information about this disclosure clause, refer to the [Gender Equality in Procurement Guideline](#).

Complete this disclosure requirement if your business/organisation employs 100 or more people or select "Not Applicable" below.

X Not applicable – business/organisation employs less than 100 people.

The *Workplace Gender Equality Act 2012* (Cth) requires both non-public sector and Commonwealth public sector employers with 100 or more employees to submit a report annually to the Workplace Gender Equality Agency. Non-public sector employers can find further information about reporting requirements at [Preparing to report | WGEA](#).

(A). Does the Respondent's business comply with the Workplace Gender Equality Agency gender equality reporting requirements?

(WGEA reporting requirements are available at [Reporting Guide | WGEA](#).)

Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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(B). Has the Respondent attached a letter of compliance with the *Workplace Gender Equality Act 2012* (Cth)?

(Information about how to obtain a letter of compliance from WGEA is available from [Eligibility & compliance | WGEA](#).)

Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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If you have answered No to (A) and/or (B) above, please provide reasons or explanation for doing so:

CredEntry does not employ 100 workers so is not required to submit report at this time.

(vii) Financial Capacity

The Respondent is required to provide to the Customer (or its nominated agent) upon request all such information as the Customer reasonably requires to satisfy itself that the Respondent is financially viable and has the financial capability to provide the Services for which they are submitting an Offer and to otherwise meet their obligations under the proposed Contract. The Customer reserves the right to engage (at its own cost) an independent financial assessor as a nominated agent to conduct financial assessments under conditions of strict confidentiality.

For this assessment to be completed, a representative from the Customer or the nominated agent may contact the Respondent concerning the financial information that the Respondent is required to provide.

The financial assessment is specifically for use by the Customer for the purpose of assessing the Respondent in the context of this procurement process and will be treated as strictly confidential.

Respondent to Complete:

Does the Respondent agree to the provisions above?

Yes



No



5. Qualitative Requirements

The Customer will, in its value for money assessment, consider the extent to which the Offer satisfies the following Qualitative Requirements. The Customer reserves the right to reject any Offer that does not properly address and satisfy any of the Qualitative Requirements. **The Customer will not consider references to information on websites when evaluating an Offer.**

a). Suitability of Proposed Solution and Services (30% Weighting)

The Respondent must:

- (i) Demonstrate how the proposed solution is suitable and fit for purpose in accordance with the description set out in Attachment 2 - Schedule 2 –Statement of Requirements and Attachment 3 - Schedule 3 – Specifications, including detailing how it is delivered as a service. Complete and return Schedule 3.
- (ii) Provide evidence of compliance with or evidence of progress towards achieving compliance with Schedule 3 – Specifications.
- (iii) Provide a diagrammatic representation of the proposed solution together with a supporting description which clearly identifies all components.
- (iv) Detail hosting of the solution and storage of information in Australia to meet the data sovereignty requirements, including multitenant Public Key Infrastructure (PKI) and trust service.
- (v) Detail how the solution will specifically ensure confidentiality, integrity and security of Personally Identifiable Information and user personal information.
- (vi) Provide details of warranty inclusions and exclusions.
- (vii) Provide and outline the roadmap for product development and continuous improvement of the solution, including the incorporation of optional modules (e.g. biometrics) and new features into the proposed solution.
- (viii) Detail the support and maintenance of the proposed solution and how it will meet the requirements outlined in Schedule 5 – Ongoing Service Schedule and Schedule 6 – Performance Assessment Regime.
- (ix) An Implementation Plan as per Schedule 4 and Service Level Agreement as per Schedule 5.

CredEntry's Digital Wallet Solution is fully fit-for-purpose, delivered as a managed SaaS platform hosted in Microsoft Azure's Australian sovereign regions. The solution aligns with Schedule 2 – Statement of Requirements and Schedule 3 – Specifications, with demonstrated compliance in secure credential lifecycle, sovereignty, PKI, and citizen data protection. Detailed evidence is provided in our complete response: Qualitative Requirements (A) – Suitability of Proposed Solution and Services.

Supporting appendices include:

CredEntry Proposal

Appendix A – Schedule 3 Specifications

Appendix B – Security & Architecture Diagram

Appendix C – Warranty Inclusions and Exclusions

Appendix D – Product Development Roadmap
 Appendix E – Support & Maintenance Framework
 Appendix F – Implementation Plan
 Appendix G – Statement of Requirements

b). Suitability of Proposed Approach and Methodology (20% Weighting)

The Respondent must demonstrate an appreciation and understanding of the requirements of this Request. The Respondent must provide:

- (i) An outline of its proposed approach and deployment methodology including, but not limited, to delivery of:
 - a. A Proof-of-Operation in accordance with Section 1.4 of Schedule 2 Statement of Requirements.
 - b. A Pilot Phase in accordance with the Section 1.5 of Schedule 2 Statement of Requirements.
 - c. Details of the training offered in accordance with section 1.8 – Training in Attachment 2 – Schedule 2 Statement of Requirements.
 - d. Solution testing, including a description of the acceptance testing process and capability.
- (ii) Detail its consumption reporting to the Department, how it justifies the consumption price and how it will ensure accurate and scalable consumption pricing is charged to the Department. (See Attachment 1 – The Agreement, Schedule 10 – Governance for reporting requirements).
- (iii) Details of its capability and capacity to manage and respond to issues during the project as they arise, including details of escalation processes and communication with the Department.
- (iv) A high-level project risk register outlining key delivery risks and associated mitigation strategies. The register should demonstrate a clear understanding of project complexities and a proactive approach to managing risk.
- (v) Detail how any security and/or data breaches will be managed and remediated, communicated to the Department and the process it will undertake to limit the impact.
- (vi) Details of its approach to implementing any additional credentials/ ad hoc enhancements.
- (vii) Detail how it will retain security accreditations and certifications and ensure sustained compliance with international standards and security requirements.

CredEntry proposes a staged approach starting with Proof-of-Operation, followed by a structured Pilot Phase, integrated Training Plan, and formal Acceptance Testing. Methodologies are aligned with Schedule 2 and include risk management, escalation procedures, and security incident response. Detailed evidence is provided in our complete response: Qualitative Requirements (B) – Suitability of Proposed Solution and Services.

Supporting appendices include:

Appendix A – Schedule 3 Specifications
 Appendix B – Security & Architecture Diagram
 Appendix C – Warranty Inclusions and Exclusions
 Appendix D – Product Development Roadmap
 Appendix E – Support & Maintenance Framework
 Appendix E.1 – Service Level Agreement
 Appendix E.2 – Training Plan
 Appendix E.3 – Release & Onboarding Process Flow
 Appendix E.5 – Communications Templates & Emergency Escalation
 Appendix E.6 – Testing Methodology, Results & Improvement Log
 Appendix E.7 – Business Continuity Plan & Disaster Recovery Plan
 Appendix E.8 – Recovery Runbooks & Checklists
 Appendix E.9 – Standards Compliance Mapping
 Appendix F – Implementation Plan
 Appendix G – Statement of Requirements
 Appendix H – Technical Standards (H.1 – H.9)
 Appendix I – CredEntry Organisational Chart
 Appendix J – CredEntry Company Overview Brochure
 Appendix K – Contractor Personnel – Digital Wallet Project
 Appendix L – CredEntry Project Plan
 Appendix M – Project Risk Register
 Appendix N – Schedule 7 Pricing and Payment

c). Organisational Capacity and Contractor Personnel (20% Weighting)

The Respondent must demonstrate it has the organisational capacity to perform the Contract. The Respondent must:

- (i) Provide its company profile, the year the business commenced operation, its organisational structure chart, history in providing requirements similar to this Request including details of how the requirements form part of its core services.
- (ii) Detail how it adheres with the quality standards outlined in Attachment 2 - Schedule 2 – Statement of Requirements, including provision of any certification/accreditation held for each (if applicable).
 - a. Provide evidence of compliance with Information Security Registered Assessors Program (IRAP) or evidence of progress towards achieving compliance.
- (iii) Provide its proposed project organisational structure noting Contractor Personnel that will be assigned to this contract with defined roles.

- (iv) Provide further detail in relation to the proposed Contractor Personnel who will be involved in this contract, including for each:
 - a. Contractor Personnel name.
 - b. The role to be performed.
 - c. Employment status (i.e. employee, contractor, etc.).
 - d. The location from which they will perform the service.
 - e. A curriculum vitae including details of any project management certifications held.
 - f. A description of how their skills and experience are relevant to the requirements set out in Schedule 2 – Specification/ Statement of Requirements.
 - g. Number of backup personnel per role.
- (v) Demonstrate access to, and availability of, suitably skilled and experienced backup personnel throughout the Term within a minimal response time. The Respondent is to detail its approach to knowledge sharing between Contractor Personnel and maintaining a skilled and experienced workforce to ensure continuity of service.
- (vi) Detail the form of the relationship it has with any nominated sub-contractors (if any), the length of time the Respondent has had a relationship with the sub-contractors, and list what previous contracts the parties have performed in a similar relationship.
- (vii) Provide a draft of its proposed Business Continuity Plan and Disaster Recovery Plan for this contract.

Respondent to Complete:

CredEntry has the organisational capacity and WA-based team to deliver the contract. The company profile, history of delivering regulated credentialing solutions, quality standards (ISO/IEC, IRAP roadmap), and contractor personnel roles are fully detailed. Dedicated project staff with defined backups ensure service continuity.

Detailed evidence is provided in our complete response: Qualitative Requirements (C) – Organisational Capacity and Contractor Personnel.

Supporting appendices include:

CredEntry Proposal

Appendix E – Support & Maintenance Framework

Appendix E.2 – Training Plan

Appendix E.3 – Release & Onboarding Process Flow

Appendix E.7 – Business Continuity Plan & Disaster Recovery Plan

Appendix E.8 – Recovery Runbooks & Checklists

Appendix F – Implementation Plan

Appendix G – Statement of Requirements

Appendix H.2 – Technical Standard – Compliance and Reporting

Appendix I – CredEntry Organisational Chart

Appendix J – CredEntry Company Overview Brochure

Appendix K – Contractor Personnel – Digital Wallet Project

Appendix L – CredEntry Project Plan

d). Demonstrated Experience (20% Weighting)

The Respondent must provide details of completed contracts for the provision of similar solutions to other clients.

- (i) The Respondent must provide a detailed description of the solution and services provided including, but not limited to:
 - a. Customer contact personnel details (customer, referee name, title, contact email and phone numbers).
 - b. Scale of the contract (i.e. number of users and credentials).
 - c. Level of integration required with the Customers systems.
 - d. Approach and timeframe for the implementation and details of whether the timeframe was achieved and if not, reasons for the delay.
 - e. Which, if any of the Contractor Personnel identified under c) (iv) above were involved, including details of their role and extent of involvement.
 - f. The role of the Respondent (i.e. prime Contractor, part of a consortium, etc).
- (ii) Similarities between the previous contracts and this Request.
- (iii) When the previous contracts were performed.
- (iv) The outcome of the previous contracts.

Respondent to Complete:

CredEntry has delivered comparable large-scale credentialing and wallet deployments across mining, transport, and aged care. Case studies include Metro Trains Melbourne, Iluka Resources, Bethanie Group, and Covalent Lithium, covering thousands of users and hundreds of suppliers, with verified outcomes in security, compliance, and operational efficiency.

Detailed evidence is provided in our complete response:

CredEntry Proposal

Qualitative Requirements (D) – Demonstrated Experience

e). Participation Plan (10% Weighting)

This criterion is a requirement of the Western Australian Industry Participation Strategy (WAIPS). Information on the WAIPS can be found at industrylink.wa.gov.au.

Respondents must prepare a Participation Plan by completing the WAIPS Participation Plan form available via the WAIPS Portal at the following link: <https://waips.industrylink.wa.gov.au/Create-Participation->

[Plan/?id=a4a9d994-a76d-f011-95f3-00224898d44e](#).

Upon completion of the WAIPS Participation Plan form, the Respondent will receive their completed Participation Plan as a PDF file via email, which they must submit with their Offer.

Respondents should refer to the How to complete a WAIPS participation plan guide when completing the Participation Plan.

Additional assistance may also be sought from the Industry Link Advisory Service, no later than five (5) business days before the Request Closing Time.

The Customer will, in its value for money assessment, consider as a Qualitative Requirement the extent to which Section B of the Participation Plan meets the specified participation objectives.

The Customer reserves the right to reject any Offer that does not contain a Participation Plan which properly addresses the matters outlined in the WAIPS Participation Plan form.

Respondent to Complete:

A Participation Plan has been completed using the WAIPS Portal and attached to our Offer.

Yes ☒ No ☐

[Note: The successful Respondent's Participation Plan will be available to the Industry Link Advisory Service (ILAS), Department of Energy and Economic Diversification, and may be used or disclosed for the legitimate purposes of, or relating to, government or the business of government.]

6. Schedule 11 - Insurances

The Respondent must demonstrate that it has the insurances required under Schedule 11 - Insurances.

Respondent to Complete:

Does the Respondent have the insurance requirements set out in Schedule 11 - Insurances?

(Yes / No)

If yes, the Respondent must complete the following table:

	Insurer	ABN	Policy No	Insured Amount	Expiry Date	Exclusions, if any
Professional Indemnity Insurance including annual reinstatement and cover for: (a) fraud and dishonesty (b) defamation (c) intellectual property infringement (d) loss of or damage to documents, data and electronic records; (e) breach of Australian Consumer Protection Legislation; and (f) vicarious liability for acts of agents and contractors	Liberty Specialty Markets is a trading name of Liberty Mutual Insurance Company Australia Branch	ABN 61 086 083 605	IE-PE-SPC-03-183835	\$5 million	31 July 2026	
Public and Products Liability Insurance including indemnification of the Customer as principal to the extent of liability arising out of the Goods and/or Services.	Liberty Specialty Markets is a trading name of Liberty Mutual Insurance Company Australia Branch	ABN 61 086 083 605	IE-PE-SPC-03-183835	\$20 million	31 July 2026	

Cyber Liability Insurance	DUAL Australia Pty Ltd	16 107 553 257	AU00061556-002	\$2 million	31 July 2026	
Workers' Compensation Insurance including cover for: (a) common law liability cover for an amount of not less than \$50 million; and (b) principal's indemnity extension cover for claims and liability under section 217 of the <i>Workers' Compensation and Injury Management Act 2023</i> .	AAI Limited Trading as GIO	48 005 297 807	WCW005875831	\$50 million	31 July 2026	
or If no, does the Respondent confirm that prior to being awarded a contract, they will obtain the insurance policies set out in Schedule 11 - insurances before the Commencement Date? (Yes / No) If no, the reasons why.						

Schedule 7 – Pricing and Payment

The Customer will, in its value for money assessment, consider the extent to which the Offer satisfies the following Offered Price and Pricing Requirements. The Customer reserves the right to reject any Offer that does not properly address and satisfy any of the Offered Price and Pricing Requirements.

a). Offered Price and Price Schedule

- (i) The Respondent must submit a completed Attachment 4 - Schedule 7 Pricing and Payment as part of their Offer.
- (ii) The Respondent must state the basis of its Offered Price in Australian Dollars.
- (iii) The Offered Price will be deemed to include the cost of complying with this Request (including the Agreement Details and any Addenda available, if any) and the cost of complying with all matters and things necessary or relevant for the due and proper performance of the Contract. Any charge not stated as being additional to the Offered Price will not be payable by the Customer.
- (iv) If the Offered Price is consideration for a taxable supply under the GST Act, the Offered Price will be deemed to be inclusive of all GST applicable to the taxable supply at the rate in force for the time being.