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INFORMATION TO BE SUPPLIED BY RESPONDENTS (CORE)

1.   **BACKGROUND (CORE)**

2.   ***The Department of Prime Minister and Cabinet (PM&C) is seeking information on your solution to provide a mobile collaboration application. Participation in this Request for Information (RFI) may be used to shortlist potential providers for an upcoming Approach to Market Request for Quote (RFQ). Those providers who are assessed as meeting the needs of PM&C through this RFI will be invited to respond to the RFQ. Respondents may submit as a consortium but one consortium member must be identified as the engagement lead and is responsible for all deliverables and Service Level Agreements (SLAs).***

3.   **STATEMENT OF PM&C NEEDS (CORE)**

3.1   The Solution

PM&C seeks the capability to facilitate the secure communication and collaboration of users at the PROTECTED level. This enterprise level capability will operate across multiple disassociated infrastructures. The solution should provide seamless, easy to use, collaboration between users and offer premium technical support.

The solution must meet PROTECTED security requirements and demonstrate, with technical detail, its ability to maintain this security standard, including whilst travelling abroad.

3.2   User Support

The solution is for consumption by senior decision makers and as such it is intended that 'white glove service' will be detailed as part of the RFI. This includes 24/7 Australian security cleared technical support personnel available for on-site support.

3.3   Case studies

Please provide, if available, relevant case studies of your solution by other Australian Government users and a point of contact if available.

Note to tenderers: The following sections address the specific information that is sought from the respondents through the issue of this RFI.

4.   **MANAGEMENT CONSIDERATIONS (CORE)**

4.1   Respondents should provide information which evidences their technical ability, track record and experience, and capacity and resources to fulfil the Statement of the Department of Prime Minister & Cabinet Needs.

4.2   Respondents should provide the following information:

   a.   the following details of the respondent as applicable:

      (i)   the full name of the respondent;

      (ii)   any trading or business name;

      (iii)   if a company, the registered office, principal place of business and an outline of the company structure;

      (iv)   the date and place of incorporation;

      (v)   particulars of any foreign national, foreign bodies etc in a position to exercise or influence control over the respondent;

      (vi)   for a foreign firm or company, details of its registration, incorporation and place of business in Australia and the name of any Australian representative and its

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ABN (Australian Business Number) / ARBN (Australian Registered Body Number) (if any); and

(vii)   if an Australian company, its ACN (Australian Company Number) / ARBN and ABN as applicable.

5.   SOLUTION CONSIDERATIONS

5.1   Where respondents have specific products/service offerings which they believe may satisfy the Statement of Department of Prime Minister & Cabinet Needs, respondents should provide a functional description of these products/service offerings together with an explanation as to how these products/service offerings will meet the Statement of Department of Prime Minister & Cabinet Needs.

5.2   Where respondents are of the view that further development work may be required in order to fully meet the Statement of Department of Prime Minister & Cabinet Needs, respondents should provide:

a.   details of scope, cost and risks for the further development work that is required;

b.   an assessment of the feasibility of undertaking this further development; and

c.   an indicative timeframe for undertaking the further development work.

5.3   Where there is any aspect of the Statement of Department of Prime Minister & Cabinet Needs which a respondent does not believe it can meet, the respondent should provide details of the relevant need(s) together with an explanation as to why they are not able to meet these needs.

1 - Easy to use and maintain

How can the solution deliver a user-friendly interface, and facilitate quick and easy access to the app? Please detail what the authentication process looks like to an end user.

2 - Invitation controls

How can the solution prevent unauthorised access to the system, or individual users within it, without explicit permissions? Please detail how the on-boarding process is conducted.

3 - Global address book

How does the solution maintain a centralised repository of contact data for all users? How is this repository secured against unauthorised access?

4 - Text messaging

How does the solution support one to one text messaging communication?

5 - Audio calls

How does the solution support one to one voice communication?

6 - Audio conferencing

How does the solution support team voice communication?

7 - Video calls

How does the solution support one to one video calls?

8 - Video conferencing

How does the solution support team video communication?

9 - Screen sharing

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Can the solution support screen sharing?

10 - File Sharing

How does the solution support multi-format file sharing? Please provide a list of the file types supported.

11 - Broadcasting

How does the solution support broadcast messages, including files or voice memos to all the members or specific groups on the network? The feature should include if broadcast messages can be replied to in the broadcast, or not.

12 - Secure Location sharing

Can the solution support secure sharing of location information?

13 - External Collaboration

How does the solution allow for collaboration with external users? Can they be invited temporarily into the solution? How does the solution secure external users?

6.   SUPPORT CONSIDERATIONS

14 - OS Support

What Operating Systems (OS) are supported and is the solution deployable through a range of mobile device management solutions/app stores? Does the solution offer a thin app or web portal?

15 - Reliability

What is the minimum level of uptime the system can provide when offered as a service e.g. 99%, 99.9%?

16 - User support

How many users can the solution support concurrently? What sort of user support escalation pathway may be offered?

17 - International Roaming

Can the solution operate overseas? How would the solution maintain PROTECTED security requirements whilst overseas?

18 - Sustainment

Please detail how your service is provided (SaaS, PaaS etc.) and what are the estimated resource requirements to maintain the service.

7.   SECURITY CONSIDERATIONS

19 - Australian data sovereignty

How does the solution maintain Australian data sovereignty, including all data and metadata within the system?

20 - Encryption

How does the solution ensure data remains encrypted in transit and at rest? Please provide any links to any appropriate whitepapers/security assessments.

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21 - Secure Deletion

Does the solution allow users to securely delete messages from their endpoints? How are messages deleted from devices and servers?

22 - Record Keeping

How is data treated, stored, and deleted both inside the app and on the backend servers? How can the solution support sending <u>some</u> messages, including decisions, to an official* record keeping system for filing? How can the solution allow users to toggle the classification of a message, attachment or meeting?

23 - Open Source

Is the solution or its cryptography open source?

8.   PROCUREMENT AND CONTRACTING CONSIDERATIONS

8.1   Respondents may submit as a consortium but one consortium member must be identified as the engagement lead and is responsible for all deliverables and Service Level Agreements (SLAs).