

Invitation to Offer (ITO) – QITC Standing Offer Arrangement (SOA) PART A - ITO Particulars

Department of Transport and Main Roads

ITO No. TMRICTSOA18085b

ITO Title: Digital Wallet

Date of Issue: 15 July 2019

NOTE TO SUPPLIERS

The Invitation to Offer (ITO) contains:

- *PART A - Invitation to Offer (ITO) Particulars **SUPPLIER TO READ AND RETAIN** - provides information about the ITO, the evaluation criteria and ITO conditions;*
- *PART B - SOA and SOA Order **SUPPLIER TO READ AND RETAIN** - provides details of the intended Contract (in draft). A final Details document will be agreed and signed by the successful Supplier/s for execution by all parties.*
- *PART C - ITO Response Schedule **SUPPLIER TO COMPLETE AND RETURN** – details the information required, for completion by the Supplier, to submit an offer and includes the Supplier’s acknowledgements and certifications.*

1. Information about this opportunity

Suppliers are invited by the State of Queensland (acting through the Department of Transport and Main Roads) to submit an offer for Invitation to Offer No. TMRICTSOA18085b to establish a Standing Offer Arrangement (SOA) and Contract for Digital Wallet as specified in PART B – SOA and PART B – SOA Order (including Schedule TMR1 – Requirements and references therein).

2. About the Department of Transport and Main Roads

The Department of Transport and Main Roads (TMR) is responsible for the registration of vehicles and licensing of citizens in the State of Queensland as well as providing Proof of Identity Cards. More information about TMR can found at <https://www.tmr.qld.gov.au/About-us>.

3. Summary of opportunity and objectives

3.1 Purpose and Objectives

TMR is establishing a SOA for the development and implementation of a Digital Wallet for Queenslanders.

A Digital Wallet is an application on a mobile device that can store digital credentials and products such as licences and registrations in a secure fashion. The Digital Wallet will give customers control of their identity, provide access to a range of government services and enable the capability to pay for and manage services and other products (for example, vehicle and vessel registrations, infringements, and so on.).

The Contract will include a Pilot of the Digital Wallet with limited TMR credentials in a regional location and upon success of the Pilot, development and rollout of a full suite of credentials and enhanced functionality to the rest of Queensland.

The SOA will also enable other Queensland Government agencies to establish Contracts with the Supplier to develop additional Eligible Credentials and Documents to store and display in the Digital Wallet on behalf of their agency for Digital Credential Holders (DCHs).

The objectives of this procurement include:

- a. Procurement of an innovative technology solution for a Digital Wallet;
- b. Improved customer satisfaction through increased services available to the public digitally; and
- c. Ensure that our customers' needs and expectations for privacy and security are exceeded.

3.2 Scope

The ITO will cover the following Requirements (see Schedule TMR1 Requirements for full details)

- a. Licensed Software;
- b. Developed Software for a Digital Wallet;
- c. Software Support Services for a Digital Wallet;
- d. Managed Services to host and support a Digital Wallet
- e. Implementation of a Pilot of the Digital Wallet, including Learner Licence, Marine Licence and Proof of Identity Card in the Fraser Coast region;
- f. Implementation (in accordance with an agreed product backlog) for Digital Credentials and enhanced functionality;
- g. Implementation (in accordance with an agreed roll-out schedule) for the Digital Wallet across Queensland;
- h. Training; and
- i. On-going support and development.

3.3 Out-of-Scope

The following is out-of-scope for this Contract:

- a. The related Enabling Platform.

3.4 Background

As a pre-cursor to this ITO TMR released a Request for Proposal in November 2018. The RFP took a two staged approach which included a desktop evaluation of the Suppliers responses to the Problem Statements released in the RFP document. The intent of this activity was to shortlist Suppliers who would be engaged in a series of competitive sprints, the evaluation of these Suppliers would identify who progresses to the closed ITO.

Three Suppliers were shortlisted to participate in the competitive sprint process from April 2019 to June 2019. The competitive sprints were designed to produce an integrated Digital Wallet prototype and involved a number of facilitated customer workshops where credential holders, credential users and TMR Partners tested the Supplier products. Feedback was provided to the Suppliers and the products evolved over time.

The customer feedback sessions, clarification sessions and Showcases provided insights into the Suppliers' technical capability, ways of working and their willingness to enter into a true partnership with TMR, informing the decision on which Suppliers would progress the the ITO.

The prototypes developed through the RFP process and any subsequent development is expected to form the basis of the Offers.

4. Closing time and date

Offers must be lodged by 2:00 pm Queensland time on Friday 9 August 2019. Any offer not properly lodged before the specified Closing time and date may be rejected at the discretion of the Customer.

5. Indicative timetable

Indicative timetable (subject to change)	
Invitation to Offer issued	Monday, 15 July 2019
Briefing session (if applicable)	Not applicable.
Supplier Show Case	5 August 2019
User Testing	Week of 5 August 2019
Closing date for information / clarification questions	5:00pm AEST three (3) Business Days prior to the closing time and date of this Invitation to Offer
Closing time and date for offers	2:00pm AEST on Friday 9 August 2019
Intended commencement of evaluation process	Monday, 12 August 2019
Intended date for formal notification of successful Supplier/s	Thursday, 26 September 2019
Intended Contract Term start date	Monday, 30 September 2019.
Intended Contract Term end date	30 September 2024.

6. Briefing session

A briefing session will not be held for this ITO.

7. Queensland Government commitments

The Queensland Government is committed to doing business with ethically, environmentally and socially responsible Suppliers. Transport and Main Roads supports these values specifically by:

- a. Considering opportunities to increase prospects for apprentices; and to reduce long-term and youth unemployment;
- b. Considering the origin of supply to support ethical and environmentally sustainable manufacturers and suppliers;

- c. Creating a zero tolerance environment in relation to domestic and family violence in the workplace and broader community.

TMR expects Suppliers to align with these values and seek to similarly support strong, ethical conduct.

Suppliers are to detail how they align to these commitments in PART C – ITO Response Schedule (Schedule A).

8. Evaluation

8.1 Evaluation Process

The offer evaluation process will involve an assessment of Supplier offers received against the criteria listed below. The Customer reserves the right to short-list offers during the evaluation process using the evaluation criteria contained below, or a subset of the criteria below. The evaluation process may also involve discussions with Suppliers, reference, financial and corporate checks, a demonstration from short-listed Suppliers and site visit assessment.

Any Supplier offer that has demonstrated a major failure in capability or capacity to meet TMR's requirements for any evaluation criterion, may be set aside from further evaluation.

The Customer may require short listed Suppliers, as part of the evaluation process, to attend a formal negotiation meeting to discuss and confirm details of the Supplier's offer and both parties understanding of the requirements. This meeting will also ensure the Supplier fully understands the obligations of the Contract and the terms and conditions, prior to entering into a Contract.

8.2 Evaluation criteria (Value for Money assessment)

The Customer is not evaluating offers on the sole criterion of Price. Supplier offers will be evaluated against the following evaluation criteria which will be applied consistently to all offers.

Mandatory criteria

- a. Compliance with (or ability to meet) any mandatory Requirements (refer to Schedule TMR1 – Requirements);
- b. Agreement to enter into a QITC SOA through PART B – SOA and a QITC Comprehensive Contract through PART B – SOA Order;
- c. The Supplier is a Prime Supplier and takes full responsibility of the delivery of the Products and Services and meeting the Requirements (refer to PART C – Requirements and Response Document); and
- d. Compliance with all requirements identified as "Mandatory" in Part C – Requirements and Resonse Document.
- e. The Offer is not a Part Offer.

Evaluation criteria

- a. Ability to meet requirements, set out in PART C – Requirements and Response Document and Schedule TMR1 - Requirements, including:
 - o Customer Requirements;
 - o Business Requirments; and
 - o Technical Requirments
- b. Local Benefits Test (refer below);
- c. SME Participation (refer below);
- d. Price;
- e. Level of compliance with PART B – SOA and PART B – SOA Order; and.
- f. Level of risk.

The ability to meet the requirements will be assessed through:

- o Compliance with requirements;
- o Written responses to the requirements;
- o Report on user experience testing conducted through the Customer's HCD Supplier. Devices to be provided to the Customer on 5 August 2019;
- o Supplier Showcase/s;
- o Reference checks; and

- o Gartner Architecture Review.

Details of the evaluation assessment tools and requirements are set out in Attachment 3 – ITO Evaluation Tools.

8.3 ICT Small to Medium Sized Enterprises (SME) Participation Scheme

The ICT SME Participation Scheme is a requirement of the Queensland Government. Its intent is to assist ICT SMEs to gain greater access to the Queensland Government market. Suppliers are to include their anticipated SME Participation Level in PART C - ITO Response Schedule (Schedule A). This response will form part of the offer and will be included as part of the evaluation. If the Supplier is not a SME, Suppliers are to calculate the SME Participation Level on the net proportion of the Contract which is to be paid to SMEs. Note: If the Supplier is a SME, this level will automatically be 100%.

The evaluation weighting for SME Participation Levels will contribute to 10% or greater of the total evaluation score. Suppliers should note that if successful, they will be required to comply with the nominated SME Participation Level and SME Participation conditions.

The Queensland Government uses the definition of a SME as outlined by the Australian Bureau of Statistics. This is defined as any business employing less than 200 people worldwide (including parent company, if applicable).

As a guide, people are both employees and contractors employed by the business. A business is a single legal entity such as a registered company, partnership, trust, sole proprietor, religious organisation, government department or any other legally recognised organisation which provides goods or services. All legal entities that come under common ownership or control are regarded as a single business.

8.4 Local Benefits Test

A Local Benefits Test is a requirement of the Queensland Government for significant procurement activities. The Local Benefits Test is intended to ensure economic benefits flow to local communities, with a focus on jobs for Queenslanders. This might include creating new jobs, ensuring sustainability of existing local jobs, or upskilling local workforces and creating new opportunities in regional areas. The test involves evaluating the benefits that any supplier would bring to the local area. Each procurement is different and there is no set formula.

Suppliers are to detail local benefits that will be achieved in PART C – ITO Response Schedule (Schedule A). This response will form part of the offer and will be included as part of the evaluation.

Local Benefits for this procurement is defined as benefits delivered to the state of Queensland.

8.5 Response to ITO

PART C - ITO Response Schedule and applicable Attachments are provided to allow Suppliers to respond to this ITO. It is a requirement of the Invitation Process that PART C - ITO Response Schedule and applicable Attachments be completed to submit an offer.

Suppliers must ensure that the questions, numbering and headings of the Response Schedule and applicable Attachments are not altered in any way, unless consent has been granted by the Customer. Suppliers who fail to comply with any of the above requirements may be considered to have submitted a Non-Conforming Offer.

9. Documents that make up this Invitation to Offer

This Invitation to Offer is made up of the following documents, and includes the definitions and rules of interpretation available on the [Queensland Government website](#).

Document	Instructions to Supplier
PART A Invitation to Offer (ITO) - Particulars For information only. Provides details of offer conditions, timetable, contacts, evaluation criteria and other general information.	READ ONLY <i>Supplier to read and retain.</i>
PART B SOA and SOA Order for QITC Contract	<i>Supplier to mark-up with proposed departures and</i>

<p>These documents form part of the Contract that the Customer will enter into with the Supplier, if the Supplier is successful. It contains details of the intended Contract including the relevant Comprehensive Conditions of Contract, Requirements, Price and payment terms, Performance monitoring and review, Governance requirements and declarations and the Supplier execution of the Contract that will apply if the Supplier is successful.</p>	<p><i>additional clauses and return with their offer.</i></p>
<p>PART C ITO Response Schedule The Response Schedule is for completion by the Supplier to submit an offer. The Supplier is to authorise the submission of offer.</p>	<p>COMPLETE AND RETURN</p>
<ul style="list-style-type: none"> ○ Schedule A – Response Schedule (including any Attachments) 	<p><i>Supplier to complete, sign and return with offer</i></p>
<ul style="list-style-type: none"> ○ Schedule B – Alternative and Innovative offers 	<p><i>Supplier to complete and return with offer, <u>only</u> if submitting an Alternative offer or Innovative offer</i></p>
<ul style="list-style-type: none"> ○ Supplier acknowledgements and certifications 	<p><i>Supplier to complete, sign and return with offer</i></p>

10. Formation of a SOA and Contract

A SOA or a Contract will not be formed until, as applicable, final QITC SOA and SOA Order documents are agreed and signed by appropriate representatives of both parties (in accordance with PART B – SOA and SOA Order for QITC Contract).

11. Offer Validity Period

Offers must remain open and capable of being accepted by the Customer for a minimum period of 120 days.

12. Requirements to be a Conforming Offer

To be a Conforming Offer, the offer must:

- a. be received by the Closing date and time;
- b. be received in the format and method described in this Invitation to Offer;
- c. be valid for the minimum validity period;
- d. satisfy all mandatory evaluation criteria; and
- e. respond to all applicable sections of PART C - ITO Response Schedule in full.

13. Offer clarifications

All clarifications or questions related to the Invitation to Offer must be communicated in writing directly to the Customer's contact person identified in Item 16 - Customer contact. Where, in the opinion of the Customer's contact person, the information could have an effect on other Suppliers, such information shall be given in writing to all Suppliers.

The Customer is not obliged to respond to any information or clarification questions after the date and time indicated in Item 5 - Indicative timetable.

14. How offers are to be submitted

Suppliers are required to submit their offer through the [QTenders website](http://www.qntenders.gov.au) at the Queensland Government website <http://www.hpw.qld.gov.au> in accordance with the following:

- a) Offers must be submitted in the following software package/s: Microsoft 97-2003 or later or Adobe PDF;
- b) All files that comprise an offer must be uploaded on the QTenders website;

- c) Suppliers responding to an Invitation to Offer must log in using an email address and system password, before uploading the offer;
- d) Each electronic file submitted cannot exceed **7mb**. File may be zipped.

15. Invitation to Offer Conditions

The Invitation to Offer Conditions in PART A - Attachment A apply to this Invitation to Offer.

16. Customer contact

The Customer's contact person for the Invitation to Offer:	
Name:	Terri Simpson & Michelle Newell
Position:	ICT Procurement Specialist
Agency:	Department of Transport and Main Roads
Email:	CORAL.Procurement@tmr.qld.gov.au

17. Complaints

If at any time during the Invitation Process, a Supplier considers that it has been unreasonably or unfairly treated and it has not been able to resolve the issue with the Customer's contact person, the Supplier may request for the issue to be dealt with in accordance with the Customer's complaint management process and directed to:

Complaint Management contact	
Position:	Chief Procurement Officer
Agency:	Department of Transport and Main Roads
Email:	Procurement.Requests@tmr.qld.gov.au

**Attachment A - ITO Conditions of Offer
Invitation to Offer TMRICTSOA18085b**

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Released under RTI - DTMR

1. Introduction

1.1. Invitation to Offer

1.1.1. This Invitation to Offer (ITO) invites Offers to the State of Queensland acting through the Department of Transport and Main Roads (also referred to in this ITO as "TMR" and "Customer") from suitably qualified suppliers of the Products and Services as set out in Part A - ITO Particulars and who can reasonably expect to meet the requirements set out in Part B – SOA and PART B – SOA Order (including Schedule TMR1 – Requirements).

1.2. Interpretations

1.2.1. These Invitation to Offer Conditions may be used where a Customer is seeking offers to enter into a Contract, and where a Principal is seeking offers to enter into a Standing Offer Arrangement (SOA) under which eligible Customers may enter into Contracts.

1.2.2. If the ITO relates to a potential SOA:

- a) the references to "Customer" in these Invitation to Offer Conditions are taken to be references to the Principal; and
- b) the references to "Contract" in these Invitation to Offer Conditions are taken to be references to the SOA.
- c) The references to Part B – QITC Contract are taken to be references to Part B – SOA (and Part B – SOA Order where both have been provided as part of the ITO).

1.2.3. Words and phrases that are in title case (i.e. first letter in capitals) in this ITO are defined words or phrases, the meanings of which can be found in clause 9.3.1 of these Conditions of Offer. Unless the context otherwise requires, these definitions will apply. Other capitalised words and expressions used in this ITO are defined in the Queensland Information Technology Contracting (QITC) Framework General Contract Conditions – ICT Products & Services or Comprehensive Contract Conditions – ICT Products & Services and applicable Modules (as applicable) and may not be defined in this ITO.

1.2.4. The following rules of construction shall be used in the interpretation of this ITO:

- a) A cross reference to a clause number is a reference to a clause of this ITO and includes all of its sub-clauses;
- b) Headings are for convenience only and do not affect interpretation;
- c) "Includes" in any form is not a word of limitation;
- d) Words implying the singular include the plural (and vice versa) and words implying a gender include any other gender;
- e) All dates and times in this ITO are Australian Eastern Standard Time (AEST) (GMT +10 hours).
- f) All dollar values are expressed in Australian dollars;
- g) Any reference to any legislation includes any subordinate legislation made under it and any legislation amending consolidating or replacing it;
- h) A reference to an entity or person includes an individual, corporation, partnership or other legal entity;
- i) A party includes its executors, administrators, liquidators, successors and permitted assigns;
- j) If any expression is defined, other grammatical forms of that expression will have corresponding meanings, unless the context otherwise requires;
- k) An annexure or appendix forms part of the document to which it is attached; and
- l) In the event of any inconsistency between any parts of this ITO provided as individual Microsoft Word documents (provided to facilitate response to this ITO) and the complete ITO provided as a PDF document, the PDF document is considered the master document and shall prevail.

1.2.5. In the interpretation of this ITO, no rule of construction applies to the disadvantage of the Customer on the basis that the Customer (or its representative), put forward and / or drafted this ITO or any provision in it.

1.3. QTender

1.3.1. Organisations preparing or considering submitting an Offer are recommended to register for this ITO on the Queensland Government QTender website at <https://secure.publicworks.qld.gov.au/QTender/index.do> to ensure that they receive all

the relevant and required documentation, including any clarifications or other notices that may be issued during the tender open period.

- 1.3.2. It is the responsibility of organisations preparing or considering submitting an Offer to regularly check the QTender website for any changes to the ITO prior to the Offer Closing Date. The Customer accepts no responsibility for Suppliers not being aware of any changes to the ITO that are notified to the market.

1.4. Timetable

- 1.4.1. The Customer intends to conduct the ITO process in accordance with the timetable set out in item 5 - Part A – ITO Particulars of this ITO.
- 1.4.2. The dates and timelines may be amended by the Customer at any time during this ITO process at the Customer's sole discretion. The Customer intends to notify registered ITO recipients via the Queensland Government QTender website at <https://www.hpw.qld.gov.au/qtenders>.

2. Communication

2.1. Communication Protocol

- 2.1.1. All enquiries regarding the Offer documents should be directed to the ITO Contact Officer, the details for which are set out in Item 16 of Part A - ITO Particulars of this ITO.
- 2.1.2. Any official communication regarding this ITO (including clarifications of any ITO Requirements), must be made in writing by email. Verbal or telephone (voice) enquiries must be confirmed in writing to the ITO Contact Officer only.
- 2.1.3. Oral advice or information given or obtained in respect of this ITO will not constitute a warranty or representation to any prospective Supplier and will not be binding on the Customer. The Customer will be bound only by advice or information furnished to the Supplier in writing by the ITO Contact Officer or their delegate.
- 2.1.4. Other than using the communication protocol described above, approaches by Suppliers to members of TMR attempting to solicit information or influence this ITO process in any way shall be reported to the Probity Advisor and may result in an Offer being determined as non-conforming. In accordance with clause 3.8.2, the Department may elect to set aside non-conforming offers.
- 2.1.5. The Supplier shall not communicate with any media outlets on matters concerning this ITO without the prior written permission of the Customer.

2.2. Clarifications and Information

ITO Open Period

- 2.2.1. The Customer will, if possible, a response within two (2) Business Days of receipt of the request, or agree a date by which the response will be provided.
- 2.2.2. Where a request for information is made within five (5) Business Days from the "Offer Closing Date" of this ITO, the Customer cannot guarantee to respond to the request prior to the "Offer Closing Date".
- 2.2.3. The questions raised, and any answers provided will not be considered confidential and may, at the Customer's discretion, be circulated to other prospective Suppliers that have registered an interest in lodging an Offer.
- 2.2.4. Where, in the opinion of the Customer, the information provided could have an effect on other prospective Suppliers, such information shall be given forthwith in writing to all known prospective Suppliers.
- 2.2.5. If questions and answers are circulated to other prospective Suppliers, the Customer will not divulge the name of the party that raised the query without the prior consent of that party.

ITO Evaluation Period

- 2.2.6. The Customer may request information (clarification) from Suppliers on any point of doubt in their Offer document.
- 2.2.7. The Supplier(s) shall, within one (1) Business Day of receipt of the clarification request, acknowledge receipt of the clarification request or other information provided by the Customer.
- 2.2.8. The Supplier shall provide the required information within two (2) Business Days of receipt of the clarification or agree with the ITO Contact Officer a date by which the information will be provided.

3. Responding to the ITO

3.1. General Information Regarding Responding to Part C – Response Schedules

- 3.1.1. The Customer encourages Suppliers to provide concise statements and professionally presented documentation.
- 3.1.2. Suppliers must complete each Response Schedule provided in Part C – ITO Response Schedules.
- 3.1.3. The responses to Part C – ITO Response Schedules will be considered as part of the evaluation process.
- 3.1.4. Failure to complete all Response Schedules included in Part C – ITO Response Schedules may result in the Offer being classified as non-conforming at the discretion of the Customer and may result in the Offer being set aside.
- 3.1.5. Incomplete or missing information may result in the Offer receiving a low score for any evaluation element requiring such information.
- 3.1.6. The Supplier shall be bound by their responses to this ITO.

3.2. Format of Offers for submission

- 3.2.1. The structure of the ITO is set out in item 9 of the Part A – ITO Particulars.
- 3.2.2. This ITO seeks a response in the form of a completed Part C – ITO Response Schedules with optional attachments and completed pricing tables provided by the Supplier.
- 3.2.3. As part of their Offer, the successful Supplier will be asked to agree to enter into a QITC Contract based on all Part B - SOA and PART B – SOA Order(including Schedule TMR1 - Requirements) of this ITO.

3.3. Part Offers

- 3.3.1. The Customer will not accept part Offers.

3.4. Additional Offers

- 3.4.1. Suppliers may, at their discretion, provide a total of up to three (3) separate Offers that each provide substantially different solutions to the stated Requirements.
- 3.4.2. Each Offer must be completed and submitted separately in accordance with the full Requirements of this ITO.

3.5. Alternative/Innovative Offers

- 3.5.1. Suppliers may submit an alternative proposal if it is clearly identified as an "Alternative Offer" wherever it fails to comply with the specified Requirements.
- 3.5.2. Each Alternative Offer must be completed and submitted separately in accordance with the full Requirements of this ITO.

- 3.5.3. The Customer reserves the right either to consider Alternative Offers on their merits or not to consider them further.
- 3.5.4. A Supplier who submits an Offer which meets the Customer's Requirements in an alternative and practical manner, taking into account the totality of the Requirements, must include any supplementary material, together with associated prices, which demonstrates, in detail, that the alternative will fully achieve all the Requirements.
- 3.5.5. Suppliers are encouraged to offer options or solutions which, in an innovative way, contribute to the Customer's ability to carry out its business in a more cost-effective manner. These may be related to the functional, performance and technical aspects of the Requirements or to opportunities for more advantageous commercial arrangements. These options will be considered commercial in confidence.

3.6. Consortia or Joint Offers

- 3.6.1. The Customer will not accept Offers from a consortia or joint partnership for this ITO.
- 3.6.2. Despite any other terms in this ITO, including clauses 3.9 and 7.9 of this Attachment A - ITO Conditions of Offer, recipients of this ITO and Suppliers are permitted to use information and disclose information to other recipients, Suppliers or other parties for the purpose of exploring or preparing an Offer in response to this ITO, provided that such persons are aware of the terms in this ITO.

3.7. Competitive Neutrality

Offers submitted by a government owned business, a local government or a State or Commonwealth agency or authority shall be priced to comply with the competitive neutrality policy of their respective jurisdiction.

3.8. Non-Conforming Offers

- 3.8.1. The Customer reserves the right to classify an Offer as conforming or non-conforming.
- 3.8.2. The Customer may, at its sole discretion, deem an Offer to be non-conforming including where:
- a) Any Mandatory Requirement is not met;
 - b) All Response Schedules (as provided in Part C –Response Schedules) are not completed in accordance with the associated Instructions;
 - c) The response is not complete;
 - d) The Offer Price (and all its components), is not clearly and readily identifiable or has not been provided in accordance with the Pricing requirements in the Response Schedules;
 - e) The Offer (or Offeror) failures to comply with the Conditions of Offer or requirements of the Invitation; or
 - f) The Soft Copy of the Offer includes Malware or Bugs or is Corrupt.
- 3.8.3. Non-conforming Offers may be rejected at the discretion of the Customer.

3.9. Confidentiality – Recipients and Suppliers

- 3.9.1. In receiving this ITO (whether directly or indirectly from the Customer) and in dealing with the Customer as a recipient or as a Supplier, the recipient of this ITO may receive information (including, but not limited to, this ITO) of a business, technical or scientific nature, and intellectual property, or information about the trade or business secrets of the Customer that is commercially valuable and is confidential to the Customer (the "Customer's Confidential Information").
- 3.9.2. The recipient shall keep the Customer's Confidential Information secret and confidential and shall not disclose or use any of the information, or allow any employee, agent or any other person(s) who receives or accesses the Customer's Confidential Information through the recipient to disclose or use any of the information for any purposes other than responding to this ITO.
- 3.9.3. The recipient may disclose the Customer's Confidential Information to:
- a) The recipient's officers, employees, agents and contractors for the purpose of responding to this ITO; and

- b) Other recipients, Suppliers or parties with whom the recipient is exploring or preparing an Offer in response to this ITO, including as a consortium, joint offer or prime contractor arrangement, only to the extent necessary for the purposes of responding to this ITO and provided that such persons are aware of the terms in this ITO and that the Customer's Confidential Information is to be used and disclosed only in accordance with those terms as if they were the recipient. The recipient must ensure that such persons use and disclose the information only in accordance with the terms in this ITO.
- 3.9.4. All Intellectual Property Rights in the Customer's Confidential Information are vested in the Customer and the recipient may only use such Intellectual Property Rights for the purpose of responding to this ITO.
- 3.9.5. Any use by the recipient, or by any person who receives or accesses the Customer's Confidential Information through the recipient of the Customer's Confidential Information for purposes other than responding to this ITO, will be deemed a breach of the conditions of this ITO.
- 3.9.6. The obligations under this section 3.9 do not extend to information disclosed by the Customer to the recipient to the extent that:
- a) The recipient is required to disclose the information by law; or
 - b) The information is or has become public knowledge (other than through a breach of obligation of confidence by the recipient).
- 3.9.7. This clause 3.9 does not exclude the operation of any principle of law or equity intended to protect and preserve the confidentiality of the Customer's Confidential Information.
- 3.9.8. This clause 3.9 continues to operate after this ITO process has ended.

3.10. Advertising

- 3.10.1. Recipients of this ITO and Suppliers must not publish or advertise any information relating to this ITO or the awarding of any QITC Contract or arrangement in any medium without the prior written approval of the Customer.
- 3.10.2. Should any Supplier consult with media representatives in relation to this ITO during the ITO period, without prior written approval of the Customer, the Customer reserves the right to, set aside the relative Offer.

4. Lodgement of Offers

4.1. Offer Closure and Late Offers

- 4.1.1. Offers shall be lodged by the Offer Closing Time on the Offer Closing Date as stated in item 4 of the Part A - ITO Particulars.
- 4.1.2. It is the Suppliers responsibility to ensure that Offers are lodged on time.
- 4.1.3. The Customer reserves the right to amend the "Offer Closing Time" and the "Offer Closing Date" at any time during this ITO process. Registered ITO recipients will be advised of any such variation by email either directly or via the QTender website.
- 4.1.4. An Offer not lodged by the Offer Closing Time on the Offer Closing Date, will be considered to be a Late Offer.
- 4.1.5. Any Late Offer may not be considered at the sole discretion of the Customer.
- 4.1.6. Offers must not be lodged in any format or means other than as specified in item 14 of the Part A - ITO Particulars.
- 4.1.7. Offers must be submitted as set out in item 14 of the Part A - ITO Particulars.

4.2. Lodgement of Offers – Hard Copy

4.2.1. Lodgement of Hard Copy responses is not applicable for this ITO.

4.3. Electronic Lodgement (facsimile or email)

4.3.1. Lodgement of responses via email or facsimile is not applicable for this ITO.

4.4. Lodgement of Offers – QTender

Document Identification

4.4.1. Offers are to be lodged electronically via QTender, as described in item 14 of Part A - ITO Particulars of this ITO.

Presentation of Offers

4.4.2. All Offers shall be submitted as one (1) soft copy in Microsoft Office application formats, for drawings in Visio or jpg format, and the whole Offer in PDF format which can be printed in its entirety using Adobe Acrobat Reader or later. For pricing schedule and or other numerical documents in Excel.

4.4.3. The Supplier warrants that all Soft Copies are free of viruses, Malware and Bugs and is not Corrupt.

4.4.4. Supplier Submission of Offer in the Part C - Response Schedules shall be endorsed with the signature(s), position title of signatory(s), and date by the person or persons making the Offer or, if a company, signed by a duly authorised officer in accordance with the company's Articles of Association, where 'signature' means:

- a) The scanned signature of an individual placed in a document; or
- b) An individual's name printed on the signature line of a document to act as a signature, provided that the person(s) required to give the signature has authorised this requirement being met by using the methods mentioned in subclauses (a) or (b) of this clause 4.4.3.

Offer Lodgement

4.4.5. The Customer will only consider Offers lodged electronically through the "Lodge Tenders" process in the Queensland Government QTender web site (accessible via <https://www.hpw.qld.gov.au/qtenders/>).

4.4.6. If the Customer receives more than one electronically submitted Offer from a Supplier, the Offer received last in time will be deemed to be the only Offer received unless the Offers expressly state that the Supplier is submitting multiple Offers.

5. Offer Period Process

5.1. Briefing Session to Suppliers

5.1.1. This clause 5.1 only applies where indicated in item 6 of the Part A - ITO Particulars, stating that the Customer will provide a briefing session to Suppliers for this ITO.

5.1.2. The Customer will provide a presentation of the Requirements of this ITO and provide an opportunity for Suppliers to ask questions.

5.1.3. Suppliers may be restricted to two (2) representatives at the presentation due to meeting room constraints.

5.1.4. The date and timing of the briefing session will be advised to Suppliers registering an interest in this ITO.

5.1.5. It is not a mandatory requirement that Suppliers be represented at the briefing session but attendance is encouraged.

5.2. Evaluation of Product

5.2.1. If requested by the Customer Suppliers will be required to provide the Customer with access to a live demonstration version of the proposed solution as Offered ("Evaluation Product").

- 5.2.2. Suppliers shall provide the Customer with such access within two (2) Business Days of the Customer's request to do so. Access is to be provided at no charge to the Customer. Access shall be available to the number of users nominated by the Customer (which shall be no more than five (5)), and shall be available, at a minimum, during Business Hours for the period notified by the Customer in the Customer's initial request for access to the Evaluation Product, which shall be no longer than ten (10) Business Days.
- 5.2.3. During this evaluation period Supplier shall provide assistance to the Customer for the purpose of supporting the Customer's evaluation of the Evaluation Product. Suppliers shall enable this assistance by providing a single point of contact to the Customer for the purpose of calling to request assistance and general enquiries about the Evaluation Product functionality. Suppliers shall provide to the Customer all relevant documentation (such as user manuals, which may be accessible online).
- 5.2.4. The Evaluation Product shall be accessible from the Customer's business address in Brisbane and shall meet requirements identified for the Evaluation Product (if any) as set out in Part A – ITO Particulars.
- 5.2.5. The Evaluation Product shall be substantially similar to the solution proposed as part of the Offer. However, the Customer acknowledges that where development and integration is required this may not be included in the Evaluation Product. The Evaluation Product shall include sufficient data (can be artificial data), pre-loaded for the purpose of enabling the Customer to evaluate and validated the core functionality as set out in this ITO.
- 5.2.6. The Customer shall comply with any reasonable requests of the Supplier relating to accessing the Evaluation Product.

5.3. Site Visits

- 5.3.1. This clause 5.3 only applies where indicated in clause 8.1 of the Part A - ITO Particulars, stating that the Customer will offer a site visit to the Customer's premises for this ITO.
- 5.3.2. The Customer may facilitate the inspection of a representative number of sites to give Phase 3 shortlisted Suppliers the opportunity to view equipment layouts, operational environments and accommodation facilities.
- 5.3.3. Suppliers may be restricted to one representative each on such site visits due to operational constraints.
- 5.3.4. Should the inspection be facilitated, the date and timing of site inspections will be advised to all Suppliers shortlisted at this stage of this ITO process.
- 5.3.5. It is not a mandatory requirement that Suppliers be represented on the site inspection but attendance shall be strongly encouraged, as no summary of proceedings will be issued.

5.4. Best and Final Offer

- 5.4.1. Unless otherwise specified in Part A - ITO Particulars, the Customer will not be engaging in a Best and Final Offer process for this ITO.
- 5.4.2. Nothing in this ITO restricts or prevents the Customer from negotiating with a preferred Supplier on terms and price.

5.5. Questions of Clarification

- 5.5.1. During the ITO open period, Supplier's questions of clarification will be permitted in accordance with item 13 of Part A - ITO Particulars.

5.6. Errors, Omissions and Interpretations

- 5.6.1. Suppliers identifying:
- a) Errors or omissions; or
 - b) Multiple meaning or interpretations;
- shall seek clarification through the defined process set out in item 13 of Part A - ITO Particulars.

5.6.2. If, when submitting an Offer, the Supplier still has any doubt as to the meaning of any part of this ITO, the Supplier shall:

- a) Identify the uncertainty; and
- b) Stipulate the interpretation of that uncertainty on which the Offer is based.

5.7. Opening of Offers

5.7.1. There will be no public opening of Offers.

5.8. Due Diligence

5.8.1. Suppliers may be required to provide additional information to the Customer or a third-party service provider engaged by the Customer for the purpose of due diligence checks during evaluation where the Customer undertakes due-diligence on the Supplier.

5.8.2. Where requested by the Customer or the third-party service provider, Suppliers shall provide supporting information which may include details of the Supplier's ownership structure, operational arrangements, industrial relations records, litigation and legal records and the Supplier's financial records.

5.8.3. Where requested by the Customer or the third-party provider, Suppliers shall provide supporting information about the Suppliers proposed Sub-contractors similar to the information that is required by the ITO about the Supplier, such as ownership structure, operational arrangements, industrial relations records, litigation and legal records and the financial records.

5.9. Post Offer Negotiations

5.9.1. The Customer reserves the right to have post offer negotiations with preferred Suppliers who have been short listed on the basis of their Offer.

5.10. Selection of Offers

5.10.1. The Customer reserves the right to:

- a) Select the Offer that, in view of all circumstances, appears to be most advantageous to the Customer. Selection of the Offer does not imply that a final concluded QITC Contract has been placed; or
- b) Select one Offer for the whole of its Requirements; or
- c) Select separate Offers for any portion of its Requirements; or
- d) Select one Offer, or more than one Offer, for any portion of its Requirements; or
- e) Not select any of the Offers.

5.10.2. Selection of an Offer does not imply that a final concluded QITC Contract has been or will be entered into. Selection of an Offer only indicates an invitation by the Customer to negotiate a QITC Contract in accordance with the terms and conditions of this ITO.

5.10.3. The Customer is not obliged to enter into negotiations with any Supplier and may terminate negotiations at any time if the Customer and shortlisted Supplier(s) are unable to negotiate the delivery of a QITC Contract that is acceptable to the Customer, or at its absolute discretion and without providing reasons.

5.10.4. In the event that the Customer and the short-listed Supplier(s) are unable to negotiate the delivery of a QITC Contract acceptable to the Customer, or at its absolute discretion and without providing reasons, the Customer reserves the right to enter into negotiations with other Suppliers, or not accept any Offers and not proceed with the QITC Contract.

5.11. Debriefing

5.11.1. Following execution of a QITC Contract with the successful Supplier, or if the ITO process is stopped for any reason, each Supplier will be presented the opportunity to receive a debrief of its Offer.

5.11.2. A feedback or debriefing session is an opportunity to provide the successful or unsuccessful Supplier with information that may assist the Supplier to improve any future offers submitted to the Customer. The feedback or debriefing session is not an opportunity to discuss the outcome of the evaluation of Offers nor the relative merits of any other Offer submitted.

5.11.3. The Customer will not enter into any correspondence, oral or written, about its selection decisions.

6. Evaluation Process and Criteria

6.1. Evaluation Process and Criteria

6.1.1. The evaluation will be in accordance with an approved process as defined in the evaluation plan.

6.1.2. The evaluation of the Offers will be conducted through the application of evaluation criteria that takes into account the Requirements set out in Part B - SOA and PART B – SOA Order (including Schedule TMR1 - Requirements) and PART C – Requirements and Response Document, the strengths and weaknesses of the Offers, and the whole of life cost of the Offers.

6.1.3. The following is an overview of the evaluation process which will be used to evaluate Offers received in response to this ITO and the associated criteria at each Phase:

- a) **Phase 1 – Initial Evaluation:** Offers are checked that they satisfactorily meet all the Mandatory Requirements and have stated compliance to most Requirements. An Offer may be set aside following Phase 1 if:
 - i. It is non-conforming;
 - ii. The Offer fails to meet the Mandatory Requirements;
 - iii. The Offer contains indications that Suppliers will not be bound by their Offer.
- b) **Phase 2 – Detailed Evaluation:** Includes detailed evaluation of the Suppliers' demonstrated ability to provide the Products and / or Services set out in Part C – ITO Response Schedules, as well as the Suppliers ability to enter into a QITC Contract, the terms and conditions of which meet the Requirements of the Customer. Phase 2 evaluation process includes:
 - i. Scoring of responses against detailed evaluation criteria; and
 - ii. Initial short-listing of Offers.
- c) **Phase 3 – Value for Money Calculations:** For those Offers that pass Phase 2, the full cost of the Offer to the Customer over the Contract Term (which may include Customer incurred costs) is evaluated and considered against the benefits identified in Phase 2 to determine and rank Offers for their proposed value for money. Phase 3 evaluation process includes:
 - i. Determination of full price;
 - ii. Determination of value for money; and
 - iii. Short-listing of Offers.
- d) **Phase 4 – Final Evaluation:** For those Offers that pass Phase 3, the Customer will conduct a final evaluation of the Offer which may include:
 - iv. Product Assessment;
 - v. Site visits to Suppliers premises;
 - vi. Presentations;
 - vii. Due diligence checks;
 - viii. Reference Checks;
 - ix. Assessment of strengths, weaknesses and risks; and
 - x. Determination of final value for money.

6.2. SME Participation Score

- 6.2.1. The evaluation of the Offers may (depending on the value of Offers received), include the SME Participation Score, calculated in accordance with the SME Participation Scheme. Further details of the SME Participation Scheme can be found at:
- a) <https://www.qgcio.qld.gov.au/documents/ict-sme-participation-scheme-policy>;
 - b) The relevant clauses of the SOA Additional Provisions in item 7 of the SOA or of the Customer Additional Provisions in item 4 of the SOA Comprehensive Contract Details in Section 2 of the SOA Order of Part B – SOA and PART B – SOA Order of this ITO; and
 - c) The relevant administrative Response Schedules set out in item 1. QITC Contract Details Information in Schedule A Response Schedule of Part C – ITO Response Schedules of this ITO.
- 6.2.2. The SME Participation Score is to be applied during Phase 2 of the evaluation process.
- 6.2.3. Suppliers who are not an SME and who do not agree to spend a portion of their Offered Price with an SME (including agreement with the relevant SME Participation clauses in this ITO) will achieve an SME Participation Score of zero (0).
- 6.2.4. Suppliers who are not an SME but commit to spending a portion of their Offered Price with an SME (including agreement with the relevant SME Participation clauses in this ITO) will achieve an SME Participation Score between zero (0) and ten (10), depending on the amount to be spent with one or more SMEs.
- 6.2.5. Suppliers who are an SME will achieve an SME Participation Score of ten (10).

6.3. Evaluation Weightings

- 6.3.1. The Principal has assigned weightings prior to the release of this ITO.

6.4. Value Added Services

- 6.4.1. Suppliers are advised that the assessment of Offers to this ITO will be based on a value for money analysis. Suppliers are encouraged to provide details of any value-added services, or services which exceed the Customer's Requirements particularly if these can be provided at no additional price, little price or will be of little cost to the Customer.
- 6.4.2. Suppliers are however advised that careful consideration needs to be given prior to providing any value-added services particularly if there is an adverse impact on the pricing of the Offer, due to the fact that the analysis of this ITO will maintain a cognisance of both the quality of the solution offered and the relative total cost of the solution offered.
- 6.4.3. Where Suppliers wish to bring a clear value-added service for a particular requirement to the attention of the Principal this value-added service should be detailed in a separate Attachment referred to from the relevant clause.

6.5. Supplier Evaluation Activities

- 6.5.1. During the evaluation process, the Supplier may be required to undertake any or all of the activities set out in this clause 6.5.
- 6.5.2. **Clarifying Questions:** The Principal may issue questions to the Supplier seeking clarification of their Offer. Both the questions and the Supplier's responses shall be in writing and will be regarded as forming part of the Offer. All such communications shall be conducted in accordance with section 2 of this Attachment A - ITO Conditions of Offer.
- 6.5.3. **Provision of Assessment Products:** Short-listed Suppliers may, if deemed necessary by the evaluation team, be required to provide a fully functional sample of their proposed Product(s). Where required to provide sample Product(s) for assessment, Suppliers shall also provide, at no charge to the Customer, a reactive technical support function to respond to questions raised during the testing of their Product(s) by the evaluation team.

- 6.5.4. **Demonstrations/Presentations:** Short-listed Suppliers may, if deemed necessary by the evaluation team, be required to make a presentation demonstrating the capability of the Offered solution to meet the Requirements, and/or to discuss any issues that may have become apparent from the evaluation. In this case:
- a) The presentations shall be held at the Customer's offices in Brisbane;
 - b) Unless otherwise agreed prior by the Customer, all Suppliers must attend in person for the presentations with the exception of individual team members located interstate or overseas, who may be required to attend for brief key topics and are unable to attend Brisbane personally. These individuals should not form part of the core team or be a critical resource, however they may participate in presentations using videoconference, teleconference or other remote access technologies agreed in advance with the Customer;
 - c) The Customer shall contact the Suppliers to advise the desired agenda, date and time for their presentation at least four (4) Business Days before the presentation is required; and
 - d) All costs associated with the Supplier's participation in the presentation shall be borne by the Supplier.
- 6.5.5. **Site Visits:** Short-listed Suppliers may, if deemed necessary by the evaluation team, be required to arrange an escorted visit to the Supplier's Site and presentation of the Supplier's facilities in relation to the Offer.
- 6.5.6. **Referee Contact:** The Customer's evaluation team may contact referees without further reference to the Supplier. The Customer may require the Supplier's assistance in the provision of alternate or additional referees.

7. Conditions of Offer

7.1. Validity Period

- 7.1.1. Offers (including prices) shall remain valid for the Validity Period set out in item 11 of the Part A - ITO Particulars of this ITO.
- 7.1.2. Where the Customer requires an extension of the Validity Period the Principal will request a revised Validity Period from the Supplier in writing.
- 7.1.3. The Supplier shall accept or reject the revised Validity Period in writing within two (2) business days of receiving the request.

7.2. Withdrawal of Offer

- 7.2.1. Any early Offer may be withdrawn by the Supplier at any time prior to the Offer Closing Date and Time by written notice to the ITO Contact Officer.

7.3. Changes to Consortia's or Sub-Contractors

- 7.3.1. Where the Customer has stated that consortia Offers are acceptable, any proposed changes or additions to consortia members or Sub-contractors of a Supplier after submission of an Offer are subject to the approval of the Customer, at its absolute discretion. Requests for such approval should be directed to the Contact Officer in writing in accordance with the communication protocols of this ITO.

7.4. Document Ownership

- 7.4.1. By submitting an Offer, the Supplier acknowledges that:
- a) The Customer is authorised to reproduce any part of the Offer documentation for evaluation purposes; and
 - b) The Offer, complete with all supporting documents, shall remain the property of the Customer.

7.5. Customer's Rights

- 7.5.1. Without limiting its rights, the Customer reserves the right, at its absolute discretion and at any time to:
- a) Change the structure, procedures and timing of the tender process;

- b) Amend, vary or delete any Requirement, term or condition of the ITO or any subsequent addendum or related tender document;
- c) Cancel, reinstate or vary the tender process at any time, whether before, on, or after the ITO Closing Date;
- d) Not proceed with the tendering process in the manner outlined in this ITO;
- e) Terminate the participation of any party in the tender process;
- f) Refuse entry to a particular party at any time during the tender process;
- g) Allow further parties to participate in the tender process or procurement process at any time (whether or not they have submitted an Offer);
- h) Allow the withdrawal or addition of participants to a Supplier;
- i) Require additional information from any Supplier or participant;
- j) Accept an Offer which does not comply with the requirements of the tender process;
- k) Reject any Offer or all Offers for any reason;
- l) Publish the names of short-listed Suppliers;
- m) Not provide Suppliers with any reason for any actions or decisions it may take, including in respect of the exercise by the department or any or all of the abovementioned rights
- n) Take such other action as it considers, in its absolute discretion, appropriate in relation to the tender process.

7.5.2. Suppliers will be advised, in writing, of any variations or additions in accordance with the communications protocol set out in clause 2 of this Attachment A - ITO Conditions of Offer.

7.5.3. The Customer reserves the right not to enter into contractual arrangements, in part or in full, with any Supplier for any Products or Services referenced or implied in this ITO.

7.5.4. The Customer is not committed contractually in any way to any person, company, agent, body or other entity that may receive this ITO, or any other documentation provided as part of the tender process, or that submits an Offer.

7.5.5. The Customer may choose at any time not to continue with this ITO process. Such a decision may be as a result of changes in Departmental or Government policy.

7.5.6. The conduct of this ITO process is not intended to give rise to any legal or equitable relationship between the Customer and any Suppliers or other Parties, other than in clause 7.9 of this Attachment A - ITO Conditions of Offer.

7.6. Offer Costs

7.6.1. In submitting an Offer, the Supplier will be deemed to have acknowledged and agreed that it will bear all the expenses it incurs in preparing its Offer, supporting the Principal's evaluation of the Offer and, if invited, negotiating a QITC Contract, and shall not be entitled to seek any compensation or reimbursement of those costs from the Customer.

7.7. Risk

7.7.1. Response to this ITO is at the sole risk of the Supplier. The Customer (to the extent permitted by law) accepts no liability in contract, tort or common law or otherwise for any loss or damage suffered by the Supplier arising from, or as a direct or indirect result of, responding to this ITO.

7.8. Supplier Acknowledgement

7.8.1. By lodging an Offer in the manner specified in this ITO, the Supplier acknowledges that such an Offer will constitute an unconditional and binding offer by the Supplier to supply the Products and Services for the price stated in the Offer.

7.8.2. The Supplier acknowledges that the specified terms and conditions contained in this ITO document and all prices, dates and other data contained in the Offer submitted will form part of, and apply to, any arrangement or QITC Contract that might arise between the Customer and the Supplier unless amended by negotiation.

7.8.3. The Supplier acknowledges that any changes as a result of contract negotiations to the terms, conditions, specifications, prices, dates and other data contained in the ITO and the Offer do not constitute or give rise to the right to change other parts of their Offer unless by written agreement between the Customer and the Supplier.

7.8.4. By responding to this ITO, a Supplier acknowledges that they have:

- a) Read and understood all documentation that forms this ITO;
- b) Not relied on hearsay or any other representation (verbal, written or gesture) made by persons other than representatives of the Customer who are authorised to make such representation;
- c) Not relied on any representations made by a representative of the Customer, except where such representation is made in accordance with this ITO, that is, it is confirmed in writing;
- d) Exercised all options under the instructions and requirements of this ITO to gain a concise and full understanding of any background information and ITO Requirements; and
- e) Satisfied itself as to the sufficiency and accuracy of this ITO in order to submit a complying response and to fulfil the Requirements of any subsequent QITC Contract.

7.8.5. The Supplier acknowledges that the Customer reserves the right NOT to accept or negotiate any contractual conditions should the Supplier fail to disclose in their Offer full details of:

- a) Each and every aspect of non-compliance with the terms and conditions of this ITO (including in particular Part B – Draft QITC Contract);
- b) Any variations to the terms and conditions of this ITO (including in particular Part B – QITC Contract of this ITO) the Supplier wishes to propose; and
- c) Any additional conditions the Supplier wishes to propose.

7.8.6. The Supplier acknowledges that all statistical data, monetary values (including budget or expenditure figures), volumes or amounts (including for example number of staff or licenses), if any, provided in this ITO is based on data and information available at the time of constructing this ITO and the Customer does not guarantee that this information necessarily reflects values, volumes or trends that will occur in the future and is not to be construed as a guarantee for providing any volume of sales under subsequent arrangement(s) entered into with the Customer.

7.8.7. The Supplier acknowledges that, while the Customer has taken care in the preparation of this ITO, the Customer does not warrant that this ITO is error free. A Supplier assumes the responsibility of informing itself of the accuracy and reliability of the information and content of this ITO.

7.9. Confidentiality – Recipients and Suppliers

7.9.1. Clause 3.9 (Confidentiality) of this Attachment A - ITO Conditions of Offer forms part of these Conditions of Offer.

7.10. Confidentiality – the Customer

7.10.1. The Customer will regard all information submitted by Suppliers marked “Commercial and in Confidence” and not known by the Customer to be public knowledge as confidential and will take reasonable steps to safeguard the confidentiality of that information. However, in view of the Right to Information Act 2009 (Qld) or other legislation, the Principal cannot guarantee the confidentiality of all information in the Offers (see also clause 7.11 of this Attachment A - Conditions of Offer).

7.10.2. The obligations under this clause 7.10 do not extend to information disclosed by the Supplier to the Customer to the extent that:

- a) The Customer is required to disclose the information by law; or
- b) The information is or has become public knowledge (other than through a breach of obligation of confidence by the Customer).

7.11. Right to Information Act

7.11.1. The Right to Information Act 2009 (Qld) (the “RTI Act”) provides members of the public with a legally enforceable right to access documents held by Queensland Government agencies.

7.11.2. The RTI Act requires that documents be disclosed upon request, unless the documents are exempt or on balance, disclosure is contrary to public interest.

- 7.11.3. Information contained in an Offer is potentially subject to disclosure to third parties.
- 7.11.4. Suppliers acknowledge that the Customer is authorised by law to disclose information under the RTI Act in the following circumstances:
- a) In accordance with the Customer's publication scheme made under the RTI Act insofar as that scheme provides for the disclosure of the information;
 - b) When the Director-General of the Customer or their authorised delegate decides that access be given to documents containing the information to a person who has formally applied for access to those documents under the RTI Act; or
 - c) By publication on the Customer's disclosure log insofar as a member of the public has been given access to documents containing the information in circumstances where the Customer is required by law to disclose the information.
- 7.11.5. If disclosure of its or any part of its Offer would be of substantial concern to a Supplier, documents forming the Offer should be stamped "Commercial-in-Confidence". In such cases, the Customer shall use its reasonable endeavours to formally consult with and obtain the views of the Supplier before any disclosure under the RTI Act.
- 7.11.6. The Customer cannot guarantee that any information provided by the Supplier, including information that is identified by the Supplier as per clause 7.11.5 of this Attachment A - Conditions of Offer will be protected from disclosure under the RTI Act.
- 7.11.7. Despite any other provision of this ITO, the Customer is entitled to publish on the QTender website: <https://www.hpw.qld.gov.au/qtenders/>, or by any other means, the following details:
- a) The name and address of the Customer;
 - b) A description of the Products and / or Services;
 - c) ICT arrangement or Contract commencement date or award date;
 - d) Contract value;
 - e) Name and address of the Successful Supplier; and
 - f) Procurement method used.
- 7.11.8. Any proposed variation by the Supplier to clause 7.11.7 of this Attachment A - Conditions of Offer which takes away or reduces the entitlements that would otherwise be provided to the Customer under that clause will be null and void.
- 7.11.9. For more information regarding the RTI Act, please contact the Customer Contact as set out in item 16 of the Part A - ITO Particulars of this ITO or:
- Manager, Right to Information and Privacy
 Department of Transport and Main Roads
 GPO Box 1549, Brisbane QLD 4001
contactrti@tmr.qld.gov.au

7.12. Commissions and Incentives

- 7.12.1. An Offer will not be considered by the Customer if the Supplier, or a representative of the Supplier, gives or offers anything to any employee or agent of the Customer as an inducement or reward, which could in any way tend to influence, or be perceived as attempting to influence, the actions of that employee or agent in relation to the Offer. For the purposes of this clause, 'agent' includes the parent, spouse, child or associate of the employee or agent.

7.13. Conflict of Interests

- 7.13.1. The Supplier warrants that:
- a) to the best of its knowledge, as at the date of the Offer, neither the Supplier nor any of its officers, employees, agents and/or subcontractors have, or are likely to have, any Conflict of Interest in any matters connected with this ITO,
 - b) during the ITO Period, neither the Supplier nor any of its officers, employees, agents and/or subcontractors will have any Conflict of Interest in any matters connected with this ITO,

except as expressly disclosed in "Conflict of Interest" Response Schedule set out in clause 3.1 of Schedule A of the Part C – ITO Response Schedules.

- 7.13.2. Where the Supplier, or any of its officers, employees, agents and/or subcontractors become subject to a Conflict of Interest during the ITO Period, the Supplier must immediately declare the Conflict of Interest (actual or perceived) to the Contact Officer.
- 7.13.3. For each Conflict of Interest the Supplier has disclosed in its Offer or during the ITO Period in accordance with clause 7.13.2, the Supplier will ensure that it implements the procedures (or causes them to be implemented) notified by the Supplier to the Customer in the Supplier's Offer to ensure the Conflict of Interest does not adversely affect, or create the perception of adversely affecting, the probity or competitiveness of the ITO process.
- 7.13.4. Without limiting clause 7.13.3, if the Conflict of Interest is the engagement of a common consortium member, the Supplier will ensure that it will implement ring fencing procedures in its Offer to ensure that the Supplier, other than the common consortium member, cannot obtain access to:
- a) a competing Offer; or
 - b) any confidential information concerning a competing Offer, held by the common consortium member.
- 7.13.5. Where:
- a) the Supplier is subject to a Conflict of Interest (whether disclosed or not) or fails to comply with any part of this clause 7.13; or
 - b) the Customer forms the view (in its sole discretion) that the Supplier is subject to a Conflict of Interest or has failed to comply with any part of this clause 7.13, the Customer may, in its absolute discretion, require the Supplier to comply with a direction of the Customer or exclude the Supplier from any further involvement in the tender process.
- 7.13.6. The Customer's rights under clause 7.13.5 are without prejudice to any other rights or remedies which the Customer may have in connection with such events.
- 7.13.7. To the extent permitted by law, the Supplier will have no claim against the Customer arising out of the Customer's exercise, or failure to exercise, its rights under this clause 7.13.

7.14. Suppliers to act with Propriety

- 7.14.1. Suppliers will ensure that the Suppliers officers (including all employees, advisors and sub-contractors officers, employees and advisors) involved during the ITO Period, conduct themselves with propriety, including not:
- a) offering inducements, secret commissions, gifts or rewards to the Customer's employees or agents which could in any way tend to influence the person's actions in relation to the ITO process
 - b) colluding with other Suppliers, potential Suppliers or members of consortiums to the detriment of the ITO process
 - c) engaging in anti-competitive conduct
 - d) attempting to interview or discuss any matter in relation to the ITO process, its Offer or any other Offer, with the Customer employees or agents other than as permitted during the ITO process (if applicable); and
 - e) otherwise acting improperly or in bad faith.

7.15. The Customer's Right to Probity Check

- 7.15.1. By submitting an Offer, the Supplier, including its directors and key personnel, consents to probity checks being conducted throughout the ITO Period at the Customer's sole discretion. Such probity checks may include investigations into commercial structure (for example, if an Offer is in a joint venture), business and credit history and prior contract compliance.

7.16. Collusion

7.16.1. In submitting its Offer, the Supplier warrants to the Customer that, except as expressly disclosed in its Offer:

- a) The Offer was not prepared with any consultation, communication, contract, arrangement or understanding with any competitor (including any other Supplier) regarding:
 - i. Prices
 - ii. Methods, factors or formulas used to calculate prices
 - iii. The intention or decision to submit or not to submit an offer
 - iv. The submission of an offer that is non-conforming
 - v. The quality, quantity, specifications or delivery particulars of products and/or services (including the Products and/or Services) to which the ITO or Offer relates; or
 - vi. The terms of its Offer or a competitor's offer.
- b) It has not (and will not during the ITO process):
 - i. Provided any benefit (including money) directly or indirectly to, or entered into any contract, arrangement or understanding to provide any benefit (including money) directly or indirectly to any competitor (including any other Supplier) relating in any way to the ITO or Offer
 - ii. Received any such benefit directly or indirectly, or entered into any contract, arrangement or understanding to receive any such benefit directly or indirectly from any competitor (including any other Supplier) relating in any way to the ITO or Offer;
 - iii. Consulted, communicated or entered into any contract, arrangement or understanding to provide any benefit (including money), whether directly or indirectly, to a trade, industry or other association (above the published standard fee) relating in any way to the ITO or Offer; and
 - iv. Except for as is fully disclosed in its Offer in accordance with clause 7.16.2, the Supplier and all corporations and persons associated with the Offer, including directors and senior management, are not and have never been subject to proceedings relating to anti-competitive conduct in Australia or overseas.

7.16.2. The Supplier must disclose full details relating to any and all anti-competitive conduct in Australia or overseas to which the Supplier and/or any corporation or person associated with the Offer, including directors and senior management, have been subject. At a minimum, such details shall include the following and be included in the appropriate Response Schedule Part C –Response Schedules of this ITO:

- a) The names of the parties to the proceedings;
- b) The case number;
- c) The general nature of the proceedings; and
- d) The outcome or current status of the proceedings.

7.16.3. The Customer reserves the right, at its entire discretion, to exclude the Supplier from the ITO process if the Supplier, or any corporation or person, including directors or senior managers associated with the Offer, have ever contravened any anticompetitive laws in Australia (including the Competition and Consumer Act 2010 (Cth)) or overseas.

7.16.4. Furthermore, the Customer reserves the right, at its entire discretion, to exclude the Supplier from the ITO process if full disclosure of any or all contraventions of the anti-competitive provisions of the Competition and Consumer Act 2010 (Cth) or equivalent laws in Australia or overseas, has not been made as is required in clauses 7.16.1(b) and 7.16.2 of this Attachment A - ITO Conditions of Offer.

7.16.5. In submitting its Offer, the Supplier acknowledges that if the Customer accepts the Offer and enters into a QITC Contract the Customer does so in reliance of the warranties in clause 7.16.1 of this Attachment A - ITO Conditions of Offer of Offer.

7.17. Complaint Management

7.17.1. If at any time during this ITO process a Supplier considers that it has been unreasonably or unfairly treated and it has not been able to resolve the issue with the ITO Contact Officer set out in item 17 of the Part A - ITO Particulars of this ITO, the Supplier should contact the Customer's Complaint Manager and ask for the matter to be dealt with in accordance with the Customer's complaint management process. Any request should be accompanied by the following:

- a) Dates and details of issue relevant to the dispute;
- b) Parties involved;
- c) Issues that require resolution;
- d) Outcomes the Supplier considers appropriate for resolving any issues; and
- e) Supplier's contact details.

7.17.2. The Customer's Complaint Manager is:

Chief Procurement Officer
 Department of Transport and Main Roads
 GPO Box 1412
 Brisbane, Queensland 4001
 Ph: +61 7 3066 1704
 Email: Procurement.Requests@tmr.qld.gov.au

8. Pricing of Offers

8.1. Pricing Terms

- 8.1.1. All pricing forming the Offer shall be provided to the Customer in the format and in accordance with the terms and conditions set out in the Pricing section of Part C – ITO Response Schedules.
- 8.1.2. All prices offered must be represented as exclusive of GST and expressed in Australian Dollars.
- 8.1.3. The Customer may, as part of the evaluation process, apply differing quantities in their pricing calculator to conduct sensitivity analysis.
- 8.1.4. The metrics in this ITO and the Pricing Table are provided to enable the Customer to determine pricing assessments.

8.2. SME Participation

- 8.2.1. Each Supplier is required to specify its anticipated SME Participation Level in response to the appropriate section of Part C–Response Schedules, which will be included in the QITC Contract with the Supplier, if the Supplier is successful.

SME Participation Level Calculation

- 8.2.2. SME Participation Levels are calculated based on the net proportion of the price which is to be paid to SMEs.
- 8.2.3. For the purpose of evaluation, this shall be based upon the price calculated by the financial evaluation model and the associated SME Participation Level amounts derived from the Offered SME Participation Level amounts.
- 8.2.4. For the purpose of the QITC Contract, this shall be based upon the Contract Price and the associated SME Participation Level amounts derived from the Offered SME Participation Level amount.

9. Terms of Contract

9.1. Type of Contract

- 9.1.1. In accordance with Information Standard 13 (ICT Procurement), an agency's acquisition of ICT products and services are to be made subject to the contractual terms and conditions of the Cabinet endorsed Queensland Information Technology Contracting (QITC) Framework.
- 9.1.2. Any QITC Contract established as a result of this ITO shall be:
 - a) Governed by QITC;
 - b) Structured in accordance with QITC; and

- c) Constituted by the Customer's QITC Contract, a draft of which is set out in Part B – Draft QITC Contract including Schedule TMR 1 - Requirements of this ITO.
- 9.1.3. The Customer and the successful Supplier will aim to negotiate a QITC Contract, to allow the Customer to purchase the agreed Products and Services from the Supplier.
- 9.1.4. The Customer reserve the right to utilise additional Modules, Module Orders and Schedules of QITC as required.
- 9.1.5. Unless explicitly stated otherwise, where the terms and conditions of QITC and this ITO or the QITC Contract conflict, QITC provisions shall prevail, to the extent of the inconsistency.
- 9.1.6. Suppliers are required to review the QITC Contract provisions set out and referred to in Part B – SOA and PART B – SOA Order (including Schedule TMR1 - Requirements) and confirm in the relevant Response Schedules in Part C – ITO Response Schedules, their agreement to the provisions, or state clearly their proposed changes in the form of alternate contractual clauses. Under Information Standard 13 – Procurement and Disposal of ICT Products and Services and the Queensland Procurement Policy, pursuant to the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, TMR is required to enter into ICT Contracts in accordance with QITC which, in clause 1.4 of the Comprehensive Contract Conditions, provides that any Additional Provisions will take effect only to the extent that they are additional to, and do not detract from the parties' rights and obligations under QITC.
- 9.1.7. All clauses in Part B – Draft QITC Contract, where the Supplier does not provide a proposed replacement clause, shall be deemed as accepted by the Supplier and will not be subject to further negotiations.
- 9.1.8. The Customer reserves the right to accept, reject or negotiate any such proposed additional clauses at their sole discretion.
- 9.1.9. The Customer is obliged to reject any Offer with terms and conditions which detract from QITC Contract Conditions and to accept an Offer which fully complies with the QITC provisions. Any terms and conditions of an Offer which detract from QITC Contract Conditions will be considered and taken into account as part of the ITO evaluation process.
- 9.1.10. Note that evaluation of the Offer includes consideration of the volume and nature of proposed changes to the QITC Contract.
- 9.1.11. The QITC Contract shall be governed and construed in all respects in accordance with the laws of the State of Queensland.
- 9.1.12. Further information regarding QITC can be obtained from <https://www.business.qld.gov.au/industries/science-it-creative/ict/tendering-government/contracting-framework>.

9.2. Contract Term and Date of Commencement

- 9.2.1. The intended term of contract for which the Customer seeks the provision of Products and / or Services is set out in clause 9 of the Contract Details in the PART B - Draft QITC Contract of this ITO ("Term"). The Contract Term is an expected term only, and the Customer reserves its right to amend the Contract Term at any time at its sole discretion.
- 9.2.2. Detailed clauses addressing the Contract Term are set out in Part B – Draft QITC Contract.

9.3. Definitions

- 9.3.1. In this Invitation to Offer, capitalised terms have the following meaning:
- Contract** means a contract including, where applicable, a SOA entered into using the General Contract Conditions or the Comprehensive Contract Conditions (as applicable) under the Queensland Information Technology Contracting (QITC) framework and associated documents
 - Customer** means the entity issuing this Invitation to Offer
 - Comprehensive Contract** means a Contract entered into using the Comprehensive Contract Conditions – ICT Products and Services.

- d) **Confidential Information** means all information disclosed by or on behalf of the Customer or the Supplier (**Discloser**) to the other party (**Recipient**) in connection with the Invitation Process or created using that information, which is confidential in nature and designated as confidential, or which a reasonable person receiving the information would realise is sensitive or confidential, and all information to the extent it is derived from that information. Confidential Information does not include any information which:
- i. is or becomes public, except through breach of a confidentiality obligation;
 - ii. the Recipient can demonstrate was already in its possession or was independently developed by the Recipient; or
 - iii. the Recipient receives from another person on a non-confidential basis, except through breach of a confidentiality obligation.
- e) **Conflict of Interest** includes any actual, reasonably anticipated or perceived conflict of interest, whether personal, financial, professional or otherwise.
- f) **Conforming Offer** means an Offer by a Supplier which includes all of the information requested, is received by the Closing date and time and meets all other requirements for offers set out in the Invitation to Offer.
- g) **General Contract** means a Contract entered into using the General Contract Conditions – ICT Products and Services.
- h) **Invitation to Offer (ITO)** means the invitation to offer issued by a Customer which includes the Invitation to Offer Conditions.
- i) **Invitation Process** means the process commenced by the issuing of the Invitation to Offer and concluding upon formal announcement by the Customer of the selection of a preferred supplier or upon the termination of the process.
- j) **Laws** means all:
- i. Acts, ordinances, regulations, by-laws, orders, awards and proclamations in force from time to time in Queensland and any other relevant jurisdiction;
 - ii. certificates, licences, consents, permits, approvals and requirements of organisations having jurisdiction in connection with the provision of the Products and/or Services; and
 - iii. the requirements of any authority with jurisdiction in respect of the Products and/or Services and/or the Site, as applicable.
- k) **Offer** means an offer by a Supplier to enter into a Contract to provide the Products and Services submitted in response to the Invitation to Offer.
- l) **Offer Validity Period** means the period in which the Supplier's Offer remains open for acceptance by the Customer.
- m) **Personnel** means officers, directors, employees and agents, and in the case of the Supplier, includes any subcontractor and the subcontractor's officers, directors, employees and agents.
- n) **Products and/or Services** means ICT products and/or services to be supplied under the proposed Contract or SOA as applicable.
- o) **SOA** means a standing offer arrangement under the QITC framework using the SOA Conditions – ICT Products and Services for the establishment of Comprehensive Contracts under the QITC framework.

{End of Attachment A - ITO Conditions of Offer}

Part B – QITC Contract: Standing Offer Arrangement (SOA) – ICT Products and Services

SOA under which contracts may be established using
the ICT Comprehensive Contract Conditions – ICT
Products and Services

TMRICTSOA18085b – Digital Wallet Services

Between

The State of Queensland acting through Department of Transport and Main Roads

And

<Supplier name>

ABN:

**Standing Offer Arrangement (SOA) Details– ICT Products and Services – Issued
October 2017 – Version 1.0.2**

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Released under PTT - DTMAR

Part A – General information

The Standing Offer Arrangement (SOA) Conditions for ICT Products and Services (**SOA Conditions**) <http://www.hpw.qld.gov.au/SiteCollectionDocuments/SOAConditionsQITC.pdf> apply to these SOA Details.

The definitions and rules of interpretation applicable to these SOA Details are set out in the SOA Conditions.

This document forms part of the SOA between the Principal and Supplier. Contracts made under the SOA will incorporate the terms agreed by the Principal and the Supplier in the SOA.

1. Standing Offer Arrangement (SOA) Details

Standing Offer Arrangement (SOA) title

Provision of Digital Wallet Services

SOA Description

It is anticipated that this SOA will be accessed predominantly by the Department of Transport and Main Roads (TMR) to establish the Digital Wallet and develop the digital Queensland Driver Licence and Photo Identification Credential (PIC).

The use of the SOA will be optional for Eligible Customers. The SOA will be available for Eligible Customers with the Principal's approval.

SOA reference number

TMRICTSOA18085b

2. Principal

Name

The State of Queensland acting through the Department of Transport and Main Roads

ABN or ACN

39 407 690 291

3. Principal contact details

Authorised representative(s)

{TBA}

Position title / role

{TBA}

Phone number

{TBA}

Street address

61 Mary Street, Brisbane, Queensland 4000.

Postal address

GPO Box 1549,

Brisbane City, Queensland 4000

Email

{TBA}

4. Supplier

Name

<<Insert name of Supplier.>>

ABN, ACN or ABRN

<<Insert ABN, ACN or ABRN of Supplier.>>

5. Supplier Contact Details

Authorised representative

<<Insert name of Supplier's authorised representative for this SOA. This person must have authority to provide consents, approvals, instructions and directions on behalf of the Supplier. This person will be the person whom the Principal contacts about the SOA, and to whom the Principal delivers all notices under the SOA.>>

Position title / role

<<Specify authorised representative's position/role with the Supplier.>>

Phone number

<<Insert phone number of the Supplier's authorised representative.>>

Street address

<<Insert street address of the Supplier's authorised representative.>>

Postal address

<<Insert. This is the address for notices delivered to the Supplier (to its authorised representative) under the SOA.>>

Email

<<Insert email address of the Supplier's authorised representative.>>

6. Documents that form part of the SOA

Clause 1.3

Documents

In accordance with clause 1.3(a)(iv) of the SOA Conditions, the following documents are incorporated into the SOA by reference:

(a) Schedule TMR1 – Requirements.

(b) TBA

In the event and to the extent of any inconsistency between the terms of the above documents, the order of hierarchy in descending order will prevail.

7. SOA Additional Provisions

Clause 1.4

Clause 36 of the SOA Conditions is amended by inserting after the definition of "SOA Order Documents" the following definition:

SOA Period means the period comprising the term of the SOA as specified in the SOA Details in accordance with clause 6 of the SOA Conditions together with any periods of extension options exercised.

8. Eligible Customers

Clause 5

There are no additional Eligible Customers to those defined in clause 36 of the SOA Conditions.

9. SOA term

Clause 6

Start date

The date of execution of the SOA by the last party and notified to the other party.

End date

One (1) year from the SOA Term start date.

Extension options

Nine (9) periods of up to one (1) year each .

Notice period for extension

Thirty (30) days.

10. Governance activities

Clause 9(a)

As specified in Part E of these SOA Details.

11. Authorisations

Clause 9(h)

Not applicable.

12. Policies, codes of conduct, rules, standards and procedures

Clause 10(d)

The Supplier will comply with applicable Laws including:

- a) *Information Privacy Act 2009* (Qld);;
- b) *Labour Hire Licensing Act 2017* (Qld);

The Supplier must comply with applicable policies, codes of conduct, rules, standards and procedures including:

- a) Information Standard 18 (IS18:2018) - Information Security
<https://www.qgcio.qld.gov.au/documents/information-security-policy>;
- b) Occupational Health and Safety Standard AS/NZS 4801:2001;
- c) Digital1st QLD Government digital strategy 2017-2021
<https://digital1st.initiatives.qld.gov.au/documents/digital-strategy.pdf>
- d) Web Content Accessibility Guidelines (WCAG) 2.0;
- e) Department of Transport and Main Roads Occupational Health and Safety Policy; and
- f) Code of Conduct for the Queensland Public Service
<http://www.psc.qld.gov.au/includes/assets/qps-code-conduct.pdf> ; and
- g) Any other policies, standards, codes, rules and procedures advised by the Principal at the time of SOA formation or as notified by the Principal during the SOA term from time to time.

13. Price and payment

Clause 12

The Price and payment terms are specified in Part D – Price of these SOA Details.

14. Intellectual Property Rights

Clause 16

Existing SOA Material

No additional purposes to those specified in Clause 16.1(b) and Clause 16.1(c) of the Conditions.

New SOA Material

- Supplier owned
- Customer owned

15. Confidentiality Deed Clause 18.2(c)

If requested by the Principal or Customer during the SOA Period, the Supplier must deliver to the Customer within ten (10) Business Days an executed [QITC Schedule 4 – Confidentiality, Privacy and Conflict of Interest Deed](#) for each Supplier's person including directors, officer, employees and/or subcontractors.

16. Privacy Deed Clause 19.1(d)

If requested by the Principal or Customer during the SOA Period, the Supplier must deliver to the Customer within ten (10) Business Days an executed [QITC Schedule 4 – Confidentiality, Privacy and Conflict of Interest Deed](#), or a substantially similar document acceptable to the Principal for each Supplier's person including directors, officer, employees and/or Subcontractors.

17. Conflict of Interest Clause 20.2(b)

The Supplier is to provide details of any potential Conflicts of Interest to the Principal or state there are no Conflicts of Interest.

18. Conflict of Interest Declaration Clause 20.2(c)

If requested by the Principal or Customer during the SOA Term, the Supplier must deliver to the Customer within ten (10) Business Days an executed [QITC Schedule 4 – Confidentiality, Privacy and Conflict of Interest Deed](#) for each Supplier's person including directors, officer, employees and/or Subcontractors.

19. Performance reviews Clause 23**Specify whether performance reviews are required under the SOA**

- Yes
In accordance with Part E – SOA governance.
- No

Specify intervals / frequency for performance reviews

Performance reviews will be conducted annually, throughout the SOA Term. The frequency may change on the Principal's discretion throughout the SOA term. In the event of a change in the performance review intervals the Principal will inform the Supplier in writing by giving the Supplier reasonable time for preparation for the next performance review meeting.

Specify performance review criteria

- Number of engagements undertaken
- Value of engagements
- Achievement of KPIs and SLAs as set out in Schedule 8 – Service Levels of Contracts entered into under this SOA
- Customer satisfaction

Performance review criteria may be revised and agreed between the Principal and the Supplier from time to time.

Products and/or Services covered by the performance review

All Products and Services provided by the Supplier under this SOA.

Specify documents, reports and data to be provided by Supplier

Reports shall be provided by the Supplier in accordance with Schedule E – SOA governance.

Specify performance review meetings

SOA Performance review meetings will initially be held bi-annually, at a time and venue advised to the Supplier by the Principal. The Principal will propose an initial agenda and invite the Supplier to submit any items for discussion.

20. Contract reports

Clause 25

Specify if the Supplier is required to prepare and provide reports

Yes

No

Clause 25(a) provides that if specified in the SOA Details, the Supplier is to provide yearly reports about each Contract entered into under the SOA to the Principal.

Specify the details of the Contract reports to be provided by the Supplier

The Supplier must provide Contract reports as specified in section 1 of Part E – Governance.

Specify the details of any additional reports to be provided by the Supplier

In case other report/s is/are requested, the Principal will inform the Supplier in writing allowing reasonable time for the Supplier to compile such report/s.

Part B – Products and/or Services

The Supplier must provide the Services specified in this Part B to Customers, in accordance with the Requirements and Specifications described in Part C.

Products and Services to be provided by the Supplier to Eligible Customers are:

[TBA based on Supplier's offer to ITO and Principal's appointment.]

Description of Products

[TBA based on Supplier's offer]

Description of Services

[TBA based on Supplier's offer.]

Released under RTI - DTMR

Part C – Requirements and Specifications

The Supplier must provide the Products and/or Services specified in Part B to Customers, in accordance with the Requirements and Specifications described in this Part C.

The Customer and the Supplier may agree additional Requirements and Specifications for the Products and/or Services in the SOA Order.

Requirements

The Principal requires the development, hosting and support of a Digital Wallet.

A Digital Wallet is an application on a mobile device that can store credentials such as licences and registrations in a secure fashion. The Digital Wallet will give customers control of their identity and provide access to a range of government services as well as the capability to pay for services and other products (for example, vehicle and vessel registrations, infringements, and so on).

The Supplier will provide the Principal with the Digital Wallet including:

- Development;
- Hosting; and
- Support.

Customer's will be able to enter into Contracts with the Supplier for the development and deployment of additional credentials and functionality in the Digital Wallet as approved by the Principal.

The Digital Wallet will meet the Technical Requirements set out in TMR1 – Requirements. Eligible Customers will set out their own requirements for Digital Credentials to be added to the Digital Wallet on their behalf. However, these requirements must not detract from the Technical Requirements set out in Schedule TMR1 – Requirements and should provide a consistent user experience to the Digital Credentials added to the Digital Wallet by the Principal.

Specifications

Specification of the specific requirement will be detailed in each SOA Order/Contract.

Part D – Price

Part D sets out the Pricing which is available to Eligible Customers for their Contracts. Eligible Customers may agree to additional Pricing details for a particular Contract, for example, Pricing for Complimentary Products and/or Services.

1. Price

- a) Prices will be consistent regardless of the location of the Customer. The Supplier's Prices will be published on the Principal's intranet and the Queensland Contracts Directory for the information of all Eligible Customers.
- b) The Supplier will ensure all orders placed by eligible Customers receive agreed SOA Prices regardless of whether the SOA is quoted on the SOA Order or not.
- c) 'Most favourable' customer pricing (Comprehensive Contract Conditions, clause 10.4) will apply.

<<The Pricing and Rate tables agreed following response to ITO TMRICTSOA18085b will be included prior to contract execution.>>

2. Expenses

No expenses (including travel, accommodation or meals), other than as provided for in a Contract or Purchase Order, shall be due to the Supplier unless the Customer's prior written approval has been obtained. Where such approval is obtained, payment shall be due upon the submission of a correctly rendered invoice including supporting documentation, provided that such approved expenses do not exceed the amounts specified in:

- a) Directive No 9/11 "Domestic Travelling and Relieving Expenses"; and
- b) Directive No 10/11 "International Travelling, Relieving and Living Expenses",

as applicable, or the latest versions as issued by the Public Service Commission Chief Executive which can be found at: <https://www.forgov.qld.gov.au/documents/directive/0911/domestic-travelling-and-relieving-expenses> and <https://www.forgov.qld.gov.au/documents/directive/1011/international-travelling-relieving-and-living-expenses>.

The Customer will not pay any amount for approved air travel in excess of the cost of an economy class airfare.

The Customer will not pay for travel time unless provided for in this Contract, or otherwise agreed in writing between the Parties.

Invoices for Supplier travel and accommodation costs must be supported by the following information:

- a) Contract or Purchase Order number;
- b) travel and accommodation summary for each person covered by the invoice; and
- c) sufficient detail and supporting documentation (including receipts upon request from Customer) to validate and reconcile the expense.

3. Price reviews (including during any extension period(s))

Pricing is Firm for the Contract Term.

4. Invoices

Invoice Timing

To be specified in the SOA Order.

Invoice Payment

20 Business Days from receipt of a Correctly Rendered Invoice (unless the Product/s have been rejected or returned).

The Supplier is required to provide sufficient detail with its invoices to enable the Customer to substantiate payments.

5. Payment methods

Payment will be made using electronic funds transfer.

6. Discounts or rebates

To be specified in the SOA Order.

7. Other pricing information

To be specified in the SOA Order.

Released under RTI - DTMR

Part E – SOA governance

This Part E sets out the governance arrangements between the Principal and the Supplier at the SOA level.

1. SOA reporting requirements

The Supplier must provide the following reports:

All reporting under the SOA will be aggregated at a departmental level (e.g. Department of Transport and Main Roads or Department name) and based on:

- Number of engagements undertaken;
- Total value of services provided within the reporting period;
- Type of services provided;
- Location of services provided; and
- Performance feedback from 3 Customers (or if less than 3 Customers, all Customers).

This information should be presented in a single report with an aggregated management page (summary).

The Report should be provided to the Principal on the tenth working day of each Contract Year from the date of the SOA commencement.

Any additional reporting requirements are to be agreed between the Customer and Supplier in the Contract.

2. SOA meeting requirements

The Supplier will be required to attend an annual SOA management meeting with the Principal. Location, attendees and agenda items will be agreed upon before the commencement of the meetings.

3. SOA performance reviews

The Supplier must participate in the following performance reviews:

- At the annual meeting referred to above in Paragraph 2, and in accordance with item 19 of the Details.

4. SOA management committee

The Principal and Supplier will each nominate a Contract Manager to form the SOA management committee.

5. Escalation of SOA issues

Without limiting the Principal's rights and remedies under the SOA, the Principal may raise and escalate any issues that arise under the SOA or a Contract entered into under the SOA in accordance with this section.

The Principal may escalate an issue to the next level specified in the below table where a satisfactory response has not been provided or a resolution has not been reached within the specified timeframe.

Escalation level	Representatives	Timeframe for response / resolution
1	Contract Managers	5 Days
2	Principal: {TBA} Supplier: Account Director/Manager	5 days
3	Principal: {TBA} Supplier: Managing Director or CEO	5 days

Part F – Terms of each Contract established under the SOA – Template SOA Order Documents

1. General information

The Principal and Supplier will pre-determine many of the terms which will apply to each Contract established under the SOA.

Any terms which are pre-determined by the Principal and Supplier will be set out in the Template SOA Order Documents which must be used by Customers and the Supplier to establish Contracts, being:

- Template SOA Order;
- Template Module Order Forms; and
- Template Schedules;

which are set out in this Part F.

Template SOA Order

The Principal and Supplier will prescribe the following terms in the Template SOA Order which will apply to each Contract under this SOA:

- Item 1 – SOA Details
- Item 2 – Supplier
- Item 3 – Supplier Details
- Item 4 – Modules that form part of the Contract
- Item 7 – The permissible Subcontractors under all Contracts
- Item 11 - The terms of ownership of Intellectual Property Rights.
- Item 13 – The minimum liability caps which will apply under each Contract
- Item 14 – The minimum insurances required to be held and maintained under each Contract
- Item 15 – The security, if any, required to be provided by the Supplier under each Contract.

Template Module Order Forms

The Principal and Supplier will pre-determine certain terms of the applicable Module orders:

- Module Order Form 2A – Licensed Software
- Module Order Form 2B – Software Support Services
- Module Order Form 2C – Developed Software
- Module Order Form 6 – Managed Services
- Module Order Form 7 – ICT Professional Services

which are to be integral part of any Contract established under the TMRICTSOA18085b. All information not highlighted is considered predetermined hence not to be changed. Sections highlighted in yellow are to be defined by the Customer and Supplier.

Template Schedules

As per the Schedules Form available at [Queensland Information Technology Contracting \(QITC\) framework](#) . For example:

- Schedule 1 - Payment Plan;
- Schedule 8 - Service levels;
- Schedule 9 - Acceptance testing; and

TEMPLATE SOA ORDER

Standing Offer Arrangement (SOA) Order – ICT Products and Services

To establish a Contract using the Comprehensive Contract Conditions – ICT Products and Services

Provision of Digital Wallet Services TMRICTSOA18085b

<Customer name>

<Supplier name>

INSTRUCTIONS TO CUSTOMER FOR USING THIS DOCUMENT (TO BE DELETED WHEN SOA ORDER IS FINALISED):

This is the Template SOA Order, specifically tailored for the SOA, to create Contracts for the purchase of Products and Services under the SOA.

The Principal and Supplier have pre-determined certain parts of the Template SOA Order which will apply to all Customers which purchase under the SOA. The pre-determined items are set out in this Template SOA Order. If a Customer wishes to create a Contract under this SOA, it must complete those parts of the Template SOA Order which have not already been pre-determined by the Principal and Supplier. A Customer will not be able to amend the pre-determined parts when completing the Template SOA Order to create an individual Contract. If

they are amended, they will not take effect as they will be inconsistent with the SOA Details (which contain the Template SOA Order), which is higher in the contractual hierarchy as set out in the SOA Conditions.

What documents need to be completed to create a Contract?

If a Customer wishes to establish a Contract under the SOA, it will need to use this Template SOA Order and any applicable Template Module Order Forms (if any) or Template Schedules (if any) which are set out in Part F of the SOA Details.

Only those details which are not pre-determined in the Template SOA Order, Template Module Order Forms (if any) or Template Schedules (if any) can be specified by a Customer as part of its Contract.

What information has been pre-determined by the Principal and Supplier in the SOA which may apply to the Contract?

The Principal and the Supplier have agreed a number of terms of all of the Contracts which can be established under the SOA.

SOA Details

Under the SOA Details which are completed by the Principal and Supplier, these include:

- the Products and Services which are available to purchase and
- the Requirements and Specifications for those Products and Services.

Template SOA Order

The Principal and Supplier must pre-determine certain terms of the SOA Order which is used by a Customer to establish a Contract under the SOA. These terms are set out in Section 1 of the SOA Order and are:

- Item 1 – SOA Details
- Item 2 – Supplier
- Item 3 – Supplier Contact Details
- Item 4 – Modules that can be used in a Contract under the SOA.

The Principal and Supplier may have pre-determined other terms for each Contract, which are set out in section 2 in the Template SOA Order. These may include:

- the caps on the Customer's and Supplier's liability
- the Supplier's insurance requirements
- the security, if any, to be provided by the Supplier
- the terms of ownership of the Intellectual Property Rights in any New Material
- the approved Subcontractors.

All terms which have been pre-determined by the Principal and Supplier in the SOA Details are set out in sections 1 and 2 of the SOA Order and cannot be modified by the Customer. Any terms which have not been pre-determined by the Principal and Supplier (that is, are blank) can be negotiated and agreed by the Customer and Supplier for the particular Contract.

Template Module Order Forms and Template Schedules

The Customer must also complete:

- the Module Order Forms for the Modules which apply to the SOA, using the Template Module Order Forms (if any) which are set out in Part F of the SOA Details. The Template

Module Order Form will contain terms which have been pre-determined by the Principal and Supplier; and

- if applicable, the Customer's required Schedules, using the Template Schedules (if any) which are set out in Part F of the SOA Details. The Template Schedule will contain terms which have been pre-determined by the Principal and Supplier.

If the Principal and the Supplier did not pre-determine the Template Module Order Form or Template Schedules, then the Customer and the Supplier must negotiate and agree the applicable Module Order Forms and schedules based on the standard form templates available at <https://publications.qld.gov.au/dataset/qitc-framework> in order to establish a Contract under the SOA.

How is the Contract created?

A Contract will be formed for the supply of Deliverables described in the SOA Order Documents when:

- (i) if the Customer indicates that the SOA Order must be signed by both parties for the Contract to be formed, the Authorised Representative of the Supplier and Customer sign the appropriate section of the SOA Order, and if on different dates, the date when the last party signs; or
- (ii) otherwise, the Supplier receives the SOA Order Documents from a Customer and either:
 - A. confirms it will supply to the Customer the Products and/or Services requested in the SOA Order Documents; or
 - B. commences to supply to the Products and/or Services the subject of the SOA Order Documents

whichever occurs first.

The SOA Order Documents are:

- a) the Module Order Forms
- b) the SOA Order
- c) any Schedule, and
- d) any document which the SOA Order states will form part of the Contract or is otherwise expressly incorporated by reference in the Contract.

which are completed using the Template SOA Order Documents which are attached to Part F of the SOA Details, and if none are attached, the standard form of the documents available at <https://publications.qld.gov.au/dataset/qitc-framework>.

The SOA Order Documents, as completed by the Customer and the Supplier, relate only to the particular Contract for which they are agreed. Nothing in the SOA Order Documents can modify the SOA Details or affect any other Contracts that may be agreed under the same SOA.

The documents which form the Contract are set out in clause 29 of the SOA Conditions.

The definitions and rules of interpretation applicable to this SOA Order are set out in the SOA Conditions and the Comprehensive Contract Conditions, as amended by the SOA Conditions.

Section 1 – Details

NOTE: The Principal and Supplier must complete the details in Section 1. These details apply to all Contracts established under the SOA.

Standing Offer Arrangement (SOA) title

Provision of Digital Wallet Services

SOA reference number

TMRICTSOA18085

1. Supplier

Name

<<Insert name of Supplier.>>

ABN or ACN or ABRN

<<Insert ABN or ACN or ABRN of Supplier.>>

2. Supplier Contact Details

<<The Supplier must complete these details. The Supplier may appoint more than one Authorised Representative. Repeat this section as necessary for each Authorised Representative.>>

Authorised Representative

<<Insert name of Supplier's Authorised Representative for this Contract. This person must have authority to provide consents, approvals, instructions and directions on behalf of the Supplier. This person will be the person whom the Customer contacts about the Contract, and to whom the Customer delivers all notices under the Contract.>>

Position title / role

<<Specify Authorised Representative's position/role with the Supplier.>>

Phone number

<<Insert phone number of the Supplier's Authorised Representative.>>

Street address

<<Insert street address of the Supplier's Authorised Representative.>>

Postal address

<<Insert. This is the address for notices delivered to the Supplier (to its Authorised Representative) under the Contract.>>

Email

<<Insert email address of the Authorised Representative.>>

3. **Modules applicable to this SOA** Definition of Module in clause 36 of the SOA Conditions

Modules

- Module 1 – Hardware
- Module 2 – Software
- Module 3 – As a Service
- Module 4 – Systems Integration
- Module 5 – Telecommunications Services
- Module 6 – Managed Services
- Module 7 – ICT Professional Services

4. **Customer**

Name

<<Insert name of Customer.>>

ABN or ACN

<<Insert ABN or ACN of Customer.>>

5. **Customer contact details**

<<The Customer may appoint more than one Authorised Representative. Repeat this section as necessary for each Authorised Representative.>>

Authorised Representative(s)

<<Insert name of Customer's authorised representative for this Contract. This person must have authority to provide consents, approvals, instructions and directions on behalf of the Customer. This person will be the person whom the Supplier contacts about the Contract, and to whom the Supplier delivers all notices under the Contract.>>

Position title / role

<<Specify Authorised Representative's position/role with the Customer.>>

Phone number

<<Insert phone number of the Customer's Authorised Representative.>>

Street address

<<Insert street address of the Customer.>>

Postal address

<<Insert. This is the address for notices delivered to the Customer (to its Authorised Representative) under the Contract.>>

Email

<<Insert email address of the Authorised Representative.>>

6. **Documents that form part of the Contract** Clause 29 of the SOA Conditions

Documents

<<List any documents which are incorporated into the Contract by reference (e.g. the Customer's Invitation to Offer / Request for Quote, the Supplier's Response / Proposal and any addendums or clarifications issued in relation to the Customer's ITO / RFQ). This should also include any

document which is stated as forming part of the Contract or as being incorporated into the Contract by reference (including any documents a Module Order Form states will form part of the Contract).

If there are no documents which are to be incorporated by reference, then insert “Not applicable”.>>

In accordance with clause 29.1 of the SOA Conditions, the following documents are incorporated into the Contract by reference:

<<insert>>

<<insert>>

In the event and to the extent of any inconsistency between the terms of the above documents, the order of hierarchy in descending order will prevail.

7. Customer Additional Provisions

Clause 29.3 of the SOA Conditions

<<Specify any Additional Provisions agreed by the parties under clause 29.3 of the SOA Conditions that are to apply to the Contract. For example, particular requirements for security or personnel at the Customer’s premises. If there are none, specify “Not applicable”. Note: Additional Provisions only take effect to the extent they are additional to, and do not detract from the parties’ rights or obligations under, the SOA Conditions, Comprehensive Contract Conditions and Modules, provided that Additional Provisions included to enable the Customer to comply with applicable legislative or policy requirements are deemed not to detract from the parties’ rights and obligations.>>

8. Complementary Products and/or Services

Clause 32 of the SOA

Conditions

<<Specify any Complementary Products and/or Services which the Supplier is required to provide under the Contract in addition to the Products and/or Services specified in the Module Order Forms. If there are none, specify “Not applicable”. Insert all relevant details which apply to the supply of the Complementary Products and/or Services, including the Price, invoicing and payment terms, Service Levels, Service Credits and the Customer’s Requirements and Specifications for the Complementary Products and/or Services.>>

Complementary Products and/or Services

<<Insert details of the Complementary Products and/or Services to be supplied.>>

Price

<<Insert Price payable for the Complimentary Products and/or Services.>>

Invoicing and payment terms

<<Insert invoice timing and invoice payment terms.>>

Service Levels

Services Levels are set out in Schedule 8 – Service Levels.

Service Credits

Service Credits are set out in Schedule 8 – Service Levels.

Requirements and Specifications

<<Insert the Customer’s Requirements and Specifications for the Complimentary Products and/or Services.>>

9. Term

Clause 3 of the Comprehensive Contract Conditions

Start date

<<Insert start date for the Term.>>

End date

<<Insert end date of the Term. The Term should continue for the duration of any applicable warranty period, and also ensure the term includes all relevant service, maintenance and subscription periods from the relevant Modules.>>

Extension options

<<Insert whether the Customer can elect to extend the Term for an additional period (e.g. 2 x 1 year).>>

Notice period for extension

<<Insert the notice the Customer is required to provide the Supplier to extend the Term (e.g. 30 days).>>

10. Authorisations

Clause 4.2 of the Comprehensive Contract Conditions

<<This section allows the Customer to add any specific authorisations which are not required by law, but which the Customer wants the Supplier to have when performing the Services (e.g. certifications from an original equipment manufacturer that the Supplier is appropriately trained to maintain equipment). If not applicable, then insert “Not applicable”.>>

11. Documentation

Clause 5 of the Comprehensive Contract Conditions

<<Provide details of the documentation to be provided by the Supplier.>>

12. Policies, codes of conduct, rules, standards and procedures

Clause 6.1 of the Comprehensive Contract Conditions

Site Policies

<<If the Customer has specific policies that it requires the Supplier and its Personnel to comply with when accessing or using the Site, specify them here. If not, insert “Not applicable”.>>

Policies, codes of conduct, rules, standards and procedures

<<If there are any specific codes, policies, guidelines or standards which the Customer requires the Supplier to comply with in supplying the Deliverables, specify them here. If not, insert “Not applicable”.>>

13. Customer Inputs

Clause 6.4 of the Comprehensive Contract Conditions

Details of Customer Inputs to be provided

<<Clause 6.4 provides that the Customer must provide and maintain the Customer Inputs at the times and in accordance with the requirements specified in the Details. Insert details of any Customer resources that the Supplier will need in order to perform the Contract including all resources specific to the Product/Service acquired under a particular Module. For example, this might include equipment, premises access, information and documents.>>

Times when each Customer Input is to be provided

<<Insert date (and time, if applicable) that each Customer Input is to be provided.>>

Requirements or specifications for the Customer Inputs (if any)

<<Insert requirements or specifications for the Customer Inputs (if any).>>

Amount payable by the Supplier for the Customer Inputs (if any)

<<Insert any costs (if applicable) that the Supplier must bear in relation to using the Customer Inputs.>>

Additional requirements that apply to the use of any Customer Inputs (if any)

<<Insert requirements which apply to the Supplier's use of the Customer Inputs.>>

14. Customer Assistance Clause 6.5 of the Comprehensive Contract Conditions

Instructions, information, data, documents, specifications, plans, drawings and other materials that must be provided by the Customer to the Supplier

<<Insert. If there is nothing additional to the Customer Inputs, described in item 11, state 'Not applicable'.>>

15. Management committee Clause 7.1 of the Comprehensive Contract Conditions

Specify whether a management committee is to be established

Yes

No

Members of management committee

<<Insert members of management committee.>>

Date the management committee is required to be established

<<Insert date.>>

Any additional functions of the management committee

<<Insert (if any functions which are additional to reviewing and monitoring progress under the Contract).>>

Meeting frequency

<<Insert meeting frequencies.>>

Meeting time

<<Insert meeting times.>>

Meeting location

<<Insert meeting location.>>

16. Performance reviews Clause 7.2 of the Comprehensive Contract Conditions

Specify whether performance reviews are required under the Contract

Yes

No

Specify intervals for service and performance reviews

<<Insert specific intervals for service and performance reviews.>>

17. Site Specification Clause 7.3 of the Comprehensive Contract Conditions

Specify whether the Supplier is required to provide a Site Specification under the Contract

Yes

No

18. Project Implementation and Payment Plan Clause 7.4 of the Comprehensive Contract Conditions

Specify whether a Project Implementation and Payment Plan is required under the Contract

Yes

No

If yes, complete Schedule 2 – Project Implementation and Payment Plan.

19. Staged Implementation Clause 7.5 of the Comprehensive Contract Conditions

Specify whether staged implementation applies to the Contract

Yes

No

<<If yes, details of the Deliverables that comprise each Stage must be stated in the PIPP.>>

Specify the notice period which the Customer must give written notice to move to the next Stage

<<Insert notice period.>>

20. Liquidated Damages Clause 7.7 of the Comprehensive Contract Conditions

Specify whether Liquidated Damages apply to the Contract

Yes

No

21. Training Clause 7.10 of the Comprehensive Contract Conditions

<<Clause 7.10 provides that the Supplier must provide to the Customer the training (if any) specified in the Details. Specify below any training the Supplier is required to provide (e.g. dedicated training, training to enable the Customer's Personnel to effectively use and operate the Deliverables, training to enable the Customer's Personnel to conduct the Acceptance Tests or training in the form of ongoing knowledge transfer to the Customer's Personnel while providing the Deliverables to enable the Customer's Personnel to gain an appropriate knowledge and understanding of the Deliverables).>>

Insert details of any training requirement

<<Insert details of training to be provided including:

- the type of training to be provided (such as user training or train-the-trainer);
- the name of the training course and course content;
- the number of training sessions and duration of each training session;
- the number of attendees for each course;
- how the training will be delivered and location of training;
- the training materials to be prepared and provided by the Supplier;
- the method of delivery of the training (i.e. face-to-face or online); and
- the minimum skills, experience or expertise which must be held by the trainers.>>

Rates for additional training

Rates for additional training are as set out in Schedule 2 – Project Implementation and Payment Plan of this Contract.

22. Subcontractor(s) Clause 8 of the Comprehensive Contract Conditions

<<The Supplier is to provide the names, legal entity type and contact details of all Subcontractors that the Supplier intends to use, and the obligations that will be subcontracted to each Subcontractor. Repeat as necessary.>>

Name (and legal entity)

<<Insert name and ABN/ACN/ABRN of Subcontractor.>>

Street address

<<Insert street address of the Subcontractor.>>

Postal address

<<Insert postal address of the Subcontractor.>>

Obligations

<<Specify the Products and Services that the Subcontractor will perform under the Contract.>>

23. Subcontractor(s) statutory declaration Clause 8.1(d) of the
Comprehensive Contract Conditions

Specify if the Subcontractor(s) are required to provide a statutory declaration substantially in the form of Schedule 3 – Statutory Declaration by Subcontractor, or other agreed form.

Yes

<<If yes, specify the required form (Schedule 3 – Statutory Declaration by Subcontractor or other form reasonably acceptable to the Customer).>>

No

24. Background checks Clause 8.2 of the Comprehensive Contract Conditions

<<Specify whether a criminal background check or any other checks are required by the Customer for any Personnel of the Supplier.>>

25. Confidentiality, Privacy and Conflict of Interest Deed Clause 8.2(f) of
the Comprehensive Contract Conditions

<<Specify whether Personnel (including Subcontractors and their officers, directors, employees and agents) are required to sign a confidentiality, privacy and conflict of interest deed substantially in the form of Schedule 4 – Confidentiality, Privacy and Conflict of Interest Deed or such other form reasonably acceptable to the Customer.>>

26. Key Personnel Clause 8.4 of the Comprehensive Contract Conditions

<<Insert the names and contact details for all Key Personnel that the Supplier intends to use, and summarise the role of each Key Personnel and key obligations they will be responsible for. The Supplier must separately provide a copy of all Key Personnel CVs. Repeat as necessary.

Consider whether the Supplier's Authorised Representative should be specified as Key Personnel.

If the Customer does not require the Supplier to provide details of Key Personnel, insert "Not applicable".>>

Name and Position

<<Insert name and position of Key Personnel.>>

Contact details

Phone: <<Insert phone number of Key Personnel.>>

Email: <<Insert email address of Key Personnel.>>

Role / Key obligations

<<Insert description and key obligations of Key Personnel.>>

Committed level

<<Insert number of hours, percentage of full-time equivalent, or other level of commitment to the Contract.>>

Summary of Key Personnel's skills, qualifications and experience

<<Insert brief summary of Key Personnel's skills, qualifications and experience for the role.>>

27. Customer's Personnel Clause 8.5 of the Comprehensive Contract Conditions

<<Clause 8.5 provides that the Customer must make available its Personnel to work with the Supplier as specified in the Details. Specify the Customer's Personnel who will be available to work with the Supplier and their roles and responsibilities.>>

28. Acceptance Testing Clause 9 of the Comprehensive Contract Conditions

Will Acceptance Testing of Deliverables be required?

Yes

No

In accordance with Schedule 9 – Acceptance Testing.

29. Price and payment Clause 10 of the Comprehensive Contract Conditions

Payment Terms

The Price and payment terms may be specified in Part D of the SOA Details. If they are not specified in Part D, set out:

Invoice Timing

<<when the Customers will be invoiced for the Products and/or Services provided, including the time for and/or frequency of issuance of invoices by the Supplier (e.g. upon successful completion of Deliverables or monthly in arrears / advance). Specify any other requirements for issuance of invoices by the Supplier.>>

<<If the issuance of invoices is dependent upon the successful completion of any milestones, then insert details of the applicable payment plan or payment milestones.

If Invoice Timing is to be determined by the Customer, specify "To be specified in the Contract".>>

Invoice Payment

<<Insert details of time for payment of invoices by the Customers (if other than 20 days from the date of receipt). Specify any other requirements for payment of invoices by the Customers.>>

If Invoice Payment is to be determined by the Customer, specify "To be specified in the Contract".

Total Price

<<If the Customer requires that a maximum total Price be specified for the Contract (which may not be exceeded except as expressly stated in the Contract, unless the Customer consents) this should be specified here or refer to the applicable Pricing Schedule.>>

30. Most favoured price Clause 10.4 of the Comprehensive Contract Conditions

Does clause 10.4 of the Comprehensive Contract Conditions apply to this Contract?

- Yes
 No

31. Intellectual Property Rights in Pre-Existing Material Clause 12.1 of the Comprehensive Contract Conditions**Pre-Existing Material****Customer's use of Pre-Existing Material**

There are no additional purposes in relation to clause 12.1(b) of *Comprehensive Contract Conditions*, unless otherwise specified in an SOA Order.

Sublicensees and cost

There are no additional entities requiring a sublicense, other than those listed at clause 12.1(ii) of *Comprehensive Contract Conditions*, unless otherwise specified in an SOA Order.

32. Intellectual Property Rights in New Material Clauses 12.2 to 12.4 of the Comprehensive Contract Conditions**New Material**

<<New Material is defined in the Comprehensive Contract Conditions to mean all Material that is created, written, developed or otherwise brought into existence by or on behalf of the Supplier for the Customer in the course of the Supplier performing its obligations under the Contract, and includes the Material specified in the Details as New Material. New Material does not include Pre-Existing Material, Third Party Material, Licensed Software or As a Service.

The specific Documents or other items which will be written, developed or brought into existence by or on behalf of the Supplier under this Contract which comprise New Material should be specified in this item.>>

Ownership of New Material

Will Intellectual Property Rights in the New Material be owned by the Customer or Supplier?

- Customer (clause 12.2 of the Comprehensive Contract Conditions applies).
 Supplier (clause 12.3 of the Comprehensive Contract Conditions applies).

<<If the Ownership of the Intellectual Property Rights in the New Material will be different for each item of New Material (i.e. some Deliverables owned by the Customer and others owned by the Supplier), specify the New Material which will be owned by the Customer and the New Material which will be owned by the Supplier.>>

Supplier owned – Customer's use of New Material

There are no additional purposes in relation to clause 12.3 of *Comprehensive Contract Conditions*.

Supplier owned – Sublicensees and costs

There are no additional entities requiring a sublicense, other than those listed at clause 12.1(ii) of *Comprehensive Contract Conditions*.

Will any Deliverables incorporate any Third Party Material?

- Yes
 No

<<If a Deliverable will incorporate Third Party Material:

- Specify the relevant Deliverable and specify the Third Party Material that it will incorporate.
- Insert details of terms and conditions (including licence terms and conditions) which apply to any Third Party Material which is incorporated into each Deliverable (as applicable).
- The default position in clause 12.4 of the Comprehensive Contract Conditions is that the Customer is granted a non-exclusive licence to exercise all Intellectual Property Rights in the Third Party Material which is incorporated into the Deliverable for the purposes of using, supporting and/or modifying the Deliverable incorporating the Third Party Material, in the course of the Customer's functions or activities. If there are additional purposes for which the Customer wishes to use the New Material, these should be inserted here.>>

33. Escrow Clause 12.6 of the Comprehensive Contract Conditions

Specify if an escrow arrangement is required

- Yes – in the form of Schedule 5 – Escrow Agreement
- Yes – in a form reasonably acceptable to the Customer
- No

Specify the third party escrow agent

<<insert>>

Specify the minimum duration of the Escrow Agreement

<<insert>>

34. Customer Data Clause 13(f) of the Comprehensive Contract Conditions

<<Clause 13(f) provides that for Customer Data that is Metadata (and which is not Personal Information) the Customer grants to the Supplier a non-exclusive right to use such Metadata solely for the internal business purposes of the Supplier as specified in the Details (if any). Specify in this item the internal business purposes for which the Supplier may use the Metadata.>>

35. Cap on liability Clause 17.3 of the Comprehensive Contract Conditions

Supplier's liability cap

<<Insert Supplier's liability cap.>>

Note that if the Supplier is performing As a Service under Module 3 – As a Service, the Supplier's liability for any loss of Customer Data in connection with the performance of the As a Service under that Module is subject to a separate cap (which is specified in the Module Order Form for Module 3).>>

Customer's liability cap

<< Insert Customer's liability cap.>>

36. Insurance Clause 19 of the Comprehensive Contract Conditions

<<Clause 19 provides that the Supplier must take out and maintain, or be insured under, the insurances described in the Details. Insert details of its policies including the name of the insurer, policy number, policy expiry date and minimum amount of insurance as specified below (repeat as required) and whether the Supplier is to provide a copy of a certificate of currency for each policy.>>

Workers compensation insurance as required by law.

Public liability and products liability insurance minimum amount

<<Insert public liability and products liability insurance minimum amount.>>

Professional indemnity insurance minimum amount

<<Insert professional indemnity insurance minimum amount.>>

Other insurances

<<Insert all other insurances required, and the minimum amount for which the Supplier must be insured.>>

Minimum period of insurance (for insurance on a “claims made” basis)

As per the default position of clause 19(c) of QITC.-

Other evidence of insurance

As per the default position of clause 19(d) of QITC.-

Exclusions and deductibles for insurance policies

Is the Supplier required to notify the Customer in writing of any exclusions and deductibles relevant to the insurance policies that the Supplier is required to have in place?

Yes

No

37. Security

Clause 20 of the Comprehensive Contract Conditions

<< Insert if Security is required.>>

38. Conflict of Interest

Clause 21.2 of the Comprehensive Contract Conditions

<<Supplier to insert details of any Conflict of Interest it is required to declare in accordance with the ‘Conflict of Interest’ clause in the Contract. If no Conflict of Interest exists, insert ‘Nil’.>>

39. Reports

Clause 22.1 of the Comprehensive Contract Conditions

Specify the reports to be provided by the Supplier

<<Customer to insert details of any reports the Supplier must provide to the Customer, including what must be included in the report, format requirements, frequency, due dates. This may also include a register of Change Requests raised and the status of each Change Request. If reporting requirements are not known then insert “To be agreed between the parties”.>>

40. Termination for convenience

Clause 24.3 of the Comprehensive

Contract Conditions

<< Under clause 24.3 if the Customer exercises its right of termination for convenience, the Customer is required to pay the Supplier the fees for the work supplied but not yet invoiced **and** either:

the Supplier’s reasonable and documented expenses incurred directly relating to the termination;
or

any amount specified in the Details. Specify whether an amount is payable under clause 24.3 of the Comprehensive Contract Conditions if the Customer exercises its right of termination for convenience (which is additional to the fees for the work supplied but not yet invoiced).>>

41. Business Hours

Clause 27.1 of the Comprehensive Contract Conditions

<<If the Business Hours will be different to the default position of 9.00am – 5.00pm, specify these here.>>

42. Designated Environment

Clause 27.1 of the Comprehensive Contract Conditions

<<Specify the physical and computing environment, including the existing hardware and software configurations with which the Deliverables must operate.>>

Forming the Contract

INSTRUCTIONS TO CUSTOMER:

NOTE: THIS FORMS PART OF THE CONTRACT (NOT THE SOA) AND IS TO BE USED TO CREATE A CONTRACT (NOT TO ESTABLISH THE SOA)

The following execution panel can be used to establish the Contract if the Customer requires the parties to sign the SOA Order for a Contract to be established.

Under clause 29.1, the Contract comes into force when:

- (i) if the Customer indicates that both parties must sign the SOA Order for a Contract to be established, the Authorised Representatives of the Customer and Supplier sign the appropriate section of the SOA Order, and if on different dates, the date when the last party signs; or
- (ii) otherwise, the Supplier receives the SOA Order Documents from a Customer and either:
 - A. confirms it will supply to the Customer the Products and/or Services requested in the SOA Order Documents; or
 - B. commences to supply the Products and/or Services the subject of the SOA Order Documents

whichever occurs first.

If a Customer requires the parties to sign the SOA Order for a Contract to be established (for example, to ensure compliance with internal procurement and Contract administration and management requirements), the Customer should indicate that the parties must sign the SOA Order and ensure that the Authorised Representatives of the Customer and Supplier sign the following execution clause.

If the Customer does not require the parties to sign the SOA Order for a Contract to be established, the Contract will be established when the Supplier receives the completed SOA Order Documents from the Customer and either confirms it will supply to the Customer the Products and/or Services requested or commences to supply the Products and/or Services.

Acknowledgements and certifications

The Supplier:

- a) agrees to provide the Products, Services and other Deliverables to the Customer on the terms described in the Contract;
- b) acknowledges that the Contract is entered into under the SOA;
- c) certifies that it has read, understands, and complies with all the requirements of the SOA and the Contract;
- d) represents that all the information provided by it and referenced in the Contract is complete, accurate, up to date and not misleading in any way;
- e) acknowledges that the Customer is relying on the information provided by the Supplier and referenced in the SOA and the Contract in entering into the Contract; and
- f) acknowledges that the Customer may suffer damage if any of that information is incomplete, inaccurate, out of date or misleading in any way.

Agreement by Supplier

By signing, the Supplier is offering to enter the Contract on the terms set out in this document. If the Supplier does not execute this document itself, it must (if the Customer requests) provide adequate evidence that the signatory is properly authorised to execute this agreement.

EXECUTED for and on behalf of:	
<<Insert name of Supplier>> ABN <<Insert ABN>> in accordance with section 127 of the Corporations Act 2001 (Cth):	
Date)
.....)
.....) Signature of Director
Name of Director (block letters))
.....) Signature of Director / Secretary
Name of Director / Secretary (block letters))
.....)
In the presence of:)
.....) Signature of witness
Name of witness (block letters))

Agreement by Customer

Date)
EXECUTED for and on behalf of:)
.....)
Name of Customer) Signature of Authorised Representative
by its Authorised Representative, in) By executing this agreement the signatory warrants
the presence of:) that the signatory is duly authorised to execute this
.....) agreement on behalf of the Customer
.....)
Signature of witness) Name of Authorised Representative (block letters)
.....)
Name of witness (block letters)) Position of Authorised Representative
.....)

Template Module Order Forms:

{To be incorporated following Award, based on the agreed Part B – Draft QITC Contract}

- The Template Module Order Forms are set out in this Part
- No - Eligible Customers can use the standard Module Order Form templates which are available at <https://www.forgov.qld.gov.au/create-ict-contract>.

The Template Module Order Forms set out in this Part are the minimum to be included. Eligible Customers may include any other Module Order Forms deemed necessary in their Contract.

Template Schedules:

{To be incorporated following Award, based on the agreed Part B – Draft QITC Contract}

- The Template Schedules are set out in this Part
- No - Eligible Customers can use the standard schedule templates which are available at <https://www.forgov.qld.gov.au/create-ict-contract>.

The Template Schedules set out in this Part are the minimum to be included. Eligible Customers may include any other Schedules deemed necessary in their Contract.

FORMING THE SOA - Acknowledgements and certifications

The Supplier:

- (a) agrees to provide the Products, Services and other Deliverables to the Eligible Customers which enter into Contracts under the SOA on the terms described in the SOA;
- (b) certifies that it has read, understands, and complies with all the requirements of the SOA and Contracts which may be entered into under the SOA;
- (c) represents that all the information provided by it and referenced in the SOA is complete, accurate, up to date and not misleading in any way;
- (d) acknowledges that the Principal is relying on the information provided by the Supplier and referenced in the SOA in entering into the SOA; and
- (e) acknowledges that the Principal may suffer damage if any of that information is incomplete, inaccurate, out of date or misleading in any way.

Pages 62 through 131 redacted for the following reasons:

Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial services
Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial services

Released under RTI - DTMR

TMR Designated Environment Specification

Version 1.0 as at March 2018

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1. Introduction

The Department of Transport and Main Roads (TMR) operates a significant number of applications running on various hardware, operating and database systems.

Where solution providers wish to leverage internal TMR ICT capability, or when integration with TMR's existing systems is necessary, there are preferred platforms in a number of key areas.

This document provides insight to the ICT technical environment used in TMR's corporate ICT domain and sets out the minimum parameters and requirements for the general TMR deployment environment. It is important to note there may be more detailed requirements for specific projects and / or systems, and that requirements for other domains such as Intelligent Transport Systems (ITS) also exist.

It also should be noted that while every effort is made to provide the latest information in this Designated Environment Specification (DES) there may be refreshed and/or updated information (for example, product names, versions, and dates), that are not reflected.

There may also be differences between the currently deployed environment and any target tactical standard being implemented at the time of writing. Where known, target states and indicative dates will be provided.

For details on the technology lifecycle definitions, refer to section 4 - Lifecycle Definitions For a list of acronyms used in this specification, refer to section 5 - List of Acronyms & Definitions List of Acronyms & Definitions

Acronym	Definition
3G	Third Generation Mobile Cellular Communications
4G	Fourth Generation Mobile Cellular Communications
ADSL	Asymmetric Digital Subscriber Line
BI/DW	Business Intelligence / Data Warehouse
BPMN 2.0	Version 2.0 of the Business Process Modelling Notation
CITEC	Centre for Information Technology and Communications – Queensland Government's primary ICT service provider
COTS	Software that is available Commercially Off The Shelf
CSC	Customer Service Centre
DFS	Distributed File System
DHCP	Dynamic Host Configuration Protocol
DMS	Document Management System
DMZ	Demilitarised Zone
DNR	Department of Natural Resources
DNS	Domain Name System

Acronym	Definition
DSITIA	Department of Science, Information Technology, Innovation and the Arts.
EA	Enterprise Architecture
EIP	Enterprise Integration Platform
EJB	Enterprise Java Bean
ERP	Enterprise Resource Planning.
ESB	Enterprise Services Bus
ETL	Extract, Transform, Load
Fat Client	A computer (client) in client-server architecture or networks that typically provides rich functionality independent of the central server.
FTP	File Transfer Protocol
GBIP	Government Broadband Internet Protocol
GEA	Government Enterprise Architecture
GIS	Geospatial Information System
GWIP	Government Wide Internet Protocol
HA	High Availability
HBA	Host Bus Adaptor
HTTP	Hypertext Transfer Protocol
IBM	International Business Machines
ICT	Information and Communications Technology
IEI	Inter-Enterprise Integration
IIS	Internet Information Server
iMAPS	Interactive MAPping Solution
IP	Internet Protocol
IPsec	IP Security
ISP	Internet Service Provider
ITS	Intelligent Transport Systems

Acronym	Definition
Java EE	Java Enterprise Edition
JDBC	A Java-based data access technology from Oracle Corporation.
Kbps	Kilobits per second
LAN	Local Area Network
LDAP/S	Lightweight Directory Access Protocol / Secure
MAN	Metropolitan Area Network
Mbps	Megabits per seconds
MPLS	Multiprotocol Label Switching
MTOM	Message Transmission Optimisation Mechanism
NAC	Network Access Control
NIA	National ITS Architecture
NIAF	National ITS Architecture Framework
Oauth	Open Authorization Standard
QGCIO	Queensland Government Chief Information Office
QoS	Quality of Service
QSA	Queensland State Archives
QSS	Queensland Shared Services
RDBMS	Relational Database Management System
RSA	The public key cryptography algorithm named for the RSA Security company (which is turn is named after the initials of its founders)
S2S	Service-to-Service
SAML	Security Assertion Mark-up Language
SAN	Storage Area Network
SAP	A German Software Company
SCCM	Service Centre Configuration Manager
SFTP	Secure File Transfer Protocol

Acronym	Definition
SLA	Service Level Arrangement
SOAP	Simple Object Access Protocol
SOE	Standard Operating Environment
SQL	Structured Query Language
SQLNET	Structured Query Language Network
SRM	Secure File Removal
SSH	Secure Shell
SSL	Secure Sockets Layer
TCP	Transmission Control Protocol
TES	Technical Environment Specification
TLS	Transport Layer Security
TMR	The Department of Transport and Main Roads
TOGAF 9.1	Version 9.1 of The Open Group Architecture Framework
VOIP	Voice Over Internet Protocol
VPN	Virtual Private Network
WAN	Wide Area Network
WS-I	Web Services Interoperability Organisation
XALAN	A popular open source software library from the Apache Software Foundation.
XML	eXtensible Mark-up Language

1.1 Strategy and Enterprise Architecture

- 1.1.1 TMR adheres to the guiding Architecture Principles set out by Federal Government¹ and by Queensland Government².
- 1.1.2 TMR promotes Digital Government in line with the Queensland Government's DIGITAL1ST strategy³.
- 1.1.3 TMR follows TOGAF 9.1 for EA processes and definitions and uses the EA repository iServer 2015 by Orbus Software.
- 1.1.4 TMR is working towards incorporating the National ITS Architecture (NIA)⁴ and its associated Framework (NIAF) into our EA practices. NIAF is based on TOGAF.
- 1.1.5 Creation of architecture content will be in compliance with TOGAF, and governed stencils and templates used by TMR (Microsoft Visio Professional format documents recognised within the iServer repository)
- 1.1.6 Creation of architecture content will reuse existing naming conventions, and catalogues of TMR architecture objects – which will be supplied by TMR as required.
- 1.1.7 Governance of architecture content will be conducted by TMR's Architecture practice

1.2 ICT-as-a-service

- 1.2.1 TMR follows the Queensland Government's Cloud Computing Strategy⁵ and the supporting ICT-as-a-Service Policy⁶.

1.3 Corporate Identity and Security Services

- 1.3.1 TMR operates in conjunction with Queensland Shared Services (QSS), to manage employee and contractor access to TMR ICT facilities and services.
- 1.3.2 TMR supports both Oauth and SAML based authentication as preferences.
- 1.3.3 In the absence of Oauth or SAML, integration to Microsoft Active Directory (preferred) or NetIQ eDirectory is supported for authentication using LDAP/S over a site-to-site VPN connection.

¹ <https://www.finance.gov.au/sites/default/files/AG-EA-Principles.pdf>

² https://www.qgcio.qld.gov.au/_data/assets/pdf_file/0016/6172/QGEA-Foundation-Principles.pdf

³ <https://www.qgcio.qld.gov.au/ict-strategy/digital1st>

⁴ <http://www.austroads.com.au/road-operations/network-operations/national-its-architecture>

⁵ <https://www.qgcio.qld.gov.au/ict-strategy/cloud-computing>

⁶ <https://www.qgcio.qld.gov.au/documents/ict-as-a-service-policy>

1.4 Application and Information Integration

- 1.4.1 TMR's Enterprise Integration Platform (EIP) is enabled by MuleSoft Anypoint Platform. All services that require integration with TMR ICT services should use TMR's EIP.
- 1.4.2 TMR defines and manages its EIP using standard Enterprise Service Bus (ESB) architectural practices.
- 1.4.3 Legacy integration includes point-to-point batch file transfers.
- 1.4.4 Point-to-Point integration may be considered (via an architectural exemption) on a case-by-case basis using suitably secure network connections and protocols.
- 1.4.5 Where web services are used, they must implement ws-security or SSL with a client certificate and conform with the QGEA's Web Service Interoperability Policy⁷.
- 1.4.6 TMR can also provide a secure SFTP service (provided the client software is able to use Open SSH 2048 bit RSA public keys).
- 1.4.7 TMR maintains an external facing SharePoint 2013 server for the purpose of information exchange.

1.5 Desktop Technology

- 1.5.1 TMR has a current desktop SOE (Standard Operating Environment) (including a Mobile Operating Environment (MOE)) based on the 64-bit Windows Operating Systems (Windows 7/8.1) from Microsoft.
- 1.5.2 The current SOE includes Microsoft Office 2013 including, OneNote, Outlook and Skype for Business for meetings, email and real-time messaging, and has Microsoft Internet Explorer (IE11) as its primary web browser with modern (n-2) versions of Google Chrome also supported.
- 1.5.3 TMR has an emergent desktop SOE based on Microsoft Windows 10 64-bit Enterprise platform.
- 1.5.4 TMR has an emergent Microsoft Windows 10 SOE that will include Office 365 ProPlus suite and will support the following web browsers: Edge (default browser), IE11 and Google Chrome.
- 1.5.5 TMR uses Service Center Configuration Manager (SCCM) Current Branch to manage the deployment and security of the SOE images, devices and applications across the TMR enterprise computer environment.

⁷ <https://www.qgcio.qld.gov.au/documents/web-services-interoperability-policy>

1.6 Corporate Network

- 1.6.1 TMR's corporate ICT network supports approximately 190 geographically dispersed sites including TMR Offices, Depots, fixed location and mobile CSCs (Customer Service Centres) across Queensland. TMR also has a number of smaller business specific satellite networks. For further details, refer to section 0
- 1.6.2 Corporate Network Environment.
- 1.6.3 TMR's network bandwidth and capacity varies across its LAN/WAN and wireless environments.

1.7 ITS Network

- 1.7.1 This is firewalled from the Corporate Network and facilitates access to the ITS field devices (infrastructure) and laptops. If required, further information on the ITS Network can be accessed from [ET RO (ITS & ET)]

1.8 Traffic Survey Data Network (TSDN)

- 1.8.1 This is firewalled from the Corporate Network and facilitates access to the Traffic Survey field devices (infrastructure) and laptops. It is related, but distinct from the ITS Network. If required, further information on the TSDN can be accessed from [ET RO (TE&D)]

1.9 Enterprise Business Intelligence and Data Warehousing

- 1.9.1 TMR maintains a contained technology environment for BI/DW within Cognos and Datastage
- 1.9.2 TMR's emergent environment for BI/DW includes Microsoft PowerBI

1.10 Spatial Information Systems

- 1.10.1 TMR runs a browser based interactive mapping solution (IMAPS) which integrates data sets produced by TMR, other agencies, and spatial information suppliers.
- 1.10.2 TMR's current spatial environment is comprised of Geocortex Essentials, FME Server, ESRI ArcGIS Server and Oracle Spatial 11g. The solution integrates with external data suppliers using OGC Standard web services, ESRI map services and GeoRSS.
- 1.10.3 TMR also uses these desktop tools: MapInfo, ArcGIS Desktop, AutoCAD and 12D

1.11 Corporate Servers

- 1.11.1 Servers are centralised where network bandwidths permit.
- 1.11.2 Some TMR district offices and other business units host and manage their own application servers.

1.12 Collaboration

- 1.12.1 TMR uses Microsoft SharePoint to provide a collaboration environment within the TMR intranet
- 1.12.2 Emergent collaboration platforms are Microsoft Yammer, and Microsoft Teams

1.13 Mobility

- 1.13.1 TMR has implemented a departmental mobility strategy to enable a mobile workforce. Where required, TMR supports the configuration and use of TMR issued laptops, including ruggedised devices (Microsoft Windows based toughbooks and toughpads), tablets (including iPads) and SmartPhones. Some of these devices can be optionally 4G (Telstra network) enabled.
- 1.13.2 Secure access to corporate Email, calendar and SharePoint is accessible from user- provided devices. The use of non-corporate devices need to comply with legal and government policies requirements.
- 1.13.3 TMR has accounts for the Apple and Google Play Development Programs that can be used to deploy apps in public stores (Apple and Google Play Stores).

1.14 ICT Support

- 1.14.1 TMR provides its staff with phone and web support resources for ICT issue resolution as well as software and hardware provisioning (including approval of licences and/or security access).
- 1.14.2 These services are provided as an integrated support service, namely the "Service Centre", which is underpinned by ServiceNow technology.
- 1.14.3 User support services are primarily provided during business office hours.
- 1.14.4 TMR currently uses Microsoft Systems Centre Configuration Manager (SCCM) for hardware and software inventory discovery.

1.15 Hosted Solutions Environment

- 1.15.1 TMR maintains data centres for database and application server farms.
- 1.15.2 Where appropriate, TMR integrates with solutions hosted and supported by Queensland Shared Services (QSS).
- 1.15.3 The TMR cloud has premises within Amazon and Microsoft Azure

1.16 External Access for support and development

- 1.16.1 In the rare event that an external vendor requires access to non-production TMR application environments for the purpose of upgrading and configuring TMR software and servers, such provisions are made under strict security controls and regimes (such as supervised VPN connections).

1.17 Recordkeeping

- 1.17.1 All TMR records must be kept in accordance with retention and disposal schedules that have been approved by Queensland State Archives (QSA).
- 1.17.2 TMR's current legacy Document Management System (DMS) solution is built within IBM Lotus Notes
- 1.17.3 TMR's emergent DMS solution is based on MicroFocus Content Manager 9 (formerly Hewlett Packard Enterprise Records Manager 8)

- 1.17.4 Correct retention of records is mandatory for all ICT solutions that may contain public records, and as such backup and recall facilities are required for all records that are archived from transactional source-of-truth systems (including SaaS solutions).

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2. ICT Designated Environment Standards Summary

This section is included for reference for solutions residing in or tightly coupled with the TMR hosted environment. Note that while TMR's preference is for as-a-service offerings, all solutions shall adhere to the concepts in section 2.

2.1 Corporate Network Environment

2.1.1 The network topology components are summarised as follows:

Component	Details
WAN	The TMR Portfolio Data Network utilises Telstra IP MPLS carrier services to provide "any-to-any" connectivity between locations. Access speeds range from 512Kbps in some regional locations, many with 2Mbps through to 10Mbps in Brisbane/Gold Coast region and larger District Offices – Refer to the representative diagram in Figure 1 below.
WAN Optimization	TMR uses Riverbed WAN Acceleration/Optimisation technology for all regional TMR Sites to facilitate file/print services centralisation and caching of large GIS datasets.
MAN	All major metropolitan buildings are interconnected via a CITEC IP MPLS carrier service. All sites are connected via 1Gbps fibre services – Refer to the following diagram for details.
Data Centre	TMR Host equipment in 3 geographical diverse Data Centres across Brisbane. TMR Data Centre networks are Highly Available with no single point of network failure. This is provided by redundant chassis and Core MAN and WAN carriage services.
Remote client access	VPN access from corporate TMR devices via Internet broadband services and / or the Telstra NextG service. Remote access is secured using certificates on client devices.
Site LANs	All offices have 100Mbps switched Ethernet with Power over Ethernet connections to the desktop. Some sites have 1000Mbps Ethernet.
Protocol	Applications must use the TCP/IP protocol suite (IPv4 and IPv6 compatible).
Cisco Equipment	TMR uses a wide variety of Cisco routers and switches and appliances to build the entire switched and routed network.
Juniper Equipment	Juniper equipment is used by TMR for firewalls and remote access routers.
F5 Equipment	F5 infrastructure is used to load balance incoming network traffic (including Microsoft Exchange email, Microsoft Skype for Business, and some web sites).

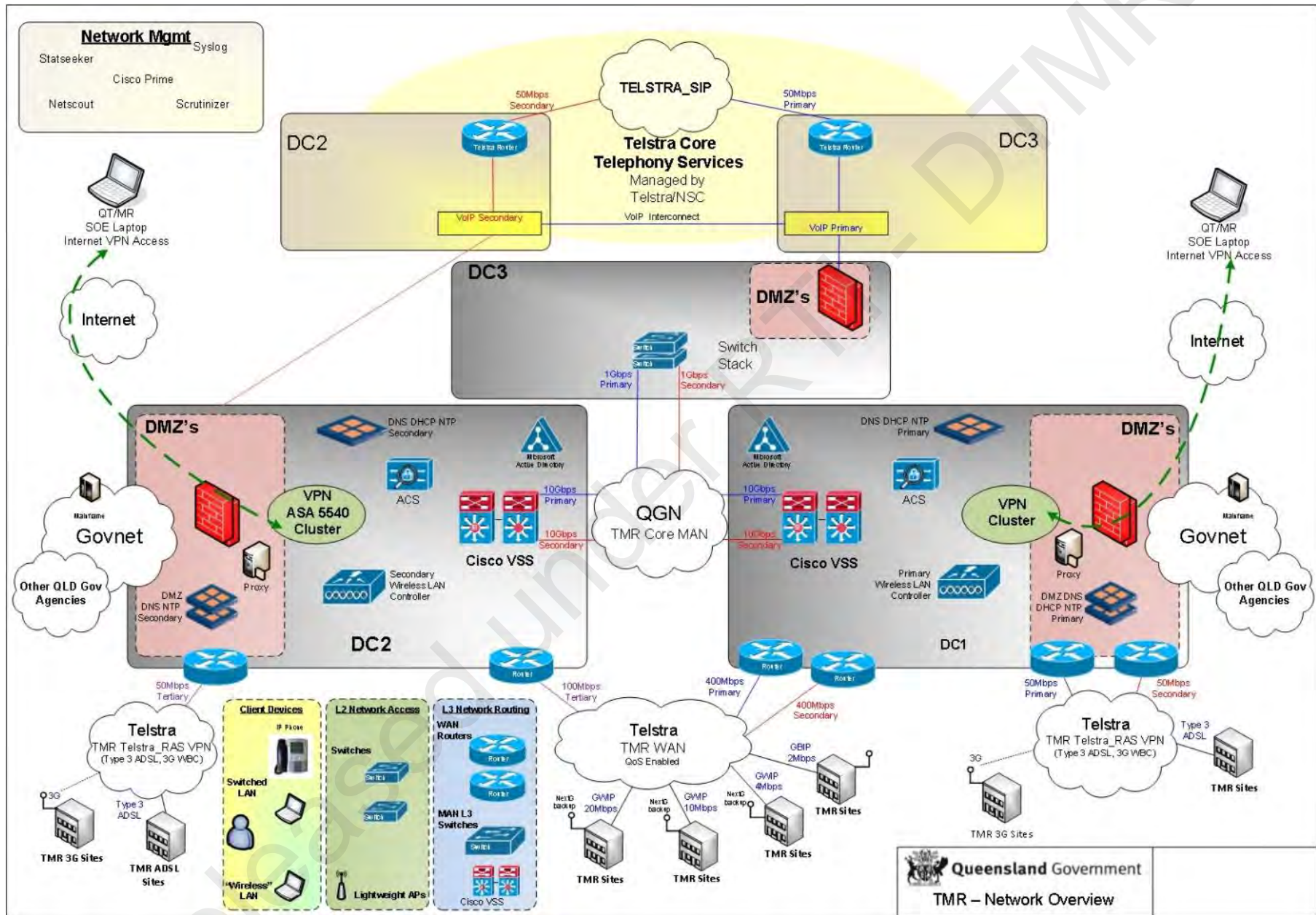


Figure 1 - TMR Network Overview

Any new solutions that want to leverage the TMR network must be able to be integrated in the WAN, remote client access, site LAN and protocol environments specified above. These new systems or services should enhance the user experience in relation to performance, availability and/or functionality. Note that IP multicast traffic is not supported.

2.1.2 Network services are summarised as follows:

Service	Summary
Authentication	TMR ADSL, Remote access, VPN tunnels authentication services are run inside the TMR Network.
DNS,DHCP	TMR runs internal DNS DHCP services for the entire TMR Data Network.
Firewall	Multiple DMZs are run through clustered firewall solutions to prevent breaches in security.
QoS	A QoS schema is used on all wired WAN services to prevent degradation on critical business applications.
Management	Multiple software tools are used by TMR to manage the Data Network including Cisco Prime, Netflow and Statseeker.
NAC 802.1X	Standard: Deployed to TMR's Wireless network Emergent: Deployed to TMR's Wired network
Proxy Internet	TMR connect to the internet through a Proxy solution and an external ISP. TMR does not run any raw internet services.
VOIP	TMR run an externally managed VOIP solution through the TMR Data Network.
VPN	TMR provide VPN services for externally hosted applications.
WAN Services	TMR currently support ADSL, GWIP, GBIP, Fibre, 3G and 4G services across Queensland. All permanent sites also include a Backup Link for redundancy.
Wireless	An Enterprise Wireless LAN solution is progressively available at TMR locations for internal staff.

2.2 ICT Storage Environment

2.2.1 Physical ICT storage is considered as multiple storage groups or tiers:

- a. Tier 1 below are the two categories provided:
 - i. RAID 1 has been setup for dedicated use with Oracle and Notes Transaction Logs. It is high speed and very high cost per Gigabyte which allows for database transactions to perform at an optimal speed across the SAN; and
 - ii. RAID 5 which stores high value data with added redundancy; and
- b. Backup (Tier 2) is used to store data that is backed-up to mitigate against data corruption and/or loss.

2.2.2 The ICT storage components are summarised as follows:

Component	Summary
Business continuity hardware (tape)	Enterprise: LTO5 Library.
Business continuity hardware (disk)	<p>Enterprise Tier 1: EMC Enterprise Class VMAX-40K (@ Data Centre 1) EMC Enterprise Class VMAX 10K (@ Data Centre 2)</p> <p>Enterprise Tier 2: EMC VNX5700 (@ Data Centre 1) EMC VNX5200 (@ Data Centre 1) EMC VNX5200 (@ Data Centre 2) (VNX5200 used for MS Exchange data)</p> <p>Symetrix Remote Data Facility (SRDF) operates between the data centres.</p> <p>Enterprise Tier 3: EMC Isilon (at both Data Centre sites)</p>
Business continuity software	Data Centre: IBM Tivoli Storage Manager v6.4 and greater.
Host interconnect (HBAs)	Dual HBA (various 4GB and 8GB)
Storage area network (SAN) interconnect	Brocade DCX Director

2.3 ICT Server Environment

2.3.1 The ICT server environment is summarised as follows:

Component	Summary
Application server high availability (HA)	<p>Standard: IBM WebSphere Application Server Network Deployment 8.0 for Registration & Licensing environment.</p> <p>IBM WebSphere Application Server Network Deployment 8.5 for Transport Assets environment.</p>
Application server hardware	<p>Lenovo System X Servers (x86-64bit) (for VMWare environment and COTS based applications),</p> <p>IBM ZEC12 Enterprise Class (for Java Mainframe based environment).</p>
Application server operating system	<p>Standard: Suse Linux Enterprise Server (SLES) 12 (on IBM Z Mainframe as well as VMWare),</p> <p>Red Hat Enterprise Server v7.x (for when application vendors do not support SLES 11) (only on VMWare)</p> <p>Microsoft Windows Server 2012</p>

	<p>Microsoft Windows Server 2012 R2</p> <p>Microsoft Windows Server 2016</p> <p>Legacy: IBM z/OS 2.1, Solaris, Microsoft Windows Server 2008 R2, Red Hat Enterprise Server v6.x, Suse Linux Enterprise Server (SLES) 11</p>
Integration server hardware	<p>Standard: IBM System ZEC12 Enterprise Class (for in-house Java environment)</p> <p>Lenovo System X Servers (x86-64bit) (for Windows and Java based COTS solutions)</p>
Integration server operating system	<p>Standard: Suse Linux Enterprise Server 12</p> <p>Microsoft Windows Server 2012 R2</p> <p>Microsoft Windows Server 2016</p> <p>Legacy: IBM z/OS 2.1, Microsoft Windows Server 2008 R2, Suse Linux Enterprise Server 12</p>
File server and network attached storage	<p>Standard: Microsoft Windows file servers</p> <p>Microsoft DFS</p> <p>Legacy: EMC VNX VG8 Gateway (@ Data Centre 1)</p> <p>EMC VNX VG2 Gateway Failover (@ Data Centre 2)</p>
Web server high availability	IBM WebSphere Edge Network Dispatcher
Web server hardware	<p>Lenovo System X Servers (x86-64bit)</p> <p>IBM System Z Enterprise Class 12</p>
Web server operating system	<p>Standard: Suse Linux Enterprise Server 12</p> <p>Microsoft Windows Server 2012 R2</p> <p>Microsoft Windows Server 2016</p> <p>Legacy: Sun Solaris, Microsoft Windows Server 2008 R2, Suse Linux Enterprise Server 11</p>
Virtual operating system	<p>Standard: VMWare vSphere v5.5</p> <p>VMWare Horizon v6.2</p> <p>Legacy: VMware v4.1 suite.</p>

2.4 Database Environment

2.4.1 The database environment is summarised as follows:

Component	Summary
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Database server hardware	Standard: Lenovo System X Servers (x86-64bit)
Database server operating system	Standard: Suse Linux Enterprise Server 11 (for Oracle) Windows Server 2012 R2 (SQL Server & SharePoint) Windows Server 2012 Legacy: Windows 2008 R2
Database server high availability	Oracle HA is enabled via VMWare HA and SRM. ORACLE Dataguard can be implemented where VMWare HA does not meet SLA requirements. SQL Server HA is enabled via VMWare HA and SRM. SQL Server Always On can be implemented where VMWare HA does not meet SLA requirements.
Database Management System	Enterprise: Oracle 11g R2 Oracle 12c can be deployed where requirements dictate Microsoft SQL Server 2014 IBM DB2 v11 (for in-house Registration and Licensing systems) Oracle Spatial is used to store spatial data. Workgroup: Microsoft SQL Server Express 2014 Microsoft Access 2013 Collaborative: Microsoft SharePoint 2013 Legacy: Microsoft SQL Server 2008 R2 The preferred Oracle database version is 11gR2, however 12cR1 can be installed where vendor compatibility or support requires it. Versions prior to 11gR2 are not endorsed for new systems. The preferred SQL Server database version is 2014. SQL Server 2012 can be installed where vendor compatibility or support requires it. Versions prior to 2012 R2 are not endorsed for new systems.

2.4.2 The data warehouse environment is summarised as follows:

Component	Summary
Data warehouse	Database: Oracle 11g R2 Business Intelligence: Cognos Analytics v11.0.5 suite Legacy: Microsoft SQL Server
Data access middleware and gateway	Oracle SQL *Net or JDBC
Data ETL Tools	Standard: IBM Infosphere Datastage v8.7

	<p>IBM Infosphere Datastage v11.5</p> <p>Legacy: Microsoft SSIS</p>
Reporting	<p>Operational: Application Specific</p> <p>Tactical: Cognos Analytics v11.0.5 suite</p> <p>Strategic: Cognos Analytics v11.0.5 suite</p> <p>Legacy: Microsoft BI suite</p> <p>Oracle Business Intelligence Environment</p> <p>SAP BI</p> <p>Crystal Reports</p> <p>BIRT</p> <p>TOAD</p>

2.5 Integration Environment

2.5.1 The integration environment is summarised as follows:

Component	Summary
Integration protocol	<p>Web Services: (SOAP) and WS-* standards.</p> <p>Conformance required with QGEA Web Services Interoperability standards⁸ – TMR specific clarifications of this standard are available on request such as use of WS-I basic profile version 2.0 and the Simple SOAP Binding Profile Version 1.0 with the addition of WS-Addressing and MTOM.</p>
Data exchange format	<p>Standard: XML</p> <p>Legacy: In-house transformations and EDIFACT.</p>
Integration Transport	<p>S2S Process: Use Java EE application or application product specific solutions (must be aligned to the application architecture).</p> <p>S2S Event/Document: Primary: SOAP/HTTP(S)</p> <p>Secondary: MQSeries</p> <p>Use of RPCs (Remote Procedure Calls) and RDAs (Remote Data Accesses) should be limited to:</p> <ul style="list-style-type: none"> JDBC for direct access to Oracle databases by Java EE application EJBs when no Oracle application exists with Oracle being used purely as a RDBMS backend; and

⁸ <https://www.qgcio.qld.gov.au/documents/web-services-interoperability-policy>

	<ul style="list-style-type: none"> SQLNET for access to Oracle back-ends by Oracle front-end applications when a fat client is required for the application. Fat clients will be required only for a few applications.
Middleware encryption	Continue with standards based security (SSL/TLS for internal; extranet either IPsec (preferred) or SSL/TLS).
Workflow Engine	Standard: K2 BlackPearl
Mobility Server	Standard: Airwatch v6.5 Legacy: nil
Inter-enterprise integration (IEI) server	WS-* compliant services – more details are available on request.

2.6 Application Environment

Component	Summary
Application server	<p>Standard: IBM WebSphere Application Server 8.0 (for Registration & Licensing environment)</p> <p>IBM WebSphere Application Server Network Deployment 8.5 for Transport Assets environment</p> <p>Oracle WebLogic Server 12</p> <p>Microsoft IIS (to host COTS based .NET applications)</p> <p>Legacy: Oracle WebLogic Server (for Oracle Forms & Reports only)</p>

2.7 Presentation Environment

2.7.1 The presentation components are summarised as follows:

Component	Summary
Email MTA	<p>Standard: Microsoft Exchange 2013 (server)</p> <p>Microsoft Outlook 2013</p> <p>Legacy: IBM Lotus Domino 9 (server)</p> <p>IBM Lotus Notes 9 Social Edition client</p>
Instant Messaging	Standard: Microsoft Skype for Business 2015
Content Management System	Standard: Sitecore (static internet & intranet content)

	SharePoint 2013 Enterprise (internal collaboration)
Directory	<p>Standard: Microsoft Active Directory</p> <p>Legacy: Novell eDirectory</p>
Identity and Access Management	<p>NetIQ Identity Manager</p> <p>NetIQ Access Manager to support federation, SAML, WebSSO or OpenID based authentication</p>
Enterprise Forms	<p>Standard: K2 Smartforms</p>
Web server	<p>Standard: IBM HTTP Server on SLES 12 on ZEC12 (for Registration and Licensing Systems)</p> <p>Microsoft IIS (for .NET environment and SharePoint)</p> <p>Exception: IBM HTTP Server on SLES 12 on Intel</p> <p>Apache Web server (for proxy services for former Main Roads Apps)</p> <p>Legacy: Domino HTTP stack.</p>
Desktop hardware	<p>Acer Desktop Models</p> <p>Lenovo Laptops</p> <p>Typical lifespan of TMR's desktop devices is 4 years.</p>
Desktop operating system	<p>Standard: Microsoft Windows 7</p> <p>Microsoft Windows 8.1 (Tablets)</p> <p>Microsoft Window 10</p> <p>Legacy: Microsoft Windows XP</p>
Browser	<p>Standard: Internet Explorer 11</p> <p>Google Chrome (current version, and current version – 1).</p> <p>Legacy: Internet Explorer 9 (for support of core legacy applications).</p>
Productivity Suite	<p>Standard: Microsoft Office 2013</p> <p>Legacy: Nil</p>

2.8 Voice Service & Mobility

2.8.1 The voice service and mobility components are summarised as follows:

Service/component	Summary
Voice, Video and Instant Messaging	Emergent: Skype for Business Legacy: AVAYA VoiP
Mobility End User Devices	Standard: Apple iOS (current version down to current version – 2). Android OS (current version down to current version -2) Legacy: Blackberry

3. Lifecycle Definitions

The standards defined in this document are expected to influence both current and future investment decision-making. The specifications described for each environment are the preferred standard unless otherwise specified. The following lifecycle categories and their meanings have been used

Category	Meaning
Supported	These are the portfolio tactical standards and are expected to be valid until at least the Designated Environment review. These are the preferred and recommended applications/platforms/technologies that should be selected whenever new solutions are being introduced or existing solutions are being replaced.
Legacy	These applications/platforms/technologies do exist in our environment and are being maintained, but no further investment is occurring. They should be replaced at the end of their economic life OR before any additional significant investment is made.
Emergent	New applications/platforms/technologies being introduced as part of strategic direction and via implementation projects at the time of writing

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4. List of Acronyms & Definitions

Acronym	Definition
3G	Third Generation Mobile Cellular Communications
4G	Fourth Generation Mobile Cellular Communications
ADSL	Asymmetric Digital Subscriber Line
BI/DW	Business Intelligence / Data Warehouse
BPMN 2.0	Version 2.0 of the Business Process Modelling Notation
CITEC	Centre for Information Technology and Communications – Queensland Government’s primary ICT service provider
COTS	Software that is available Commercially Off The Shelf
CSC	Customer Service Centre
DFS	Distributed File System
DHCP	Dynamic Host Configuration Protocol
DMS	Document Management System
DMZ	Demilitarised Zone
DNR	Department of Natural Resources
DNS	Domain Name System
DSITIA	Department of Science, Information Technology, Innovation and the Arts.
EA	Enterprise Architecture
EIP	Enterprise Integration Platform
EJB	Enterprise Java Bean
ERP	Enterprise Resource Planning.
ESB	Enterprise Services Bus
ETL	Extract, Transform, Load
Fat Client	A computer (client) in client–server architecture or networks that typically provides rich functionality independent of the central server.
FTP	File Transfer Protocol

Acronym	Definition
GBIP	Government Broadband Internet Protocol
GEA	Government Enterprise Architecture
GIS	Geospatial Information System
GWIP	Government Wide Internet Protocol
HA	High Availability
HBA	Host Bus Adaptor
HTTP	Hypertext Transfer Protocol
IBM	International Business Machines
ICT	Information and Communications Technology
IEI	Inter-Enterprise Integration
IIS	Internet Information Server
iMAPS	Interactive MAPping Solution
IP	Internet Protocol
IPsec	IP Security
ISP	Internet Service Provider
ITS	Intelligent Transport Systems
Java EE	Java Enterprise Edition
JDBC	A Java-based data access technology from Oracle Corporation.
Kbps	Kilobits per second
LAN	Local Area Network
LDAP/S	Lightweight Directory Access Protocol / Secure
MAN	Metropolitan Area Network
Mbps	Megabits per seconds
MPLS	Multiprotocol Label Switching
MTOM	Message Transmission Optimisation Mechanism
NAC	Network Access Control

Acronym	Definition
NIA	National ITS Architecture
NIAF	National ITS Architecture Framework
Oauth	Open Authorization Standard
QGCI	Queensland Government Chief Information Office
QoS	Quality of Service
QSA	Queensland State Archives
QSS	Queensland Shared Services
RDBMS	Relational Database Management System
RSA	The public key cryptography algorithm named for the RSA Security company (which is turn is named after the initials of its founders)
S2S	Service-to-Service
SAML	Security Assertion Mark-up Language
SAN	Storage Area Network
SAP	A German Software Company
SCCM	Service Centre Configuration Manager
SFTP	Secure File Transfer Protocol
SLA	Service Level Arrangement
SOAP	Simple Object Access Protocol
SOE	Standard Operating Environment
SQL	Structured Query Language
SQLNET	Structured Query Language Network
SRM	Secure File Removal
SSH	Secure Shell
SSL	Secure Sockets Layer
TCP	Transmission Control Protocol
TES	Technical Environment Specification

Acronym	Definition
TLS	Transport Layer Security
TMR	The Department of Transport and Main Roads
TOGAF 9.1	Version 9.1 of The Open Group Architecture Framework
VOIP	Voice Over Internet Protocol
VPN	Virtual Private Network
WAN	Wide Area Network
WS-I	Web Services Interoperability Organisation
XALAN	A popular open source software library from the Apache Software Foundation.
XML	eXtensible Mark-up Language

Invitation to Offer (ITO) - QITC

Standing Offer Arrangement (SOA)

PART C - ITO Response Schedule

Department of Transport and Main Roads

ITO No.: TMRICTSOA18085b

ITO Title: Digital Wallet

Supplier: <<**Supplier to insert legal name**>>

Closing Date: <<Closing date from PART A>>

NOTE TO SUPPLIERS

The Invitation to Offer (ITO) contains:

- *PART A - Invitation to Offer (ITO) Particulars* **SUPPLIER TO READ AND RETAIN**
- *PART B – SOA AND PART B – SOA ORDER* **SUPPLIER TO READ AND RETAIN**
- *PART C - ITO Response Schedules* **SUPPLIER TO COMPLETE AND RETURN** *The Supplier is to complete and submit these Response Schedules and any referenced attachments by the Closing date and time. Refer to PART A – ITO Particulars for submission details. Refer to PART B – SOA AND PART B – SOA ORDER, including the referenced terms and conditions, when compiling a response.*

Privacy Notice: The Customer is collecting Personal Information from the Supplier for the purpose of administering the Invitation Process and Contract. Personal Information may be shared with Queensland Government agencies and bodies, non-government organisations and other governments in Australia for that purpose. Personal Information may be made publicly available in accordance with the requirements of the Queensland Government's procurement policy. An individual is able to gain access to Personal Information held by the Customer about the individual in certain circumstances.

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Response Schedule Attachments:

PART C – Requirements and Response Document (separate document)

PART C – Price Schedule (separate document)

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

Schedule A – Response Schedules

The information in this Schedule A is required for evaluation purposes. The Supplier is to respond to all questions in these schedules. The Supplier is warranting that the information in this schedule is complete, accurate, up to date and not misleading.

1. QITC Contract Details Information

TOPIC	SUPPLIER RESPONSE <i>(complete fields and/or double click on check boxes to select)</i>	
Supplier Name <i>If Supplier is an individual - specify the full name (including given names and surname) of each individual; If Supplier is a partnership - specify the full name of each partner; If Supplier is a company – specify the full company name; If Supplier is a trust - specify:</i> <ul style="list-style-type: none"> • <i>the legal name of each trustee authorised to make the offer on behalf of the trust; and</i> • <i>the name of the trust.</i> 	Name	<<Supplier to insert legal name>>
	ABN or ACN or ARBN	<<Supplier to insert details>>
Supplier legal entity type	<input type="checkbox"/> Individual <input type="checkbox"/> Company <input type="checkbox"/> Partnership <input type="checkbox"/> Overseas Incorporated Company <input type="checkbox"/> Trust <input type="checkbox"/> Other – Details: []	
Names of other entities and/or Subcontractor(s) participating in a joint offer with the Supplier or being utilised to provide certain Goods and/or Services.	Not applicable: <input type="checkbox"/> OR provide details below <<Supplier to insert details>>	
Supplier's contact person for this Invitation to Offer	Contact person	<<Supplier to insert contact person name>>
	Position	<<Supplier to insert contact person position>>
	Street address	<<Supplier to insert street address>>
	Postal address	<<Supplier to insert postal address>>

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

TOPIC	SUPPLIER RESPONSE <i>(complete fields and/or double click on check boxes to select)</i>																					
<p>Queensland Government commitments</p> <p><i>Supplier to refer to PART A – Item 7.</i></p>	<p>Provide details of how your organisation aligns to Queensland Government commitment to doing business with ethically, environmentally and socially responsible suppliers. This may include (but not limited to):</p> <ul style="list-style-type: none"> • increasing prospects for apprentices; and to reduce long-term and youth unemployment; • environmental sustainability; • Creating a zero tolerance environment in relation to domestic and family violence in the workplace and broader community. <p><<Insert details of alignment to above commitments>></p>																					
<p>Small to medium enterprises</p> <p>The Supplier is to advise if the Supplier is classified as a small to medium enterprise and indicate the number of employees.</p> <p><i>Supplier to refer to PART A – Item 8.3.</i></p>	<p>Is the prime Supplier an SME? Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/></p> <p>If Yes, select the relevant number of employees</p> <p>0 to 50 Employees <input type="checkbox"/></p> <p>51 to 199 Employees <input type="checkbox"/></p> <p>200+ Employees <input type="checkbox"/></p> <p>If Yes, the participation level is automatically calculated at 100%</p> <p>If No, complete the following</p> <p>Estimated tender value \$<<Supplier to insert tender value>></p> <p>Proportion of the tender to be paid to SMEs (if none, state 'nil')</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Name of SME</th> <th style="width: 20%;">Net Value (\$)</th> <th style="width: 20%;">% of Total Tender Value</th> </tr> </thead> <tbody> <tr> <td><<Supplier to insert company name>></td> <td><<Supplier to insert value>></td> <td><<Supplier to insert % of value>></td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>TOTAL</td> <td> </td> <td> </td> </tr> </tbody> </table> <p>For each SME outlined in the table above, please provide the following information:</p> <p>Company Name: <<Supplier to insert company name>> Location of global headquarters: <<Supplier to insert location>> Total number of staff worldwide? (mark appropriate box below)</p> <p><input type="checkbox"/> 1-19 <input type="checkbox"/> 20-199</p> <p>Anticipated role within the project: <<Insert detail>></p>	Name of SME	Net Value (\$)	% of Total Tender Value	<<Supplier to insert company name>>	<<Supplier to insert value>>	<<Supplier to insert % of value>>													TOTAL		
Name of SME	Net Value (\$)	% of Total Tender Value																				
<<Supplier to insert company name>>	<<Supplier to insert value>>	<<Supplier to insert % of value>>																				
TOTAL																						
<p>Local Benefits Test</p> <p><i>Supplier to refer to PART A – Item 8.4.</i></p>	<p>Provide details on how your organisation will provide Local Benefits to the area where the products and/or services are to be supplied. This may include:</p> <ul style="list-style-type: none"> • Engagement of a local workforce; 																					

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

TOPIC	SUPPLIER RESPONSE <i>(complete fields and/or double click on check boxes to select)</i>
	<ul style="list-style-type: none"> • Use of local sub-contractors; • Use of local manufacturers or other local businesses in the supply chain; • Increasing opportunities for training and/or utilising apprentices; • Providing opportunities to social enterprises, Aboriginal and Torres Strait Islanders, disabled and long term unemployed (where relevant). <p><<Supplier to details of local benefits>></p>
<p>Workforce location¹</p> <p><i>Note: This may include your own workforce, sub-contractors, manufacturers, or other local businesses in the supply chain.</i></p>	<p>Indicate where the workforce delivering this activity is based:</p> <p><input type="checkbox"/> Regional Queensland²</p> <p><input type="checkbox"/> Queensland</p> <p><input type="checkbox"/> Interstate</p> <p><input type="checkbox"/> International</p> <p>Specific details: <<Insert specific details of workforce location>></p>
Supply Chain	Identify where the products/services will be sourced for use directly in delivery of this Contract (e.g. materials, equipment)
Supplier Diversity	<p>Nominate if your organisation is an:</p> <p><input type="checkbox"/> Indigenous Business³</p> <p><input type="checkbox"/> Social Enterprise⁴</p> <p>If so, is your organisation a member of an industry group for example, Supply Nation please specify: Insert text</p>
<p>Authorisations</p> <p>The Supplier is to acknowledge the Authorisations requirement and provide details of Authorisations held.</p> <p><i>Supplier to refer to PART B - QITC Draft Contract, (Contract Details Item 8) and relevant clauses of the QITC Contract Conditions.</i></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><<Supplier to insert details of compliance with Authorisations required>></p>

¹ The location of a workforce is their usual place of residency.

² Regional Queensland - refers to regions outside of Metropolitan Region (South East Queensland) as defined here: <https://www.tmr.qld.gov.au/-/media/Travelandtransport/Maps-and-guides/regiondistrictmaps/regional-boundaries-map.pdf?la=en>.

³ Indigenous Business - refers to a commercial entity that is at least 50 percent owned by an Aboriginal person or a Torres Strait Islander person.

⁴ Social Enterprise – refers to a business operating for social purposes and will commonly have the following attributes – social objectives are core to purpose, limited distribution of profits and a mixture of capital inputs

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

TOPIC	SUPPLIER RESPONSE <i>(complete fields and/or double click on check boxes to select)</i>
<p>Compliance with policies, codes of conduct, rules, standards and procedures</p> <p>The Supplier is to acknowledge and provide details of how obligations will be achieved.</p> <p><i>Supplier to refer to PART B - QITC Draft Contract, (Contract Details Item 10) and relevant clauses of the QITC Contract Conditions.</i></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><<Supplier to insert details of compliance with Policies, codes of conduct, rules, standards and procedures required>></p>
<p>Confidentiality, Privacy & Conflict of Interest Deeds</p> <p>The Supplier is to agree to provide Executed Confidentiality, Privacy and Conflict of Interest Deeds.</p> <p><i>Supplier to refer to PART B - QITC Draft Contract, (Contract Details Item 23) and relevant clauses of the QITC Contract Conditions.</i></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Details: <<If "No", Supplier to provide details>></p>
<p>Intellectual Property Rights</p> <p>The Supplier is to acknowledge the terms of ownership of the Intellectual Property Rights.</p> <p><i>Supplier to refer to PART B - QITC Draft Contract, (Contract Details Item 29 & Item 30) and relevant clauses of the QITC Contract Conditions.</i></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Details: <<If "No", Supplier to provide details>></p>
<p>Minimum Insurance Requirements</p> <p>The Supplier is to provide a copy of a certificate of currency for each policy.</p> <p><i>Supplier to refer to PART B - QITC Draft Contract (Contract Details Item 34) and relevant clauses of</i></p>	<p>Workers compensation insurance</p> <p>Public liability and products liability insurance to the value of \$20 million (AUD).</p> <p>Professional Indemnity Insurance to the value of \$10 million</p> <p>Cyber Security Insurance to the value of \$10 million</p>

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

TOPIC	SUPPLIER RESPONSE <i>(complete fields and/or double click on check boxes to select)</i>
<i>the QITC Contract Conditions.</i>	

Released under RTI - DTMR

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

2. Mandatory criteria

2.1 The Supplier is to confirm acceptance of the SOA Conditions and Conditions of Contract.
Note: In accordance with the QITC Framework, the Conditions of Contract are mandatory and non-negotiable.

Supplier to refer to PART A – Mandatory Criteria and Conditions of Contract.

Yes No If No, provide details below

Details: | |

2.2 The Supplier agrees to enter into a QITC SOA and QITC SOA Order, in the form of PART B – SOA and PART B – SOA Order

Supplier to refer to PART B – SOA and PART B –SOA Order

Yes No If No, provide details below

Details: | |

If the Supplier proposes any Additional Provisions or any changes to the SOA or SOA Order, the Supplier is to mark-up PART B – SOA and PART B – SOA Order and return it with their Offer.

2.3 Compliance with (or ability to meet) any Mandatory Requirements specified in PART C – Requirements and Response Document.

PART C – Requirements and Response Document, Customer Requirements 1.1.1

Complies Does not comply If Does not comply, provide details below

Details: | |

PART C – Requirements and Response Document, Technical Requirements 3.10.12

Complies Does not comply If Does not comply, provide details below

Details: | |

2.4 The Supplier is a Prime Supplier and takes full responsibility of the delivery of the Products and Services and meeting the Requirements.

PART C – Requirements and Response Document

Yes No If No, provide details below

2.5 The Offer is not a Part Offer.

PART C – Requirements and Response Document

Yes No If No, provide details below

Details: | |

3. General information

3.1 Conflict of Interest

The Supplier is to disclose any possible Conflict of Interest that exists or may arise in relation to the Invitation Process or performance of the Contract (if the Supplier is successful). If there is nothing to declare, select Nil.

Nil: |

OR Insert details: | |

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

3.2 Anti-competitive Conduct

The Supplier is to disclose full details relating to any and all anti-competitive conduct in Australia or overseas to which the Offeror and/or any corporation or person associated with the Offer, including directors and senior management, have been subject. At a minimum, such details shall include the following:

- a) The names of the parties to the proceedings;
- b) The case number;
- c) The general nature of the proceedings; and
- d) The outcome or current status of the proceedings. If there is nothing to declare, select Nil.

Nil: |

OR Insert details: | |

3.3 Business information

The Supplier may provide a brief description of its business and its overall qualifications to meet the Requirements. Background information may include: number of years of relevant experience, rate of growth, size, locations, annual turnover etc.

Details: | |

3.4 Referees

The Supplier is to provide details of <<no.>> referees.

Referee #1 Company Name	
Contact person	
Address	
Telephone	
Email	
Services provided	
Date/period undertaken	
Challenges faced and how they were resolved	

Referee #2 Company Name	
Contact person	
Address	
Telephone	
Email	
Services provided	
Date/period undertaken	
Challenges faced and how they were resolved	

4. Compliance with (or ability to meet) the Requirements

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

PART C – Requirements and Response Document sets out the Customer’s detailed requirements and questions to facilitate the Customer’s assessment of how well the Offer meets the stated requirements. Suppliers are to complete PART C – Requirements and Response Document and return it as part of their offer.

Attached

5. Price and Payment terms

5.1 The Supplier is to complete PART C – Price Schedule return as part of their offer. Itemise all amounts that the Customer is to pay in relation to the Contract, as well as totals.

Supplier to refer to PART B - SOA and PART B - SOA Order and relevant clauses of the QITC Contract Conditions.

Attached

The Supplier is to detail any assumptions in the offered Price and/or Pricing structure in their PART C – Price Schedule.

5.2 Discounts or Rebates – The Supplier is to provide details of any applicable discounts (e.g. trade discounts, early payment discounts, volume discounts) or rebates.

Details: []

5.3 The Supplier is to detail if their Prices are Firm or Fixed for the SOA Term. If Prices are Fixed, the Supplier must clearly set out the times that the review will occur (including whether the Prices will change during the Term or the applicable extension options) and the Price review mechanism.

- **Firm** means the Price does not change for the SOA Term;
- **Fixed** means the Price is fixed in time and is subject to changes in economic circumstances, for example, consumer price index, exchange rates, raw materials, labour rates.

Supplier to refer to PART B - SOA and PART B - SOA Order, (Schedule 1 – Payment Plan) and relevant clauses of the QITC Contract Conditions.

Prices are:

Firm or

Fixed If Fixed, provide details of how the pricing will be reviewed below

Details: []

5.4 Where expenses will be charged, the Supplier must provide an estimated forecast for expenses (for example, travel and accommodation) over the life of a Contract, and explain any assumptions that those calculations are based on. If the Supplier cannot forecast expenses, the Supplier must include details of how expenses will be calculated.

Supplier to refer to PART B - SOA and PART B - SOA Order, (Schedule 1 – Payment Plan) and relevant clauses of the QITC Contract Conditions.

Details: []

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

6. Managed Services / Online Services

6.1 The Supplier is to complete the Managed Services Questionnaire (refer Attachment 1)

Supplier to refer to PART B - QITC SOA and PART B – SOA Order, (Module Order Form 6).

Attachment 1 – Managed Service Questionnaire is attached:

Attached

7. Web Accessibility Requirements

7.1 The Supplier is to complete the WCAG Questionnaire (refer Attachment 2)

Supplier to refer to PART C – Requirements and Response Schedule, Business Requirements 2.8.2 and 2.8.9

Attachment 2 – WCAG Questionnaire is attached:

Attached

8. Performance measurement and review

8.1 The Supplier is to acknowledge agreement to comply with the performance measurements and review process proposed by the Customer in PART B – SOA Order, Schedule 8 Service Levels.

Supplier to refer to PART B - SOA Order, (Schedule 8 Service Levels) and relevant clauses of the QITC Contract Conditions.

Yes No

If No, provide details of additional or alternative performance measures below.

Details: []

8.2 The Supplier is to acknowledge agreement of the KPI/SLA Reporting requirements in PART B - SOA Order, Schedule 8 Service Levels.

Supplier to refer to PART B – SOA Order, (Schedule 8 Service Levels) and relevant clauses of the QITC Contract Conditions.

Yes No

If No, provide details of additional or alternative reporting below.

Details: []

9. Contract Governance

9.1 The Supplier is to acknowledge agreement to comply with the Contract governance requirements detailed in PART B – SOA and PART B – SOA Order.

Yes No

If No, provide details of additional or alternative performance measures below.

Details: []

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

Schedule B – Alternative and Innovative offers

The Supplier is only required to complete this Schedule if they are submitting more than one offer in response to this ITO, or this offer is an Innovative offer.

For the purpose of this Invitation Process:

- An Alternative offer is a second offer (or more) made by a Supplier in addition to its first or original offer. An Alternative offer may or may not also be an Innovative offer.
- An Innovative offer is an offer that may not meet one or more of the mandatory requirements set out in the Evaluation section of PART A - ITO Particulars or within PART B – SOA Order, but the Supplier believes should be considered because its unique characteristics provide substantial benefits to the Customer without compromising outcomes.

Suppliers submitting an Alternative offer or Innovative offer are to

- Submit each Alternative offer as a separate unique offer for each and every Alternative offer.
- Complete the response schedules in this Schedule for each Alternative offer or Innovative offer.

1. Alternative offer (Multiple Offers)

1.1 Are you submitting more than one offer in response to this Invitation to Offer?

No Yes

If yes, how many offers are you submitting in total? []

What number is this offer (1st, 2nd etc.)? []

2. Innovative offer

2.1 Are you submitting an Innovative offer?

No Yes

If yes, complete the response questions below or reference attachment addressing the response questions

2.2 What is your suggested innovation?

Details: []

2.3 Outline which mandatory requirement this Innovative offer may not meet and how?

Details: []

2.4 What are the benefits of the Innovative offer?

Details: []

2.5 Explain how your innovative offer delivers better value for money and/or better outcomes.

Details: []

2.6 Outline any assumptions on which your claimed benefits are based?

Details: []

2.7 Is there any other important information that the Principal should know about the Innovative offer?

Details: []

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

Checklist for Suppliers submitting offer

Suppliers may use this checklist to assist with submitting a conforming offer. The list is not exhaustive and should not be relied upon as the sole quality check.

QUESTION	SUPPLIER RESPONSE <i>(double click on check boxes to select)</i>
Have you provided a current Certificate of currency for insurances required?	Yes <input type="checkbox"/> No <input type="checkbox"/> If No, a copy of certificates will be required prior to entering into any Contract.
Have you read and understood the ITO Conditions, as referenced in PART A – ITO Particulars?	Yes <input type="checkbox"/>
Have you read and understood the Contract Conditions, as referenced in PART B – SOA and PART B – SOA Order?	Yes <input type="checkbox"/>
Have you signed your offer and acknowledged receipt of any Addendum issued by the Customer during the ITO Process on the 'Supplier submission of offer' page in PART C – ITO Response Schedules?	Yes <input type="checkbox"/>
Have you answered all questions and responded to all requirements in full, as applicable and specified in PART C – ITO Response Schedules, including any Attachments?	Yes <input type="checkbox"/>
Have you referred to "How offers are to be submitted" section in PART A – ITO Particulars to ensure your response to the ITO is provided as requested?	Yes <input type="checkbox"/>

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

Supplier submission of offer

Acknowledgements and certifications

The Supplier:

- (a) offers to enter into the Contract on the terms described in the Supplier's offer. The Customer may accept the Supplier's offer during the validity period.
- (b) certifies that the Supplier has read, understands, and complies with all the requirements of this Invitation to Offer, including any changes made by the Customer and notified to the Supplier in accordance with the Invitation to Offer conditions.
- (c) acknowledges that only proposed contract departures detailed in PART B - QITC Draft Contract (dealing with contract departures) and any Supplier proposed additional clauses or any changes to the QITC Draft Contract as detailed in PART C - ITO Response Schedules, form part of the Supplier's offer. If the Supplier proposes other contract departures elsewhere, the Customer may accept the Supplier's offer excluding those other proposed contract departures.
- (d) represents that all the information contained in the Supplier's offer is complete, accurate, up to date and not misleading in any way.
- (e) acknowledges that the Customer will rely on the information contained in the Supplier's offer (including the warranties and declarations) when deciding whether or not to accept the Supplier's offer and that if the Customer accepts the Supplier's offer, the Customer will enter into a Contract relying on that information.
- (f) acknowledges that the Customer may suffer damage if any of the information in the Supplier's offer is incomplete, inaccurate, out of date or misleading in any way.
- (g) Acknowledges that all the Addenda (if any) are included in the Supplier's offer.

Addenda received No Yes If yes, provide details of the Addenda received

Addendum Number	Addendum Title
<i>Supplier to insert Addendum no.</i>	<i>Supplier to insert title of Addendum received</i>
<<insert Addendum no. received>>	<<insert Addendum title received>>

Submission of offer

Date: |.....|

EXECUTED for and on behalf of:)

|.....|)

Name of Supplier)

by its authorised representative, in the) Signature of authorised representative

presence of:) By executing this offer the signatory warrants that the

|.....|) signatory is duly authorised to submit this offer on behalf of

Signature of witness) the Supplier

|.....|)

Name of witness (block letters)) Name of authorised representative (block letters)

|.....|)

Position of authorised representative

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

Digital Wallet (DW) Requirements Specification

Instructions

1. Make sure that a response is provided in the Response Form column, either addressing the specific requirement. The response in that column will be used to evaluate how well your Offer meets the requirements. A response is required for all requirements.
2. Please indicate whether you comply or do not comply with the requirement by selecting either 'Yes' or 'No' in the 'Complies' column. If you select a 'No' response in the 'Complies' column for a requirement, please indicate your proposed alternative in the 'Response' column. All clauses and sub-clauses should include a response in the complies column, not just the lead-in clause. Supplier's are advised that requirements shaded in grey are for evaluation purposes only and will not be included in the final contract.

Term	Definition
Application Store	An online portal through which software programs are made available for procurement and download, such as the Apple Store or Google Play.
Authority	A document issued by the Customer evidencing the Users ability to or eligibility for a product, service or activity.
Beta	A version of the solution that is made available to a limited number of Users as defined by the Customer
Blue Card	A credential issued by the Queensland Department of Justice and Attorney-General which permits participation in defined activities with children and young people.
Comparable Solution	A previously delivered solution where the objectives and deliverables of the Solution are similar as are the size, complexity and functions of the Customer.
Credential Verifier	A person relying on the digital credential to confirm identity or eligibility for a product/service. As defined by the mDL ISO 18013-5.
Critical Finding (Penetration testing)	A finding or issue discovered during penetration testing which has the potential to disastrously impact the tested application.
Critical Issue	Any issue which has the potential to become disastrous.
Critical Security Issues	Any issue pertaining to security which has the potential to become disastrous.
Customer	The issuer of the Digital Credential/Product/Service.
Customer Data	As defined in QITC.
Customer Environment	The infrastructure and services managed by TMR.
Customer Experience Vendor (HCD Vendor)	A vendor retained by the Customer for the purpose of providing customer experience services and advice.
Customer Portal	An electronic gateway to the Customer's collection of digital files, services and information.
Data Centre	A repository that houses computing facilities like servers, routers, switches and firewalls, as well as supporting components like backup equipment.
Design Principles	Widely applicable laws, guidelines, biases and considerations reflecting fundamental points of advice for making easy-to-use, effective designs when selecting, creating and organising elements and features of a piece of work.
Digital Credential	Documents issued by the Customer that meet the IRAL 4 requirements and constitute an identity document in a Digital Wallet.
Digital Products	Licences, permits, registrations managed by the Customer that do not meet the IRAL 4 requirements. For example: a vehicle registration or fishing permit. These items do not constitute identity documents.
Digital Services	Transaction based capabilities within the Digital Wallet, for example a link to access the Customers Web Services or the ability to change a residential address.
Digital Wallet	An application capable of displaying Digital Credentials, product information and undertaking transactions such as payments.
Digital Wallet Pilot	The testing of a production Minimum Viable Product Digital Wallet in a geographical area with the functionality specified in this PART C - Requirements and Response Schedule and Attachment 6 - Digital Wallet Indicative Roadmap.
Digital Wallet Roadmap	The proposed release of Digital Wallet features and functionality including the expansion of the pilot to other locations for the Pilot Period and Tranche 1.
Disaster Recovery Site	A facility used to recover and restore technology information, infrastructure and operations when a primary Data Centre becomes unavailable.
Eligibility Criteria	The set of characteristics of a User that determines their suitability to participate in the Digital Wallet Pilot.
Enforcement Officers	An investigative or enforcement officer who empowered to check, verify or otherwise access an identity or credential document.
Governance Arrangement	A panel established by the Customer to oversee the addition of Digital Credentials, Products and Services into the Wallet.
HCD	Human Centred Design.
High Finding (Penetration testing)	A finding or issue discovered during penetration testing which has the potential to seriously impact the tested application.
High Risk Work Licence	A licence to perform high-risk work issued by the Office of Industrial Relations.
Hosted Data	Data which is hosted through a cloud or managed data centre service provider.
Human Centred Design (HCD)	Human-Centred Design is a design and management framework that develops solutions to problems by involving the human perspective in all steps of the problem-solving process.
IAAL Authentication Tools	The tools required to implement the appropriate level of assurance according to the Identity Authentication Assurance Levels framework, as defined in the Queensland Government Authentication Framework (QGAF).
IAAL	The level of assurance of an identify credential as measure by the strength and rigor of the identity proofing process as defined by QGAF.
Identity Owner	The owner of the identity information of a User.
Identity Solution	The combination of technologies that deliver a secure Identity Assurance Service.
Learner Licence	Learner licence means a licence to drive a motor vehicle, while receiving driver training, issued under this Act. (Definition from Schedule 4 of Transport Operations (Road Use Management) Act 1995 (Qld)).
Mandatory Information	The data attributes that will be display on a Digital Credential.

Non-critical issue	An issue which does not satisfy the definition of a critical issue.
Non-Production Environment	An environment used exclusively for purposes other than production, such as application development and testing.
Offline	When the Digital Wallet is not connected to a network.
On-boarding	The process of authenticating the entity downloading a Digital Credential to the digital wallet to the desired level of authentication as defined by the Queensland Government Authentication Framework (QGAF).
On-line	When the Digital Wallet is connected to a network.
OS	Operating System.
Personal Information	Factual or subjective information about an identifiable individual.
Photo Identification Card	A card giving identifying information about an individual that is inclusive of a photograph.
Pilot Participants	Users identified by the Customer as eligible to participate in the Digital Wallet Pilot.
Pilot Period	A period of at least three months.
Prime Site	This is the primary site where production service are provided. If primary site becomes unavailable secondary (DR or Failover site) site to deliver services.
Production Environment	Main operational production service.
PROTECED Data	PROTECTED Data is information that has high confidentiality requirements i.e. Direct actual risk to individual life / lives. Example: Identities of undercover officers.
Provisional Licence	Either a P1 or P2 provisional licence issued by the Department of Transport and Main Roads.
Recreational Marine Licence	A marine licence issued by the Department of Transport and Main Roads.
Relying Party	A third party who requires the ability to verify the identity of or eligibility for a product/service of a person presenting a Digital Credential.
SDK	Software Development Kit.
Secure File Transfer Protocol	A network protocol that provides file access, file transfer and file management over any reliable data stream.
Self Service Portal	The portal to be provided by the Supplier to the Users to manage their Digital Credentials and Digital Products.
Solution	Means the solution (in its entirety) to be provided by the Supplier to meet the Contract Specifications, including the: a)Digital Wallet; b)Staff Portal; c)Self Service Portal; and Any supporting components provided by the Supplier to Host and support the Digital Wallet and supporting portals.
Staff Portal	A component of the Solution that enables the Customer to access, view and manage the Users Digital Wallet associated Devices, Credentials and Products.
Synchronisation	When the Digital Wallet successfully retrieves the most recent information from the Customer's systems to which it is integrated.
Technical Verification	The act of verifying a Digital Wallet using a cryptographic mechanism bound to a secure chip or appended to it (e.g. via Public Key Technology).
Terms and Conditions	The general and special arrangements, provisions, requirements, rules, specifications and standards that form an integral part of the contract between the Customer and the Supplier.
Third Party Verification Service	A verifying tool as defined in the draft Personal Identification - ISO Compliant Driving Licence - Part 5 Mobile Driving Licence Application (mDL) ISO18013-5
User	The holder of a Digital Credential that is eligible for inclusion in the Digital Wallet.
User Interface	The means by which a User and a computer system interact, particularly with regard to input devices and software.
WCAG	Web Content Accessibility Guidelines
	Any other capitalised Terms will have their meaning defined in QITC.

Pages 176 through 190 redacted for the following reasons:

Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial services

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Business		Requirement Type	
Reporting and Analytics		Business Outcome	BUO
Relying Parties		Business Requirement	BRQ
Credentials		Business Scenario	BSC
Access		Business Process	BPR
Application		Functional Requirement	FRQ
Staff Portal		Non-Functional Requirement	NFR
Self Service Portal		Business Rule	BRU
User Experience		Use Case	UCA
Standards		Contract Management Requirement	CMR
		Innovation Requirement	INR
		Miscellaneous	MIR
		Priority	
		Mandatory	M
		Highly Desirable	H
		Desirable	D
		Customer Requirement Categories	
		Capability	
		Relationship	
		Product Delivery	
Technical			
Reporting and Analytics		Training and Support	
Identity		Transition In - Out	
Security			
Environment & Testing			
Repository and Hosting			
Integration			
Data			
Security Assurance Testing			
General			
Performance			
Access			
High Availability and BCP			
Enterprise Business Intelligence			
Public Key Infrastructure			
Standards			
Verifying Tool			

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Assumptions for Completing Pricing Template. Please read all instruction items before starting your submission.

- 1 **For any potential Protected Sheets the password is blank so that you may create an unlocked working copy for your purposes. HOWEVER, we require your offer to use this locked workbook.**
- 2 Purpose: The Customer's goal in this pricing request is to clarify your refined offer price. Please clarify in "tab 5.0 Offeror Assumptions" any changes from the last pricing submitted.
- 3 Please manually complete the "Summary" tab with the costing generated in the other tabs.
- 4 Please complete the "0.1 Pilot implementation" tab and "0.2 Pilot Ongoing Svcs" Tab in line with the requirements identified in the ITO. Please price this for 3 months with optional 3 month extensions. Please do not overlap any costs from these tab with other tabs in the spreadsheets. Please state any assumptions made in "tab 5.0 Offeror Assumptions"
- 5 Please provide detail on your discounting mechanism within the "Discount Regime" tab. Please detail specifically any discounting available for multi year arrangements in A1 and any other discounting option available in A2.
- 6 Please detail your offered implementation fees by effort (days) and other set up fees using the format on "tab 1.1. Implementation Fees". Please include any solution design, solution test, knowledge transfer, training, and transition support. Please feel free to add addition rows if needed.
- 7 Please detail your offered fees for developing the platform and APIs by effort (days) and role using the format on "tab 1.2. Platform Development". This should include items such as setting up Hosting Arrangements Please include any software/hardware configuration, software development, or other activities needed for the application to conform to the Requirements. Please feel free to add additional rows if needed.
- 8 Please detail your offered fees for application testing by effort (days) and role using the format on "tab 1.3. Application Testing". Please include any software/hardware configuration, software development, or other activities needed for the application to conform to the Requirements. Please feel free to add additional rows if needed.
- 9 Please detail your Bill of Materials (BOM) including item number against the headings provided in "tab 2.0 Ongoing Svcs". Please add any Additional Items using the format on "tab 2.0 BoM Ongoing Services". Please feel free to add additional rows if needed (if rows are added, please review the SUM formula before submitting). **PLEASE DO NOT PLACE IMPLEMENTATION FEES IN THIS TAB.**
- 10 Within the Unit of Measure and Effort columns in Tabs 1.1 to 2.0, please specify the Unit of Measure/Effort specific to the item provided (e.g. per day (for professional services), per license (for software) etc.).
- 11 Please break-out any amounts in your price (if any) to cover inflation (including any wage, currency, or "CPI" amounts), contingency, finance cost, and/or management fees using the format on "tab 3.0 Other Items". Please feel free to add addition rows if needed.
- 12 Please complete the "Tab 4.0 Service Catalogue" for any optional deliverables outside of the requirements listed in the ITO. For example, please detail the fully costed backlog in this section.
- 13 Please detail any of your assumptions on tab 5.0. Please feel free to add addition rows if needed.
- 14 Please provide 2 Pricing responses in accordance with the "High" and "Low" user uptake numbers below:

Year	User number (Low)	User number (High)
1	250,000	750,000
2	500,000	900,000
3	530,000	1,080,000
4	562,000	1,296,000
5	596,000	1,555,000

5	598,000	1,999,000
6	631,000	1,866,000
7	669,000	2,239,000
8	709,000	2,687,000
9	752,000	3,225,000
10	797,000	3,870,000

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Supplier X

Please manually update the Supplier box to include your organisation name. Note this will replicate across the other tabs.

Offered Price

Please manually update the summary table based off the prices expressed in the applicable tabs.

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Pilot							
0.1 Implementation Fees	\$0	\$0	N/a	N/a	N/a	N/a	N/a
0.2 Ongoing Service	\$0	\$0	N/a	N/a	N/a	N/a	N/a
Transition - In							
1.1 Implementation Fees	\$0	\$0	\$0	\$0	\$0	\$0	\$0
1.2 Platform Development	\$0	\$0	\$0	\$0	\$0	\$0	\$0
1.3 Acceptance Testing	\$0	\$0	\$0	\$0	\$0	\$0	\$0
On-Going Costs							
2.01 Infrastructure Management Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2.02 UX or User Experience tools	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2.03 Workflow & Automation software	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2.04 Integration tools	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2.05 Identity software	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2.06 Data Hosting	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2.07 Managed Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2.08 Ongoing Development and Operations	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2.09 Security	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2.10 Additional Items	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Costs							
3.1 Inflation	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3.2 Contingency	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3.3 Finance Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3.4 Management Fees	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3.5 Other Fees	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Notes:

Excludes GST

Supplier X

Discount Regime

Note blue shaded cells are locked. Yellow cells are required values.

A1 - Discount % Per Total Contract Length	
Contract Term	Discount Percentage
1-3	%
4	%
5	%
6	%
7	%
8	%
9	%
10	%

*** Please provide further detail on any other discount options available using t

A2 - Any Other Discount Options	
Title	Discount Percentage/Amount

Supplier X

0.1 Pilot Implementation Fees

Note blue shaded cells are locked. Yellow cells

Item Number	Role
0.11 Labour Costs	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	

Item Number	Item Name
0.12 Other Set Up Fees	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	0.12 Other Set Up Fees

Item Number	Role
0.13 Platform Developmet and Integrartion Fees	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	

Item Number	Role
0.14 API Development Fees	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	



Item Number	Role
0.15 Acceptance Testing	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	

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are required values.

Role Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		

Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
	Each		
	Each		
	Each		
	Each		
	Each		
	Each		
	Each		
	Each		
	Each		
	Each		

Role Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		

Role Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		

	Unit of	0-3 months
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Role Description	Unit of Measure	Price per Unit	Qty
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		
XX	Each		

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	3-6 months			6- 9 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
\$ -			\$ -			

	3-6 months			6- 9 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
\$ -			\$ -			

	3-6 months	6- 9 Months
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Price	Price per Unit	Qty	Price	Price per Unit	Qty
-			-		
-			-		
-			-		
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-			-		
-			-		
-			-		
-			-		
-			-		
-			-		
\$ -			\$ -		

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	9-12 Months			12-15 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
-			-			
-			-			
-			-			
-			-			
-			-			
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\$ -			\$ -			

	9-12 Months			12-15 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
-			-			
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\$ -			\$ -			

	9-12 Months			12-15 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
-			-			
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\$ -			\$ -			

	9-12 Months			12-15 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
-			-			
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\$ -			\$ -			

	9-12 Months	12-15 Months
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Price	Price per Unit	Qty	Price	Price per Unit	Qty
-			-		
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\$ -			\$ -		

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	Total Price		Comments
Price			
-	\$	-	
-	\$	-	
-	\$	-	
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	Total Price		Comments
Price			
-	\$	-	
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		Total Price		Comments
Price				
-	\$	-		
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		Total Price		Comments
Price				
-	\$	-		
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\$	-	\$	-	

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Price	Total Price	Comments
-	\$ -	
-	\$ -	
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\$ -	\$ -	

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Supplier X

0.2 Pilot Ongoing Services (BoM)

Note blue shaded cells are locked. Yellow cells are required values.

Item Number	Item Name
0.21 Infrastructure Management Services	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	0.21 Infrastructure Management Services

Item Number	Item Name
0.22 UX or User Experience tool	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	0.22 UX or User Experience tool

Item Number	Item Name
0.23 Workflow & Automation software	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	0.23 Workflow & Automation software

Item Number	Item Name
0.24 Integration tools	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	0.24 Integration tools

Item Number	Item Name
0.25 Identity software	
1	Title

2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	0.25 Identity software

Item Number	Item Name
0.26 Data Hosting	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	0.26 Data Hosting

Item Number	Item Name
0.27 Managed Services	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title

7	Title
8	Title
9	Title
10	Title
Total	0.27 Managed Services

Item Number	Item Name
0.28 Ongoing Development and Operations	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	0.28 Ongoing Development and Operations

Item Number	Item Name
0.29 Security	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title

Total	0.29 Security
--------------	----------------------

Item Number	Item Name
0.210 Additional Items	
1	Title
2	Title
3	Title
4	Title
5	Title
6	Title
7	Title
8	Title
9	Title
10	Title
Total	0.210 Additional Items

Total	0.2 Pilot Ongoing Services (BoM)
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 Released under the Loi sur l'accès à l'information

Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
	Each		
	Each		
	Each		
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Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
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Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
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Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
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Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
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Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
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Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
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Description	Unit of Measure	0-3 months	
		Price per Unit	Qty
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Total Amount

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	3-6 months			6- 9 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
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	3-6 months			6- 9 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
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	3-6 months			6- 9 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
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	3-6 months			6- 9 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
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\$ - \$ -

	3-6 months			6- 9 Months	
Price	Price per Unit	Qty	Price	Price per Unit	Qty
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-			-		
-			-		
-			-		
-			-		
\$ -			\$ -		

	9-12 Months			12-15 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			
\$ -			\$ -			

	9-12 Months			12-15 Months		
Price	Price per Unit	Qty	Price	Price per Unit	Qty	
-			-			
-			-			
-			-			
-			-			
-			-			
-			-			

\$ - \$ -

	9-12 Months			12-15 Months	
Price	Price per Unit	Qty	Price	Price per Unit	Qty

-			-		
-			-		
-			-		
-			-		
-			-		
-			-		
-			-		
-			-		
-			-		
-			-		
-			-		

\$ - \$ -

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		Total Price
Price		
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
\$ -	\$	-

		Total Price
Price		
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
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-	\$	-
-	\$	-
\$ -	\$	-

	Total Price	
Price		
-	\$	-
-	\$	-
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-	\$	-
\$ -	\$	-

	Total Price	
Price		
-	\$	-
-	\$	-
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-	\$	-
-	\$	-
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-	\$	-
-	\$	-
\$ -	\$	-

	Total Price	
Price		
-	\$	-

-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
\$	-	\$

		Total Price
Price		
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
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-	\$	-
-	\$	-
-	\$	-
-	\$	-
\$	-	\$

		Total Price
Price		
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-
-	\$	-

-	\$	-	
-	\$	-	
-	\$	-	
-	\$	-	
\$	-	\$	-

		Total Price	
Price			
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
\$	-	\$	-

		Total Price	
Price			
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-
-	\$	-	-

\$ - \$ -

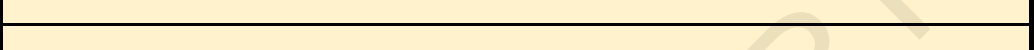
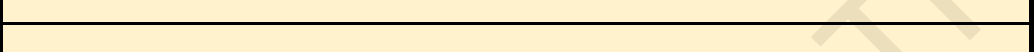
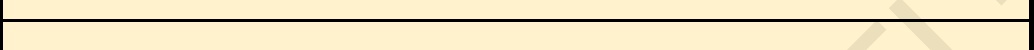
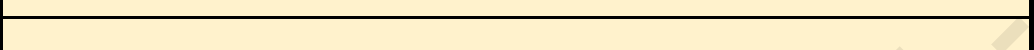
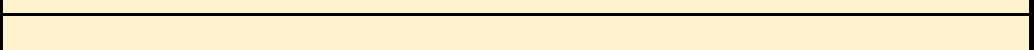
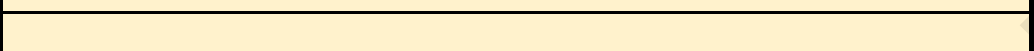
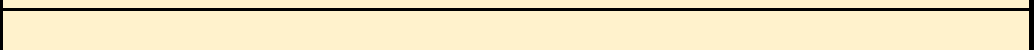
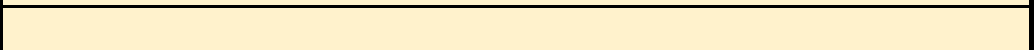
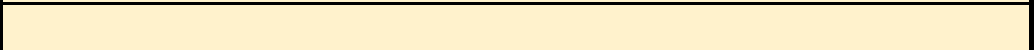
		Total Price	
Price			
-		\$	-
-		\$	-
-		\$	-
-		\$	-
-		\$	-
-		\$	-
-		\$	-
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-		\$	-
-		\$	-
-		\$	-
\$	-	\$	-

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Comments



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Supplier X

1.2.1 Platform Development and Integration Fees

Note blue shaded cells are locked. Yellow cells are required values.

Item Number	Role	Role Description	Unit of Measure	Year 1			Price per Unit
				Price per Unit	Qty	Price	
1	Title	XX	Each			-	
2	Title	XX	Each			-	
3	Title	XX	Each			-	
4	Title	XX	Each			-	
5	Title	XX	Each			-	
6	Title	XX	Each			-	
7	Title	XX	Each			-	
8	Title	XX	Each			-	
9	Title	XX	Each			-	

Supplier X

1.3 Acceptance Testing

Note blue shaded cells are locked. Yellow cells are required values.

Item Number	Role	Role Description
1	Title	XX
2	Title	XX
3	Title	XX
4	Title	XX
5	Title	XX
6	Title	XX
7	Title	XX
8	Title	XX
9	Title	XX
10	Title	XX
Total		

Unit of Measure	Year 1			Year 2			
	Price per Unit	Qty	Price	Price per Unit	Qty	Price	
Each			-			-	
Each			-			-	
Each			-			-	
Each			-			-	
Each			-			-	
Each			-			-	
Each			-			-	
Each			-			-	
Each			-			-	
Each			-			-	
			\$ -				\$ -

Supplier X

2.0 Bill of Materials (BoM)

Note blue shaded cells are locked. Yellow cells are required values.

Item Number	Item Name	Description
2.01 Infrastructure Management Services		
1	Title	
2	Title	
3	Title	
4	Title	
5	Title	
6	Title	
7	Title	
8	Title	
9	Title	
10	Title	
Total	2.01 Infrastructure Management Services	

Item Number	Item Name	Description
2.02 UX or User Experience tool		
1	Title	
2	Title	
3	Title	
4	Title	
5	Title	
6	Title	
7	Title	
8	Title	
9	Title	
10	Title	
Total	2.02 UX or User Experience tool	

Supplier X

3.0 Other Fee Components

Insert any other fees that make up a component of your Offered Price. Note blue shaded cells are locked. Yellow cells are required values.

Item	Description	FREQUENCY	Year 1	Year 2	Year 3
		Annual			
		Annual			
		Annual			
		Annual			
		Annual			
Total	3.0 Other Fee Components		\$0	\$0	\$0

Supplier X

4.0 Service Catalogue

Note blue shaded cells are locked.

Item
4.1 Service Catalogue Item 1
4.2 Service Catalogue Item 2
4.3 Service Catalogue Item 3
4.4 Service Catalogue Item 4
4.5 Service Catalogue Item 5
PLEASE ADD MORE ITEMS AND BY ADDING MORE LINE ENTRIES
Total

<i>Yellow cells are required values.</i>	Year 1	
Description	Price per Unit	Qty
4.0 Service Catalogue		

Year 2				
Price	Price per Unit	Qty	Price	Price per Unit
-			-	
-			-	
-			-	
-			-	
-			-	
-			-	
\$0			\$0	

Year 3		Year 4		
Qty	Price	Price per Unit	Qty	Price
	-			-
	-			-
	-			-
	-			-
	-			-
	-			-
\$0		\$0		

Year 5			Year 6	
Price per Unit	Qty	Price	Price per Unit	Qty
		-		
		-		
		-		
		-		
		-		
		-		
\$0				

Year 7				
Price	Price per Unit	Qty	Price	Price per Unit
-			-	
-			-	
-			-	
-			-	
-			-	
-			-	
\$0			\$0	

Year 8		Year 9		
Qty	Price	Price per Unit	Qty	Price
	-			-
	-			-
	-			-
	-			-
	-			-
	-			-
\$0		\$0		

Year 10			Total Price
Price per Unit	Qty	Price	
		-	\$ -
		-	\$ -
		-	\$ -
		-	\$ -
		-	\$ -
		-	\$ -
		\$0	\$0

Comments

Supplier X

Offeror Assumptions:

Ref
1
2
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8
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10

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Please describe any KEY assumptions relevant to this submission.

Assumption

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Managed Service Vendor Questionnaire

This Managed Service questionnaire is to be completed by the vendor prior to storing TMR data outside of the department's ICT networks. Please complete and send back to the TMR officer you have been engaging with for this solution.

The questions below relate to the requirements contained within the [Information Privacy Act 2009 \(Qld\)](#) and the [Queensland Government Information Security Classification Framework 2013](#). Your responses will assist the department to assess, mitigate and monitor the risks associated with your Managed Service.

For the purpose of this questionnaire, a reference to 'Solution' means the ICT systems your organisation intends to use to collect, capture, store and access TMR's data. Please note you may be required to provide copies of certificates to support your responses.

Question Referenc	Company solution and details	
1	What is your company's name and ABN?	
2	For any all third parties providing services and support for the solution (or otherwise have access to the data) please detail their company name, ABN, address and role.	
3	Does your company have an insurance policy including claims for data breaches/loss for at least \$1 million?	
4	What is the name of your solution/services being assessed and what does it offer?	
Data sovereignty and hosting		
5	Are all data centres (primary and secondary) in Australia, if not where are they hosted? Are any elements of the data being stored or processed off-shore? If so where. Please provide city, site and country.	
6	What is your policy around hosting Personal Identifiable Information (PII)?	
7	How do you ensure third parties (if any) comply with contractual requirements including terms and conditions and the <i>Information Privacy Act 2009</i> ?	
8	Where will the live, standby and recovery instances/data be hosted?	
9	When providing support, which geographic region are the support staff accessing the data from?	
Hosting and support services		
10	What backup and service log retention options are available along with recovery and analysis support?	

11	When providing support, what controls and visibility of access are available to assure the customer that access is appropriate and limited?	
Security measures		
12	Please provide details of data protection controls for data in transit (to end users and between service components over shared networks) and for data at rest within the service.	
13	Describe the mechanisms for protection of user accounts/profiles in transit and at rest.	
14	Does your solution include access controls to ensure only authorised staff have access to the data?	
15	If your solution requires the customer to provide existing data, does your solution provide a secure method for uploading the data?	
16	Do you conduct criminal history checks on your employees and sub-contractors?	
17	What physical access controls are in place at the locations from which data may be stored or accessed?	
18	What remote access controls are used?	
19	How frequently do you conduct penetration testing and vulnerability scanning?	
20	What is your policy and timeframes around remediation of vulnerabilities?	
21	How is the service, data and/or service provider independently assured and/or certified?	
22	What is your policy around breach notification?	
23	Please provide a description of service audit log review and monitoring. Please provide details of customer options to review and export audit logs related to our use of the service. This should include details of what logs are available.	
24	Do you store printed copies of data securely?	
User access controls		
25	Does the solution uniquely identify users e.g. through unique usernames and passwords for end users and all administrative functions?	
26	Provide details of credential and access management options supported, including details of storage protection for passwords and other credentials?	
27	What are the account authentication reset protocols?	
28	Does the Solution support multi-factor authentication (MFA)?	

	Quality controls	
29	What change control processes do you implement to minimize disruption during business hours?	
30	What is your policy to notify your customers of security incidents, including all cases where their data or service may be impacted? Impacts may include corruption of data, unauthorized access and availability impacts or loss.	
31	Does your solution use data loss prevention technologies?	
32	What are the Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO)?	
33	How do you make the data available to the customer upon request? In what format and how do we gain access to that in a secure manner?	
34	How long do you retain data for?	
35	Do you securely delete the data upon the customer's request and certify that deletion?	
36	Can you advise what Information Security Management System (ISMS) certification you maintain for example ISO27001/27002? If requested can you share this with potential customers?	
37	Are you currently certified against any other standards such as PCI: DSS? If so which ones?	

Date submitted:	
Contact details:	Email:
	Phone:
	Mobile:

Part C: Attachment 2 – Web Accessibility Requirements Questionnaire

Supplier to refer to Part B – TMRICTSOA18085b TMR1_Requirements_Schedule

This questionnaire has been developed to support claims of conformance with the WCAG 2.0 Accessibility Guidelines.

B1 - Confirm if the offered software is at a minimum Level AA conformant to WCAG 2.0 accessibility guidelines.

Comply Do Not Comply

Describe the testing protocols you use to assess the accessibility of your product/service.

B2 - Provide details of your compliance with WCAG 2.0 Accessibility guidelines by completing the checklist below (refer to Item 3.6.4.4a of the Specifications).

a) Please provide specific information on compliance in regards to the four principles: perceivable, operable, understandable and robust. For example text alternatives for non-text content, content accessible by assistive technologies, all functionality is available via a keyboard.

b) Provide specific information to demonstrate conformance of the offered software to WCAG 2.0 (specifying Level A, AA or AAA), preferably through the use of Sufficient Techniques. Third party validation of WCAG 2.0 conformance claims is optional.

c) Please include details where the offered software exceeds the Level required by the specification.

d) For any area of noncompliance, Offerors are required to describe any planned remediation roadmaps, including timelines and steps that will be taken to achieve full compliance, as well as interim workarounds to enable access by individuals with disabilities.

This checklist has been developed to be read in conjunction with the WCAG 2.0 Quick Reference guide, How to Meet WCAG 2.0 (currently available at: <http://www.w3.org/WAI/WCAG20/quickref/>)

No.	Success Criterion	Level	Conformant	Comments
1.	Perceivable			
1.1	Text Alternatives			
1.1.1	Non-text Content	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.2	Time-based Media			
1.2.1	Audio-only and Video-only (Prerecorded)	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.2.2	Captions (Prerecorded)	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.2.3	Audio Description or Media Alternative (Prerecorded)	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.2.4	Captions (Live)	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.2.5	Audio Description (Prerecorded)	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>



1.2.6	Sign Language (Prerecorded)	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.2.7	Extended Audio Description (Prerecorded)	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.2.8	Media Alternative (Prerecorded)	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.2.9	Audio-only (Live)	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.3 Adaptable				
1.3.1	Info and Relationships	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.3.2	Meaningful Sequence	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.3.3	Sensory Characteristics	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.4 Distinguishable				
1.4.1	Use of Colour	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.4.2	Audio Control	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.4.3	Contrast (Minimum)	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.4.4	Resize text	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.4.5	Images of Text	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.4.6	Contrast (Enhanced)	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.4.7	Low or No Background Audio	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.4.8	Visual Presentation	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
1.4.9	Images of Text (No Exception)	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2. Operable				
2.1 Keyboard Accessible				
2.1.1	Keyboard	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.1.2	No Keyboard Trap	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.1.3	Keyboard (No Exception)	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.2 Enough Time				
2.2.1	Timing Adjustable	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.2.2	Pause, Stop, Hide	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.2.3	No Timing	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

2.2.4	Interruptions	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.2.5	Re-authenticating	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.3 Seizures				
2.3.1	Three Flashes or Below Threshold	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.3.2	Three Flashes	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.4 Navigable				
2.4.1	Bypass Blocks	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.4.2	Page Titled	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.4.3	Focus Order	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.4.4	Link Purpose (In Context)	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.4.5	Multiple Ways	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.4.6	Headings and Labels	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.4.7	Focus Visible	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.4.8	Location	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.4.9	Link Purpose (Link Only)	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
2.4.10	Section Headings	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3. Understandable				
3.1 Readable				
3.1.1	Language of Page	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.1.2	Language of Parts	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.1.3	Unusual Words	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.1.4	Abbreviations	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.1.5	Reading Level	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.1.6	Pronunciation	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.2 Predictable				
3.2.1	On Focus	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.2.2	On Input	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

3.2.3	Consistent Navigation	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.2.4	Consistent Identification	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.2.5	Change on Request	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.3 Input Assistance				
3.3.1	Error Identification	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.3.2	Labels or Instructions	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.3.3	Error Suggestion	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.3.4	Error Prevention (Legal, Financial, Data)	AA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.3.5	Help	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
3.3.6	Error Prevention (All)	AAA	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
4. Robust				
4.1 Compatible				
4.1.1	Parsing	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
4.1.2	Name, Role, Value	A	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	
Additional Information				

Supplier Name	<<Supplier to insert name>>
Date	<<Supplier to insert date>>

Attachment 3 – ITO Evaluation Tools

Supplier's ability to meet the requirements and provide the Customer solution will be evaluated using:

1. Desktop top review of Response Forms, Managed Service Questionnaire and Web Accessibility Requirements Questionnaire.
 - a. Responses contained in the Response Form and Managed Service Questionnaire will be evaluated against weighted criteria.
2. Show Case (2 hour)
 - a. Suppliers are to demonstrate their capacity to:
 - Integrate their Application with the MuleSoft API's provided by the Customer
 - Demonstrate both their Pilot and Post-pilot capabilities to:
 - On-board a customer to IAAL 3; and
 - Add a Digital Credential to the application;
 - Demonstrate how the Customer can remove an instance of a Digital Wallet from a specified device;
 - Demonstrate their approach, capability and compliance with relevant standards to providing an Identity-As-A-Service to the Customer (including the generation of encryption tools); and
 - Verify a Digital Credential (Proof of Age) utilising the Commonwealth Bank of Australia (CBA) Albert Device as the verifying tool.
 - b. TMR will provide:
 - Access to an appropriate development environment;
 - Access to the necessary SDK;
 - Suitable data for demonstration purposes; and
 - Access to a CBA Albert Device for the duration of the Offer Period up to Show Case.
 - c. The Supplier will:
 - Provide the mobile devices for the demonstration; and
 - Register with the CBA for the Albert SDK

<https://www.piappbank.com.au/static/developers.htm>
 - d. The Showcase will be used to assist in the scoring of the weighted criteria
3. User Testing
 - a. Suppliers are to provide devices with their Digital Wallet solution installed to enable TMR to conduct User testing with Users.
 - b. TMR will provide a suitably qualified Customer Experience organisation to conduct the User testing and provide feedback to the Suppliers. There will be a single round of testing.
 - c. The User Testing will be used to assist in the scoring of the weighted criteria.
4. Remediation Plan of PoC Penetration Testing
 - a. Suppliers are to provide a remediation plan that addresses the outcomes of the Penetration Testing conducted during the Proof of Concept.

- b. TMR has provided the outcomes of the Suppliers performance in the PoC Penetration Testing exercise.
 - c. The Remediation Plan will be used to assist in scoring of the weighted criteria.
5. Gartner Architecture Review and Research
 - a. TMR will be leveraging its Gartner Research service to engage a “pencil review” of the proposed solution architecture. This typically encompasses a relevant Subject Matter Expert Gartner Research Analyst carrying out a review of documentation and providing:
 - An overview of the subject area identifying general industry trends and analyst predictions.
 - A SWOT (Strengths Weaknesses Opportunities Threats) analysis of the solution architecture including the major building blocks/platforms identified in the solution, the suggested transition approach and any listed Suppliers and Supplier products.
 - Appropriate supporting research material (for example Magic Quadrants, Market Guides, Case Studies) or other relevant articles (for example, peer community conversations).
 - b. The Gartner Architecture Review will be used to assist in scoring of the weighted criteria.
6. Reference Checks
 - a. TMR will be undertaking reference checks of the referees previously provided by the Suppliers prior to or during the ITO open period.
 - b. TMR will undertake additional reference checks on the referees provided in response to ITO if required.
 - c. The Reference Checks will be used to assist in scoring of the weighted criteria.
7. Commercial attractiveness of the Offer
 - a. Response to PART B – Draft QITC SOA and PART B – Draft SOA Order.
 - b. Offered price in PART D – ITO Pricing Workbook.

Released under RTI - DTMR

Queensland's Digital Wallet

It's not just about your driver licence, it's about you.

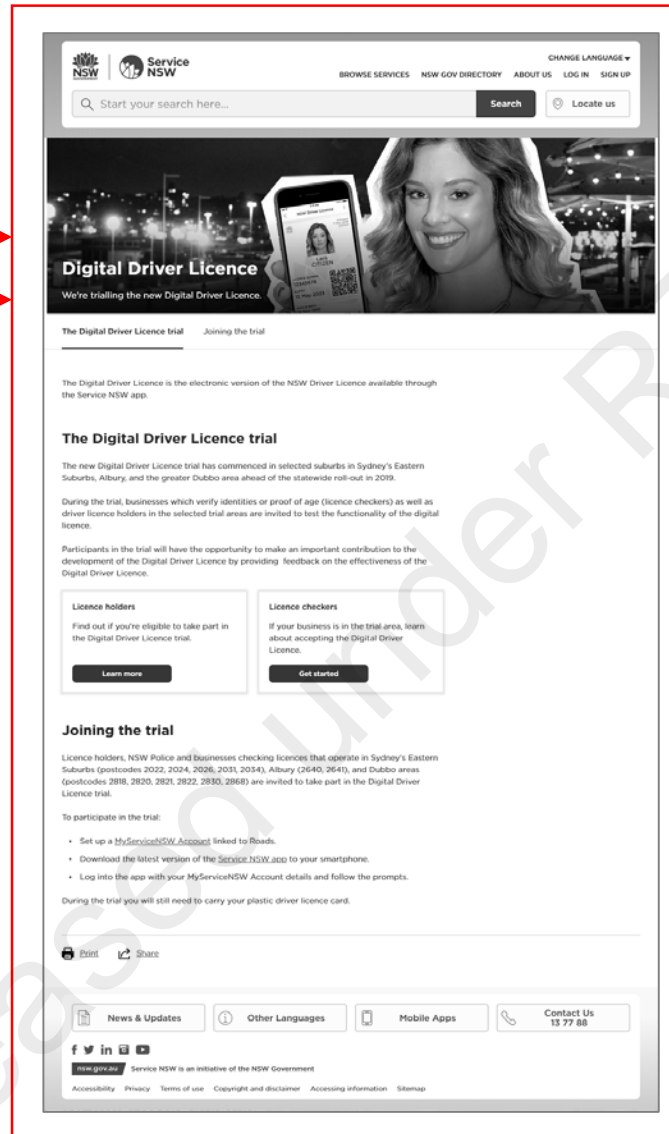
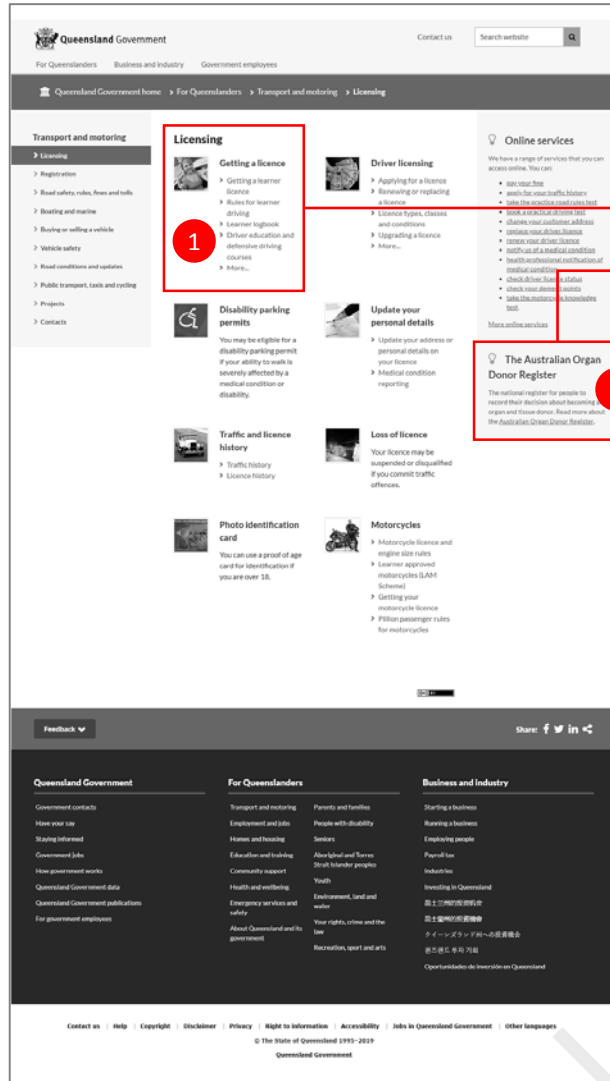
MVP1 – Wireframes functional requirements
November 2019

WIREFRAMES TO BE GUIDED BY
Not a solution or a design



REGISTRATION FOR PILOT

Example websites only



Product: Digital Wallet

Function: Registration for pilot

Feature: Website (IE QR-Codes, one time passwords)

Attribute:

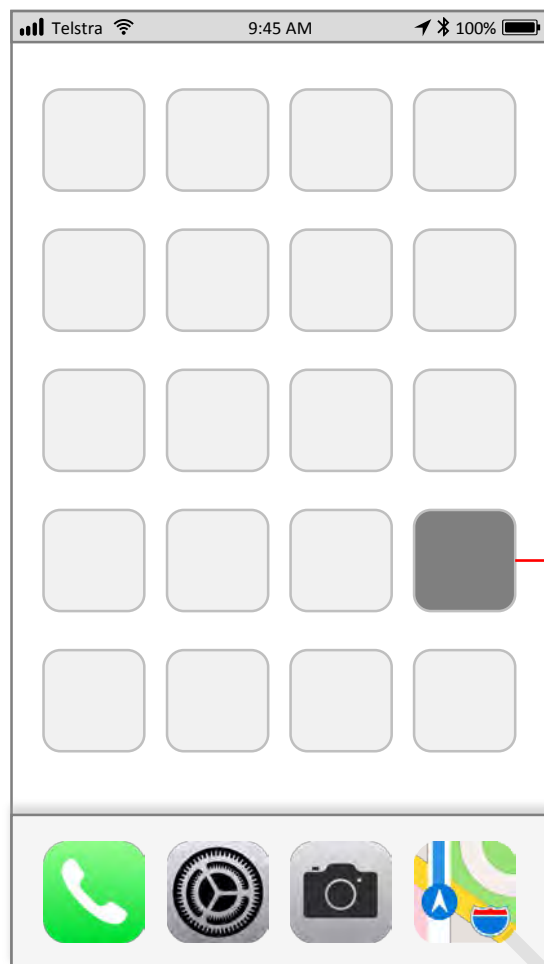
1. Assuming somewhere here: <https://www.qld.gov.au/transport/licensing>

- A. Website form
- B. IE QR-Codes, One time passwords

Note: Form and registration process

- Form needs to be wireframed independently
- Registration process needs to be mapped
 - Including correspondence and access to the App – through to decommissioning of the pilot

APP ICON



Product: Digital Wallet

Function: App icon

Feature: Branding

Attribute:

1. Branding – Placeholder of Qld Govt Crest
2. Title of App – Currently the placeholder name is 'Digital Wallet'

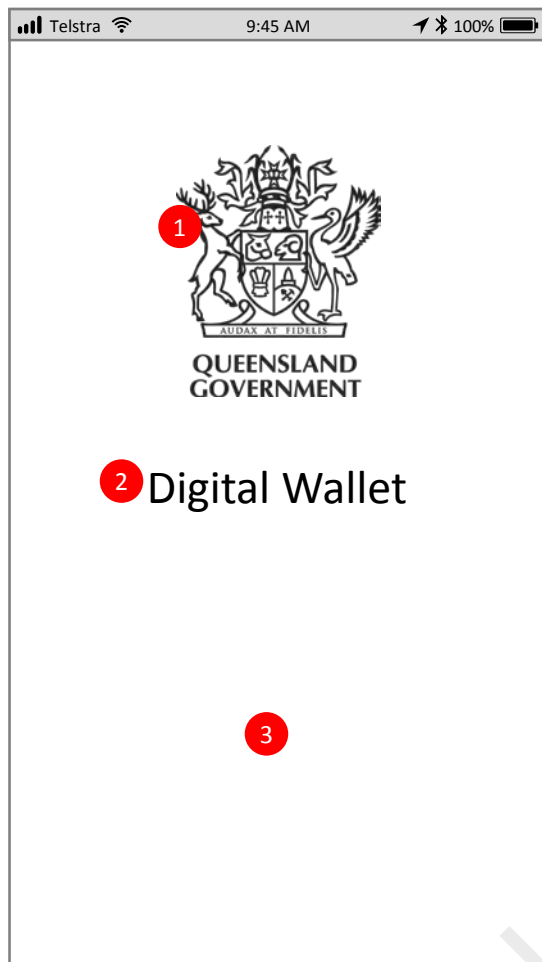
Note: Accessing and downloading the App

- A separate section needs to be produced based on the two separate journey's for iOS and Android customers.
- Customers must register to be part of the pilot and will receive instructions how to access the App. It will not be publicly available in the App Store



2 Digital Wallet

LOADING SCREEN



Product: Digital Wallet

Function: Loading screen

Feature: App loading into phone RAM, data connections, location etc

Attribute:

1. Issuing authority – Queensland Government
2. Title of App – Currently the placeholder name is 'Digital Wallet'
3. Background image or colour – to be determined

FIRST-TIME USE – FEATURE SCREENS

2.2.11

2.2.12



Product: Digital Wallet

Function: Feature screens for first-time use

Feature: Inform customer of key features and value of App

Attribute:

1. Title – What the feature is
2. Description – what the feature is and why it provides value
3. Image or animation showing visually what the feature is and how it might work
4. Indicator to show number of features available to view
5. Next – to enable customer to progress to the next feature
6. Skip – to jump past the features

Note:


- This is only a suggestion
- Most large organisations utilise this method of highlighting key functionality of their Apps (examples can be provided)

AUTHENTICATION AND ACCOUNT CREATION 7


Telstra 9:45 AM 100%

1 Login or register

Please login or register using one of the options below.

 Login with QGov

OR

 Login with TMR

*Username

*Password

[Forgotten your password?](#)

Login Register

Product: Digital Wallet

Function: Authentication and account creation

Feature: Secure entry into the App and identity verification

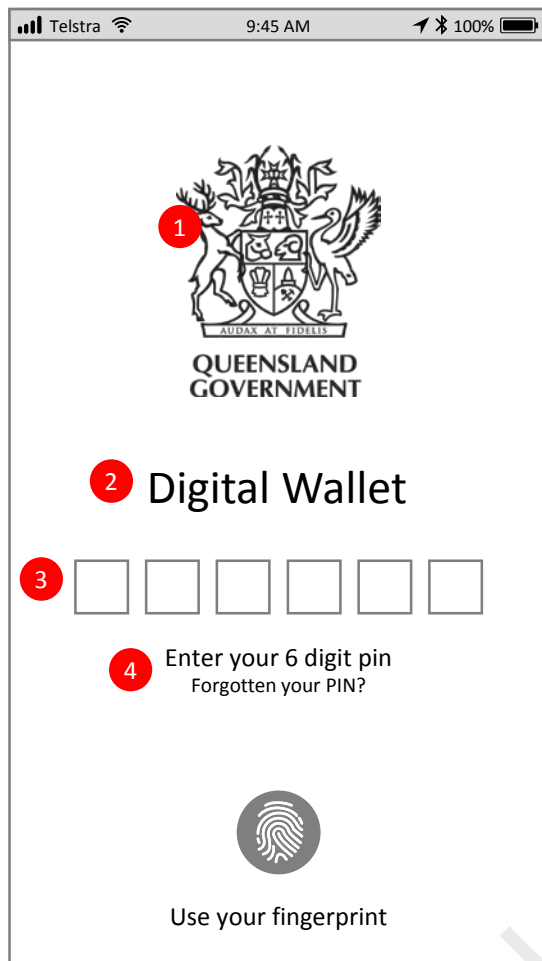
Attribute:

1. Authentication

Note: Auth0

- This wireframe is a mock-up only
- Is evidence of identity needed in this process?
- Is account creation a part of this process?

SECURE ACCESS – PIN



Product: Digital Wallet

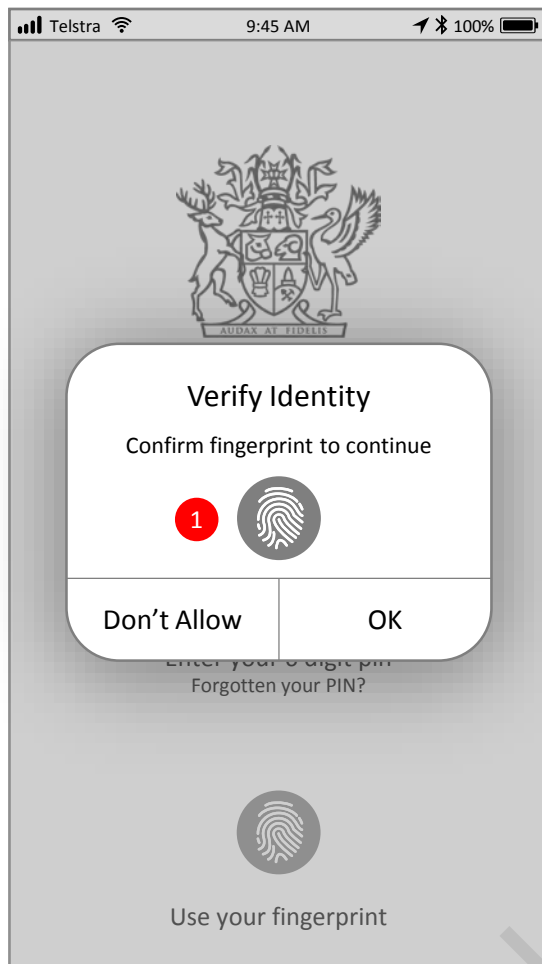
Function: Secure Access – Pin

Feature: Entry into the App

Attribute:

1. Issuing authority – Queensland Government
2. Title of App – Queensland Digital Wallet
3. Can be 4 or 6 numerical digits to cater for customer choice
4. Forgotten PIN – must be able to access process to re-instate PIN

SECURE ACCESS – BIOMETRIC



Product: Digital Wallet

Function: Secure Access – Biometric

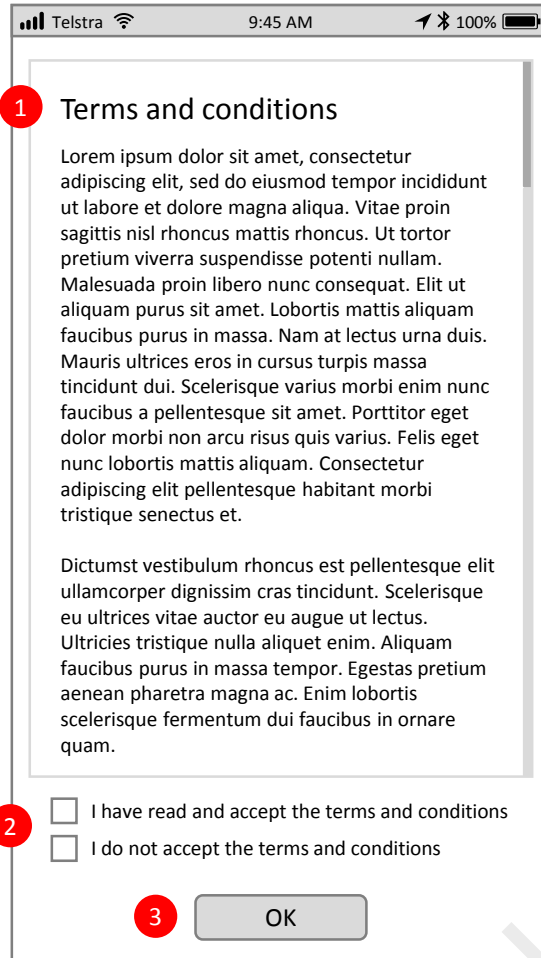
Feature: Entry into the App

Attribute:

1. Can be fingerprint and/or face to cater for customer choice and device/platform types
 - I. Customer may have to go through a separate process to register their finger/face on their device

Released under RTI - DTMR

TERMS AND CONDCTIONS



Product: Digital Wallet

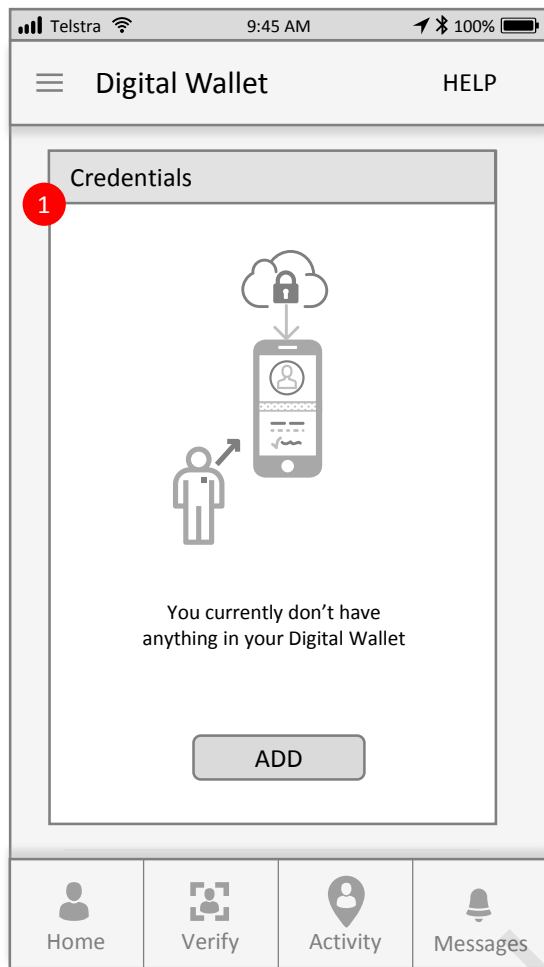
Function: Secure Access – Biometric

Feature: Entry into the App

Attribute:

1. Text – Legal copy
2. Action – Customer must accept or reject the terms and conditions
3. OK – Confirms and determines the next action within the app – entry or back to login
 - A. This process must be repeatable if the terms and conditions change

ADDING CREDENTIALS



Product: Digital Wallet

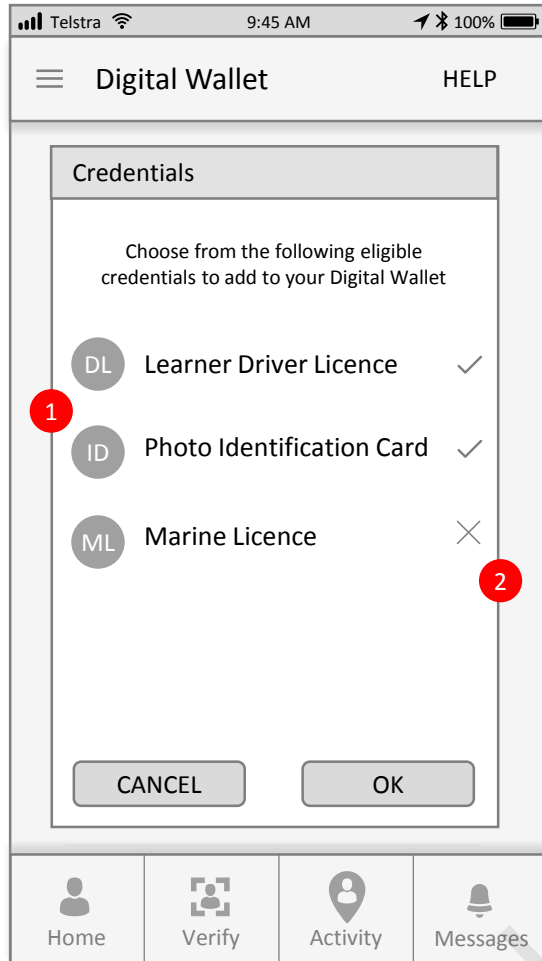
Function: Multiple credentials within a customer's Digital Wallet

Feature: Access individual credentials

Attribute:

1. Title

ADDING CREDENTIALS



Product: Digital Wallet

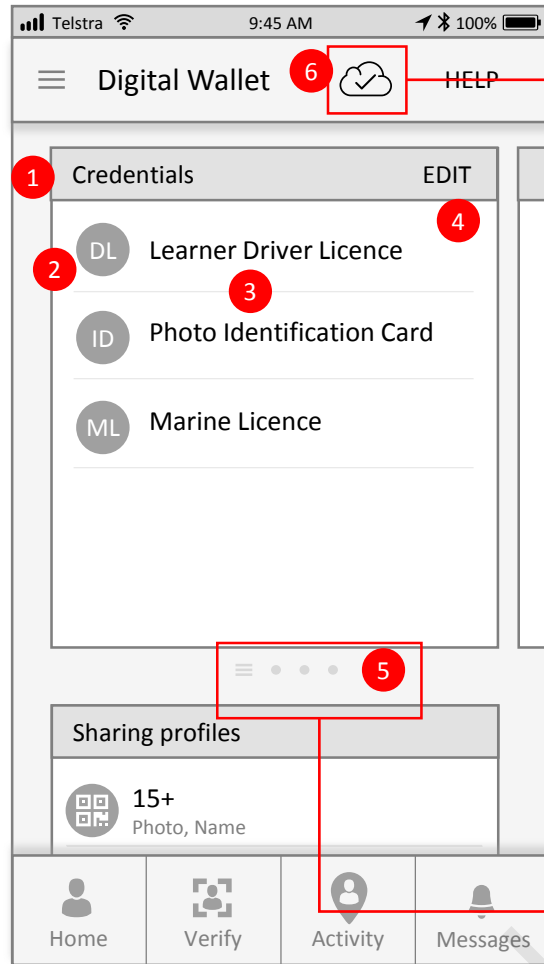
Function: Adding credentials to the Digital Wallet

Feature: Add individual credentials

Attribute:

1. List of credentials that the customer is eligible to download into their Digital Wallet
2. Customer can accept or decline to download eligible credentials

CREDENTIALS IN THE DIGITAL WALLET



Product: Digital Wallet

Function: Multiple credentials within a customer's Digital Wallet

Feature: Access individual credentials

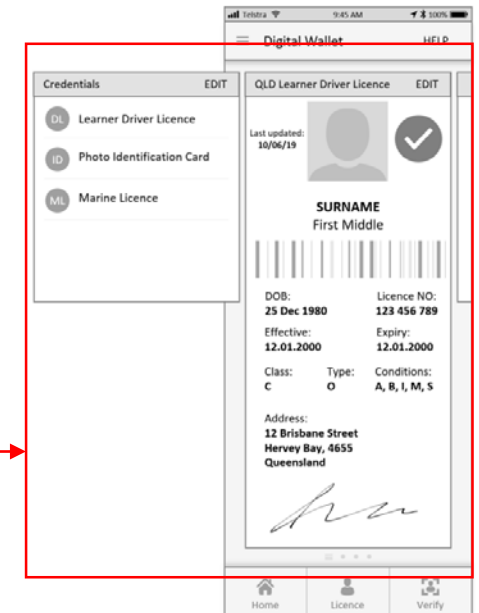
Attribute:

1. Title
2. List of credentials that the customer has successfully added to their Digital Wallet
3. Primary – Customer is able to nominate which credential is their most used credential
4. Customer is able to 'edit' their list of credentials (for example, reinstate, add and remove credential)
5. Navigation device to help inform that credentials can be viewed in sequence (use existing design convention used within iOS and Android)
6. Connected icon – clearly show status of network and data connectivity (example below)

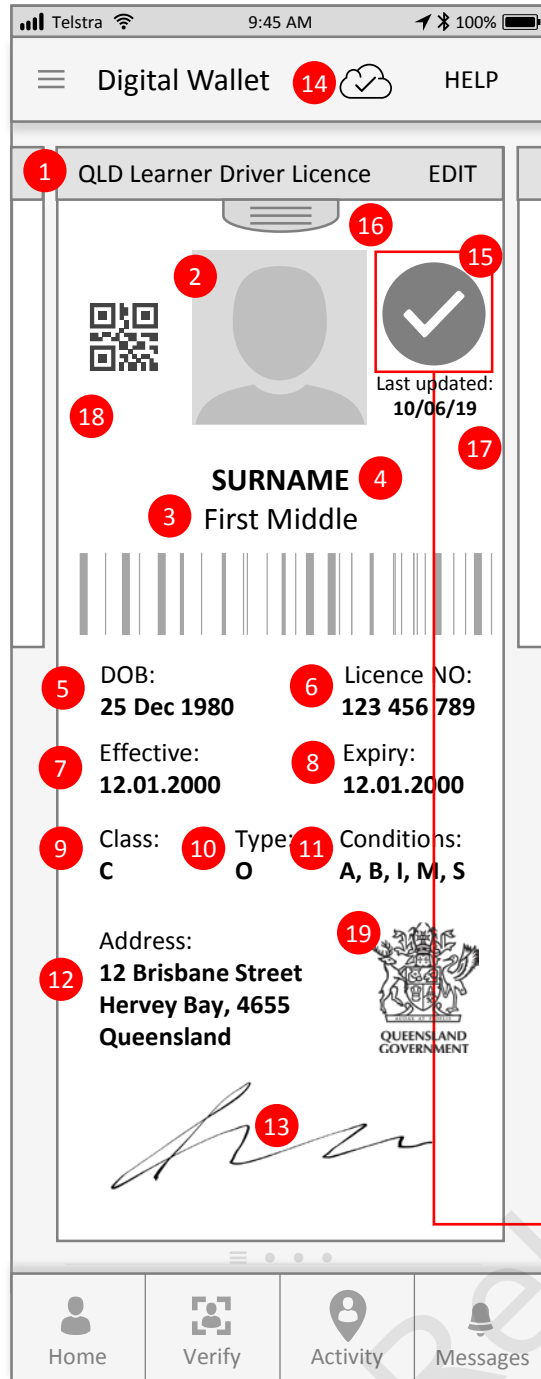


Note: Navigation

- This wireframe shows a 'left-right' horizontal swiping carousel. This is a suggestion only.



QLD LEARNER DRIVER LICENCE



Product: Digital Wallet

Function: Driver licence

Feature: Prove identity and driver classification

Attribute:

1. Title of credential
2. Photo
3. First and middle name
4. Surname
5. Date of birth
6. Customer Reference Number (CRN)
7. Effective date
8. Expiry date
9. Vehicle classification
10. Licence type
11. Conditions
12. Address
13. Signature
14. Issuing authority – Queensland Government
15. Status
16. Pull to refresh
17. Last updated date and time stamp
18. Share credential with verifier
19. Queensland Government logo



Status:

It must be very easy and quick for a credential user to check and verify the status of a customer's credential.

Status must be shown through basic visual cues such as colour and symbols (colours and symbols are examples only).

Q: Does Physical status need to indicate Derived Business status?

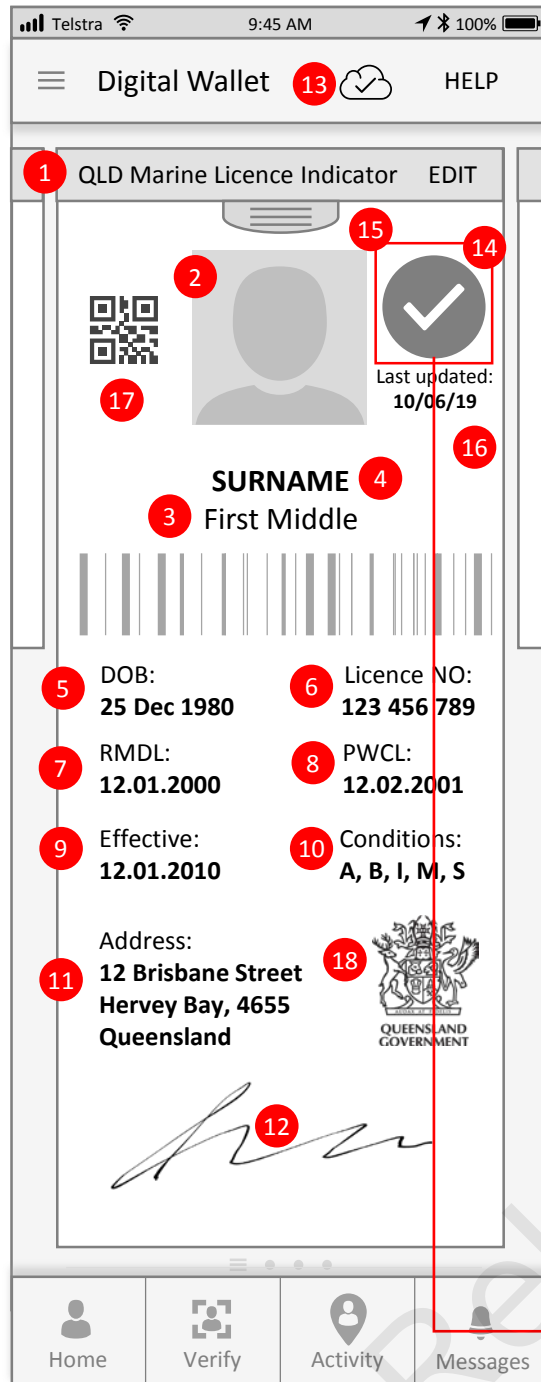
Physical statuses of licences:

- ✓ Current
- ✗ Cancelled
- ⚠ Surrender
- 🚫 Unlicensed
- ↔ Transferred
- ⊖ Void
- 🕒 Pending

Derived Business statuses:

- ✗ Cancelled 5 years
- ⚠ Surrendered 5 years
- ↔ Transferred 5 years
- ⊖ Void 5 years
- ✗ Refused (no longer used)
- ✗ Suspended
- ✗ Expired
- ✗ Expired 5 years

QLD MARINE LICENCE INDICATOR



Product: Digital Wallet
Function: Driver licence
Feature: Prove identity and driver classification

Attribute:

1. Title of credential
2. Photo
3. First and middle name
4. Surname
5. Date of birth
6. Customer Reference Number (CRN)
7. RMDL date
8. PWCL date
9. Effective date
10. Conditions
11. Address
12. Signature
13. Issuing authority – Queensland Government
14. Status of credential
15. Pull to refresh
16. Last updated date and time stamp
17. Share credential with verifier
18. Queensland Government logo



Status:

It must be very easy and quick for a credential user to check and verify the status of a customer's credential.
 Status must be shown through basic visual cues such as colour and symbols (colours and symbols are examples only).

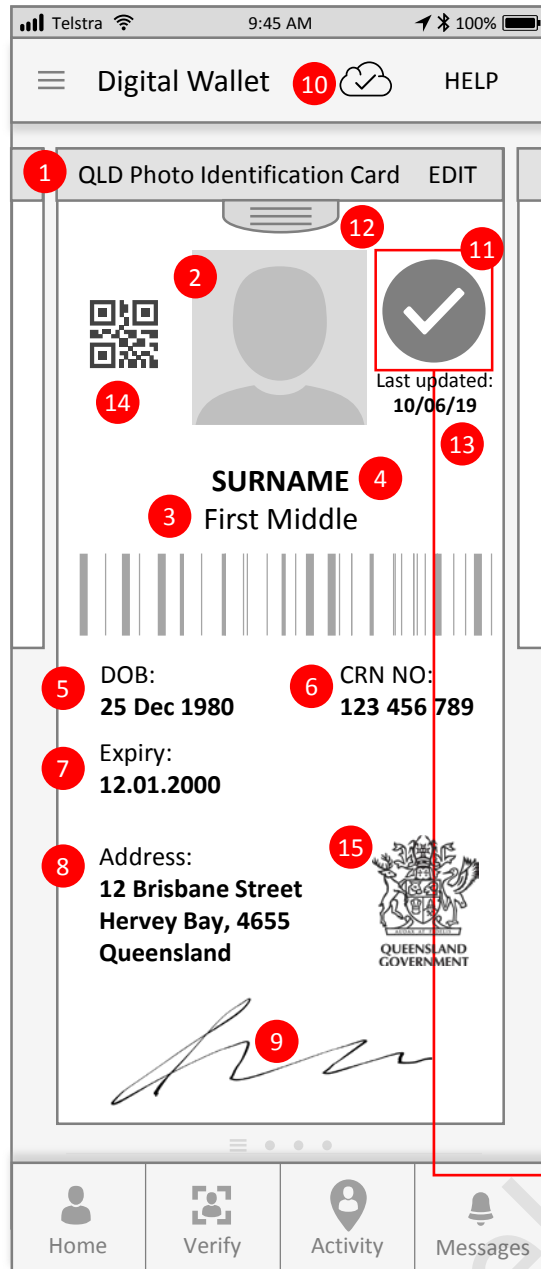
Physical statuses of licences:

- Current
- Cancelled
- Surrender
- Unlicensed
- Pending

Derived Business statuses:

- Cancelled 5 years
- Surrendered 5 years
- Refused
- Suspended
- Expired
- Expired 5 years

QLD PHOTO IDENTIFICATION CARD



Product: Digital Wallet

Function: Driver licence

Feature: Prove identity and driver classification

Attribute:

1. Title of credential
2. Photo
3. First and middle name
4. Surname
5. Date of birth
6. Customer Reference Number (CRN)
7. Expiry date
8. Address
9. Signature
10. Issuing authority – Queensland Government
11. Status
12. Pull to refresh
13. Last updated date and time stamp
14. Share credential with verifier
15. Queensland Government logo



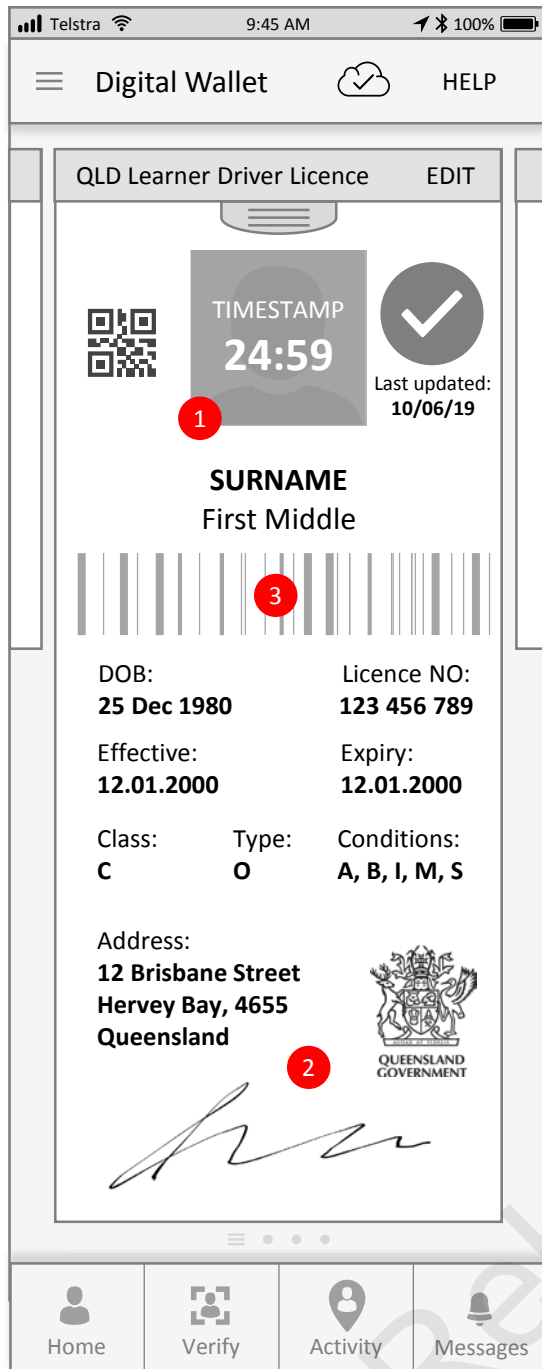
Status:

It must be very easy and quick for a credential user to check and verify the status of a customer's credential.

Status must be shown through basic visual cues such as colour and symbols (colours and symbols are examples only).

Physical statuses of licences:

✓ Current



SECURITY DEVICES – ALL CREDENTIALS

Product: Digital Wallet

Function: Driver licence

Feature: Prove authenticity and currency

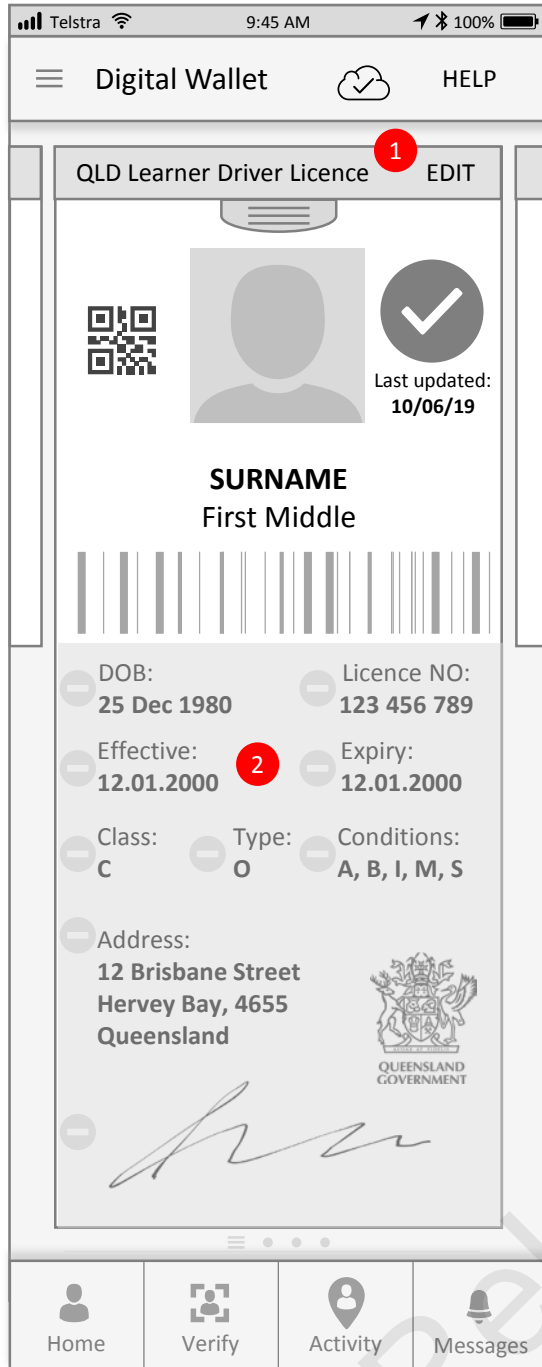
Attribute:

1. Date and time stamp – shake/pull to refresh
2. Barcode or QRCode – changes at set time intervals (for example, every 30 seconds)
3. Hologram – uses accelerometer to animate a parallax image (creating an illusion of depth)

Note: Security

- What happens when the phone is turned sideways?
- This needs to be considered for both security reasons and general use considerations (rotation should be contextually relevant)
- New South Wales example shown below in portrait and landscape orientations:





VISABILITY OF INFO – ALL CREDENTIALS

18

Product: Digital Wallet

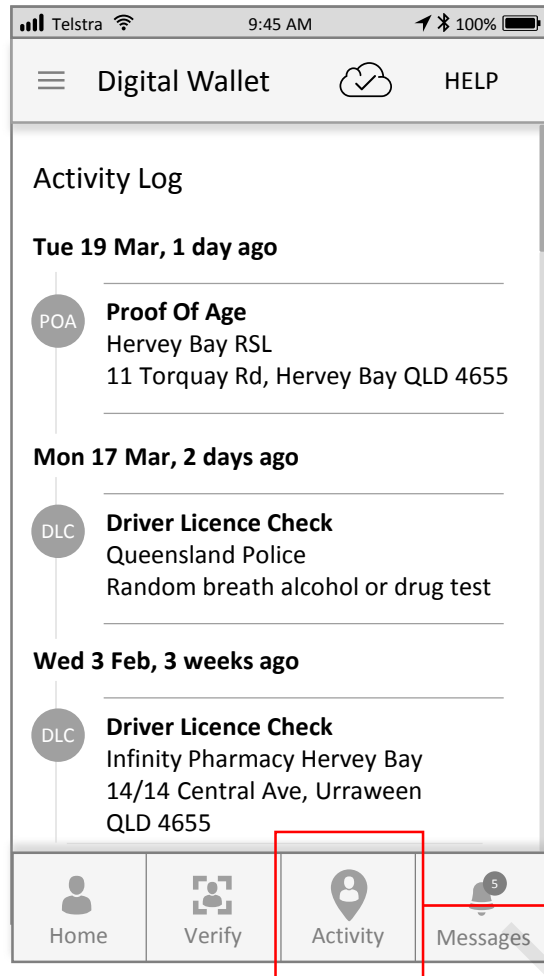
Function: Driver licence

Feature: Visibility of information

Attribute:

1. Edit – enables editing
2. Show/hide – enables the credential holder to set the visibility of information
 - A. For example, attributes which visibility can not be edited:
 - Photo
 - Name
 - Last updated
 - Status
 - Credential name
 - Barcode
 - Qld Government logo

ACTIVITY – LOG CREDENTIAL VERIFICATION



Product: Digital Wallet

Function: Activity

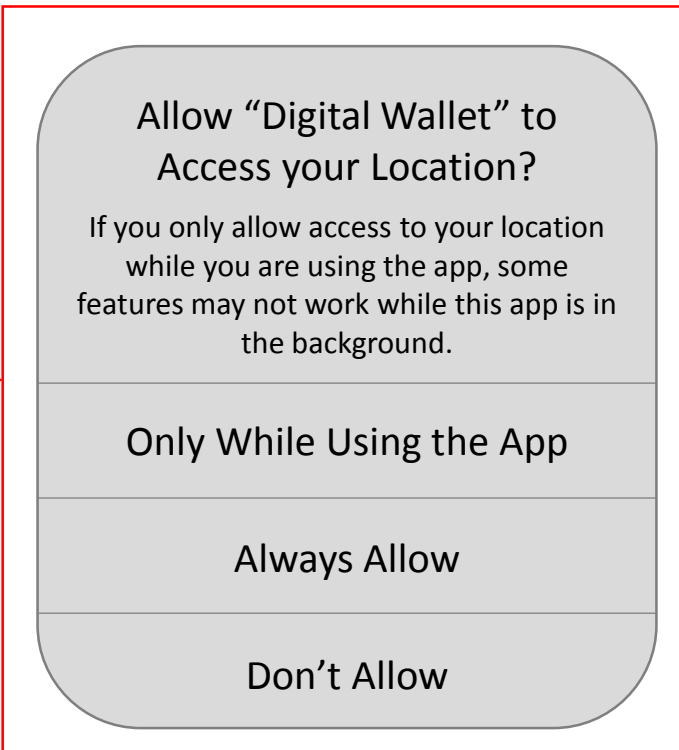
Feature: Access log credential verification

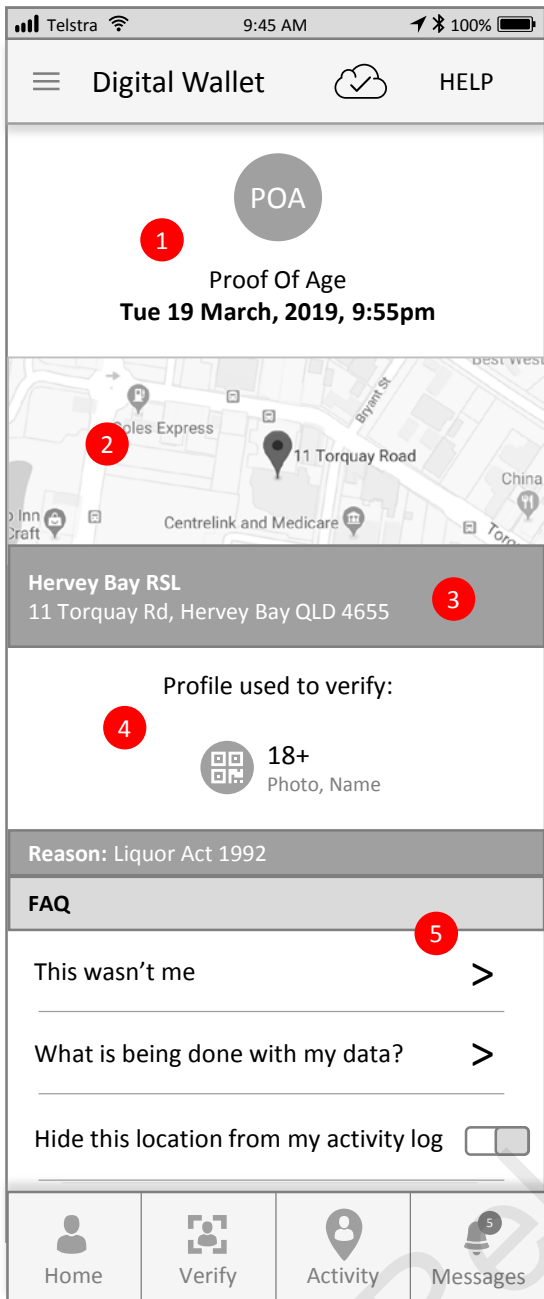
Attribute:

1. Activity –sharing activities must be maintained as part of the International Organization of Standardization (ISO) 18013-5)
2. A sharing activity log should be a separate section of the App
3. Activity should be shown through basic visual cues such as icons to assist the credential holder with determining the type of credential user, along with high level type and location details
 1. For example, proof-of-age (POA), driver licence check (DLC) and so on – these need to be determined

Note: Renewal

- This feature may require customer permissions or may be provided through government enabling platforms
- What happens if the customer doesn't allow location tracking at all?
- This must be determined either way





ACTIVITY – LOG CREDENTIAL VERIFICATION

(Continued)

Product: Digital Wallet

Function: Activity – Log Credential Verification (continued)

Feature: Access activity verification details – detailed view

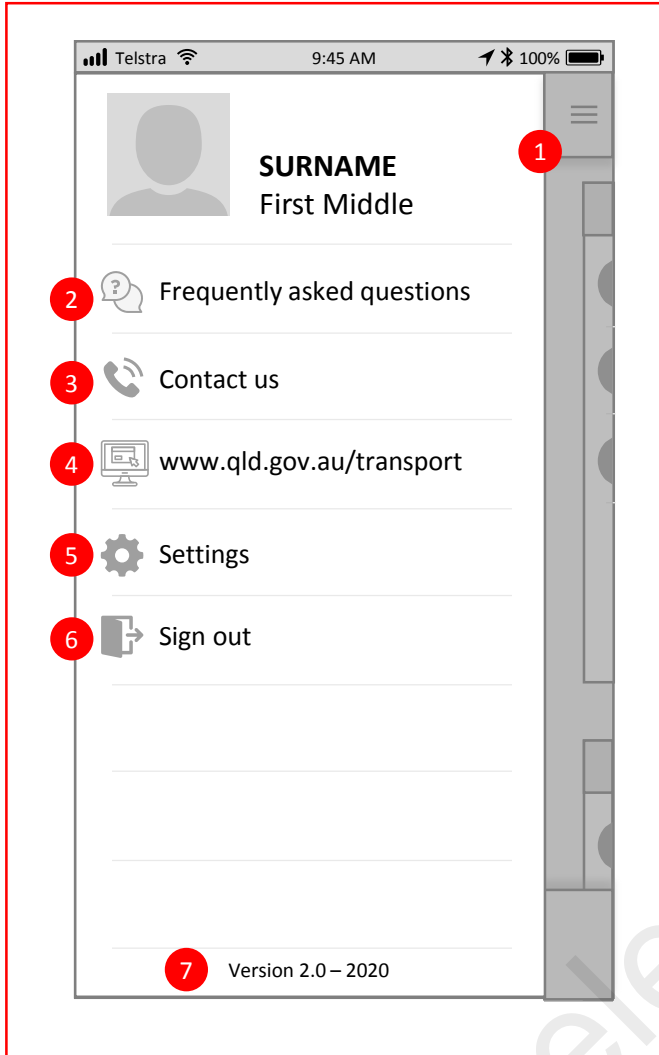
Attribute:

1. Selected activity should be clearly visible including the type (for example, proof-of-age) and the day, date and time
2. Location of the verification made by a Credential User should be shown clearly on a map including location pin
3. Name and location of the Credential User should be clearly visible
4. Purpose of the verification made by the Credential User should be made clear (for example, compliance, business process and so on) and include the attributes that where verified
 - A. Is this possible?
5. Contextual help example – help should be contextual (see section ‘HELP – CONTEXTUAL ASSISTANCE’)

Note: Activity detail

- The data and detail expected in the activity log needs to be determined

PRIMARY NAVIGATION – BURGER MENU



Product: Digital Wallet

Function: Primary navigation – burger menu

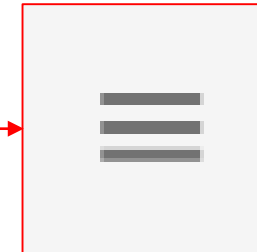
Feature: Access additional functionality

Attribute:

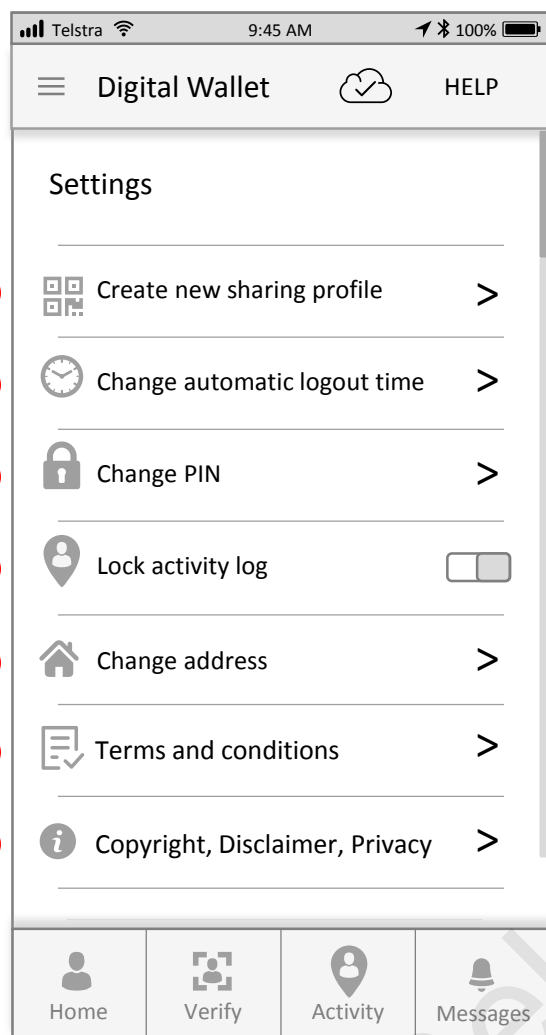
1. Menu 'tray' – when 'burger' menu is selected
 - A. Order needs to be determined
2. FAQs – List of questions and answers
3. Contact – should either be a 'tap-to-call' phone number or link to a more detailed contact page with CSC, web and phone options
4. External link to go to the 'Transport and motoring' section of qld.gov.au website
5. Settings – draft only to indicate future scalability (for example, account settings, change personal information such as email, phone number, address, location settings and so on)
6. Sign out – customer can 'sign-out' of their Digital Wallet
7. Version number

Note: Burger menu

- International burger menu looks like 3 horizontal bars
- Using a burger menu is a suggestion only



SETTINGS



Product: Digital Wallet

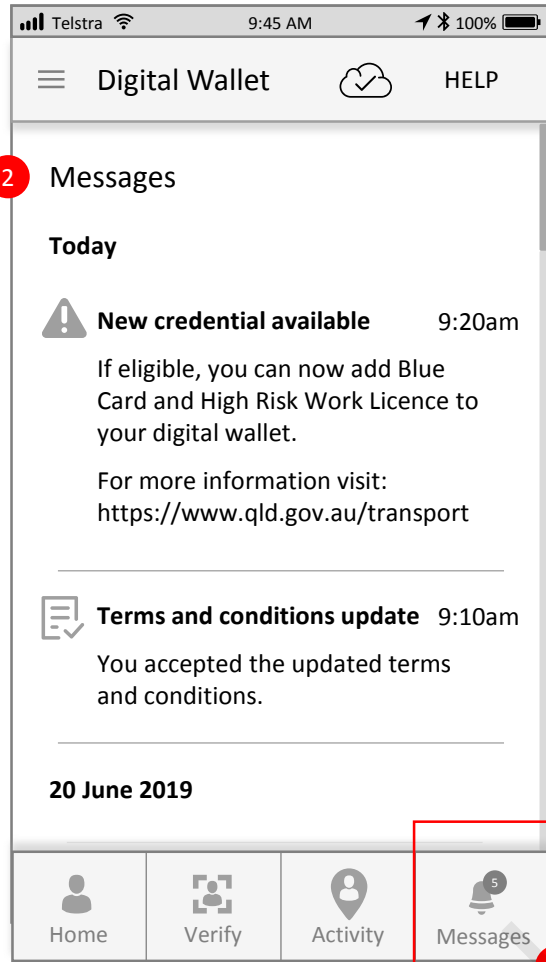
Function: Settings

Feature: Customer preferences

Attribute:

1. Customise sharing information
2. Logout after lapsed time
3. Rest security PIN
4. Enable biometric access to log information
5. Change address for all credentials within digital wallet
6. Same T&Cs accepted by the customer upon initial app launch
7. Info – Including Copyright, Disclaimer, Privacy

MESSAGES



Product: Digital Wallet

Function: Messages – Push notifications

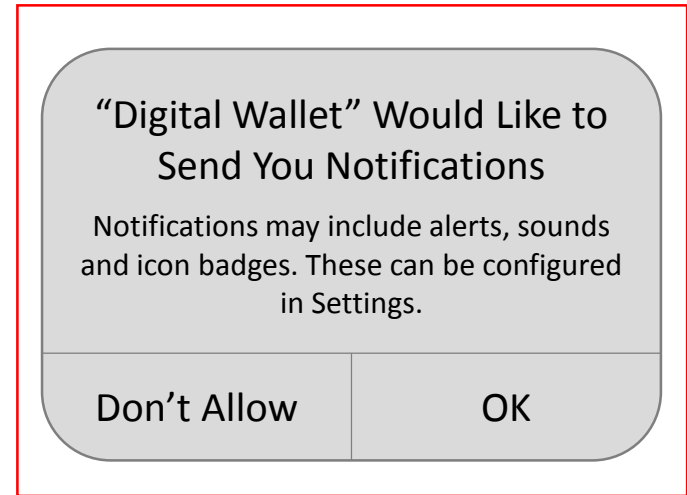
Feature: Receive important, contextually relevant messages from issuing authority

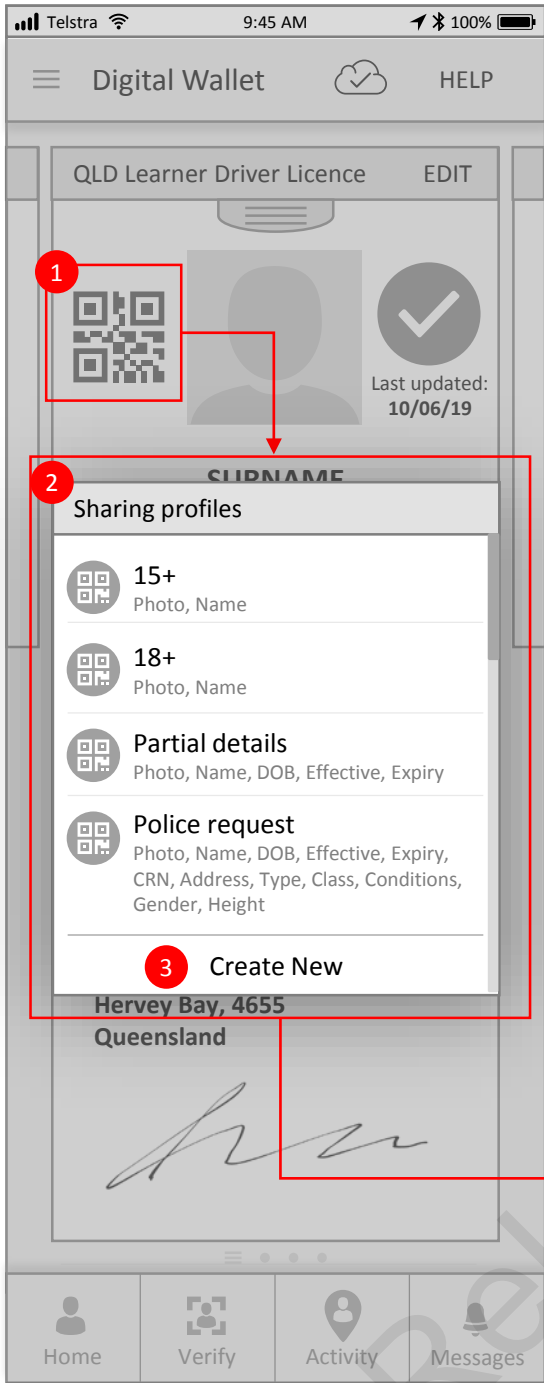
Attribute:

1. Messages – Push notifications should be collated in an area where they can be read by the Credential Holder and should be indicated by a 'badge' showing the number of new or unread messages
2. Messages should be a separate section of the App
3. Messages should be time sensitive for clarity
4. Messages should be shown through basic visual cues such as icons to assist the Credential Holder with determining the type and severity of each message
 1. For example, something is about to expire, checking to verify activity (for example, the Credential Holder could be using a new phone and the issuing authority should confirm usage)
 2. Road and traffic details could also be distributed in this method

Note: Notification permissions

- Customer permission will be required (below)





VERIFYING CREDENTIALS

Product: Digital Wallet

Function: Verification of credentials

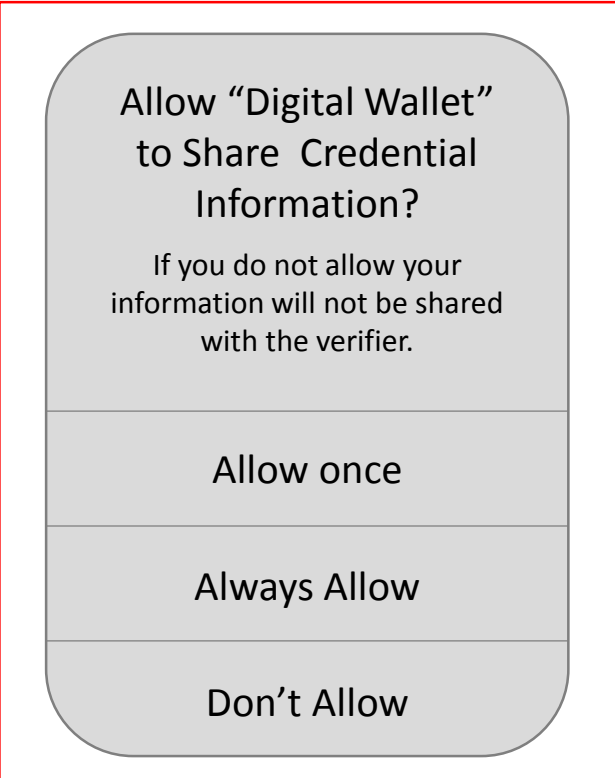
Feature: Prove identity, attributes such as address or age, verify credential currency or status

Attribute:

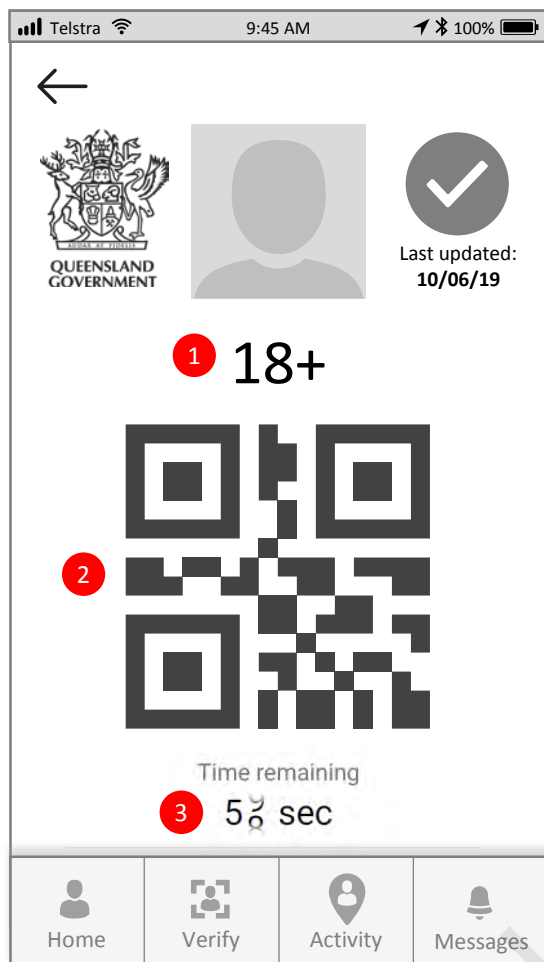
1. QRCode – customer initiates the sharing of credential
 - A. Security required to present credential to screen
 - I. Customer preference should be provided to cater for a range of security options including biometric (fingerprint or face) or pin
 - II. Utilise native iOS or Android and cater for wide range of device hardware variation
2. Multiple profiles can be provided by default for the customer to select when required
3. Custom profiles can be created to suit the needs or preferences of the credential holder or a credential user they are interacting with

Note: Sharing profiles

- These profiles are shown for example purposes only
- Each default profile will need to be specified in detail
- The level of customisation made available to the customer will also need to be specified
- Sharing will require consent before sharing



VERIFYING CREDENTIALS – 18 +



Product: Digital Wallet

Function: Verification of credentials – 18+

Feature: Prove age to enter a licenced premises, consume alcohol, gamble or use poker machines

Attribute:

1. Age – removes the need for the credential user to manually determine legal age of credential user
2. QR-Code – contains all other identity and credential attributes that prove both identity and validation and currency information that are unrelated to the proof of legal age and are not required by credential user
 1. Changes at set time intervals (for example, 60 seconds)
3. Time showing both credential user and credential holder how long the QR-Code will be on-screen before changing
4. Navigation should communicate clearly how to return to previous screen

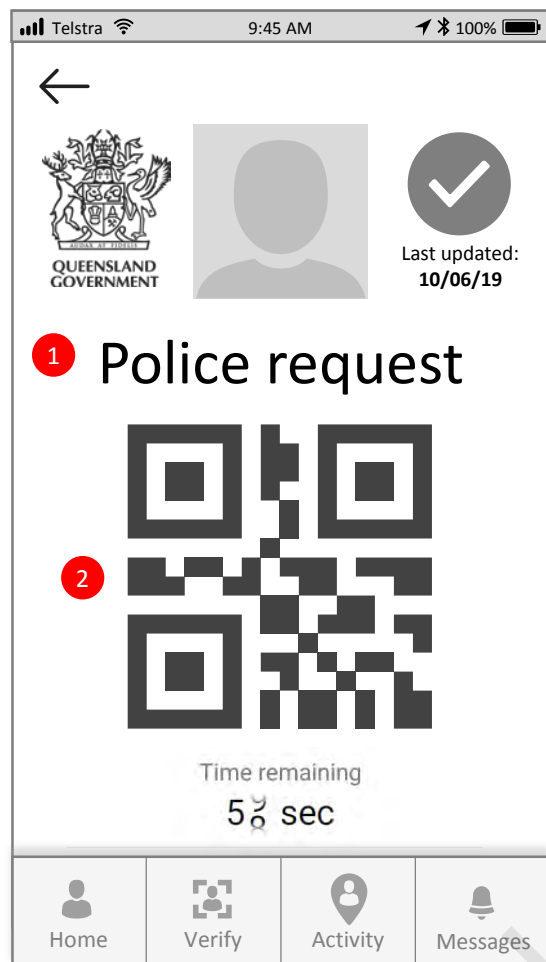
Note: Context

- Should only be available to credential holders with a valid date of birth. For example will not be possible with a Photo ID card where the credential holder's date of birth is less than 18 years of age.

Note: Scanning, verifying and reading

- QR-Code should be 'verified' by anyone with a Digital Wallet scanner. For example one credential holder should be able to verify that another credential holder is 18+ using the inbuilt scanning function within the App.
- QR-Code should only be 'read' by verified third-party scanners such as Queensland Police Qlite devices, providing them with more details about the credential user.

VERIFYING CREDENTIALS – POLICE REQUEST 26



Product: Digital Wallet

Function: Verification of credentials – Police request

Feature: Provide information to Police

Attribute:

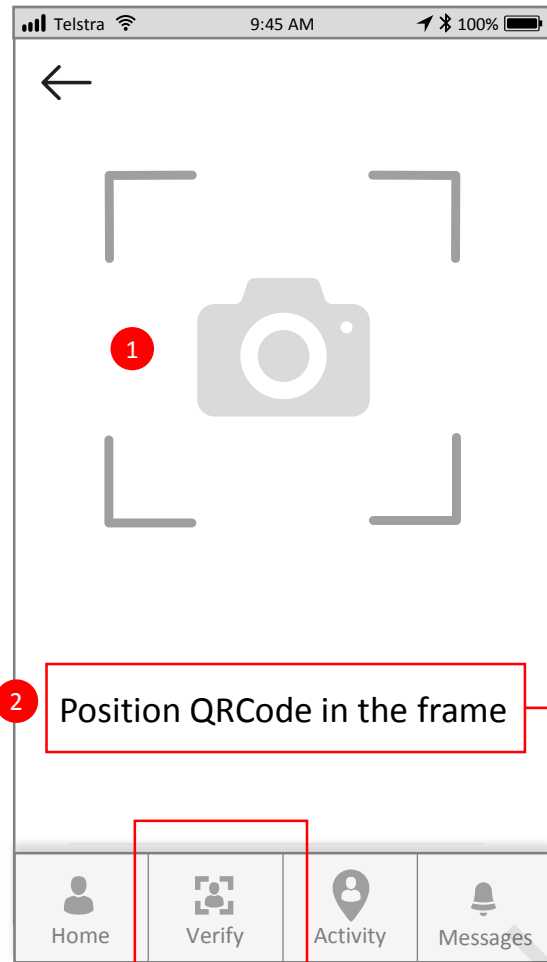
1. Profile to show credential user that they are sharing all their identity and credential information to Police
2. QR-Code – same as the 18+ QR-Code, however all information required by Police is included
 - A. Provided for operational ease for first responder Police, reducing date entry time replaced by scanning the QR-Code

Note: Scanning, verifying and reading

- QR-Code should only be 'read' by verified third-party scanners such as Queensland Police Qlite devices, providing them with full details about the credential user and attributes of the credential such as type, validity and currency.
- Cannot be validated by another credential holder or credential user

VERIFYING CREDENTIALS – SCANNING

2.2.10



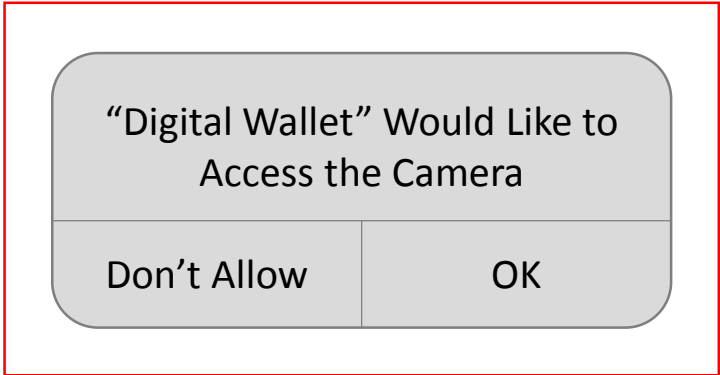
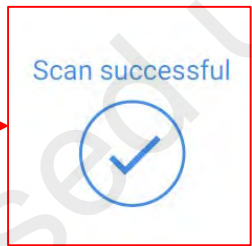
Product: Digital Wallet

Function: Verification of credentials – Scanning

Feature: Verify a credential using the Digital Wallet App

Attribute:

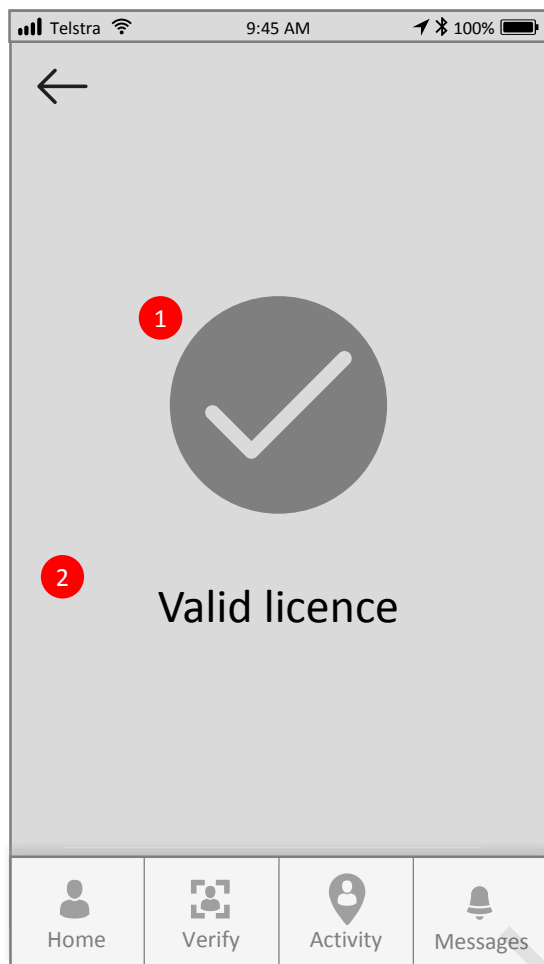
1. It should be clear to the user that the App is using the camera, using native camera conventions for either iOS or Android
2. Clear instructions should be available on-screen to assist in the function of scanning a credential holder's QR-Code on another smartphone – just to show it's been successful while it's processing



Note: Scanning, verifying and reading

- First time use of the 'scan' feature should request permission to access the camera using native permission dialogues (example below)
- Scanning action should be contextual and show both before and after behaviours
- The definition of a 'successful' scan needs to be determined (for example, a tick, a date and time and so on – example below)

VERIFYING CREDENTIALS – VALIDATING



Product: Digital Wallet

Function: Verification of credentials – Validating

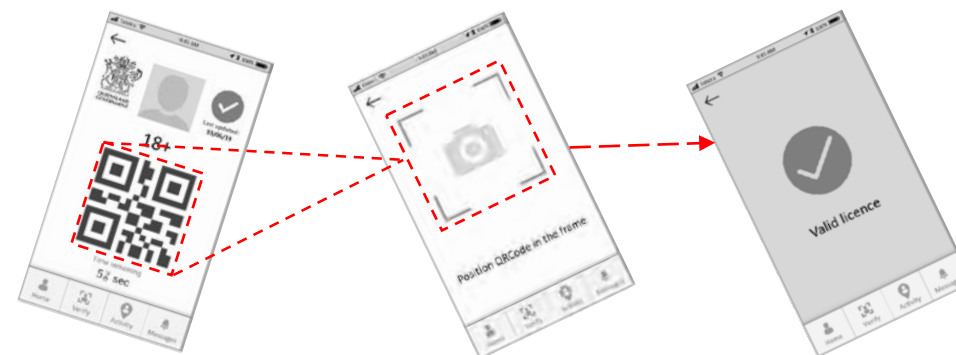
Feature: Validating credential using the Digital Wallet App

Attribute:

1. It should be clear to the verifier that a credential is valid or not
 - A. Tick on a green background
 - B. Cross on a red background
2. Clear messaging should be provided

Note: Validating

- Validating is not the same as 'sharing'
- This is an example based on Service NSW only



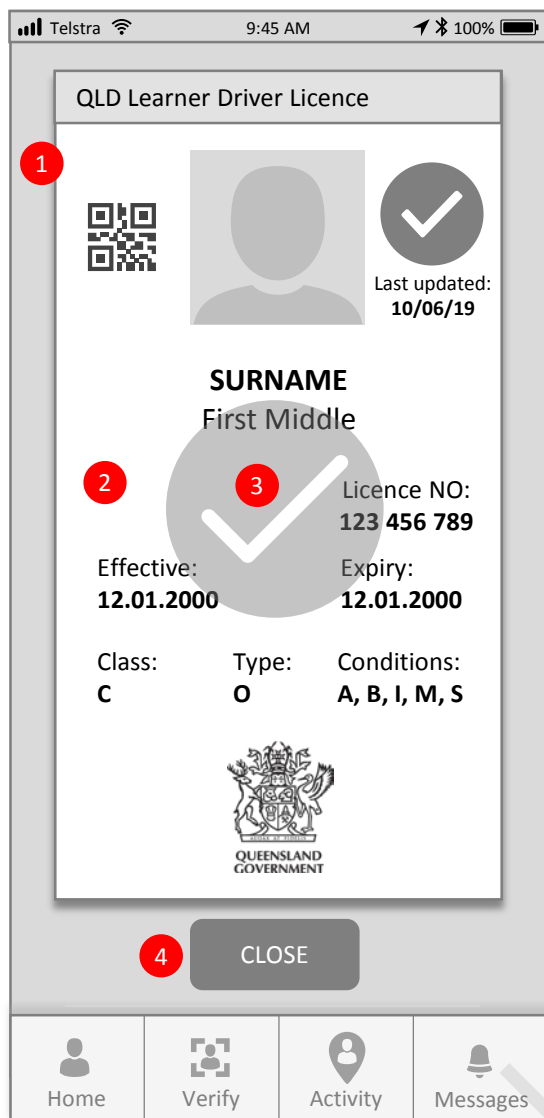
RTI - 1217 - Release Page 305 of 717 Credential holder presenting QR-Code

Credential user scanning QR-Code

Credential user's scanned result

Released under RTI/DTPAR

VERIFYING CREDENTIALS – SHARING



Product: Digital Wallet

Function: Verification of credentials – Sharing

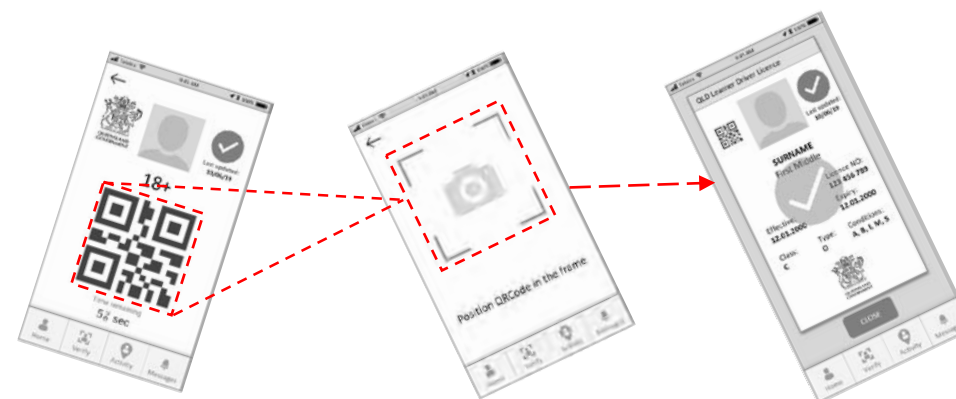
Feature: Sharing credential using the Digital Wallet App

Attribute:

1. Credential information is shared by the credential holder to the credential user for verifying
2. Credential information is reduced to suit the preference of the credential holder
3. The credential user is able to see that not only is the credential shared for verifying, but it is also valid from the issuing authority
4. Way to dismiss the credential information and return to scan

Note: Validating

- Sharing is not the same as ‘validating’
- This is an example based on Service NSW only



Credential holder presenting QR-Code

Credential user scanning QR-Code

Credential user's scanned result

2.2.10
2.8.5
2.8.4
2.8.2

Released under RTI - DTPAR

MANDATORY CONSIDERATIONS

Principles for good design and development

THIS DOCUMENT IS THE SINGLE SOURCE OF TRUTH

And it's for you. If you see something in this document and it's not right, update it. If it's missing, add it. This needs to be used by a multidisciplinary team, external partners and vendors. Remember, if we can't explain it to each other, we're not going to be able to explain it to others. Let's make it right.



DIGITAL WALLET WIREFRAMES

A Functional design requirements specification document

This document is informed by the Customer Experience research and the subsequent vendor prototype sprint Customer testing which were conducted between March and May 2019. It is assumed that the reader has read the reports (see right), including the other deliverables (see below) also detailed in these reports.

This document is to specify requirements for the initial release of the Queensland Digital Wallet. It must be read in conjunction with the 'Digital Wallet Business Requirements' and 'User Stories' spreadsheets (see right) for further technical and functional detail.

Wireframes are not designs. The purpose of this document is to provide detail AND context to help remove ambiguity of implementation and ensure the product aligns with customer and business requirements.



Customer Oriented Registration and Licensing Digital Wallet Customer Experience Research Report, PART A – March 2019

Specifically pages 80 – 106



Customer Oriented Registration and Licensing Digital Wallet Customer Experience Research Report, PART B – May



Customer experience research mental models



RFT Business Requirements v0.1

Specifically worksheet 'Functional Reqs'

ID	Area	Business	Requirements
1	Registration	As a user, I want to register for the digital wallet so that I can use it.	Registration process should be simple and intuitive.
2	Licensing	As a user, I want to license my vehicle through the digital wallet.	Licensing process should be streamlined and efficient.
3	Payment	As a user, I want to make payments using the digital wallet.	Payment process should be secure and easy to use.
4	Account Management	As a user, I want to manage my account information through the digital wallet.	Account management should be user-friendly and accessible.
5	Security	As a user, I want to ensure my digital wallet is secure.	Security measures should be robust and reliable.
6	Integration	As a user, I want to integrate the digital wallet with other services.	Integration should be seamless and easy to set up.
7	Customer Support	As a user, I want to get help with the digital wallet.	Customer support should be available and helpful.
8	Accessibility	As a user, I want to use the digital wallet easily.	Accessibility should be ensured for all users.

Digital Wallet Proof of Concept User Stories v2 (2019.04.23)

All scenarios

CUSTOMER JOURNEY

Do not assume anything... ALWAYS put yourself in the customer's shoes

Some customers will already have a credential, some might not. Some will already have an account and some may not. Some customers may even have lost, upgraded or swapped their phone for a different platform and will want to reinstate their previously established Digital Wallet onto their new phone. Some may do this at a Customer Service Centre and some may not. It is assumed that this will be explored and factored into the build.

We want our customers can say *"it just works"*.



CUSTOMER JOURNEY – EXAMPLE

First-time customer



Customer visits Customer Service Centre in person



Manually check Customer physical identity credentials



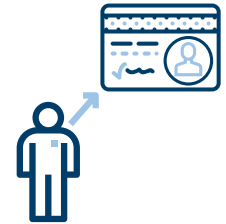
Details of all documents presented are recorded in TICA (Transport Integration Customer Application)



Manual verification guidelines apply to the visual inspection of documents and procedures in place for suspected fraud



A physical face-to-face interaction occurs as identity is checked and validated – Image set captured which consists of customer facial image and digital signature



All subsequent interactions with established customers (licensing)



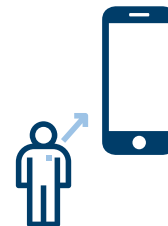
Signs up for Pilot Program



Email with instructions and code is provided



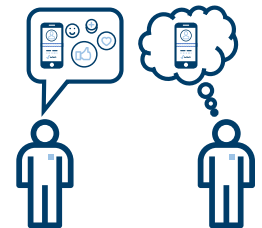
Customer downloads and installs App



Customer goes through onboarding, initial account set-up and verification process



Customer's credentials are then made available on their phone and they can now present their phone as required instead of their physical credential



Customer becomes an advocate and tells their family and friends of the benefits

MAKE IT EASY!

‘Easy’ means something different to everyone

Everyone is different and each person using the Digital Wallet will have different expectations of value. Value will be determined on a range of factors and presuppositions.

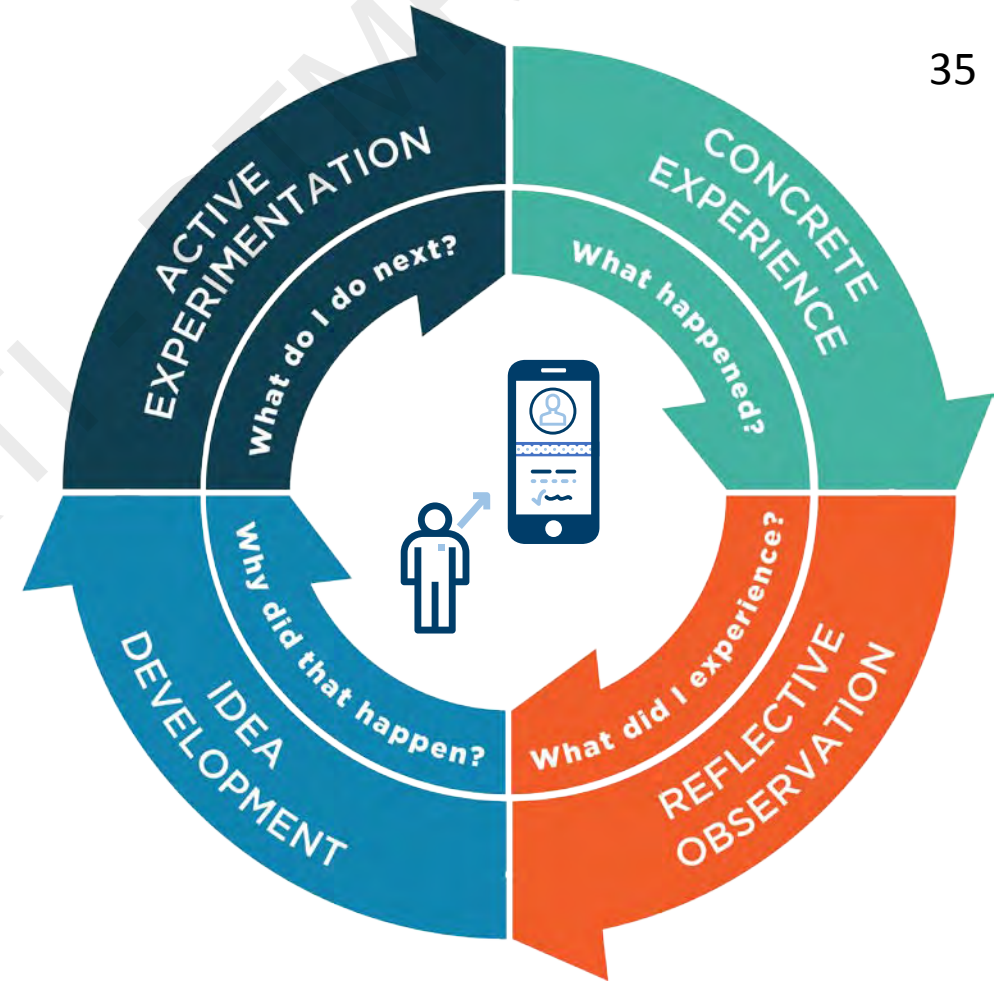
This list is by no means exhaustive, but for example:

- Digital literacy
- Cultural background
- Socioeconomic circumstances
- Physical ability and limitations
- Resistance to change
- Age
- and so on

With 3.7 million credential holders in Queensland assuming that ‘easy’ will have a different interpretation and meaning at an individual level is correct. Therefore, both the design and development team must consider the diagram (right) for both the ‘user interface’ (UI) and the ‘customer experience’ (CE) of the Digital Wallet App. The UI is what the user will interact with on their smartphone, the CE will be their personal outcome when interacting with it.

It is assumed the reader has read and understood the ‘Digital Wallet Proof of Concept User Stories’ and will consider the end-to-end process for each when designing and developing the App. Not just the business, security and compliance needs for Government and other stakeholders, but through putting the customer at the centre with every decision.

The customer will have an experience either way – it might as well be a great one.



People learn by doing – key takeaways:

- Should be inviting to use and do what is says
- Should be easy to navigate backwards and forwards
- Should feel like it’s not easily broken
- Should feel safe and secure when validating or proving identity

SCREEN-TO-BODY RATIO

Not all phones are created equal

Customers choose a phone that's right for them, based on platform choice, price, plan, size colour, how it feels in the hand and myriad of other individual and personal reasons. The user interface designer (UI) must consider a scalable interface when designing the Queensland Digital Wallet.

During our customer testing, people with mobility and accessibility needs demonstrated real concerns with the placement of navigation buttons and non-intentional touches. This too should be considered for a range of devices with various screen-to-body ratios. consistency.



Apple iPhone XS Max

Screen-to-body ratio: 84.4%
Screen size: 6.5 inches



OnePlus 7 Pro

Screen-to-body ratio: 88.4%
Screen size: 6.67 inches
RTI - 1217 - Release Page 313 of 717



Apple iPhone 8 and 8 Plus

Screen-to-body ratio: 65.6% and 67.7%, respectively
Screen size: 4.7 inches and 5.5 inches, respectively

Source: <https://www.digitaltrends.com/mobile/bezel-less-phone-comparison/>

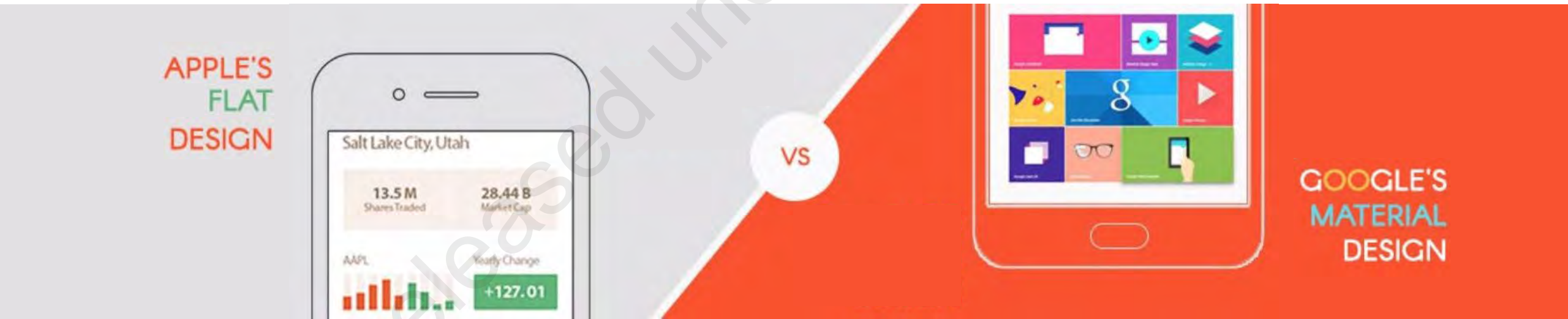
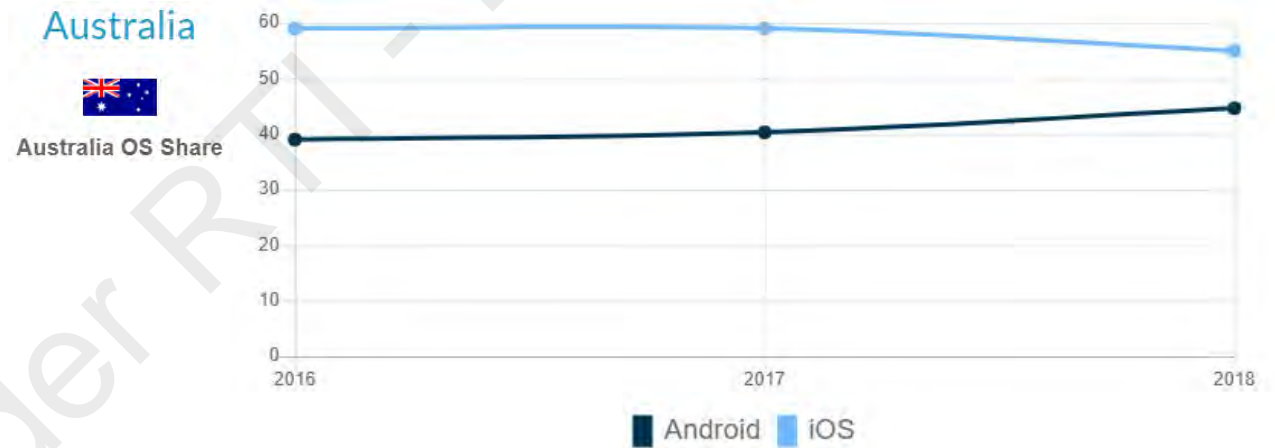
LOOK AND FEEL

It needs to look native regardless of platform, but the same on each

iOS is currently the preferred platform in Australia (defaulting to the iPhone) with Android gaining in popularity in the last 12 months (fragmented Android versions across a wide variety of OEMs and versions).

It is expected that the Digital Wallet will be a native App on both platforms (implementing native OS UI design libraries), however will look and feel the same for consistency.

- iOS using Apple’s Flat Design
- Android using Google’s Material Design

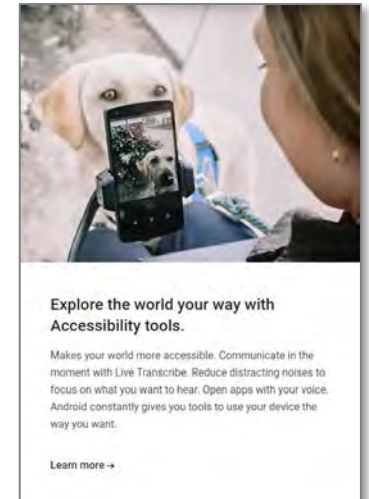


ACCESSIBLE BY DEFAULT

Not an afterthought

Both Apple and Android offer extensive and rich development tools for a range of accessibility needs. It is assumed that both the design and development teams will work closely and collaboratively to leverage all that each platform offers to ensure that the highest level of accessibility assurance can be achieved.

Customers with accessibility needs were included in the customer research and testing phase – we want to be authentic to their needs to ensure we are as inclusive as possible.



Apple:

<https://www.apple.com/au/accessibility/iphone/>

Android:

<https://www.android.com/>

NOTHING ABOUT ME WITHOUT ME

Permission must be provided prior to functionality being available

Both Apple and Android have different permission rules related to features and functions within Apps.

This list is not exhaustive, however for example permission may be required to:

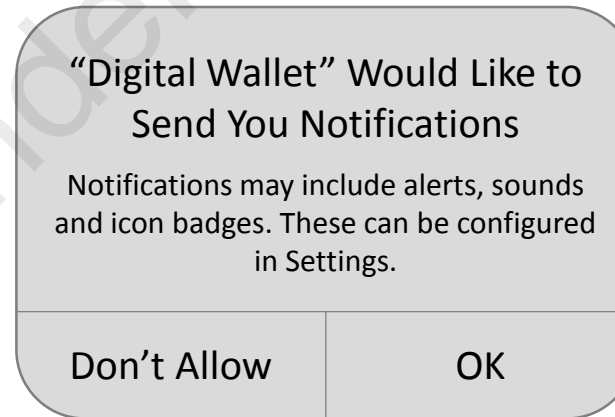
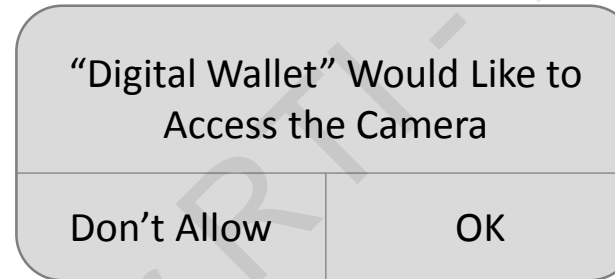
1. Access the camera
2. Know the customers location
3. Receive messages
4. Change settings
5. Send data back to an issuing authority
6. And so on

To avoid rejection upon App submission (particularly to the Apple App store) it is essential that this is considered and appropriate messages and requests are provided as and where required.

Each eventually should be considered:

1. What happens if the customer selects 'Don't Allow'?
2. What happens if permissions are only granted when the App is use?
3. And so on

Even if the outcome is that they can't use the Digital Wallet, this must be considered and clearly articulated to the customer. The customer gets control, however the issuing authority gets to determine the compliance and security rules for customer's safety.



Apple:

https://developer.apple.com/design/human-interface-guidelines/ios/app-architecture/requesting-permission/



Android:

https://developer.android.com/guide/topics/permissions/overview

APP DISTRIBUTION

How Queenslanders will access and download the Digital Wallet App onto their phone

Copy here..

Released under RTI - DTMR

AUTHENTICATION – ACCOUNT vs IDENTITY

Creating, stepping-up, verifying and signing-in

Copy here..

Released under RTI - DTPAR

ANALYTICS AND REPORTING

Measuring success, areas of improvement and overall benefits realisation



Google Analytics

Both quantitative and qualitative data will be expected day one of the App going live. Therefore, it is assumed analytics and other performance tracking will be applied to every aspect of the Digital Wallet to assist with strategic reporting requirements and the development of product horizon planning.

The line of questioning will be broad. This list is not exhaustive, but for example:

- How many customers have downloaded the App by platform?
- Where are the key abandonment points in the process of initial set-up?
- Provide a breakdown of credential holders using the App by Queensland region, credential type and age.
- Which features will be released in the next 3 months and how is this supported?
- Which accessibility features are used the most and how can they be improved?
- What channels are people searching for the Digital Wallet through and by what search terms?
- and so on

Analytics for acquisition, usage, goal completions, abandonment, process improvements should be planned and built into the App. Similar measures should be applied to other channels such as Customer Service Centres, phone support, website and social media.



ONBOARDING FOR FIRST TIME USERS

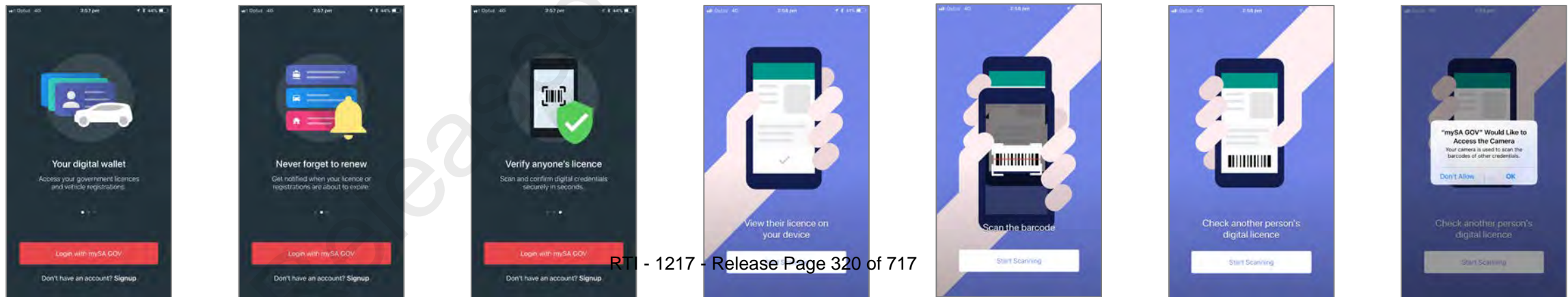
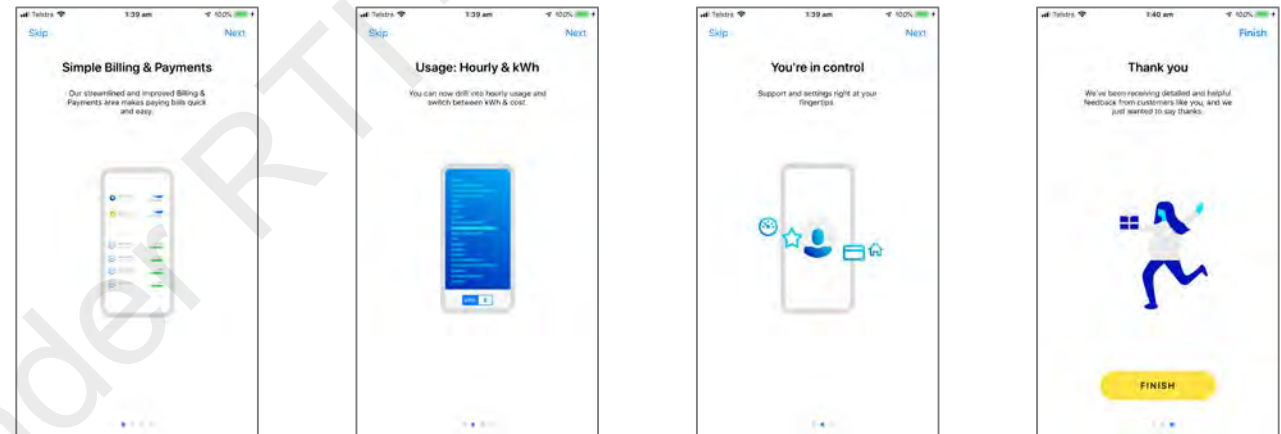
Which means something different

All Apps have some sort of learning curve and that's to be expected, however to help bring continuity, certainty and predictability to the user experience both Apple and Android provide well documented human-centred design principles and standards for their respective platforms.

In addition to this it's common for developers to assist first-time users with some quick onboarding messages and instructions. This is especially common where specific features are directly related to the overall customer experience or where privacy and security are critical.

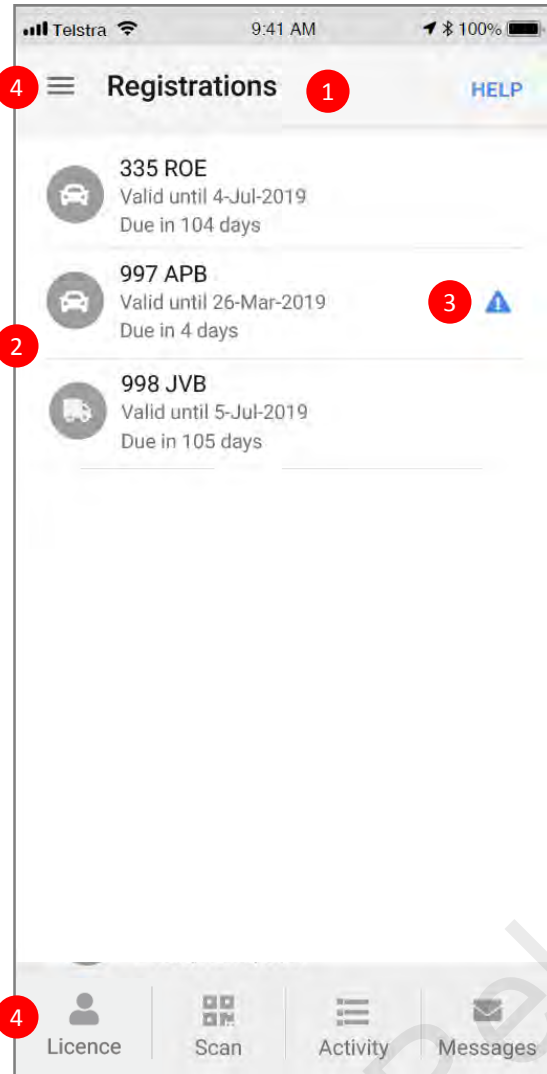
Onboarding messages can also help inform and promote new features to ensure customers feel confident using the App as it grows and matures from one iteration to the next.

Examples are provided here for illustration purposes only. Onboarding has not been wireframed at the time of writing.



Thank you.

SCALABLE FEATURE – REGISTRATION



Product: Digital Wallet

Function: Scalable feature – registration

Feature: Access vehicle registration details

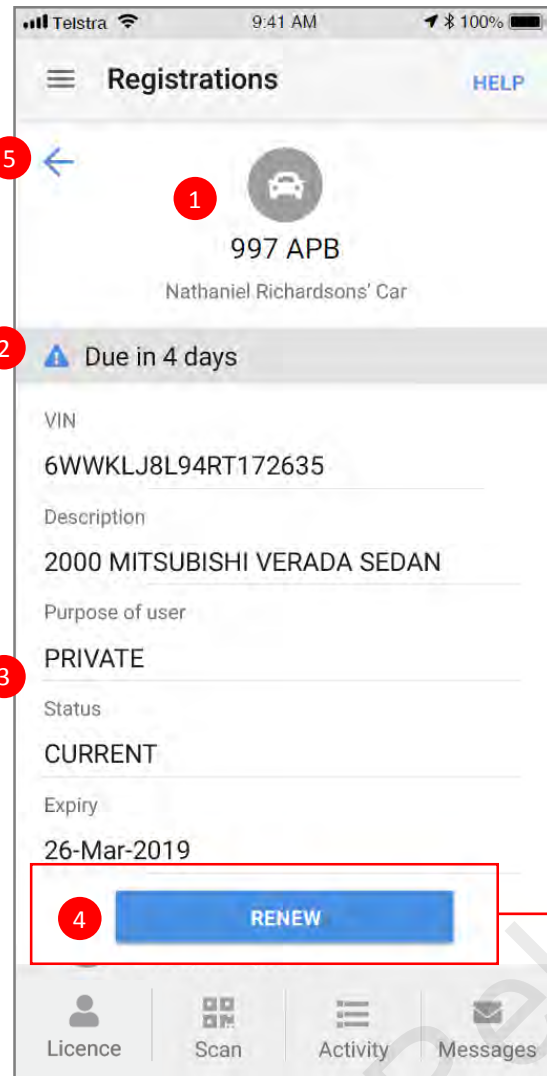
Attribute:

1. Clear feature title
2. Registration – customer research showed that customers expect their registration to be available in the Digital Wallet App, instead of having a completely separate App to view and manage vehicle registrations
 1. While this may not be possible for the pilot release, it's an example of what features should be considered in a future iteration
3. Due date – icons should be used to communicate current registration status (for example, due soon, about to expire, expired, cancelled, not registered and so on)
4. Customer can use either the main menu or the burger menu to navigate away from this type of feature section

Note: Registration

- Would present vehicles with corresponding icons to provide visual learning cues
- Clear details for each vehicle should be included such as registration number, validity term and days to expiration and renewal

SCALABLE FEATURE – REGISTRATION (CONTINUED)



Product: Digital Wallet

Function: Scalable feature – registration (continued)

Feature: Access detailed vehicle registration details

Attribute:

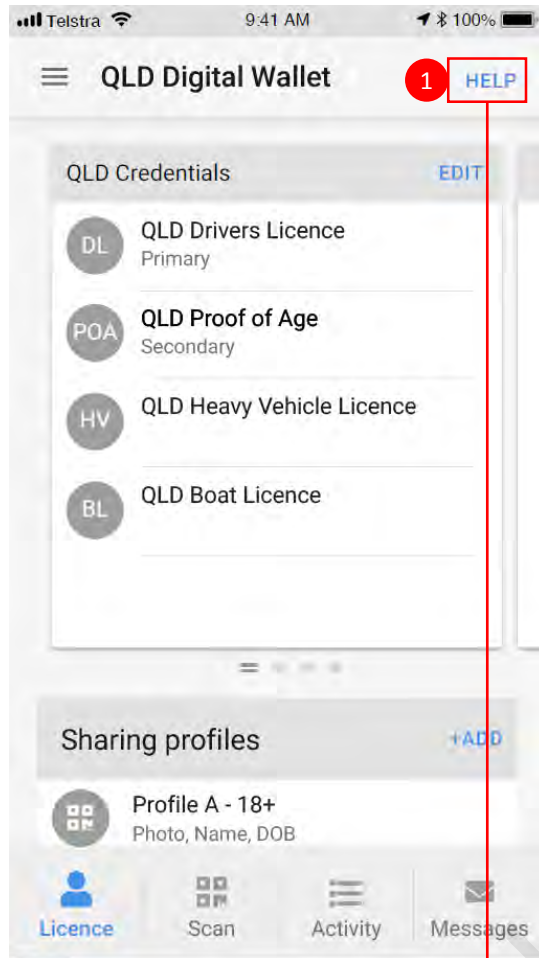
1. Selected vehicle – clearly show the registration details for the vehicle that’s been selected from the list
2. Status – icons should be used to communicate current registration status (for example, due soon, about to expire, expired, cancelled, not registered and so on)
3. Detailed registration information – should provide full and complete information about the vehicle registration
4. Primary action – customer should be able to renew a vehicle registration from the within the app
5. Navigation – it should be very clear how the customer navigates back to the list of vehicle registrations

Note: Renewal

- Features such as this may require integration of platform payment gateways (for example, Apple Pay and Google Pay)
- Payment choice on device is expected by customers so the Digital Wallet will need to provide multiple options



HELP – CONTEXTUAL ASSISTANCE



Product: Digital Wallet

Function: Help

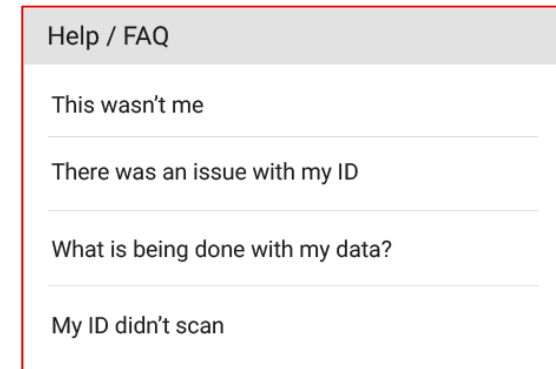
Feature: Level 1 help, assistance to receive level 2 support

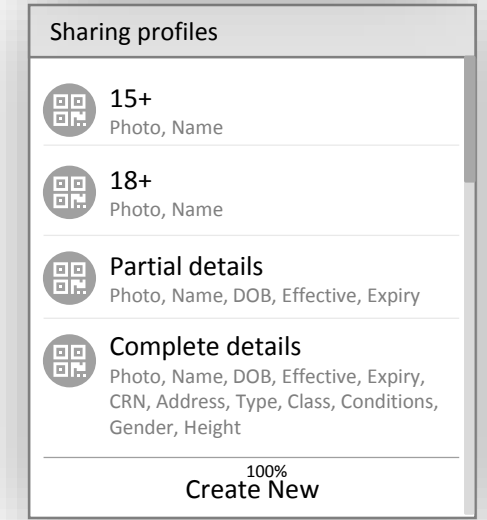
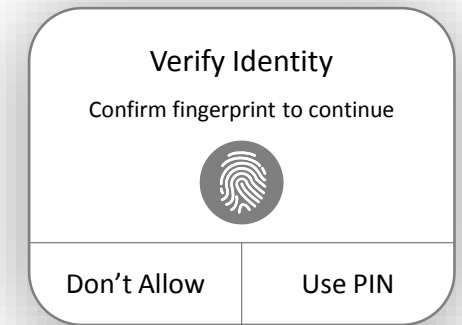
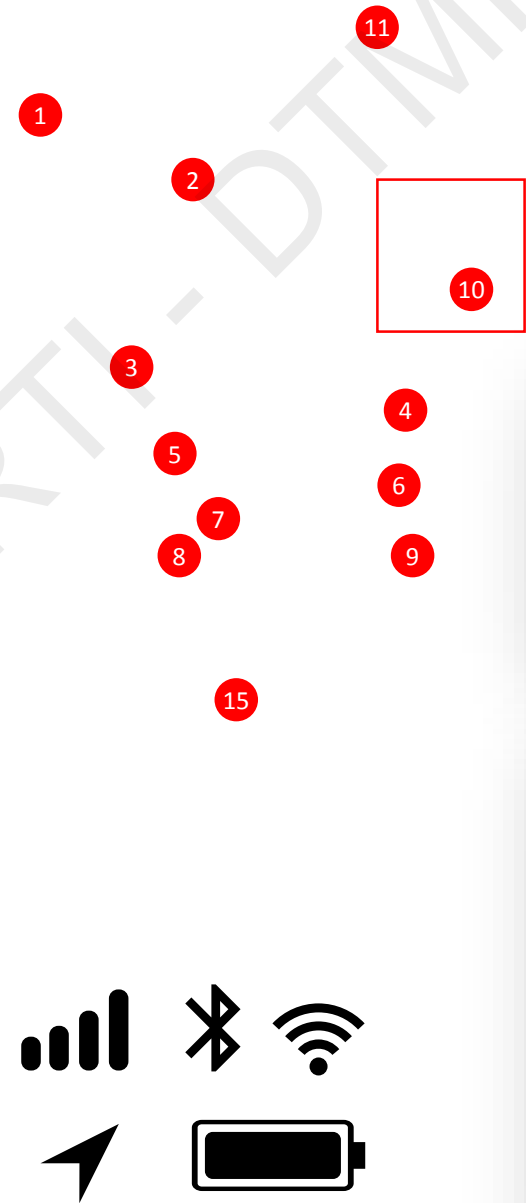
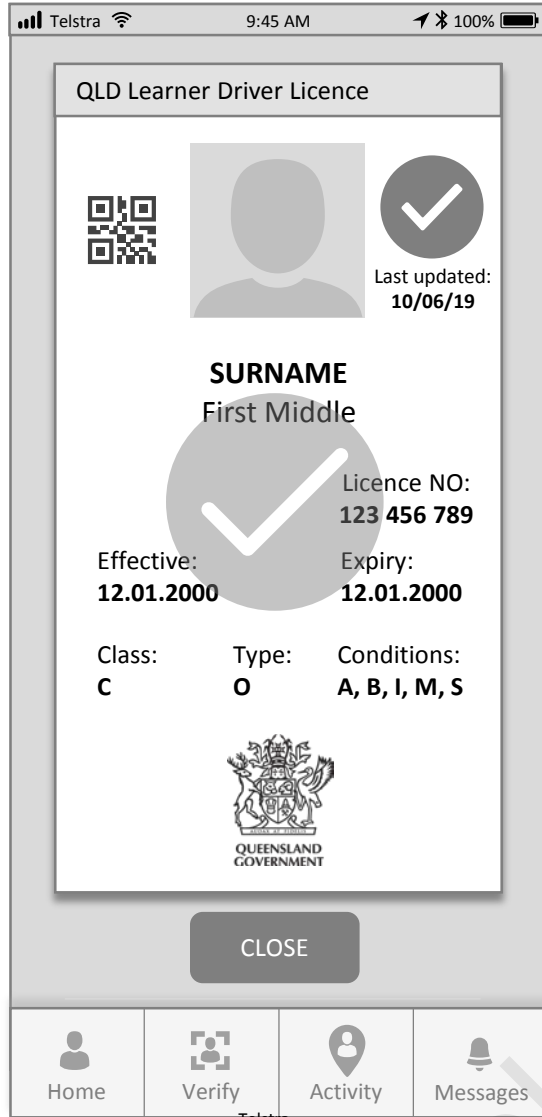
Attribute:

1. Help – this is a persistent, high level navigation and should be available wherever possible
 1. Help should be contextual, where information related to the current feature is at the top of the list/screen for the credential holder to find and read
 2. Should the credential holder require additional information or support it is assumed it will be easy for them to navigate to additional Q&As, simple ‘how-to’ examples, ‘did you know?’ featurettes and include other ways to contact additional, personalised assistance (such as a ‘contact us’ phone number, web links, YouTube videos and so on)

Note: Help

- Complete wireframes for ‘Help’ have not been drafted to date
- See section ‘SCALABLE FEATURE – ACTIVITY (CONTINUED)’ for an example of contextual help (excerpt below)







mDL prototype interoperability party

August 18 – 19, 2019, Omaha, NE, USA



Organized by
WG10 members



Hosted by
AAMVA



Coordinated by
UL



Introduction

ISO/IEC 18013 part 5 standardizes requirements for mobile driving license (mDL). The implementation of the standard by Issuing Authorities and their suppliers in various mDL solutions should result in a secure and interoperable mDL ecosystem. Task Force 14 on mDL within ISO/IEC JTC1/SC17/WG10 has worked towards mDL standardization since 2014. After the successful first interoperability party in Okayama, Japan, the second CD draft of Part 5 was issued for ballot in March 2019. At the event of the AAMVA Annual International Conference (AIC) in Omaha, NE, USA, a second mDL Interoperability Party will be hosted. The main objectives of the event are to test interoperability of standardized functions between implementations of different mDL solution providers, to keep momentum in the standardization work, and to generate further feedback on the draft standard.

The event allows Issuing Authorities, mDL solution providers and the standardization community to

- try out prototype implementations
- evaluate the interoperability of their implementation with other prototypes
- confirm their interpretation of the draft standard
- generate further feedback to clarify requirements and to enhance uniform interpretation of provisions in the standard under development

This document provides further details on the mDL Prototype Interoperability Party which will be held on 18 – 19 August in Omaha, NE, USA. This includes details on the venue, the terms and conditions for participation, test process and registration forms.



Organization

- Date:** August 18th – 19th, 2019
- Location:** CHI Health [Convention] Center, 455 N. 10th Street, Omaha, Nebraska 68102
- Host:** AAMVA
- Coordinator:** UL
- Organizer:** Members of ISO/IEC JTC1/SC17/WG10 Task Force 14
- Endorsed by:** Austroads - the peak organisation of Australasian road transport and traffic agencies
AAMVA - the American Association of Motor Vehicle Administrators
EReg - the Association of European Vehicle and Driver Registration Authorities





Participation

3.1 Registration

Participants are required to register in advance of the test event. The registration form, including instructions for registration are available in Annex A in this document.

3.2 Clarification of interpretation and implementation issues with the standard

Participants are encouraged to promptly report any issue they encounter with the interpretation and/or implementation of ISO/IEC CD 18013-5 with the coordinator of the test event (to Yaejin.lee@ul.com and in CC: Arjan.geluk@ul.com). The coordinator of the test event will provide initial clarification to the reporting participant. Also, the coordinator of the test event will maintain an issue log.

At the occasion of the Ballot Resolution Meeting in the first week of July, the issue log will be reviewed with registered participants and WG10 members. As soon as possible after this meeting, but no later than 1 month prior to the test event, participants will be provided with all jointly reviewed clarifications relevant for implementation of their prototypes.

Important note: these clarifications is strictly related to interpretation and implementation issues regarding the 2nd CD draft of Part 5 (SC17_N1677). This is independent of any potential modifications to Part 5 that may result from the Ballot Resolution, as the text of the 2nd CD ballot is the basis for the test event.

3.3 Publication of the results

Participants must know that neither the organizers nor the WG10 endorse the results of the party. Passing the tests does not result in an "ISO certification" or "WG10 approval".

- Participants shall indicate the approval or disapproval of the use of their organization's name and logo in publications regarding the event including in the report with anonymized test results
- High level, anonymized test results will be presented/discussed during the WG10 meeting on 20th August
- A summary of the test event, the test approach and high level anonymized test results will be presented to the AAMVA Annual International Conference (AIC) on 21st August
- A General Presentation with a summary of the test event, the test approach and high level anonymized test results will be prepared for use by participants in their organization and/or other industry events

Participants will receive the results pertaining to their provided implementation. These results are solely intended for use by participants towards improving their mDL (Reader) implementation.

The results of tests shall not be used by any party for any commercial or (competitive) marketing purposes. Only the General Presentation with a summary of the test event, the test approach and high level anonymized test results may be used by participants to inform relevant stakeholders and for promotion and marketing of the concepts of mDL, interoperability and international standardization.





Test Scope

4.1 Base document

The test is based on the most recent draft version of ISO/IEC 18013-5 which is distributed in March, 2019 (SC17_N1677).

4.2 Features to be tested

The main features to be tested in this test event are device engagement and offline and online data transfer. Table 1 lists features to be tested during the party.

For device engagement, the test scope covers both a QR code and NFC, as specified in ISO/IEC 18013-5.

For data transfer to the mDL reader, the test scope includes both offline methods and online methods. For the test event, the scope includes all possible offline RF retrieval (BLE, NFC and Wi-Fi Aware) and compact data using QR code. When both mDL and mDL reader have internet connectivity and support online methods, an online mDL transaction will be carried out, using the mDL (Issuing Authority) backend WebAPI or OIDC available to the mDL reader.

Participants shall implement mandatory security measures – Issuer Data Authentication, mDL Authentication and Session Encryption in case of offline data transfer; Json Web Token and TLS communication in case of online data transfer. mDL Reader authentication and TLS client authentication are out of scope for the test event.

The mDL data to be available for transfer in scope for the test event are license and holder data, portrait of mDL holder and mDL refresh info. The mandatory data elements are defined in Table 2, 18013-5. It is desirable that age verification is supported (age over 21).

Category		Profile		
Device Engagement	QR	QR Code		
		QR code with data element		
		QR code with WebAPI token		
		QR code with OIDC token		
		QR code with data elements and token		
	NFC	NFC static handover		
		NFC negotiated handover		
		NFC with WebAPI token		
NFC with OIDC token				
Data Transfer	Offline	NFC		
		BLE	BLE mDL central client mode	
			BLE mDL peripheral server mode	
	Wi-Fi Aware			
	Offline/Online	Token transfer using offline		
	Online	WebAPI		
OIDC				
Security	Offline	Issuer Data Authentication		
		mDL Authentication		
		Session encryption		
	Online	Json Web Token		
		Transport Layer Security		
Data	Offline/Online	License and holder data		
		Portrait image		
		Refresh info		
		Age verification (age over 21)		



Test Scope

4.3 Transaction scenario

In transaction scenario ID, XXOF-XXX means offline transactions and XXON-XXX indicates online transactions.

Transaction scenario ID	Descriptions
DTOF-001	This scenario supports data transfer by BLE after device engagement using QR
DTOF-002	This scenario supports data transfer by BLE after device engagement using NFC
DTOF-003	This scenario supports data transfer by NFC after device engagement using NFC
DTOF-004	This scenario supports data transfer by NFC after device engagement using QR
DTOF-005	This scenario supports data transfer by Wi-Fi Aware after device engagement using QR
DTOF-006	This scenario supports data transfer by Wi-Fi Aware after device engagement using NFC
DTOF-007	This scenario supports data transfer during device engagement with compact data using QR
DTON-001	This scenario supports data transfer by WebAPI after device engagement using QR (token transferred during device engagement)
DTON-002	This scenario supports data transfer by OIDC after device engagement using QR (token transferred during device engagement)
DTON-003	This scenario supports data transfer by WebAPI after device engagement using NFC (token transferred during device engagement)
DTON-004	This scenario supports data transfer by OIDC after device engagement using NFC (token transferred during device engagement)
DTON-005	This scenario supports data transfer by WebAPI (token transferred after device engagement during offline data transfer). Precondition: At least one of the transactions with ID DTOF-001 to DTOF-006 was successful.
DTON-006	This scenario supports data transfer by OIDC (token transferred after device engagement during offline data transfer). Precondition: At least one of the transactions with ID DTOF-001 to DTOF-006 was successful.





Test Scope

For each transaction scenario, the applicable data check and security check listed in Table 3 and Table 4 shall be performed.

Table 3 list of data check

Data check ID	Descriptions
DC-001	Check whether license and holder data are correctly transferred
DC-002	Check whether facial image data is correctly transferred
DC-003	Check whether refresh info data is correctly transferred
DC-004	Check whether age verification is correctly transferred

Table 4 list of security check

Security check ID	Descriptions
SCOF-001	Check whether issuer data authentication is performed successfully – step 1: validation of the mDL data using the Mobile Security Object (MSO).
SCOF-002	Check whether issuer data authentication is performed successfully – step 2: validation of the MSO using the Document Signer Certificate.
SCOF-003	Check whether issuer data authentication is performed successfully – step 3: validation of the Document Signer Certificate using the IACA root public key.
SCOF-004	Check whether mDL authentication is performed successfully
SCOF-005	Check whether session encryption is performed successfully
SCON-001	Check whether the TLS protocol is performed successfully. This includes the validation of the TLS server certificate.
SCON-002	Validate trust in the mDL message – step 1: validation of the JSON Web Signature of the message (JWT) using the JWS certificate.
SCON-003	Validate trust in the mDL message – step 2: validation of the JWS certificate using the IACA root public key.(token transferred during device engagement)





Test process

5.1 Implementation Conformance Statement

Upon registration, participants need to fill in an implementation conformance statement, indicating which standardized functions and/or protocols are supported in the implementation presented for interoperability testing. The Implementation Conformance Statement is available in Annex B in this document.

5.2 Test materials

Participants providing an mDL (holder) implementation are required to provide their test IA CA certificate (made in accordance to C.1.2.1 of ISO/IEC 18013-5) by 31st July. The organizers of the test event will distribute the IA CA certificates to the providers of mDL reader implementation a week before the event.

5.3 Pre-test demonstration / ICS verification

On day 1 of the test event, participants will be invited for a pre-test demonstration of their mDL and/or mDL reader implementation(s). For this purpose, there will be a series of closed-door sessions. Access to these sessions are restricted to the participant, the coordinator and observers from independent test houses and regional associations of issuing authorities. The objective of these sessions are to confirm that the actual mDL / mDL reader configuration matches the Implementation Conformance Statement of the registered implementation.

5.4 Optional pre-check

The event coordinator offers an optional pre-check service, which can be utilized immediately after the pre-test demonstration / ICS verification session.

Before mDL (holder) implementations engage in transactions with mDL reader implementations, a pre-check can be carried out on the device engagement info. The information provided by the mDL in the QR code or over NFC will be parsed to check the structure of the device engagement info.

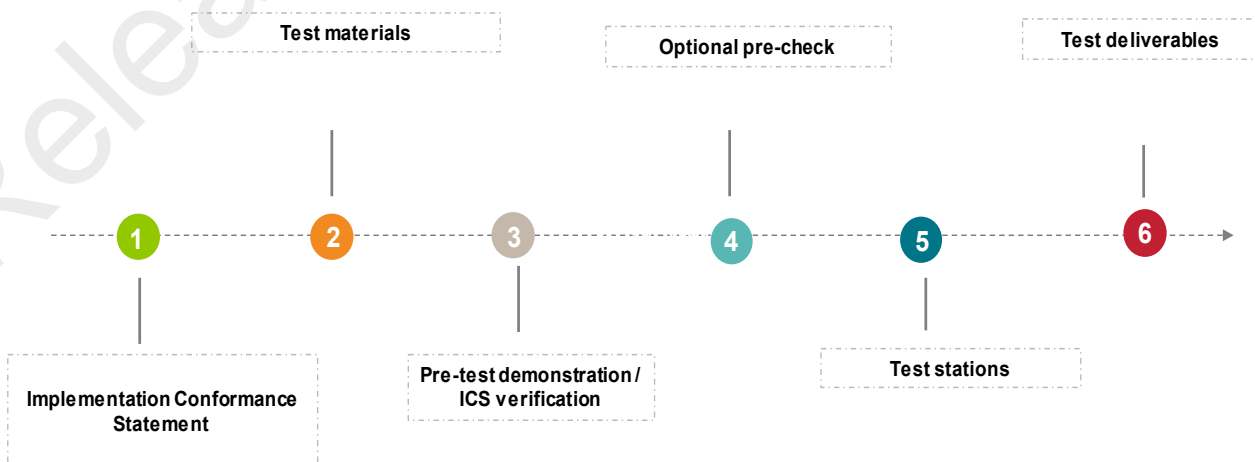
Before mDL reader implementations engage in transactions with mDL (holder) implementations, a pre-check (happy flow) can be carried out, in which several different instances of device engagement info will be provided.

5.5 Test stations

On day 2 of the test event, mDL (holder) implementations pass by test stations with mDL reader implementations to check the interoperability between the mDL and mDL reader implementations.

5.6 Test deliverables

A participant with an mDL reader implementation shall complete a spreadsheet with executed transaction scenarios and test results. Anonymized test results will be presented to ISO/IEC JTC 1/SC 17/WG10. High level anonymized test results will be reflected in a General Presentation that can be used by participants.



Annex A - Registration form

ISO WG10 mDL Prototype Interoperability Party

18th – 19th August 2019, Omaha, NE, USA

To be returned before 1 July 2019 to Part Refuse Sch.4 Part 4 s.6 Personal information @ul.com and in CC: Part Refuse Sch.4 Part 4 s.6 Personal information @ul.com.

Organization(s)

Provider of

1 mDL implementation

2 mDL implementations

1 mDL Reader implementation

2 mDL Reader implementations

Participant details (maximum 3 persons per implementation)

Full name	Organization	E-mail address

By signing this form, I authorize the use of anonymized test results in overall reporting of the test event. I confirm that my organization will not use the test results for any commercial or (competitive) marketing purposes. I acknowledge that my organization may use the General Presentation with a summary of the test event, the test approach and high level anonymized test results to inform relevant stakeholders and for promotion and marketing of the concepts of mDL, interoperability and international standardization.

I authorize the use of my organization's name and logo in communication/publications regarding the test event.

YES

NO

Signature _____

Annex B - Implementation Conformance Statement

This implementation conformance statement shall be submitted upon registration. This is necessary for proper organization of the party. This statement shall be submitted for each implementation.

To be returned before **1 July 2019** to Part Refuse Sch.4 Part 4 s.6 Personal information @ul.com and in CC: Part Refuse Sch.4 Part 4 s.6 Personal information @ul.com.

Category	Profile	<input type="checkbox"/> mDL (holder)		
		<input type="checkbox"/> mDL reader		
Operating System				
Device engagement	QR	QR code		
		QR code with data element		
		QR code with WebAPI token		
		QR code with OIDC token		
		QR code with data elements and token		
	NFC	NFC static handover		
		NFC negotiated handover		
		NFC with WebAPI token		
NFC with OIDC token				
Data Transfer	Offline	NFC		
		BLE	BLE mDL central client mode	
			BLE mDL peripheral server mode	
	Wi-Fi Aware			
	Offline/Online	Token transfer using offline		
	Online	WebAPI		
OIDC				
Data	Offline/Online	Age verification (age_over_21)		

The following shall be supported by any implementation provided:

Mandatory mDL data

- License and holder data (as per Table 2 in ISO/IEC 18013-5)
- Portrait image
- Refresh info

Security functions:

- In support of offline mDL transactions:
 - Issuer Data Authentication
 - mDL Authentication
 - Session encryption
- In support of online mDL transactions
 - Json Web Token
 - Transport Layer Security

The IACA root certificate used for Issuer data authentication, JWT and TLS shall be sent to Part Refuse Sch.4 Part 4 s.6 Personal information @ul.com and in CC: Part Refuse Sch.4 Part 4 s.6 Personal information @ul.com no later than **31 July 2019**.

TRAILS Transaction Volumes in CSC's by Financial Year

	FY17	FY18	FY19 (Up to end of May 19)
total transactions Vehicle and Vessel Licensing	1,568,261	1,543,199	1,368,021
Other	933,501	910,563	780,591
total	2,501,762	2,453,762	2,148,612
Add a licence class	4,076	2,190	1,902
add driver licence condition	98,700	102,121	94,667
Delete driver Licence condition	1,574	1,531	1,585
Downgrade Licence class	11,620	12,060	11,622
Misc Licence Condition	12,065	12,393	11,582
reissue a drivers licence	32,165	31,117	29,046
reissue Marine Licence	34	22	21
Renew drivers licence	481,529	445,728	400,582
Update driver Licence	22,257	20,682	18,292
Update driver licence condition	46,017	51,111	47,093
Upgrade licence class	24,372	22,400	20,638
Upgrade Licence to provisional	77,309	66,111	58,872
sanctions - good driver behaviour election	12,005	11,326	10,191
sanctions - Licences suspension election	1,376	1,305	1,265
total	825,099	780,097	707,358
Daily changes	2,260.55	2,137.25	1,937.97

Daily changes are total for the FY divided by 365

By CSC

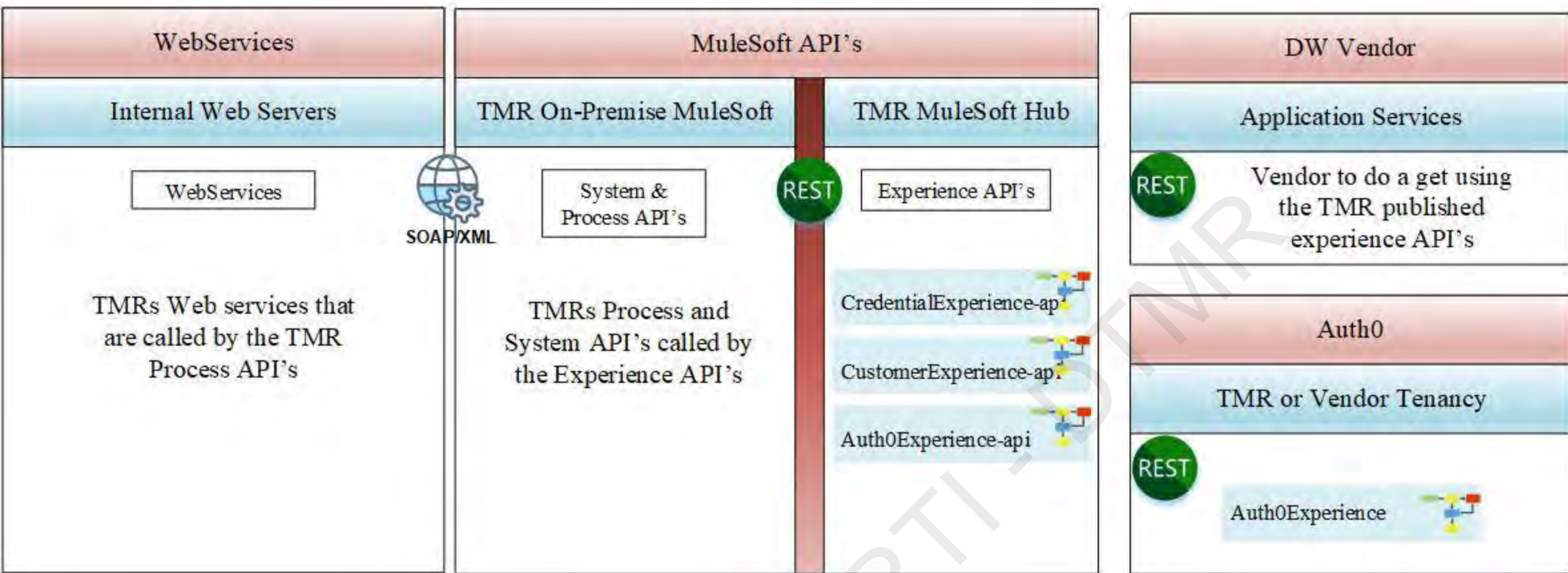
hervey Bay

Other	14,232	14,092	12,689
Licensing	29,550	30,792	29,454
total	43,782	44,884	42,143
daily	119.95	122.97	115.46

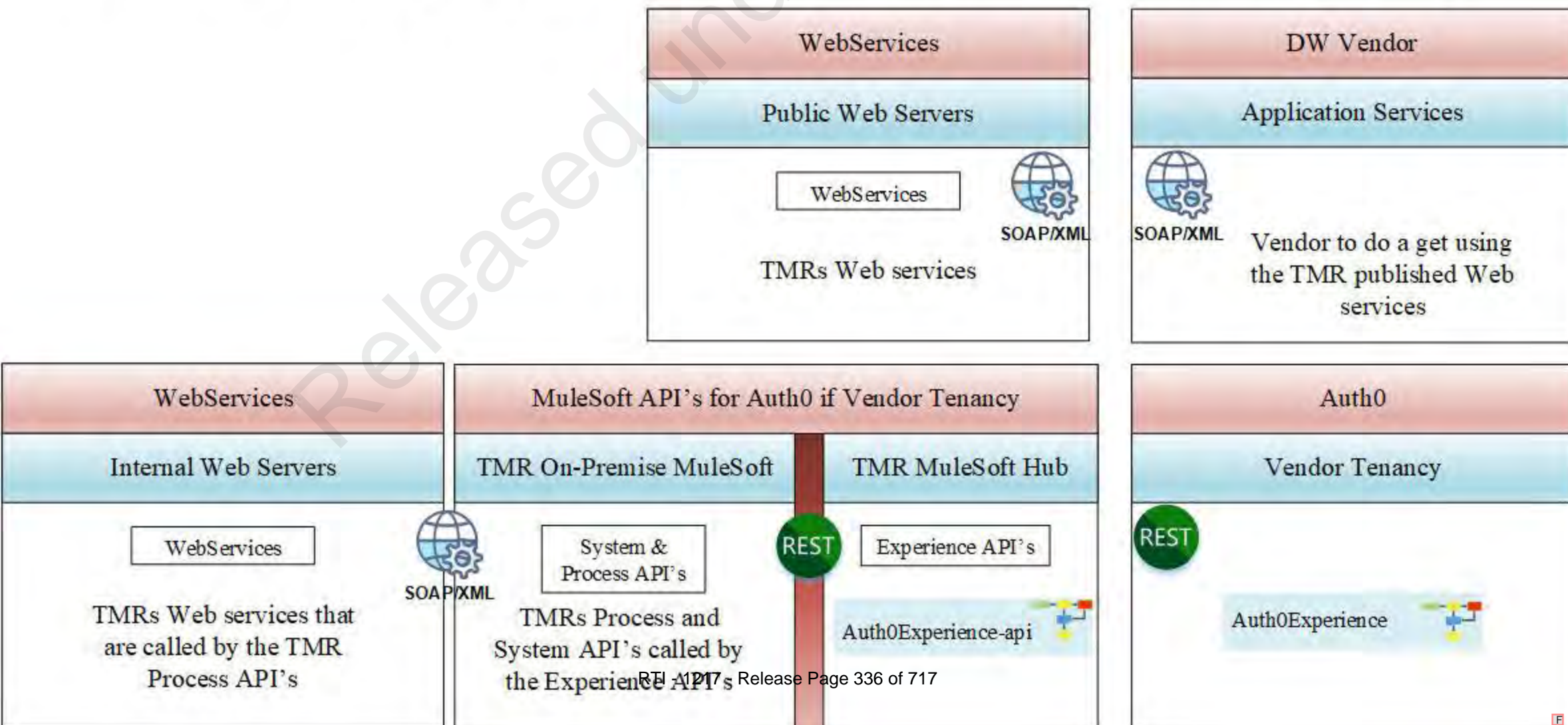
Maryborough

Other	9,389	9,526	8,462
Licensing	16,684	17,448	15,914
total	26,073	26,974	24,376
	71.43	73.90	66.78

MuleSoft API Integration



Web Service Integration With Auth0 API if Vendor hosting Auth0



Attachment 11 Mapping between old and new confidentiality classifications

The following table provides a default mapping between old and new classification labels

QGISCF	Federal Current (2017)	QGISCF 2018	Federal (2018) indicative	Notes on QGISCF 2018
PUBLIC UNCLASSIFIED	UNCLASSIFIED	OFFICIAL	OFFICIAL	Official information is the day-to-day information of government. It may have low confidentiality impacts. OFFICIAL information may not have Confidentiality requirements but may have Integrity or Availability requirements when controlled e.g. on public website. Protect as normal government information. Additional labels such as the Creative Commons Licence should be used to signify the information is Publication ready.
COMMERCIAL-IN-CONFIDENCE IN-CONFIDENCE LEGAL-IN-CONFIDENCE X-IN-CONFIDENCE	FOUO SENSITIVE SENSITIVE: Legal SENSITIVE: Personal	SENSITIVE	OFFICIAL: Sensitive	Commercial information may be OFFICIAL depending on Impact FOUO information may be OFFICIAL depending on impact SENSITIVE may be used where there is a need to restrict the audience that can access the information (e.g. a need to know basis). This could include the Privacy Act or secrecy provisions in other legislation. For internal use, Agencies may wish to use additional labelling e.g. Privacy/Clinical, but not required Examples Legal professional privileged information; Sensitive personal information as recognised by the Queensland Information Privacy Act 2009 – religion, sexual orientation, political affiliation
CABINET-IN-CONFIDENCE PROTECTED HIGHLY PROTECTED (HP)	SENSITIVE: Cabinet, PROTECTED PROTECTED HP removed in 2010. Federal Agencies either reclassified to PROTECTED or SECRET depending on risk assessment	PROTECTED or SECRET (depending on risk assessment)	PROTECTED or SECRET (depending on risk assessment)	"The Queensland Cabinet Handbook – Governing Queensland" dictates security classification, markings and handling for Queensland Cabinet material. PROTECTED information has high confidentiality requirements i.e. Direct actual risk to individual life / lives. Example: Identities of undercover officers HIGHLY PROTECTED material must be assessed by the owner to PROTECTED or SECRET depending on risk. This could be via domain classification. Refer to PSPF and Queensland Police where appropriate.

Classification mappings Australian Government classification system mapping to the 2013 Queensland Government classification schema and Simplified Queensland Government classification schema

Addendum #1

ITO Name:	Digital Wallet	
ITO Number:	TMR ICT18085b	Issue Date: 17 July 2019

All communication and enquiries regarding this ITO (including clarifications of ITO requirements) must be made in accordance with clause 2 of Part A – Attachment A Conditions of Offer of the ITO to the following email address: CORAL.Procurement@tmr.qld.gov.au

ID Number	Query	Response
#1- A	This is a TMR Generated addendum for the purposes of including additional details about the Albert device as detailed in Attachment 3 – ITO Evaluation Tools.	<p>The Customer via the Commonwealth Bank is able to provide participating Suppliers a development Albert Device for the purposes of demonstrating capability to use the Albert Device as a verifying tool.</p> <p>Access to the device is dependent on registration with the Commonwealth Bank to obtain the Albert device SDK.</p> <p>These devices are available from the Customer's Mary Street Location, please contact the CORAL Procurement Team to obtain the device once you have registered for the SDK.</p>

End Addendum

Clarification #1

ITO Name: Digital Wallet

ITO Number: TMR ICT18085b

Issue Date: 18 July 2019

All communication and enquiries regarding this ITO (including clarifications of ITO requirements) must be made in accordance with clause 2 of Part A – Attachment A Conditions of Offer of the ITO to the following email address: CORAL.Procurement@tmr.qld.gov.au

ID Number	Query	Response
#1- A	1. PART A - ITO Particulars v1.0 FINAL.pdf Section 5. Indicative timetable Supplier Showcase and User Testing: Could TMR please advise when access to OAuth / TRAILS API's will be re-enabled? This will allow us to prepare for the activities scheduled for week 4 of the ITO.	It is expected that access to OAuth / TRAILS API's will be re-enabled by COB 19 July 2019. TMR will provide confirmation and access details once the access has been re-enabled.
Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs		
#1- E	A request has been received to extend the Close Date of the ITO.	TMR will not be granting an extension to the Close Date of the ITO. The indicative timetable for the process was release with the RFP in November. Due to the timeframes of the project and Pilot a change at this late stage can't be accommodated.

End Clarification

Clarification #2

ITO Name: Digital Wallet

ITO Number: TMR ICT18085b

Issue Date: 22 July 2019

All communication and enquiries regarding this ITO (including clarifications of ITO requirements) must be made in accordance with clause 2 of Part A – Attachment A Conditions of Offer of the ITO to the following email address: CORAL.Procurement@tmr.qld.gov.au

ID Number

Query

Response

Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs

#2- C

TMR issued clarification.
Attachment 1 – Managed Services Questionnaire references the previous QGISCF.

Please find the current link here: <https://www.qgcio.qld.gov.au/documents/information-security-classification-framework-qgiscf>

End Clarification

Clarification #3

ITO Name: Digital Wallet

ITO Number: TMR ICT18085b

Issue Date: 23 July 2019

All communication and enquiries regarding this ITO (including clarifications of ITO requirements) must be made in accordance with clause 2 of Part A – Attachment A Conditions of Offer of the ITO to the following email address: CORAL.Procurement@tmr.qld.gov.au

ID Number

Query

Response

Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs

ID Number	Query	Response
<p>Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs</p>		
#3- F	<p>Integration of the application with the Mule Soft API's: Is the Mule Soft API switched off? Is there a new API? When trying to connect we receive error from Mule Soft Api (503 – Not available)</p>	<p>Access to the APIs was removed at the end of the PoC. This access is going to be reenabled this week to allow preparation for the showcase. Supplier's will be informed when this has occurred along with their new access details.</p>
#3- G	<p>Demonstrate both pilot and post-pilot capabilities to On-board a customer to IAAL 3 a) Is it expected that the Supplier will be responsible for user enrolment, IAAL establishment and user data storage or this will be managed by TMR and data will be provided via the Mule Soft API? b) Do you expect the on-boarding to be part of the solution at showcase or to be described to be in solution at Pilot or post-pilot stage?</p>	<p>a) TMR will be responsible for user enrolment into TMR systems. The Digital Wallet Supplier will be responsible for on-boarding a customer to the Digital Wallet at IAAL 3. TMR is seeking guidance from Suppliers on how any proposed solution will meet IAAL 3. b) TMR is expecting to see a demonstration of how the solution will facilitate on-boarding at the Showcase.</p>
#3- H	<p>Add a digital credential to the Application Does it mean the download of a digital document to the Mobile Digital Wallet? Or does it mean adding a 4th document to the pool of available digital documents?</p>	<p>This reference is to downloading any available Digital Credential to the User's Digital Wallet e.g. driver licence, Picture ID card, etc.</p>
#3- I	<p>Demonstrate their approach, capability and compliance with relevant standards to providing an Identity-as-a-Service to the Customer (including the generation on encryption tools) What is "the generation of encryption tools" related to?</p>	<p>This relates to the encryption requirements of ISO18013-5.</p>
#3- J	<p>TMR generated Clarification: Item 5 Indicative timetable of PART A – ITO Particulars</p>	<p>Please be advised the Supplier Showcase has been rescheduled to Tuesday 13 August 2019. Times for each session will be individually emailed to Suppliers. User Testing will also commence Tuesday 13 August 2019, the appropriate Supplier devices will be required to be given to TMR at the end of the Showcase.</p>

End Clarification

Pages 343 through 348 redacted for the following reasons:

Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial services

Released under RTI - DTMR

Clarification #4

ITO Name: Digital Wallet

ITO Number: TMR ICT18085b

Issue Date: 29 July 2019

All communication and enquiries regarding this ITO (including clarifications of ITO requirements) must be made in accordance with clause 2 of Part A – Attachment A Conditions of Offer of the ITO to the following email address: CORAL.Procurement@tmr.qld.gov.au

ID Number

Query

Response

Part refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial services

#4- D Is it TMR's expectation that the Supplier would provide the web portal for the Registration for Pilot process?

The wireframes document is a contextual guide only and does not define the Customer's expectations of the Supplier's solution. There is an expectation that the Supplier will provide the tools and systems necessary for the on-boarding of Pilot participants. Please refer to the

ID Number	Query	Response
		Business Requirements in PART C – Requirements and Response Document of the ITO which identifies which functionality is required for Pilot.
#4- E	Is it TMR's expectation that the Supplier would operate the Auth0 account and the provisioning of the Users?	The intention is for CORAL to stand up the Auth0 tenancy and the Supplier to build it into the initial "onboarding" process to enable authentication to the required level. If, for whatever reason, we are unable to stand up the Auth0 tenancy we will need the Supplier to.
#4- F	Is it a correct assumption that a Digital Wallet applicant would require an existing entry in the TRAILS database in order to participate in the Pilot?	Yes, the Pilot participants will already be established with a CRN in the TRAILS database.

Part refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial services

Released under RTI - 1217

ID Number

Query

Response

Part refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial services

#4- M

TMR issued clarification
Auth0 access has been re-enabled. Please provide the callBack URL(s) to
CORAL.Procurement@tmr.qld.gov.au to be added to the CORAL Auth0
tenancy.

Please see Clarification 4 – Auth0 Login Guide for more details.

End Clarification

Released under RTI - DTMR

Clarification #5

ITO Name: Digital Wallet

ITO Number: TMR ICT18085b

Issue Date: 31 July 2019

All communication and enquiries regarding this ITO (including clarifications of ITO requirements) must be made in accordance with clause 2 of Part A – Attachment A Conditions of Offer of the ITO to the following email address: CORAL.Procurement@tmr.qld.gov.au

ID Number

Query

Response

Part refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial services

ID Number	Query	Response
#5- D	<p>Attachment 3 – ITO Evaluation Tools, Section 2 (Show Case) Section 2 of this document requests the supplier to: <i>“Demonstrate how the Customer can remove an instance of a Digital Wallet from a specified device”</i> Could TMR please confirm that in this use case, you are looking for the Supplier to demonstrate how TMR can remove an instance of a Digital Wallet from a User’s specified device via the TMR Admin portal?</p>	<p>Yes, TMR is looking for the Supplier to demonstrate how TMR can remove an instance of a Digital Wallet from a User’s specified device via the TMR Staff Portal.</p>
<p>Part refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial services</p>		
#5- F	<p>TMR generated addendum TMR requests the devices for HCD testing (outlined in Attachment 3 – ITO Evaluation Tools) are handed over to TMR and the HCD provider on Friday 9 August 2019. 30-minute sessions will be booked between 9:00am and 11:00am individually with each Supplier</p>	<p>Please confirm via CORAL.Procurement@tmr.qld.gov.au that a representative from your organisation will be available to attend the session on Friday 9 August 2019 and hand over the required device(s).</p>

End Clarification

Clarification #6

ITO Name:	Digital Wallet	
ITO Number:	TMR ICT18085b	Issue Date: 5 August 2019

All communication and enquiries regarding this ITO (including clarifications of ITO requirements) must be made in accordance with clause 2 of Part A – Attachment A Conditions of Offer of the ITO to the following email address: CORAL.Procurement@tmr.qld.gov.au

ID Number	Query	Response
Part refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial services		
#6- C	<p>TMR generated addendum Further clarity has been provided around the future identity requirements of the Queensland Government. The updated documents attached are conceptual only and represents a future view of the Whole of Government approach to identity provision. It does not reflect the current position of TMR and the requirements of the Pilot.</p>	<p>Please see updated attachments:</p> <ul style="list-style-type: none"> a) Attachment 4 – Mulesoft Option Supplier View v2.0; b) Attachment 5 – QTSMS Option Supplier View v2.0; and c) Attachment 7 – Wireframes v2.0.

End Clarification

Clarification #7

ITO Name:	Digital Wallet	
ITO Number:	TMRICT18085b	Issue Date: 6 August 2019

All communication and enquiries regarding this ITO (including clarifications of ITO requirements) must be made in accordance with clause 2 of Part A – Attachment A Conditions of Offer of the ITO to the following email address: CORAL.Procurement@tmr.qld.gov.au

ID Number	Query	Response
#7- A	A previous request for an extension of two weeks was not granted due to the project timeframes. An extension request was received to extend the close date and time to Monday 12 August 2019 at 2:00pm.	TMR has extended the Close Date and Time of the ITO to Monday 12 August 2019 at 2:00pm.

End Clarification

Pages 356 through 571 redacted for the following reasons:

Refuse Sch.4 Part 4 s.7(1)(b) Commercial value, Refuse Sch.4.Part 4 s.7(1)(c) Business/commercial/professional/financial affairs

Released under RTI - DTMR

01.01 Request for Proposal (RFP) – ICT Products and Services

The State of Queensland acting through the
Department of Transport and Main Roads (TMR)
Digital Wallet and Enabling Platforms

Reference No: TMR ICT18085

Date of Issue: 30 November 2018

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1. Information about the opportunity

This section sets out information about the Request for Proposal (RFP) Process, TMR's objectives and key details that the Supplier needs to know in order to submit its Initial Proposal and participate in the procurement process.

This section will not form part of the Supplier's Response.

The Supplier must not make any changes to section 1 of the RFP.

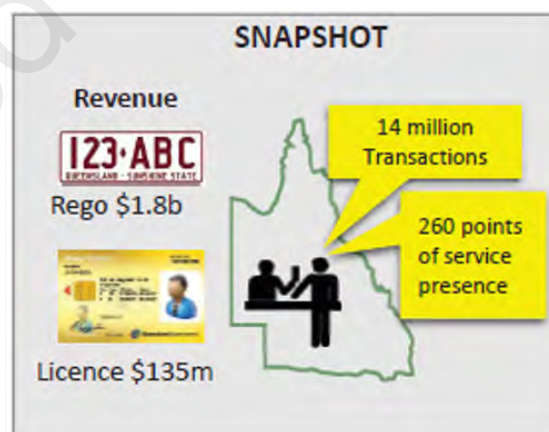
1.1 Background

The Customer Oriented Registration and Licensing (CORAL) Modernisation Program (Program) is responsible for driving and delivering change in the registration and licensing application suite. This is to increase the agility and responsiveness of ICT to changing customer and business needs, reduce the cost of legacy application ownership, and reduce risk of and reliance on legacy skills sets. This will be achieved in partnership with our customers, our business and their partners in what is a \$2 billion annual revenue business. The Program will focus on how to re-think service design from a human-centred approach, simplify processes, regulatory, legislative and policy drivers, and build the next generation of digital platforms that enable those outcomes.

The vision for registration and licensing systems, and in particular the Transport Registration and Integrated Licensing System (TRAILS), is for a contemporary, agile, flexible registration and licensing system that supports:

- An improved customer experience;
- Secure core registration and licensing data and functions;
- Swift regulatory reform and red tape reduction resulting in efficiencies;
- Simplified business rules and processing; and
- Enabling digital service delivery using mobile and on-line services.

The diagram below provides a snapshot of the volume of registration and licensing related interactions customers have with the Department of Transport and Main Roads (TMR).



1.2 Summary of Opportunity and Customer Objectives

The Program, through the One Customer Project, seeks to create a single view of the customer across TMR's systems. The One Customer Project includes several products, such as a Digital Wallet, a replacement for high risk systems, and a one customer proof of concept which will test

TMR's ability to replicate, standardise and synchronise TRAILS customer data in a new data repository on a new set of platforms (Enabling Platforms). Success of this project will inform an exit strategy for TRAILS with the expectation that all new systems will be built around this new data repository, and on the Enabling Platforms. The Enabling Platforms will also remove the reliance on TRAILS as the source of truth and create a contemporary way for Suppliers to partner with us on future development activities.

The Digital Wallet intends to provide our customers with digital credentials stored in a secure digital container that will enable them to conduct business digitally, in the same way they would a physical credential.

The Digital Wallet should test the integration of the application with both TRAILS and the new data repository on the Enabling Platforms. This will confirm whether synchronisation of TRAILS with the new data repository is possible.

Given the Digital Wallet will require an Enabling Platforms to support it and access to test customer data, preferably through a new data repository, the products have been included in one single procurement activity for efficiency and to improve outcomes for the Digital Wallet. This will help to ensure that the Digital Wallet solution can be built on a contemporary platform. This RFP provides an opportunity for industry to partner with us to develop a Digital Wallet and/or Enabling Platforms. The RFP is the first stage of a multi stage procurement activity, inviting Supplier/s or a consortium to develop two related solutions:

Option A: Digital Wallet

- A Digital Wallet is an application on a mobile device that can store credentials such as licences and registrations in a secure fashion. The Digital Wallet will give customers control of their identity and provide access to a range of government services as well as the capability to pay for services and other products (for example, vehicle and vessel registrations, infringements, and so on.).
- For the purpose of this RFP, at a minimum the Digital Wallet constitutes a prototype containing Learner Licence and Adult Proof of Age credentials with the following limited functionality:
 - customers are able to change their contact details;
 - TMR is able to send push notifications; and
 - there is the ability to validate a credential within the wallet.

Option B: Enabling Platforms

- The Enabling Platforms Proof of Concept (PoC) will establish a test environment containing TMR provided de-identified test data (customer data repository). At a minimum, the PoC must demonstrate the real-time data replication of the test data with TMR databases, including TRAILS, while maintaining data integrity between databases.
- An Enabling Platforms is a group of technologies that are used as a foundation platform to develop other applications, processes or technologies. This platform is the beginning of how TMR intends to transition off its legacy platforms to support new ways of working. This is expected to take several years, and the platforms will be required to align the data and support connections to legacy systems.
- Should the Digital Wallet be delivered into production, it will need new foundation technology allowing it to link credentials to products and services within TMR. Once the pilot is complete, an enabling platform capability, once successfully tested, is intended to be used and leveraged to provide other services across the government sector.

The procurements for Digital Wallet and Enabling Platforms have been combined into a single procurement activity because the Digital Wallet solution will benefit from being tested on an Enabling Platform/s that meets TMR infrastructure and integration specifications including access

to the customer data repository. The Enabling Platforms will need to have the capability and capacity for expansion to test potential future state technologies. The vision for the Enabling Platforms is for it to serve as an avenue to deliver foundational and transformative applications for TMR that will provide ongoing value for the exiting of TRAILS, and licencing and registration more generally.

The RFP for the Digital Wallet will invite shortlisted Suppliers to develop prototypes that will be assessed against business, technical and customer requirements. The Enabling Platforms PoC will use Sprints to iterate system development to prove the ability of a Supplier to deliver on the outcomes and success criteria defined in the RFP.

The RFP seeks to elicit from the supply market proposals that will assist TMR to support:

- a Single Integrated and Customer Verified Account with the authority to manage all customer service transactions in one place;
- empowering customers to complete multiple transactions, when they want, where they want and with the confidence that their information is protected;
- transitioning our legacy platforms from a compliance-based system to a customer-oriented account-based core, that will allow us to integrate all our services, so we can support our customers' end-to-end journey; and
- creating a platform where innovators can securely and creatively build our next generation of innovative products that are sustainable, scalable, interoperable and can be delivered faster.

This initiative supports Responsive Government and the following priorities:

- [QLD Government Digital Strategy - DIGITAL 1ST: Advancing our digital future 2017-2021](#)
- [Transport and Main Roads Strategic Plan 2016–2020 \(revised for 2018-19\)](#)
- [TMR Digital Strategic Plan 2016 - 2020](#)
- [TMR ICT Strategic Plan 2016-2020](#)

TMR seeks a relationship with a Supplier/s that cares as much about our customers, and staff and their capability, as we do, and believes not only in our strategic vision, but is willing to share risk and innovation to get us there. More information about the TMR customer base can be found in 03.01 Digital Wallet Vendor Pack.

1.3 Problem Statements

TMR seeks to partner with suitably experienced and capable Supplier/s to co-design and develop proposed solutions to address the following problem statements:

OPTION A – Digital Wallet

Problem Statement:

- How do we make the Queensland driver licence more secure for the 3.6 million Queenslanders who use it primarily as a form of identification?
- With 88% of Australians now owning a smart phone and 97% of Queenslanders accessing the internet multiple times during any given week, how do we leverage this technology to provide faster and better access to government services?
- How can we provide our customers with greater choice, security and confidence transacting online using their digital identity, to supplement physical licences and credentials?

TMR seeks to provide our customers with digital credentials stored in a secure digital container (Digital Wallet) that will enable them to conduct business using the digital product in the same way

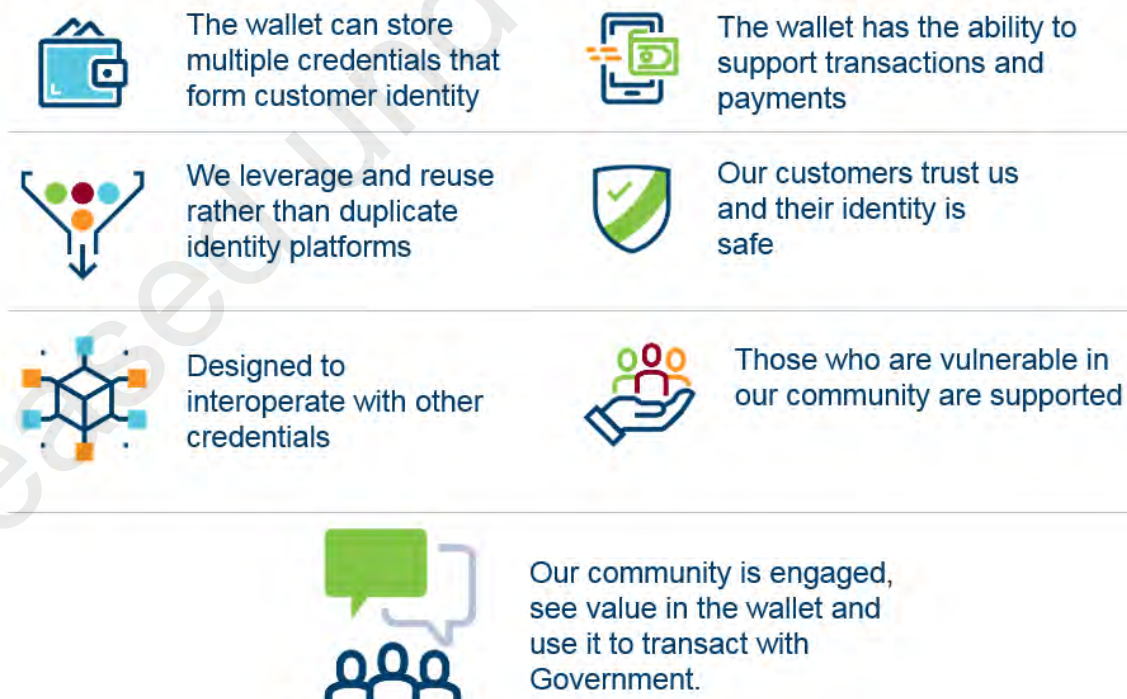
they would a physical credential. The Digital Wallet will allow for real time updates and support push notifications to customers in a convenient format.

The Digital Wallet will act as a 'use case' for the testing of processes, systems and delivery approaches that will be utilised throughout the Program to drive and deliver change, reduce costs and support service transformation of TMR's Registration and Licensing solution.

It is envisioned that the Digital Wallet may eventually support:

- a) all TMR issued smartcard products;
- b) TMR and other Queensland Government Bodies to directly communicate with our customers;
- c) secure digital authentication to ensure the privacy of our customers;
- d) visibility and management of additional products such as vehicle and vessel registrations;
- e) easy payments and transactions such as vehicle/vessel registration and licence/authority renewals;
- f) wrapping credentials into a consumable identity to assure and provide a Verified Account capability;
- g) establishing TMR as an identity provider;
- h) the inclusion of other government authorisations, credentials, permits, licences, authorisations etc (for example, Blue Cards, Fishing Licences, High Risk Work Licences, Responsible Service of Alcohol Certification, Birth Certificates, Marriage Certificates and/or Camping Permits); and
- i) the ability to be validated by wireless payment devices used currently by businesses to transact and receive payments via credit and debit accounts.

Digital Wallet - what success looks like



OPTION B – Enabling Platforms

Problem Statement:

- How do we build a digital platform that we can continually innovate in, scale cost effectively and have the agility to adapt to changing business and customer needs?
- What are the key digital platforms TMR needs to invest in to support a customer centric way of doing business?
- What are the key step changes that TMR needs to undertake to transition from legacy platforms to new contemporary platforms?
- What are the future architectures and security controls required to support a customer centric way of doing business?
- How do we support a single view of engagements and products for the customer, so they can manage their end to end journey with us?

Enabling Platforms - what success looks like



Foundational platforms that make innovating with customers and partners possible, repeatable, and fast



Validation of the ability of TRAILS components to be transitioned incrementally as part of its exit strategy



High level of confidence in cost, approach, and change outcomes to support a business case



Data integrity of legacy systems is maintained, while replicating data between platforms occurs in real-time



Customer data remains secure and **PROTECTED** at all times

TMR seeks to test contemporary Enabling Platforms, that has the capability to support a Digital Wallet and other future initiatives. TMR is looking for a set of prototype platforms that are sufficiently flexible to test future state technologies and deliver foundational and transformative applications for TMR to provide ongoing customer value.

It is envisioned that the Enabling Platforms proof-of-concept will validate a minimum set of functionality and provide TMR with confidence about the approach to migrating from the current Mainframe based licensing and registration system (TRAILS).

2. The Multi-Stage Procurement Process

Suppliers may provide a proposal for one or both Options. Where submitting a proposal for both Options, each must be provided as a complete and standalone proposal, where information is duplicated, you may reference a response in a separate document. For clarity, if a Supplier submits a proposal for both options, then they must submit fully conforming and separate proposals for Option A: Digital Wallet and Option B: Enabling Platforms.

This procurement activity supports the objectives of The Queensland Procurement Policy 2018.

The following (Table 1) outlines the multi-stage procurement process for the Digital Wallet and Enabling Platforms. The strategy comprises four (4) phases covering the two (2) separate but related procurements.

Table 1 - Multi-Stage Procurement Process

Procurement Activity	Option A: Digital Wallet	Option B: Enabling Platforms
Request for Proposal (RFP) – (see section 2.1 for details)	RFP Evaluation: Suppliers shortlisted to participate in subsequent phases	
	Phase 1: Development of a working Digital Wallet prototype containing a Learner Licence and Adult Proof of Age and limited additional functionality. This includes Sprint 1 and Sprint 2. Suppliers will be shortlisted at the end of each Sprint.	Phase 1: Establishment of the Enabling Platforms** prototype and customer data repository containing TMR provided de-identified test data. This includes Sprint 1 and Sprint 2. Suppliers will be shortlisted at the end of each Sprint.
Request for Tender (RFT) – for shortlisted Suppliers from RFP	RFT released to shortlisted Suppliers and RFT Evaluation	
	Phase 2*: Pilot in a regional Queensland location of the prototype developed in the RFP.	Phase 2: Staging and Production. Enhancements, maintenance and support.
	Phase 3**: Additional product development and testing.	
	Phase 4**: Incremental state-wide rollout.	

* For the purposes of the Pilot, the successful Supplier will be expected to deliver a Digital Wallet that builds on the prototype demonstrated during the RFP with the following additional functionality:

- the ability for TMR to revoke/cancel a credential;
- the ability for a customer to remotely cancel access to their digital wallet, for example, where their phone has been lost or stolen;
- the ability for customers to renew (including payment) a relevant credential using an eWallet (for example, Android Pay);
- compliance with Security and Accessibility requirements;
- the ability for third parties to validate the authenticity of a credentials, both online and offline; and
- is scalable to support other credentials and associated products.

** Option A: Digital Wallet - If the Pilot (Phase 2) does not deliver the expected value to both TMR and its customers, TMR will not proceed through to Phases 3 and 4. The decision to proceed with each Option is independent of a decision to proceed with the other Option.

The purpose of this RFP is to shortlist Suppliers to enter into TMR Participation Agreements to complete Phase 1, comprised of Sprints 1 and 2.

As part of this RFP, TMR is also seeking limited information from Suppliers about their proposal for the entire solution/s. For example, for Suppliers of Option A: Digital Wallet, TMR is seeking a pricing model and Cost Risk to provide the complete solution across Phases 1 to 4, including all of the potential, additional functionality specified below in relation to Table 1.

The Vendor Packs detail the information which Suppliers are required to provide in relation to their proposals for:

- Phase 1, for which TMR requires detailed information which will be used to shortlist Suppliers to enter into TMR Participation Agreements; and
- Phases 2, 3 and 4, as applicable, for which TMR only high requires high level information which will be used by TMR to prepare internal business cases and project cost projections.

2.1 The RFP Sprint Process

To gain an understanding of Supplier capability and proposed solution/s to the Digital Wallet and Enabling Platforms problem statements, the RFP will comprise three (3) separate competitive evaluation processes as described in the Table 2 below. Responses to the RFP will be evaluated, with shortlisted Suppliers progressing through the Sprint processes.

At the end of each competitive process, Suppliers will be evaluated and may be set aside from progressing to the next stage. At the end of the Sprints, TMR expects to have multiple working prototypes for Option A: Digital Wallet and Option B: Enabling Platforms. None, some, or all of the Suppliers of the working prototypes may be invited to bid to deliver the complete solution via a closed Request for Tender (RFT) process via QTenders.

Table 2 - RFP Overview

Option A: Digital Wallet	Option B: Enabling Platforms
Initial Proposal submitted via QTenders	Initial Proposal submitted via QTenders
Initial Proposal Evaluation and shortlisting	Initial Proposal Evaluation and shortlisting
Contracting with Suppliers for the Sprints – TMR Participation Agreement	Contracting with Suppliers for the Sprints – TMR Participation Agreement
<p>Sprint 1 - Co-design (Weeks 1-3):</p> <p>Shortlisted Suppliers are to develop a working prototype based on Customer developed wireframes for a Learner Licence and Adult Proof of Age credential. At a minimum, the prototype must have the functionality for customers to change their address, for TMR to send push notifications and support the ability to validate a credential. Suppliers will be shortlisted at the end of each Sprint.</p>	<p>Sprint 1 – Establishment (Weeks 1-4):</p> <p>Shortlisted Suppliers are to establish the Enabling Platforms prototype and customer data repository containing TMR provided de-identified test data. At a minimum, the prototype must demonstrate the real-time replication of the test data with TMR databases, including TRAILS through an integration layer such as Mulesoft or similar products, with the goal of ensuring a PROTECTED* classification status.</p> <p>Suppliers may choose to include other products such as process rules engines, intelligent</p>

Option A: Digital Wallet	Option B: Enabling Platforms
	<p>systems/Bots, workflow products to be able to achieve the desired outcome, but must declare what products are being used, with proposed cost models, including maintenance.</p> <p>The Supplier may not include products that they have not costed and are not intending to deliver and maintain if they are the successful Respondent. Suppliers will be shortlisted at the end of each Sprint.</p>
Sprint 1 Evaluation and shortlisting (Week 4)	Sprint 1 Evaluation and shortlisting (Week 5)
<p>Sprint 2 - Testing and Remediation (Weeks 5-6):</p> <p>Shortlisted Suppliers must demonstrate integration of their prototype with TMR databases, including TRAILS, if where practicable through the MuleSoft integration layer. TMR will organise security, functional, system and user testing. Results will be provided to the Suppliers and remediation, or a remediation plan, is to be completed and delivered within one week of provision of the test results.</p>	<p>Sprint 2 – Testing and Remediation (Weeks 6-7):</p> <p>TMR will organise external penetration and security testing. By participating in this procurement, shortlisted Suppliers are open to TMR will organise the conducting of a range of testing that may include security, load and regression tests. Results will be provided to shortlisted Suppliers and remediation, or a remediation plan, is to be completed and delivered within one week of provision of the test results.</p>
Sprint 2 Evaluation and shortlisting to closed RFT (Weeks 7-8)	Sprint 2 Evaluation and shortlisting to closed RFT (Week 8)

* Refer to https://acsc.gov.au/infosec/irap/certified_clouds.htm for the accreditation process to achieve this standard.

Responses forming the Initial Proposal will be evaluated against the evaluation criteria as set out in clause 2.5.

Table 2 timeframes are indicative and subject to change.

Suppliers who are shortlisted for Sprint 1 will be required to enter into a TMR Participation Agreement that will set out the terms of engagement for the co-design process to develop a prototype. Under the terms of the TMR Participation Agreement, TMR will determine, in its absolute discretion, whether a Supplier who participates in Sprint 1 will be permitted to continue and participate in Sprint 2.

Suppliers shortlisted to participate in the Sprint process will be provided with evaluation criteria for the relevant Sprint prior to commencement.

The Sprints for both Options will be facilitated by an external Human-Centred Design (HCD) specialist engaged by TMR (HCD Supplier). The HCD Supplier will provide TMR customer insight research around the look, functions and processes for Option A: Digital Wallet, and facilitate

Supplier access to a sample base of TMR customers who can provide user experience feedback for consideration in the prototype design and development during the Sprints.

A Sprint pack will be provided to shortlisted Suppliers, on signing of the TMR Participation Agreement. This pack will provide the governance for the facilitation between Suppliers, stakeholders and TMR customers, as well as the Sprint workshop, presentation and evaluation processes.

To support shortlisted Suppliers to prepare for the Sprint activities, TMR will provide, at a minimum, the following inputs prior to the commencement of the Sprint activities:

Option A: Digital Wallet

- Customer-developed wireframes for a Learner's Driver Licence and Adult Proof of Age;
- Access to TMR customer insight research;
- HCD facilitator to co-ordinate access to TMR customer representatives;
- Test data and integration requirements; and
- Test devices for user testing

Option B: Enabling Platforms

- A suitable space for Supplier presentations;
- A collaboration space;
- Test data and integration requirements; and
- Penetration and security testing at TMR cost.

Suppliers for both options will be expected to provide the following inputs:

- Committed resources with the appropriate skillset and expertise to deliver the outcome objectives of the Sprints within TMR timeframes – refer Table 3 Indicative Timetable of this RFP;
- Premises for design and establishment activities; and
- An ICT environment and platform, including required equipment, hardware and software to develop and present the prototype deliverables.

TMR acknowledges the time and resource commitments for shortlisted Suppliers invited to participate in the Sprints. Accordingly, TMR will subsidise each shortlisted Supplier a fixed amount of \$30,000 inclusive of GST per Sprint, per Option.

For example, a Supplier who participates in both Sprints for Option A: Digital Wallet may be subsidised a maximum amount of \$60,000 (including GST). A Supplier who participates in both Sprints for both Option A: Digital Wallet and Option B: Enabling Platforms may be subsidised a maximum amount of \$120,000 (including GST). A Supplier who only participates in Sprint 1 for Option B: Enabling Platforms may be subsidised a maximum amount of \$30,000 (including GST).

The payment of any subsidies by TMR will be conditional upon the completion of each Sprint upon acceptance of the following:

- Active participation in the Sprint activities;
- Clear demonstration of a genuine attempt to deliver the requirements; and
- Demonstrated collaboration with the project.

Failure to demonstrate the acceptance criteria above to the standard expected or to complete the Sprints will result in a partial payment, as detailed in the TMR Participation Agreement.

Shortlisted Suppliers at the end of phase 1 of this RFP will be invited to tender their final solution via a closed Request for Tender (RFT) process. It is TMR's preference, although not mandatory, to enter into a single Contract with the successful Supplier/s either as a Prime Supplier or as a consortium of Suppliers for both Option A and Option B. The Contract will be entered into under the Queensland Information Technology Contracting (QITC) Framework and will constitute either a QITC Comprehensive Contract or a bespoke contract based on the QITC Comprehensive Contract Conditions and associated documents (e.g. Modules and Schedules). The Term of the Contract/s resulting from the future RFT process is anticipated to be up to 10 years, including extension options.

2.2 Closing date and time

Initial Proposals must be lodged by **2pm** Australian Eastern Standard Time (AEST) on **Friday 1 February 2019**.

2.3 Indicative timetable

Table 3 - Indicative Timetable (Subject to change)

Activity		Indicative Timeframe	
Industry Brief		26 October 2018*	
Request for Proposal (RFP) released		30 November 2018	
Supplier RFP Briefing – refer Section 2.4 Briefing Session		6 December 2018	
Closing date for questions		18 January 2019	
Closing date and time for Initial Proposals		2:00pm AEST, 1 February 2019	
Intended completion date for evaluation of Initial Proposals for shortlisting Suppliers		8 March 2019 for both Option A & B	
Option A: Digital Wallet		Option B: Enabling Platforms	
Sprint 1: Co-design:	25 March – 12 April 2019	Sprint 1: Establishment:	25 March – 18 April 2019
Sprint 1: Evaluation	15 – 23 April 2019**	Sprint 1: Evaluation	23 - 30 April 2019
Sprint 2: Testing and Remediation:	24 April – 9 May 2019	Sprint 2: Testing and Remediation:	7 – 20 May 2019 **
Sprint 2: Evaluation	10 May – 6 June 2019	Sprint 2 Evaluation	21 May – 6 June 2019 **
Intended formal notification of successful Supplier/s to progress to the RFT stage		June 2019 for both Option A & B	
Intended Request for Tender (RFT) release		June 2019 for both Option A & B	

* For a copy of the Industry Brief video and transcript please refer to QTenders.

** TMR is aware of and has factored the following Queensland recognised public holidays in preparing indicative timeframes:

- Christmas Day – 25 December 2018
- Boxing Day – 26 December 2018
- New Year's Day – 1 January 2019
- Australia Day Holiday – 28 January 2019
- Good Friday – 19 April 2019
- Easter Monday – 22 April 2019
- ANZAC Day – 25 April 2019

2.4 Briefing session

Industry Briefing

TMR held an industry briefing session on Friday 26th October 2018 in Conference Room 1 at 61 Mary Street in Brisbane. The purpose of the briefing was to provide industry with the opportunity to gain an overview and understanding of the Program, the scope, TMR's current and future states, intentions and expectations for those Suppliers interested in submitting a Response.

Suppliers who did not register to attend or to receive the video/transcript, can access this information on QTenders.

Additionally, the contact details of Suppliers who registered an interest in considering consortium arrangements has been included in the RFP documents – refer 01.04 Supplier details for Consortium consideration.

Supplier Question and Answer (Q&A) Session

A second briefing session will be held at **2:00pm to 4:00pm AEST on 6 December 2018** in Brisbane city for Suppliers considering submitting a bid for one or both Options. The purpose of this briefing is to ensure Suppliers have a thorough understanding of the process and outcomes and will include a Q&A session.

To attend, please register using the link below by **5:00pm AEST Tuesday 4 December 2018**:

<https://www.eventbrite.com.au/e/tmrs-digital-wallet-enabling-platforms-supplier-briefing-qas-tickets-52999324406>

Ensure any clarification questions you want addressed in the Supplier Q&A Session are submitted to QTenders prior to the registration date. Subject to time constraints, TMR will also seek to address questions which were not submitted in advance through QTenders during the Supplier Q&A session.

2.5 Evaluation

RFP Initial Response Evaluation

The evaluation and shortlisting of the Initial Responses, to be invited into the Sprint stage, will be assessed on the following criteria:

- Solution to the Problem Statements;
- Pricing model and Cost Risk; and
- Deviations against the proposed QITC Comprehensive contract model for the full solution (RFT stage).

Specific details of the Selection Criteria relating to the Problems Statements are provided in the following documents referenced in Table 4 – RFP Documents:

- 02.01 Response Schedule; and
- 02.06 Response Matrix.

While pricing will not be used to carry out a detailed cost analysis and value for money evaluation, a risk assessment will be conducted on the pricing model/s proposed and the total estimated costs will be used to inform the Program’s internal business case and project cost projections.

Shortlisted Suppliers will be provided evaluation and success criteria information for the Sprint activities in the Sprint Pack, which will be distributed prior to commencement of the first Sprint.

2.6 Documents Forming the Request for Proposal

The following documents form the Request for Proposal

Table 4 - RFP Documents

RFP Folder	RFP Document	Document Description
01 Invitation Documents	01.01 Request for Proposal (this document)	The RFP document provides the overview of the opportunity and the details of the procurement process.
	01.02 Request for Proposal Terms and Conditions	Provides the conditions under which a Supplier may provide a response to this RFP.
	01.03 Request for Proposal Glossary	Definition of terminology used throughout the RFP documents
	01.04 Supplier details for Consortium consideration.	Contains the contact person and contact details of Suppliers who registered an interest in considering the formation of consortium arrangements to deliver Option A and Option B.
02 Response Documents	02.01 Response Schedule	The 2.01 Response Schedule provides the full list of the questions and details of the selection criteria for each question. Some items can be answered directly in this response document. Where the question is not answered directly in 2.01 Response Schedule, provide a reference to either the 2.06 Response Matrix, where applicable, or to a specific document.

RFP Folder	RFP Document	Document Description
	02.02 Supplier Due Diligence	The intent of the Supplier Due Diligence is to enable the initial review of the financial viability of the Supplier. Suppliers are required to complete this document or provide justification as to why a section cannot be completed.
	02.03 As-a-Service Supplier Questionnaire	The As-a-Service Supplier Questionnaire is required to be completed if a Supplier is proposing a hosted solution/s. The information provided by the Supplier will be assessed to ensure the proposed solution/s meets TMR requirements for maintaining accountability and ensuring the privacy and security of information assets and that this continues to be maintained and managed as part of the hosting service.
	02.04 Additional Provisions Workbook	The Additional Provisions Workbook permits the Supplier to document their response to Section 2.4 of 02.01 Response Schedule. Suppliers are to review the standard terms and conditions of the QITC Comprehensive Contract Conditions and applicable Modules and identify any departures to be considered, the reasoning behind the request for departure and what the cost benefit to TMR of accepting the departures.
	02.05 Cost Model and Drivers Workbook	All cost information must be provided through the Cost Model and Drivers Workbook, no cost or pricing information may be provided in any other part of the response.
	02.06 Response Matrix	The Response Matrix links the Questions in 02.01 Response Schedule to the Suppliers Response documents. Referencing must be clear and directly link the response question to the specific paragraph(s) where it is addressed.
03 Vendor Packs	03.01 Digital Wallet – Vendor Pack	The Digital Wallet – Vendor Pack provides background information including the current state environment and the information driving the Problem Statement Questions for the Option A: Digital Wallet.

RFP Folder	RFP Document	Document Description
	03.02 Enabling Platforms – Vendor Pack	The Enabling Platforms – Vendor Pack provides background information including the current state environment and the information driving the Problem Statement Questions for the Option B Enabling Platforms.

2.7 Documents in the Request for Proposal Response

To respond to the RFP for either Option, Suppliers are required to complete and return the response documents, where applicable, referenced in Table 5 – RFP Response Documents. Please note, one response for each Option is required if bidding for both Option A: Digital Wallet and Option B: Enabling Platforms. Where information is duplicated, Suppliers can reference a response existing in a separate document.

Table 5 - RFP Response Documents

RFP Document	Instructions to Supplier
02.01 Response Schedule	Supplier to complete, sign and return with Initial Proposal.
02.02 Supplier Due Diligence (Supplier Due Diligence)	Supplier to complete and return with Initial Proposal.
02.03 As-a-Service Supplier Questionnaire	Supplier to complete and return with Initial Proposal, if applicable to the solution proposed.
02.04 Additional Provisions Workbook (Supplier's requested departures from the QITC Comprehensive Contract Conditions)	Supplier to complete and return with Initial Proposal.
02.05 Cost Model and Drivers Workbook (Suppliers description of the pricing model(s) that will apply to the proposed solution and the drivers for those cost components)	Supplier to complete and return with Initial Proposal.
02.06 Response Matrix (Supplier mapping of their Response Documents to the questions and selection criteria to ensure each criterion is addressed effect)	Supplier to complete and return with Initial Proposal.

RFP Document	Instructions to Supplier
<p>High Level Overview of the Supplier Response for Option A and/or Option B.</p> <p>(Limit response to 30 pages inclusive of attachments)</p>	<p>Supplier to complete and return with Initial Proposal.</p> <p>If the Supplier is submitting a response for both Option A and B, provide details of how they will be integrated in each overview document</p>
<p>Option A Digital Wallet Response</p>	<p>Supplier to complete and return with Initial Proposal.</p> <p>The Supplier must, at a minimum, respond to each Question and Selection Criteria outlined in 02.01 Response Schedule for their Option A: Digital Wallet Response.</p> <p>The document/s used to respond must have page numbers and section numbers and be clearly referenced in the 02.06 Response Matrix.</p> <p>Where the Supplier can exceed the requirement, they are to provide a reference in the Additional Features Cross Reference field of the 02.06 Response Matrix with a note in the Comments field.</p> <p>In addition to the Response Document, the Response must include the following documents per question:</p>
<p>Question 1</p>	<ul style="list-style-type: none"> • Use Cases • Referees • Cost Model and Driver Workbook • Product Development Lifecycles • Co-design Sprint and Pilot methodology • Change identification and implementation approach
<p>Question 2</p>	<ul style="list-style-type: none"> • Use Cases • Cost Model and Drives Workbook
<p>Question 3</p>	<ul style="list-style-type: none"> • Use Cases
<p>Question 4</p>	<ul style="list-style-type: none"> • Use Cases
<p>Question 5</p>	<ul style="list-style-type: none"> • No additional documents
<p>Question 6</p>	<ul style="list-style-type: none"> • No additional documents

RFP Document	Instructions to Supplier
Question 7	<ul style="list-style-type: none"> No additional documents
Question 8	<ul style="list-style-type: none"> Use Cases Examples of human-centred design playbooks and toolkits
Option B Enabling Platforms Response	<p>Supplier to complete and return with Initial Proposal.</p> <p>The Supplier must, at a minimum, respond to each Question and Selection Criteria outlined in the 02.01 Response Schedule for their Option B Enabling Platforms Response.</p> <p>The document/s used to respond must have page numbers and section numbers and be clearly referenced in the 02.06 Response Matrix.</p> <p>Where the Supplier can exceed the requirement, they are to provide a reference in the Additional Features Cross Reference field of the 02.06 Response Matrix with a note in the Comments field.</p> <p>In addition to the Response Document, the Response must include the following documents per question:</p>
Question 1	<ul style="list-style-type: none"> Example Architectural Documentation
Question 2	<ul style="list-style-type: none"> Use Cases
Question 3	<ul style="list-style-type: none"> Use Cases
Question 4	<ul style="list-style-type: none"> Use Cases Cost Model and Drivers Workbook
Question 5	<ul style="list-style-type: none"> Use Cases
Question 6	<ul style="list-style-type: none"> Use Cases Examples of human-centred design playbooks and toolkits

Formation of a Contract

2.7.1 Contracting for the RFP

TMR intends to enter into a TMR Participation Agreement with Suppliers shortlisted to take part in the Sprints for both Options. The TMR Participation Agreement will be provided to shortlisted Suppliers prior to the Sprint commencement and will address conditions of Sprint participation, Intellectual Property (IP), liability and indemnity, confidentiality, privacy, payment terms and so on.

Please refer to Section 2.15 for information on Intellectual Property (IP) and confidential information considerations for the RFP TMR Participation Agreement.

2.7.2 Contracting for the RFT

TMR intends to release a closed Request for Tender (RFT) to shortlisted Suppliers at the end of the RFP process.

Suppliers need to be aware that compliance to the Information Security standards listed below will become mandatory requirements should they be invited to participate in the RFT stage. It is expected that Suppliers take this into consideration when submitting a proposal for the RFP.

- PROTECTED classification [ASD Certified Cloud Services](#) and [Information security classification framework \(QGISCF\) 2018](#)
- [Information Standard 18 – Information Security Policy \(IS18:2018\)](#)
- [Information Security Management System 20071 \(ISO27001\)](#)
- [Information Privacy Act 2009](#)

The Contract will be a QITC Comprehensive Contract comprising the [QITC Comprehensive Contract Conditions](#), the applicable Modules and the completed QITC Comprehensive Contract Details, Module Order Forms and Schedules. Only under exceptional circumstances will TMR consider entering into a bespoke contract based on the QITC Contract Comprehensive Contract Conditions with a preferred Supplier. TMR will not wholly incorporate the Supplier's standard terms and conditions into a Contract under clause 1.3(h) of the QITC Comprehensive Contract Conditions.

Contracts for the Digital Wallet and Enabling Platforms delivery will not be formed until all Contract documentation is agreed to and the agreed *Comprehensive Contract Details* are signed by appropriate representatives of both parties. The full suite of the QITC Framework documentation is available at: <https://publications.qld.gov.au/dataset/qitc-framework>

The QITC Comprehensive Contract is anticipated to include Additional Provisions prepared by TMR governing:

- a) cooperation between the Suppliers, if multiple Suppliers proceed, most importantly cooperation between those Suppliers who are providing the Digital Wallet and those Suppliers who are providing the Enabling Platforms;
- b) cooperation between the various Suppliers and TMR's customers; and
- c) if applicable, the incorporation of the ICT SME Participation Scheme Policy and relevant clauses to the Contract.

TMR recognises that there are many potential methods of delivering the Digital Wallet and Enabling Platforms. As such, Suppliers are requested to nominate the ICT products and services Modules which they consider to be applicable to their Proposal in their Response (refer to clause 2.3 of Schedule A – Response Schedule). The Modules available for forming a QITC Comprehensive Contract are:

- a) [Module 1 – Hardware](#);
- b) [Module 2 – Software](#);
- c) [Module 3 - As-a-Service](#);
- d) [Module 4 - Systems Integration](#);
- e) [Module 5 – Telecommunications Services](#);
- f) [Module 6 – Managed Services](#); and
- g) [Module 7 – ICT Professional Services](#).

As a minimum, TMR anticipates that the QITC Comprehensive Contract/s entered into following the RFP will comprise of the following:

- a) [QITC Comprehensive Contract Conditions](#);
- b) completed [QITC Comprehensive Contract Details](#);
- c) applicable [QITC Modules](#);
- d) completed [QITC Module Order Forms](#) for each of the applicable QITC Modules;
- e) completed [Schedule 2 - Project, implementation and payment plan](#);
- f) [Schedule 4 – Confidentiality, privacy and conflict of interest deed](#);
- g) completed [Schedule 8 - Service Levels](#) – Service Levels; and
- h) completed [Schedule 9 – Acceptance testing](#).

For clarity, Suppliers are **not** being asked to prepare and return completed drafts of the following documents as part of their RFP Response:

- a) QITC Comprehensive Contract Details;
- b) applicable Module Order Forms; or
- c) any Schedules.

The Supplier may propose Additional Provisions to be included in the Contract for review and consideration by TMR in its Response (refer to clause 2.2 of 02.01 Response Schedule). Any proposed Additional Provisions must comply with clause 1.4 of the QITC Comprehensive Contract Conditions, that is, they must not “detract from the parties’ rights and obligations under, the terms and conditions of the Comprehensive Contract Conditions and the Modules”. TMR may accept, reject or negotiate any proposed Additional Provisions in its absolute discretion.

The Contract will govern:

- a) Option A where the Supplier has only provided a Proposal for the Digital Wallet;
- b) Option B where the Supplier has only provided a Proposal for the Enabling Platforms; or
- c) Options A and B where the Supplier has provided a Proposal for both the Digital Wallet and the Enabling Platforms.

2.8 Requirements to be a Conforming Initial Proposal

This RFP is governed by the 01.02 Request for Proposal Conditions.

To be a Conforming Initial Proposal, the offer must:

- a) be received by the closing date and time;
- b) be received in the format and method described in this RFP;
- c) satisfy all mandatory requirements;
- d) provide clear and accurate referencing in the Response Matrix; and
- e) respond to all sections of this RFP document in full.

Any Responses identified as non-conforming will be managed in accordance with clause 3.3 of 01.02 Request for Proposal Terms and Conditions.

2.9 Response Clarifications or Questions

All clarifications or questions related to the Request for Proposal must be communicated in writing and submitted through QTenders.

2.10 How offers are to be submitted

Offers must be lodged electronically to <https://www.hpw.qld.gov.au/qtenders/>. If the Customer asks, the Supplier must also provide a copy of its Response in the relevant Microsoft Office and PDF format. Please ensure Microsoft Project documents are also submitted in PDF format.

2.11 Request for Proposal Terms and Conditions

The Conditions specified for this Request for Proposal are set out in 01.02 Request for Proposal Terms and Conditions.

2.12 Customer contacts

The Customer contact person/s for the Request for Proposal:

Name: Michelle Newell
 Position: ICT Procurement Specialist
 Agency: CORAL Modernisation Program, Department of Transport and Main Roads
 Email: Contact with the contact personnel must be via QTenders

Name: Greg Halliday
 Position: Strategic Procurement Advisor
 Agency: CORAL Modernisation Program, Department of Transport and Main Roads
 Email: Contact with the contact personnel must be via QTenders.

2.13 Complaints

If at any time during the RFP Process, a Supplier considers they have been unreasonably or unfairly treated and the issue has not been able to be resolved with the Customer contact person, the Supplier may request for the issue to be dealt with in accordance with the Customer complaint management process and directed to:

Complaint Management

Name: Deanne Hawkswood
 Position: Chief Procurement Officer
 Agency: Department of Transport and Main Roads
 Email address: procurement_requests@tmr.qld.gov.au

Suppliers may also contact the CORAL Program's independent Probiity Advisor for advice on probiity matters (only) associated with the Digital Wallet and Enabling Platforms Procurement:

Probiity Advice

Name: Melissa Grainger
 Position: Director
 Company: QProcurement
 Email address: mel@qprocurement.com.au

2.14 Privacy Notice

TMR recognises that information provided in Supplier response material may contain personal information. For the purpose of administering the RFP Process, Personal information may be shared with Queensland Government agencies and bodies, non-government organisations and other governments in Australia for that purpose. Personal information may be made publicly available in accordance with the requirements of the Queensland Government's procurement policy. An individual is able to gain access to Personal Information held by the Customer about the individual in certain circumstances.

2.15 Intellectual Property and Confidential Information

Unless otherwise defined in this RFP, the capitalised terms used in this clause 2.15 have the same meaning as in the [QITC Comprehensive Contract Conditions](#).

Refer to clause 3.7 and 3.8 of 01.02 Request for Proposal Terms and Conditions.

2.15.1 The Initial Response and RFT Considerations

In anticipation of the RFT, Suppliers are required to nominate their preferred Intellectual Property Rights ownership models for any New Material to be developed during the Sprints. The two ownership models, being TMR-owned and Supplier-owned, are detailed in clauses 12.2 and 12.3 of the [QITC Comprehensive Contract Conditions](#).

TMR anticipates that the New Material to be developed for the proposed solution/s for consideration in a QITC Comprehensive Contract may include the following:

- a) Solution Specification;
- b) draft business model;

- c) prototype Digital Wallet;
- d) implementation plan;
- e) risk management strategy;
- f) all architecture;
- g) migration plan;
- h) customer support model for major security incidents;
- i) business continuity and disaster recovery plans;
- j) demonstrated use cases; and
- k) remediation plan.

If a proposed solution specifies that both Intellectual Property Rights ownership models will apply to different items of New Material, Suppliers are asked to provide additional details about the items of New Material that will be TMR-owned and those that will be Supplier-owned.

Suppliers are also asked to use the 02.05 Cost Model and Drivers response document to confirm whether an additional cost applies for:

- a) TMR's licence to use and sublicense the Supplier's Pre-Existing Material under clause 12.1(c)(ii); and
- b) if applicable, TMR's licence to use and sublicense the Supplier owned New Material under clause 12.3(c)(ii).

If the Suppliers are willing to offer the Intellectual Property Rights ownership models as alternatives, with pricing implications for each, Suppliers are asked to provide their pricing options for both the TMR-owned and Supplier-owned New Material models.

2.15.2 The Sprints

TMR's preferred position concerning the ownership of IP Rights in New Material developed during the Sprints is as follows:

- a) all New Material solely developed by a single Supplier will be owned by that Supplier;
- b) the Digital Wallet and Enabling Platforms prototypes developed by each Supplier will be owned by those Suppliers;
- c) all New Material solely developed by TMR will be owned by TMR; and
- d) all New Material which is jointly developed or co-designed by a Supplier and another party (e.g. TMR and the Supplier, the HCD Supplier and the Supplier, etc) will be owned by TMR and TMR will grant the Supplier a broad licence to use that New Material.

The terms of the TMR Participation Agreement will govern the ownership and licensing of IP Rights in Pre-Existing and New Material.

The Sprint activities are designed for participants to develop prototypes of their proposed solution/s based on the functionality and criteria determined relevant by TMR. Shortlisted Suppliers will retain ownership of their prototype developed during the Sprints and accordingly, Intellectual Property Rights developed during the Sprints by each Supplier will be owned by that Supplier.

All claims for information to be considered Confidential Information must be declared during the Sprints. The Sprint Pack will provide the governance for the process of how Confidential Information will be considered during the Sprint activities. TMR will not share Supplier Confidential Information with other shortlisted Suppliers. However, Suppliers must be cognisant that the Sprints are designed for collaboration and innovation outcomes, and TMR expects that participating shortlisted Suppliers will actively and dynamically engage with the co-design process to produce the best prototypes, which may require accepting the risk of sharing some information.

01.02 Request for Proposal Terms and Conditions

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Released under RTI - DTMR

1 Introduction

1.1 RFP Documentation

- 1.1.1 The RFP is made up of the following parts:
- a) *01.01 Request for Proposal*
 - b) *01.02 Request for Proposal Terms and Conditions*
 - c) *01.03 Request for Proposal Glossary*
 - d) *02.01 Response Schedule*
 - e) *02.02 Supplier Due Diligence*
 - f) *02.03 As-a-Service Supplier Questionnaire*
 - g) *02.04 Additional Provisions Workbook*
 - h) *02.05 Cost Model and Drivers Workbook*
 - i) *02.06 Response Matrix*
 - j) *03.01 Digital Wallet – Vendor Pack*
 - k) *03.02 Enabling Platforms – Vendor Pack*

1.2 Definitions and Interpretation

- 1.2.1 Definitions are in *01.03 Request for Proposal Glossary*.
- 1.2.2 The following rules of interpretation apply to this RFP:
- a) Headings are for convenience only and do not affect interpretation;
 - b) "Includes" in any form is not a word of limitation;
 - c) Words implying the singular include the plural (and vice versa) and words implying a gender include any other gender;
 - d) All dates and times in this RFP are Australian Eastern Standard Time (AEST) (GMT +10 hours).
 - e) All dollar values are expressed in Australian dollars;
 - f) Any reference to any legislation includes any subordinate legislation made under it and any legislation amending consolidating or replacing it;
 - g) A reference to an entity or person includes an individual, corporation, partnership or other legal entity;
 - h) A party includes its executors, administrators, liquidators, successors and permitted assigns;
 - i) If any expression is defined, other grammatical forms of that expression will have corresponding meanings, unless the context otherwise requires;
 - j) An annexure or appendix forms part of the document to which it is attached; and
 - k) In the event of any inconsistency between any parts of this RFP provided as individual MSWord documents (provided to facilitate response to this RFP) and the complete RFP provided as a PDF document, the PDF document is considered the master document and will prevail.
- 1.2.3 In the interpretation of this RFP, no rule of interpretation applies to the disadvantage of the Customer on the basis that the Customer (or its representative), put forward and / or drafted this RFP or any provision in it.

2 Responding to the RFP

3.1 General Information Regarding Responding to Requirements

- 3.1.1 The Customer encourages Suppliers to provide concise statements and professionally presented documentation.
- 3.1.2 Suppliers must respond to each of the requirements detailed in *Section 2.7 Documents in the Request for Proposal Response of 01.01 Request for Proposal*.
- 3.1.3 The Responses to *Section 2.7 Documents in the Request for Proposal Response of 01.01 Request for Proposal* will be considered as part of the evaluation process.
- 3.1.4 Incomplete or missing information may result in the Response receiving a low score for any evaluation element requiring such information.

- 3.1.5 By submitting a Response, the Supplier accepts these *01.02 Request for Proposal Terms and Conditions*.
- 3.2 Part Responses**
- 3.2.1 The Customer will not accept part Responses to Option A: Digital Wallet or Option B: Enabling Platforms.
- 3.3 Alternative/Innovative Responses**
- 3.3.1 Suppliers may submit an alternative proposal if it is clearly identified as an "Alternative Response" wherever it fails to comply with the specified requirements.
- 3.3.2 Each alternative response must be completed and submitted separately in accordance with the full requirements of this RFP.
- 3.3.3 The Customer reserves the right either to consider alternative responses on their merits or not to consider them further.
- 3.3.4 A Supplier who submits a Response which addresses the Customer's Problem Statements for one or both of the Options in an alternative and practical manner, taking into account the totality of the Problem Statements, must include any supplementary material, together with associated prices, which demonstrates, in detail, that the alternative will fully achieve a solution/s to all the Problem Statements for the specified Option.
- 3.3.5 Suppliers are encouraged to offer options or solutions which, in a novel or innovative way, contribute to the Customer's ability to carry out its business in a more cost-effective manner. These may be related to the functional, performance and technical aspects of the Problem Statements or to opportunities for more advantageous commercial arrangements.
- 3.4 Consortia or Joint Responses**
- 3.4.1 The Customer will accept Responses from a consortium or prime contractor or joint Responses for this RFP.
- 3.4.2 Responses must include details of the members of a consortium or who are represented by a prime contractor or contributing to a joint Response.
- 3.4.3 Despite any other terms in this RFP, including clause 3.4 of this *01.02 Request for Proposal Terms and Conditions*, Suppliers are permitted to use information and disclose information to other recipients, Suppliers or other parties for the purpose of exploring or preparing a Response to this RFP, provided that such persons are aware of the terms in this RFP.
- 3.4.4 The Customer reserves the right to enter into a TMR Participation Agreement for the Sprints with a Supplier/s for either Part A: Digital Wallet, Part B: Enabling Platforms or both, regardless of whether a consortium, prime contractor or joint response has been submitted.
- 3.5 Competitive Neutrality**
- 3.5.1 Responses submitted by a government-owned business, a local government or a State or Commonwealth agency or authority must be priced to comply with the competitive neutrality policy of their respective jurisdiction.
- 3.6 Non-Conforming Responses**
- 3.6.1 The Customer reserves the right to classify a Response as conforming or non-conforming.
- 3.6.2 The Customer may, at its sole discretion, deem a Response to be non-conforming including where:
- clear responses to all *Section 2.7 Documents in the Request for Proposal Response of 01.01 Request for Proposal* are not provided;
 - all response fields (as provided in *02.01 Response Schedule*) are not completed in accordance with the associated instructions;
 - the Response estimated Total Cost of Ownership (TCO) Price (and all its components), is not clearly and readily identifiable or has not been provided in accordance with the *02.05 Cost Model and Drivers Workbook*; or
 - the Soft Copy of the Response includes Malware or Bugs or is Corrupt.
- 3.6.3 Non-conforming Responses may be accepted or rejected at the discretion of the Customer.

3.7 Customer Confidential Information

- 3.7.1 The Supplier must keep the Customer's Confidential Information secret and confidential and must not disclose or use any of the Confidential Information, or allow any employee, agent or any other person(s) who receives or accesses the Customer's Confidential Information through the Supplier to disclose or use any of the information for any purposes other than responding to this RFP.
- 3.7.2 The Supplier may disclose the Customer's Confidential Information:
- a) to its Personnel and professional advisors for the purpose of responding to this RFP;
 - b) to other Suppliers or parties with whom the Supplier is exploring or preparing a Response, including as a consortium, joint Response or prime contractor arrangement, only to the extent necessary for the purposes of responding to this RFP and provided that such persons are aware of the terms in this RFP and that the Customer's Confidential Information is to be used and disclosed only in accordance with those terms as if they were the Supplier. The Supplier must ensure that such persons use and disclose the information only in accordance with the terms in this RFP;
 - c) with the Customer's consent; and
 - d) to the extent required by Law.
- 3.7.3 All Intellectual Property Rights in the Customer's Confidential Information are vested in the Customer and the Supplier may only use such Intellectual Property Rights for the purpose of responding to this RFP.
- 3.7.4 This clause 3.7 does not exclude the operation of any principle of law or equity intended to protect and preserve the confidentiality of the Customer's Confidential Information.
- 3.7.5 This clause 3.7 continues to operate after this RFP process has ended.

3.8 Supplier Confidential Information

- 3.8.1 The Customer will keep confidential all Confidential Information of the Supplier which it obtains as part of the Request Process.
- 3.8.2 The Customer may disclose Supplier Confidential Information:
- a) to its Personnel and professional advisors for the purpose of the Request Process;
 - b) as required under the Right for Information Act 2009 (Qld);
 - c) as required by Law; and
 - d) to a Minister, their advisors or Parliament.
- 3.8.3 All Intellectual Property Rights in the Supplier's Confidential Information are vested in the Supplier and the Customer may only use such Intellectual Property Rights for the purposes of the Request Process, unless the parties agree otherwise.

3.9 Advertising

- 3.9.1 The Supplier must not publish or advertise any information relating to this RFP or the awarding of any Contract or agreement in any medium without the prior written approval of the Customer.
- 3.9.2 Should any Supplier consult with media representatives in relation to this RFP during the Request Process, without prior written approval of the Customer, its Response may be excluded from further consideration.
- 3.9.3 This clause 3.9 continues to operation after this RFP Process has ended.

3.10 Privacy

- 3.10.1 If the Supplier collects or has access to any personal information in connection with the Request Process, it must comply as if it was the Customer with the privacy principles in the *Information Privacy Act 2009*, in relation to that personal information, and comply with all reasonable directions of the Customer relating to the personal information.

4 Lodgement of Responses

4.1 Response Closure and Late Responses

- 4.1.1 Initial Proposals must be lodged by the Response Closing Date and Time.

4.1.2 It is the Supplier's responsibility to ensure that its Initial Proposal is lodged on time.

4.2 Lodgement of Responses

QTender Document Identification

4.2.1 Responses are to be lodged electronically via QTender, such electronic Responses must be identified as "*Response to*" and the number and title of the RFP.

Presentation of Responses

4.2.2 All Responses must be submitted as one (1) Soft Copy in Microsoft Office application formats, for drawings in PowerPoint or Visio format, and the whole Response in PDF format which can be printed in its entirety using Adobe Acrobat Reader version 7 or later.

4.2.3 The Supplier warrants that all Soft Copies are free of viruses, Malware and Bugs and are not Corrupt.

4.2.4 *02.01 Response Schedule* must be endorsed with the signature(s), position title of signatory(s), and date by the person or persons making the Response or, if a company, signed by a duly authorised officer in accordance with the company's Articles of Association or s 127 Corporations Act or as otherwise lawfully delegated, where 'signature' means:

- a) The scanned signature of an individual placed in a document; or
- b) An individual's name printed on the signature line of a document to act as a signature, provided that the person(s) required to give the signature has authorised this requirement being met by using the methods mentioned in subclauses (a) or (b) of this clause 4.2.4.

Response Lodgement

4.2.5 The Customer will only consider Responses lodged electronically through the "Lodge Tenders" process in the Queensland Government QTender web site (accessible via <https://www.hpw.qld.gov.au/qtenders/> under "QTender system for government suppliers").

4.2.6 If the Customer receives more than one electronically submitted Response from a Supplier, the Response received last in time will be deemed to be the only Response received unless the Responses expressly state that the Supplier is submitting multiple Responses.

5 Response Process

5.1 Post Response Negotiations

5.1.1 The Customer reserves the right to have post-Response negotiations with preferred Suppliers who have been shortlisted on the basis of their Response.

5.2 Selection of Responses for progression to Sprints

5.2.1 The Customer reserves the right to:

- a) select the Response that, in view of all circumstances, appears to be most advantageous to the Customer; or
- b) select one Response for the whole of its requirements; or
- c) select separate Responses for any portion of its requirements; or
- d) select one Response, or more than one Response, for any portion of its requirements; or
- e) not select any of the Responses.

5.2.2 Selection of a Response for progression to a Sprint does not imply that a Contract has been or will be entered into. Selection of a Response only indicates an invitation by the Customer to negotiate a TMR Participation Agreement in accordance with the terms and conditions of this RFP. No TMR Participation Agreement will be formed between the Customer and the Supplier unless and until both parties sign an agreed TMR Participation Agreement.

5.2.3 The Customer is not obliged to enter into negotiations with any Supplier and may terminate negotiations at any time if the Customer and shortlisted Supplier are unable to agree a TMR Participation Agreement that is acceptable to the Customer, in its absolute discretion and without providing reasons.

5.2.4 In the event that the Customer and the short-listed Supplier are unable to agree a TMR Participation

Agreement acceptable to the Customer, in its absolute discretion and without providing reasons, the Customer reserves the right to enter into negotiations with other Suppliers, or not accept any Responses and not proceed with the TMR Participation Agreement.

5.3 Process for Sprints

- 5.3.1 The Customer will specify the success criteria for each Sprint at the commencement of the Sprint. The Supplier acknowledges that:
- it will enter into the TMR Participation Agreement in relation to participation in the Sprints; and
 - the requirements for the Sprints will be provided on execution of the TMR Participation Agreement.

5.4 Debriefing

- 5.4.1 All Suppliers whether successful or unsuccessful may seek feedback from the Contact Officer following execution of a TMR Participation Agreement with the successful Supplier, a purchase order is placed or if the RFP process is stopped for any reason.
- 5.4.2 A feedback or debriefing session is an opportunity to provide the successful or unsuccessful Supplier with information that may assist the Supplier to improve any future responses submitted to the Customer. The feedback or debriefing session is not an opportunity to discuss the outcome of the evaluation of Responses to the Request for Proposal nor the relative merits of any other Response submitted.
- 5.4.3 The Customer will not enter into any correspondence, oral or written, about its selection decisions.

6 Evaluation Process and Criteria

6.1 Evaluation Process and Criteria

- 6.1.1 The evaluation of the Responses will be conducted through the application of evaluation criteria that takes into account the Problem Statements set out in *Section 1.3 Problem Statements of 01.01 Request for Proposal*, the strengths and weaknesses of the Responses, and the value for money of the Responses.
- 6.1.2 The Response evaluation process will involve an assessment of Conforming Responses, and any non-conforming Responses the Customer may choose to consider.
- 6.1.3 The Customer reserves the right to shortlist Suppliers during the evaluation process using the evaluation criteria specified in *02.01 Response Schedule* of this RFP.
- 6.1.4 At the Customer's sole discretion, the evaluation process may also involve but is not limited to, discussions with some or all Suppliers, product assessment, reference checks, credit checks, company searches, site visits, Supplier and due diligence checks, which may include the provision of information about the details of the Supplier's ownership structure, operational arrangements, industrial relations records, litigation and legal records and the Supplier's financial records and details about the structure of a consortium or the relationships between Suppliers submitting joint Responses or prime contractor Responses.

6.2 SME Participation Score

- 6.2.1 The evaluation of the Responses may (depending on the value of Responses received), include the SME Participation Score, calculated in accordance with the SME Participation Scheme. Further details of the SME Participation Scheme can be found at: <http://ict.industry.qld.gov.au/industry-support/244.htm>;
- 6.2.2 The SME participation Scheme will be applied to Responses during evaluation based on the prescribed requirements of Information Standard 13.

6.3 Value-Added Services

- 6.3.1 The assessment of Responses to this RFP will be based on a value for money analysis, including pricing model options. Suppliers are encouraged to provide details of any value-added services, or services which exceed the Customer's Problem Statements particularly if these can be provided at no additional price, little price or will be of little cost to the Customer.
- 6.3.2 Where Suppliers wish to bring a clear value-added service for a particular requirement to the attention

of the Customer this value-added service should be detailed in a separate Attachment referred to from the relevant response field.

6.4 Supplier Evaluation Activities

- 6.4.1 During the evaluation process, the Supplier may be required to undertake any or all of the activities set out in this clause 6.4.
- 6.4.2 **Clarifying Questions:** The Customer may issue questions to the Supplier seeking clarification of their Response. Both the questions and the Supplier's responses must be in writing and will be regarded as forming part of the Response.
- 6.4.3 **Provision of Assessment Products:** The TMR Participation Agreement and the Sprint Pack to be received by shortlisted Supplier/s will set out the requirements for a functional sample of a Supplier's proposed Product(s). Where required to provide sample Product(s) for assessment, Suppliers must also provide a reactive technical support function to respond to questions raised during the testing of their Product(s) by the evaluation team.
- 6.4.4 **Sprint Presentations:** The TMR Participation Agreement will set out the requirements for short-listed Suppliers to make a presentation demonstrating the capability of the offered solution to meet the requirements of the RFP, and/or to discuss any issues that may have become apparent from the evaluation.
- a) The presentations will be held at the Customer's offices in Brisbane. Interstate or International Suppliers unable to attend Brisbane personally may conduct such presentations using videoconference, teleconference or other remote access technologies agreed in advance with the Customer;
 - b) The Customer will contact the Supplier to advise the desired agenda, date and time for the presentation at least four (4) Business Days before the presentation is required.
- 6.4.5 **Site Visits:** Short-listed Suppliers may, if deemed necessary by the evaluation team, be required to arrange an escorted visit to the Supplier's site and presentation of the Supplier's facilities in relation to the Response.
- 6.4.6 **Referee Contact:** The Customer's evaluation team may contact referees without further reference to the Supplier. The Customer may require the Supplier's assistance in the provision of alternate or additional referees.

7 Conditions of Response

7.1 Validity Period

- 7.1.1 Responses will remain valid for until either of the following occurs:
- a) the Customer notifies the Supplier that the RFP process has been completed; or
 - b) the Customer advises the Supplier in writing that they have been unsuccessful.

7.2 Withdrawal of Response

- 7.2.1 Any early Response may be withdrawn by the Supplier at any time prior to the Response Closing Date and Time by written notice to the Customer.
- 7.2.2 Shortlisted Supplier/s may elect to withdraw from participating in the Sprints in accordance with the TMR Participation Agreement.

7.3 Response Document Ownership

- 7.3.1 By submitting a Response, the Supplier acknowledges that:
- a) the Customer is authorised to reproduce any part of the Response documentation for evaluation purposes;
 - b) the Customer will retain the copy of the Initial Proposal, complete with all supporting documents; and.
 - c) ownership of documentation developed during the Sprints will be specified in the TMR Participation Agreement.

7.4 Customer's Rights

- 7.4.1 The Customer may make any changes to the Request Process in its absolute discretion, by notifying the Supplier including by publication on the Queensland Government QTenders website. Without limitation, the Customer may:
- a) add, amend, vary or delete any requirement, evaluation criteria, term or condition of this RFP at any time;
 - b) amend dates including extending the Response Closing Date and Time;
 - c) consider or reject an Initial Proposal received after the Response Closing Date and Time;
 - d) accept or reject non-conforming Responses, alternative or innovative Responses, or multiple Responses;
 - e) reject any or all Responses;
 - f) take into account any information from its own or other sources, including publicly available information and referees, in evaluation of Responses;
 - g) cancel or vary the RFP Process at any time, whether before, on, or after the Response Closing Date and time;
 - h) exercise discretion in evaluating any subjective evaluation criteria;
 - i) negotiate with one or more Suppliers and allow any Supplier to vary its Response;
 - j) allow consortia to participate in the Request Process at any time, whether or not they have submitted an Initial Proposal;
 - k) allow the withdrawal or addition of participants in a consortium or joint Response or change the participants to be represented by a prime contractor;
 - l) not enter into a Contract, in part or in full, with any Supplier for any Products or Services referenced or implied in this RFP;
- 7.4.2 The Supplier will not make any claim in connection with a decision by the Customer to exercise or not to exercise any of its rights in relation to the Request Process.

7.5 Response Costs

- 7.5.1 In submitting a Response, the Supplier is deemed to have acknowledged and agreed that it will bear all the expenses it incurs in preparing its Response, supporting the Customer's evaluation of the Response and, if invited, negotiating a TMR Participation Agreement and will not be entitled to seek any compensation or reimbursement of those costs from the Customer.

7.6 Risk

- 7.6.1 Response to this RFP is at the sole risk of the Supplier. The Customer (to the extent permitted by law) accepts no liability in contract, tort or common law or otherwise for any loss or damage suffered by the Supplier arising from, or as a direct or indirect result of, responding to this RFP.
- 7.6.2 Risks associated with the Sprints will be detailed in the TMR Participation Agreement.

7.7 Supplier Acknowledgement

- 7.7.1 By responding to this RFP, the Supplier acknowledges that it has:
- a) read and understood all documentation that forms this RFP;
 - b) not relied on hearsay or any other representation (verbal, written or gesture) made by persons other than persons employed by the Customer who are authorised to make such representation;
 - c) not relied on any representations made by a representative of the Customer, except where such representation is made in accordance with this RFP;
 - d) exercised all options under the RFP to gain a concise and full understanding of any background information and RFP requirements; and
 - e) satisfied itself as to the sufficiency and accuracy of this RFP in order to submit a Conforming Response.
- 7.7.2 The Supplier acknowledges that the Customer reserves the right NOT to accept or negotiate any contractual conditions should the Supplier fail to disclose in their Response full details of:
- a) each and every aspect of non-compliance with the terms and conditions of this RFP (including *01.02 Request for Proposal Terms and Conditions*);

- b) any variations to the terms and conditions of this RFP; and
- c) any additional conditions the Supplier wishes to propose.

7.7.3 The Supplier acknowledges that all statistical data, monetary values (including budget or expenditure figures), volumes or amounts (including, for example, number of staff or licences), if any, provided in this RFP are based on data and information available at the time of constructing this RFP and the Customer does not guarantee that this information necessarily reflects values, volumes or trends that will occur in the future and is not to be construed as a guarantee for providing any volume of sales under subsequent arrangement(s) entered into with the Customer.

7.7.4 The Supplier acknowledges that, while the Customer has taken care in the preparation of this RFP, the Customer does not warrant that this RFP is error free. A Supplier assumes the responsibility of informing itself of the accuracy and reliability of the information and content of this RFP.

7.8 Right to Information Act

7.8.1 The *Right to Information Act 2009* (Qld) (the "RTI Act") provides members of the public with a legally enforceable right to access documents held by Queensland Government agencies.

7.8.2 The RTI Act requires that documents be disclosed upon request, unless the documents are exempt or on balance, disclosure is contrary to public interest.

7.8.3 Information contained in a Response is potentially subject to disclosure to third parties.

7.8.4 Suppliers acknowledge that the Customer is authorised by law to disclose information under the RTI Act in the following circumstances:

- a) In accordance with the Customer's publication scheme made under the RTI Act insofar as that scheme provides for the disclosure of the information;
- b) When the Director-General of the Customer or their authorised delegate decides that access be given to documents containing the information to a person who has formally applied for access to those documents under the RTI Act; or
- c) By publication on the Customer's disclosure log insofar as a member of the public has been given access to documents containing the information in circumstances where the Customer is required by law to disclose the information.

7.8.5 If disclosure of its or any part of its Response would be of substantial concern to a Supplier, documents forming the Response should be stamped "Commercial-in-Confidence". In such cases, the Customer will use its reasonable endeavours to formally consult with and obtain the views of the Supplier before any disclosure under the RTI Act.

7.8.6 The Customer cannot guarantee that any information provided by the Supplier, including information that is identified by the Supplier as per clause 7.10.5 of this *01.02 Request for Proposal Terms and Conditions*, will be protected from disclosure under the RTI Act.

7.8.7 Despite any other provision of this RFP, the Customer is entitled to publish on the Queensland Government Chief Procurement Office website: <https://www.hpw.qld.gov.au/qtenders/> under "QTender system for government suppliers", or by any other means, the following details:

- a) The name and address of the Customer;
- b) A description of the Products and / or Services;
- c) Commencement date or award date;
- d) Contract value;
- e) Name and address of the Successful Supplier;
- f) Procurement method used; and
- g) Any other details required by Queensland Government policy.

7.8.8 Any proposed variation by the Supplier to clause 7.10.7 of this *01.02 Request for Proposal Terms and Conditions*, which takes away or reduces the entitlements that would otherwise be provided to the Customer under that clause will be null and void.

7.8.9 For more information regarding the RTI Act, please contact the advertising officer as set out in *Section 1 – Requirements of Part A – RFP* or:

Manager, Right to Information and Privacy
Department of Transport and Main Roads

GPO Box 1549, Brisbane QLD 4001

contactrti@tmr.qld.gov.au

7.9 Commissions and Incentives

7.9.1 A Response will not be considered by the Customer if the Supplier, or a representative of the Supplier, gives or responds anything to any employee or agent of the Customer as an inducement or reward, which could in any way tend to influence, or be perceived as attempting to influence, the actions of that employee or agent in relation to the Response. For the purposes of this clause, 'agent' includes the parent, spouse, child or associate of the employee or agent.

7.10 Conflict of Interest

7.10.1 The Supplier warrants that, to the best of its knowledge, as at the date of the Response, neither the Supplier nor any of its officers, employees, agents and/or subcontractors:

- a) hold any office or possess any property;
- b) are engaged in any business or activity; or
- c) have any obligations,

where a Conflict of Interest is created, or might appear to be created, in conflict with the Supplier's obligations under *01.02 Request for Proposal Terms and Conditions* or the proposed Contract, except as disclosed in the Supplier's Response.

7.10.2 If during the Request Process or any Contract entered into as a result of this Request Process, a Conflict of Interest arises, or appears likely to arise, the Supplier must notify the Customer promptly and take such steps to resolve or otherwise deal with the Conflict of Interest to the reasonable satisfaction of the Customer.

7.10.3 The Supplier warrants that it will not, and will ensure its Personnel do not, place themselves in a position that may give rise to a Conflict of Interest during the Request Process.

7.10.4 The Supplier warrants that it will immediately notify the Customer if any Conflict of interest arises after the lodgement of the Supplier's Response.

7.11 Criminal Organisation

7.11.1 The Supplier warrants that neither the Supplier and, to the best of its knowledge and belief having made all reasonable enquiries, its Personnel, have not been convicted of an offence under the Criminal Code set out in Schedule 1 of the Criminal Code Act 1899 where one of the elements of the offence is that the person is a participant in a criminal organisation within the meaning of the Criminal Code.

7.12 Collusion

7.12.1 In submitting its Response, the Supplier warrants to the Customer that, except as expressly disclosed in its Response:

- a) the Response was not prepared with any consultation, communication, contract, arrangement or understanding with any competitor (including any other Supplier) regarding:
 - i. prices;
 - ii. methods, factors or formulas used to calculate prices;
 - iii. the intention or decision to submit or not to submit a Response;
 - iv. the submission of a Response that is non-conforming;
 - v. the quality, quantity, specifications or delivery particulars of products and/or services (including the Products and/or Services) to which the RFP or Response relates; or
 - vi. the terms of its Response or a competitor's Response;
- b) it has not (and will not during the RFP process):
 - i. provided any benefit (including money) directly or indirectly to, or entered into any contract, arrangement or understanding to provide any benefit (including money) directly or indirectly to any competitor (including any other Supplier) relating in any way to the RFP or Response;
 - ii. received any such benefit directly or indirectly, or entered into any contract, arrangement or understanding to receive any such benefit directly or indirectly from any competitor (including any other Supplier) relating in any way to the RFP or Response;

- iii. consulted, communicated or entered into any contract, arrangement or understanding to provide any benefit (including money), whether directly or indirectly, to a trade, industry or other association (above the published standard fee) relating in any way to the RFP or Response; and
 - iv. except for as is fully disclosed in its Response in accordance with clause 7.12.2, the Supplier and all corporations and persons associated with the Response, including directors and senior management, are not and have never been subject to proceedings relating to anti-competitive conduct in Australia or overseas.
- 7.12.2 The Supplier must disclose full details relating to any and all anti-competitive conduct in Australia or overseas to which the Supplier and/or any corporation or person associated with the Response, including directors and senior management, have been subject. At a minimum, such details must include the following and be included in their response to this RFP:
- a) the names of the parties to the proceedings;
 - b) the case number;
 - c) the general nature of the proceedings; and
 - d) the outcome or current status of the proceedings.
- 7.12.3 The Customer reserves the right, at its entire discretion, to exclude the Supplier from the RFP Process if the Supplier, or any corporation or person, including directors or senior managers associated with the Response, have ever contravened any anticompetitive laws in Australia (including the *Competition and Consumer Act 2010 (Cth)*) or overseas.
- 7.12.4 The Customer reserves the right, at its entire discretion, to exclude the Supplier from the RFP process if full disclosure of any or all contraventions of the anti-competitive provisions of the *Competition and Consumer Act 2010 (Cth)* or equivalent laws in Australia or overseas, has not been made as is required in clause 7.12.2 of this *01.02 Request for Proposal Terms and Conditions*.
- 7.12.5 In submitting its Response, the Supplier acknowledges that if the Customer accepts the Response and enters into a TMR Participation Agreement the Customer does so in reliance of the warranties in clause 7.12.1 of this *01.02 Request for Proposal Terms and Conditions*.

8 TCO Pricing

8.1 Pricing Terms

- 8.1.1 All pricing forming the Response must be provided to the Customer in the format and in accordance with the terms and conditions set out in this RFP.
- 8.1.2 All prices offered must be represented as exclusive of GST.
- 8.1.3 The Customer may, as part of the evaluation process, apply differing quantities in their pricing calculator to conduct sensitivity analysis.
- 8.1.4 The metrics in this RFP and any pricing tables are provided to enable the Customer to determine pricing assessments.

9 Terms of Contract

9.1 Type of Contract

- 9.1.1 The Customer and the shortlisted Supplier/s will aim to negotiate a TMR Participation Agreement to allow the Supplier to participate in the Sprints.
- 9.1.2 The Customer may, at its discretion, release a closed Request for Tender (RFT) to shortlisted Supplier/s at the conclusion of the Request Process for the preferred solution/s.
- 9.1.3 In accordance with Information Standard 13 (ICT Procurement), an agency's acquisition of ICT products and services may be made subject to the contractual terms and conditions of the Cabinet endorsed Queensland Information Technology Contracting (QITC) Framework.
- 9.1.4 Any Contract or agreement established as a result of the RFT will be:
 - a) Governed by QITC Comprehensive Contract Conditions (as set out in the RFP); or
 - b) Governed by a bespoke contract based on QITC Comprehensive Contract Conditions.

- 9.1.5 The Customer reserves the right to utilise additional Modules, Module Order Forms and Schedules of the QITC as required for any Contract or agreement established as a result of the RFT.
- 9.1.6 The Customer reserves the right to contract with multiple Suppliers.
- 9.1.7 Suppliers are required to review the QITC Comprehensive Contract Conditions set out in *Section 2.7 Contracting for the RFP in 01.01 Request for Proposal* and advise in the relevant response fields in *02.01 Response Schedule* and state clearly their proposed Additional Provisions in the form specified.
- 9.1.8 Note that evaluation of the Initial Proposal includes consideration of the volume and nature of proposed changes to the QITC Contract.
- 9.1.9 The RFT will specify that the Customer reserves the right not to consider any contract conditions proposed by a Supplier where those conditions are deemed to detract from provisions of the QITC Framework.
- 9.1.10 If a Supplier lodges a Response with terms and conditions which detract from the QITC Framework, then the Customer reserves the right to reject that Response. Those terms and conditions which are in conflict with or in addition to QITC General Contract Conditions or Comprehensive Contract Conditions (as applicable) and conditions as proposed by a Supplier will be considered accordingly during the evaluation process.
- 9.1.11 Further information regarding QITC and the Contract Conditions can be obtained from the QITC website <https://www.forgov.qld.gov.au/create-ict-contract> and <https://publications.qld.gov.au/dataset/qitc-framework>.

9.2 Contract Term

- 9.2.1 The intended term of the Contract is set out at *Section 2.3 Indicative timetable of 01.01 Request for Proposal of this RFP* ("Contract Term"). The Contract Term as advised in Section 2.3 is an expected period only, and the Customer reserves its right to amend the Contract Term at any time at its sole discretion during the Request Process or the RFT.

01.03 Request for Proposal Glossary

1.3.1 Definitions

Acronym / Term	Definition / Meaning
Bug	Means an error, flaw, mistake, failure, or fault in an electronic document or computer program that prevents it from working as intended or produces an incorrect result.
Business Day	Means any day other than Saturday, Sunday or a day that is a Queensland gazetted Public Holiday.
Business Hours	Means the hours 07:00-18:00 Australian Eastern Standard Time (GMT +10) on any Business Day.
Co-design	Means an approach to design attempting to actively involve all stakeholders (e.g. employees, partners, customers, citizens, end users) in the design process to help ensure the result meets their needs and is usable.
Common data or service	Means data and services in the CORAL solution that is used by multiple components and so managed from a CORAL wide perspective
(CORAL) Component	Means a part of the overall CORAL solution that provides a well define capability or function.
Comprehensive Contract	Means a Contract entered into using the Comprehensive Contract Conditions – ICT Products and Services .
Confidential Information	Means all information disclosed by or on behalf of the Customer or the Supplier (Discloser) to the other party (Recipient) in connection with the Request Process or created using that information, which is confidential in nature and designated as confidential, or which a reasonable person receiving the information would realise is sensitive or confidential, and all information to the extent it is derived from that information. Confidential Information does not include any information which: <ul style="list-style-type: none"> (i) is or becomes public, except through breach of a confidentiality obligation; (ii) the Recipient can demonstrate was already in its possession or was independently developed by the Recipient; or (iii) the Recipient receives from another person on a non-confidential basis, except through breach of a confidentiality obligation.
Conflict of Interest	Means having an interest (whether personal, financial or otherwise), which conflicts or may reasonably be perceived as conflicting with the ability of the Supplier to submit a Response fairly and objectively.
Conforming Response	Means a Response by a Supplier which includes all of the information requested, is received by the Closing Date and Time and meets all other requirements for Responses set out in the Request for Proposal.
Contract	The proposed contract for the delivery of the full solution/s at the RFT stage, entered into using the Comprehensive Contract Conditions under the Queensland Information Technology Contracting (QITC) framework and associated documents.
CORAL	Customer Oriented Registration and Licencing (CORAL) is the business until within the Department of Transport and Main Roads, as defined in Section 1.1 Background of 01.01 Request for Proposal
Corrupt	Corrupt, in relation to an electronic document, means affected by errors in computer data that occur during transmission or retrieval or from any other cause, introducing unintended changes to the original data.
Credential	Means evidence of authority, status, rights, entitlement to privileges, or the like, usually in written form. Refer also to Digital Credential
Customer	The State of Queensland acting through the Department of Transport and Main Roads. Refer also to TMR customer.

Customer Data	Customer Data means any information, material, data, dataset or database: <ul style="list-style-type: none"> a) provided by or on behalf of the Customer to the Supplier for use, processing, storing or hosting by the Supplier in the provision of the Products or Services; and b) created, produced or derived from the use, processing, storing or hosting of that information, material, data, dataset or database in the Supplier's provision or the Customer's use of the Products or Services, and includes Metadata but does not include any Pre-Existing Material or New Material owned by the Supplier.
Customer Data Repository	A electronic data store of the customer data, as well as the necessary systems to manage and protect that data.
Customer Verified Account	A customer account that has gone through a process of identification to validate the customer information and the true identity of the customer holding the account.
Data Replication	Data replication is the frequent electronic copying data from a database in one computer or server to a database in another so that all users share the same level of information.
Data synchronisation	Is the process of establishing consistency among data from a source to a target data storage and vice versa and the continuous harmonisation of the data over time.
Data validation	Is a process that ensures the delivery of clean and clear data to the programs, applications and services using it. Data validation ensures that the data complies with the requirements and quality benchmarks. See also Validation
Digital Credential	Digital credentials are the digital equivalent of paper-based credentials. Refer also to Credentials.
Digital service delivery	Means the electronic delivery of information including data and content across multiple platforms and devices like web or mobile.
Digital Wallet	A Digital Wallet is an application on a mobile device that can store credentials such as licences and registrations in a secure fashion.
Enabling Platforms	An Enabling Platforms is a group of technologies that are used as a foundation platform to develop other applications, processes or technologies. These solutions offer key, transversal and reusable functionality in individual projects, by standardising their delivery methods. Refer also Platform.
Evaluation Product	A copy, license or item of, or access to the proposed solution required to be provided by the Supplier to the Customer for the purposes of evaluation as part of this RFP.
General Contract Conditions	means the QITC General Contract Conditions – ICT Products and Services
Human-Centred Design or HCD	Human-Centred Design is a design and management framework that develops solutions to problems by involving the human perspective in all steps of the problem-solving process.
Initial Proposal	Means the Response of a Supplier to the first competitive process described in Table 2 – RFP Overview in 01.01 Request for Proposal
Identity and Access Management or IAM	Means a framework of policies and technologies for ensuring that the proper people in an enterprise have the appropriate access to technology resources.
Information & Communication Technology or ICT	Information & Communication Technology - Technologies used for accessing, gathering, manipulation, presentation or communication of information. ICT replaces IT (Information Technology) within Queensland Government as a general descriptor of services and products

Intellectual Property Rights	Includes all copyright, trade mark, design, patents, semiconductor or circuit layout rights and other proprietary rights, and any rights to registration of such rights existing anywhere in the world, whether created before or after the date of the Contract, but excludes Moral Rights.
Law	Means all: <ul style="list-style-type: none"> (i) Acts, ordinances, regulations, by-laws, orders, awards and proclamations in force from time to time in Queensland and any other relevant jurisdiction; (ii) certificates, licences, consents, permits, approvals and requirements of organisations having jurisdiction in connection with the provision of the Products and/or Services; and (iii) the requirements of any authority with jurisdiction in respect of the Products and/or Services and/or the Site, as applicable.
Legacy – Process, Application or System	Means an old method, technology, computer system, or application program, "of, relating to, or being a previous or outdated computer system," yet still in use. Referencing a system as "legacy" means that it paved the way for the standards that would follow it.
Learner License	Learner licence means a licence to drive a motor vehicle, while receiving driver training, issued under this Act. (Definition from Schedule 4 of TO(RUM) Act 1995)
Malware	Malware includes computer viruses, Trojan horses, spyware and adware.
Machinery of Government Change	means a transfer of responsibility, function or operations, in whole or in part, from a Queensland Government department or agency or Queensland Government Body to another Queensland Government department or agency or Queensland Government Body.
Mandatory Requirement	A Requirement of the Customer set out in this RFP which a Response MUST comply with to be acceptable to the Customer. Responses not complying with Mandatory Requirements will be set aside and not evaluated further.
Metadata	Means any system-generated data that is created or generated in connection with the Customer's use of the Products or Services, including in the use, processing, storing or hosting of any information, material, data, dataset or database in the provision of the Products or Services and includes any descriptive, structural and administrative metadata
N/A	Not applicable.
New Material	Means all Material that is created, written, developed or otherwise brought into existence by or on behalf of the Supplier for the Customer in the course of the Supplier performing its obligations under the Contract, and includes the Material specified in the Details as New Material. New Material does not include Pre-Existing Material, Third Party Material, Licensed Software or As a Service.
One Customer Project	Means a project within the CORAL Program as defined in Section 1.2 Summary of Opportunity and Customer Objectives in 01.01 Request for Proposal.
Option	Means the two solutions sought through the RFP as set out in section 1.2 Summary of Opportunity and Customer Objectives of 01.01 Request for Proposal. Option A means the Digital Wallet Option and Option B means the Enabling Platforms Option.
Pattern	Means a defined set of steps to perform a task in a computer system. These are used to ensure consistency in the way that systems are delivered.
Penetration Test	A penetration test, or "pen test," is an attempt to evaluate the security of IT infrastructures using a controlled environment to safely attack, identify, and exploit vulnerabilities. These vulnerabilities may exist in operating systems, services, networks, and application.
Personnel	Means officers, directors, employees and agents, and in the case of the Supplier, includes any subcontractor and the subcontractor's officers, directors, employees and agents.

Phase	Means the phases of the Request Process described in Table 1 – Multi-Stage Procurement Process of 01.01 Request for Proposal. Phase 1 means the RFP Phase and Phases 2, 3 and 4 mean the RFT Phases in Table 1.
Pre-existing material	Means all Material, which existed at the Contract start date or which is developed independently of the Contract, and includes the Material specified in the Details as Pre-Existing Material. Pre-Existing Material includes any adaptation, translation or derivative of the Pre-Existing Material, but does not include Licensed Software, As a Service or any Third Party Material.
Pilot	Is a small scale preliminary study conducted in order to evaluate feasibility, time, cost, adverse events, and improve upon the study design prior to performance of a full-scale project. The Digital Wallet Pilot is Phase 2 described in Table 1 – Multi-Stage Procurement Process of 01.01 Request for Proposal.
Platform	Is a group of technologies that are used as a base upon which other applications, processes or technologies are developed. Refer also Enabling Platforms
Preferred Supplier	Supplier selected by TMR as preferred for entering into contract negotiations for the Products and Services.
Products and/or Services	Means ICT products and/or services to be supplied under the proposed Contract.
Project	Means the CORAL Modernisation Project Digital Wallet and Enabling Platforms Project.
Proof of Age	A identity credential that establishes the holder's age.
Prototype	Is an initial version of a product. The prototype is tested to make sure it is fit for the audience and purpose. If there are any errors or problems, the prototype is improved and tested again. This process is known as prototyping.
Queensland Information Technology Contracting Framework or QITC	Means the Queensland Information Technology Contracting Framework. A set of standard terms and conditions for the purchase of ICT products and services by Queensland Government.
Queensland Government Body	Means any of the following: <ul style="list-style-type: none"> a) A body corporate or an unincorporated body established or constituted for a public purpose by the State of Queensland by legislation or an instrument made under the legislation (including a local government); b) A body established by the State of Queensland through the Governor or a Minister; or c) An incorporated or unincorporated body over which the State of Queensland exercises control.
Request for Proposal or RFP	Means request for proposal issued by TMR which includes the 01.03 Request for Proposal Terms and Conditions.
Request Process	Means the process commenced by the issuing of the Request for Proposal and concluding upon formal announcement by the Customer of the selection of a preferred supplier or upon the termination of the process.
Respondent	Refer Supplier
Response	Means a response by a Supplier submitted in response to the Request for Proposal and includes the Supplier's Initial Proposal and the deliverables from participation in the Sprints.
Response Closing Date and Time	The date and time specified in <i>Section 2.2 – Closing date and time of 01.01 Request for Proposal</i> by which Initial Proposals must be received.
Response Price	Any price or prices detailed in the Response.

Response Schedule	A form set out in Table 5 – RFP Response Documents of 01.01 Request for Proposal that Suppliers are to complete with the requested information for the purposes of the Customer’s evaluation of their Response.
Request for Proposal or RFP	The request to the market to provide a Response to the Customer for the Products and Services.
Software Development Life Cycle (SDLC)	The software development life cycle (SDLC) is a framework defining tasks performed at each step in the software development process. SDLC is a structure followed by a development team within the software organisation. It consists of a detailed plan describing how to develop, maintain and replace specific software.
Security Testing	Is a testing technique to determine if an information system protects data and maintains functionality as intended.
Single Integrated Account	Is a view of customer data in a single repository that can be easily leveraged.
Small and Medium Enterprise or SME	Small to medium Enterprise - For the purposes of the SME Participation Schedule, an SME is defined as any enterprise with less than 200 employees
SME Participation Level	For the purposes of RFP evaluation, the percentage of the Response Price to be paid by the Supplier to an SME.
SME Participation Scheme	The ICT SME Participation Scheme is a requirement for Queensland government procurement of ICT products and services. Further details can be found at http://www.qld.gov.au/dsitia/about-us/business-areas/ict-strategic-sourcing/sme-participation-scheme/
Soft Copy	An electronic copy of a document.
Source of Truth	In information systems design and theory, single source of truth (SSOT), is the practice of structuring information models and associated data schema such that every data element is stored exactly once.
Specific data or service	Means data and services in the CORAL solution that is used by a specific functional component and does not have the same CORAL wide management requirements of a common component.
Sprint	Is a set period of time during which specific work has to be completed and made ready for review. For the purpose of the RFP Sprints are the second and third competitive processes described in Table 2 – RFP Overview in 01.01 Request for Proposal. Sprint 1 means the first Sprint in Table 2 for each Option and Sprint 2 means the second Sprint for each Option.
Supplier	A person, corporation, partnership or any other body who is a potential supplier participating in the RFP or who submits a Response in response to and in accordance with this RFP.
Supplier’s Authorised Representative	The Supplier’s personnel, employee or staff member who is authorised to submit a Response on behalf of the Supplier’s organisation.
Supplier	The term Supplier in this RFP shall be the same as Supplier. The word “Supplier” is used in this RFP only to facilitate future contract construction. No implication of a formal or informal contract is provided by this interpretation.
Third Party Material	Means all Material in which the Intellectual Property Rights are owned by a party other than the Supplier or the Customer. Third Party Material does not include Third Party Software
TMR	Department of Transport and Main Roads. Queensland Government department issuing this RFP.
TMR customers	Means the consumers of TMR data, products and or services. Refer to the Digital Wallet Vendor Pack 03.01.03 Digital Wallet TMR Customers for the TMR customers associated with this procurement activity.
Use Case	A use case is a software and system engineering term that describes how a user uses a system to accomplish a particular goal

Validation	Means documenting that the way equipment, a facility or system is used will result in a product meeting its predetermined specifications and quality attributes. See also Data Validation.
Wireframe	A wireframe is a visual guide that represents the skeletal framework of a user interface. Wireframes are created for the purpose of arranging elements to best accomplish a particular purpose.
Other capitalised words and expressions used in the RFP and RFP Terms and Conditions have the meanings given to the same words and expressions in the QITC Comprehensive Contract Conditions and associated documents.	

Released under RTI - DTMR

Released under RTI - DTMR

Request for Proposal (RFP) – 02.01 Response Schedule

The Department of Transport and Main Roads
Digital Wallet and Enabling Platforms

Reference No: TMR ICT18085

Date of Issue: 30 November 2018

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Released under RTI - DTMR

1 Response Document Purpose

The information in this schedule is required for evaluation purposes.

As the Supplier, please respond to all questions in this schedule. All information must be complete, accurate, up to date and not misleading. Failure to provide a complete Response may result in the Suppliers Initial Response being set aside.

2 Supplier details

Suppliers only need to complete this section once if providing a Response to both Option A and B.

2.1 Probity and Contestability

Supplier's must not, without the prior written approval of TMR, permit former Departmental employees or Advisor Personnel to contribute to any process or activity relating to the preparation of any Proposal, where in the six months immediately preceding the date of issue of this RFP, the person was involved in the preparation or planning of the procurement to which this RFP relates including but not limited to the development of a CORAL business case, evaluation documentation, or other procurement documentation.

To seek TMR permission, please email CORAL.Procurement@tmr.qld.gov.au

The Respondent must disclose the details of any previous TMR employees or Advisor Personnel proposed to have a role in the RFP response.

If there is nothing to disclose, Respondents must insert "Nil".

2.1.1 Supplier's Response

Where a Supplier or Consortia includes an organisation that is working with a Common Respondent, the Supplier or Consortia must ensure appropriate arrangements are in place to manage competitiveness or confidentiality issues.

The Respondent must detail the arrangements they will implement to manage competitiveness or confidentiality issues with a Common Respondent.

If there is nothing to disclose, Respondents must insert "Nil".

2.1.2 Supplier's Response

2.2 Supplier Company and Partner Details

Please provide your details, including the full legal name and contact details of any other entities which are participating in a joint Response.

2.2.1 Primary Supplier Details	
Name:	
ABN/ACN (or ABRN):	
SME Status	<input type="checkbox"/> 0 to 20 Employees <input type="checkbox"/> 21 to 200 Employees <input type="checkbox"/> 201+ Employees

Names of other entities participating in a joint Response with the Supplier:

(please provide a table for each organisation)

2.2.2 Supplier Details	
Relationship:	<<Joint Venture, Partnership, Sub-contractor, and so on.>>
Name:	
ABN/ACN (or ABRN):	
SME Status	<input type="checkbox"/> 0 to 20 Employees <input type="checkbox"/> 21 to 200 Employees <input type="checkbox"/> 201+ Employees
Is this Supplier involved in any other responses for this RFP?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, then please outline how the relationship is being managed to ensure probity standards are maintained
Role in delivery of the proposed solution, including which option they are supporting.	

Contact person for this Request for Proposal:

2.2.3 Primary	
Name:	
Position:	
Email address:	
Phone number:	
Postal address:	
2.2.4 Secondary	
Name:	
Position:	
Email address:	
Phone number:	
Postal address:	

2.3 Offer Details

Please indicate the scope of your offering:

- Proposing for Option A: Digital Wallet ONLY
- Proposing for Option B: Enabling Platforms ONLY
- Proposing for Option A Digital Wallet and Option B Enabling Platforms

2.4 Financial Information

Please complete 02.02 Supplier Due Diligence.

2.5 Conflict of interest

Please provide details of any possible Conflict of Interest that exists or may arise in relation to the Request Process, or performance of the Contract (if you, as the Supplier are successful).

Insert details with a table per conflict or delete the table and insert the word "Nil".

2.5.1 Conflict of Interest Details				
Name/Organisation:				
Conflict of Interest Details:				
Type:	<input type="checkbox"/> Perceived	<input type="checkbox"/> Potential	<input type="checkbox"/> Actual	
Risk Level:	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High	
Proposed Mitigations (if applicable):				

2.6 Commission and Incentives

In submitting its Offer, the Respondent warrants to TMR that to the best of its knowledge, as at the date of the Offer, that:

- (a) no family, business or pecuniary relationships exist between the Parties to the Invitation Process that would adversely impact on the Invitation or any Contract established as a result of the Invitation Process;
- (b) neither the Respondent nor its officers, employees, agents and/or sub-contractors have:
 - (i) engaged in any unethical behaviour or sought and/or obtained an unfair advantage; or
 - (ii) received or will receive any pecuniary or in-kind advantage from any other Respondent,
 in relation to the Invitation Process;
- (c) no officer, employee, agent, sub-contractor or family member associated with the Respondent is or has been engaged by the State in a position or role that in any way relates back to the Offer; and
- (d) no officer, employee, agent, sub-contractor or family member associated with the State has been offered any benefit or inducement associated with the Offer, including any offer relating to employment.

The Respondent must immediately notify the Contact Officer in writing if any warranty contained in this Response Form becomes incorrect.

Insert details with a table per item or delete the table and insert the word "Nil".

2.6.1 Commission and Incentives Details				
Name/Organisation:				
Nature of relationship:				
Type:	<input type="checkbox"/> Family	<input type="checkbox"/> Business	<input type="checkbox"/> Pecuniary	
Assessed Risk Level:	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High	
Proposed Mitigations (if applicable):				

2.7 Collusion

In submitting its Offer, the Respondent warrants to the State that it fully complies with clause 7.14 of 01.02 Request for Proposal Terms and Conditions, except as expressly disclosed in this Response Form. The Respondent must disclose the full nature and extent of any agreements with competitors to TMR below:

If there is nothing to disclose, Respondents must insert “Nil”.

2.7.1 Supplier's Response

--

Respondents must disclose any proceedings relating to anti-competitive behaviour in Australia or overseas to which the Respondent and/or any corporations or person associated with the Offer, including directors or senior management, have been subject to including:

- (a) the names of the parties to the proceedings;
- (b) the case number;
- (c) the general nature of the proceedings; and
- (d) the outcome or current status of the proceeds.

If there is nothing to disclose, Respondents must insert “Nil”.

2.7.2 Supplier's Response

--

Please provide details of the course of action implemented to ensure that anti-competitive behaviour, as disclosed above, will not reoccur.

2.7.3 Supplier's Response

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2.8 Competitive Neutrality

2.8.1 Statement of Competitive Neutrality		
<p>Information Required:</p> <p>Where the Respondent is a Government owned entity seeking to supply to the Queensland Government the Respondent shall, in this Response Form indicate whether their Response for the provision of Products and/or Services complies with the competitive neutrality principles of the Respondent’s jurisdiction. Respondents are to indicate by marking the appropriate box below where a Statement of Competitive Neutrality is applicable</p>		
<p>Respondent Response</p> <p><please enter response here by selecting the appropriate “check-box”></p>		
<i>Statement</i>	<i>Compliant</i>	<i>Not Applicable</i>
<p>To be Completed by Government owned entities external to Queensland:</p> <p>For government owned entities outside Queensland, including local government and Commonwealth, State or Territory government, the Response has been priced to comply with the competitive neutrality principles of the government of the Respondent’s jurisdiction.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>To be completed by Queensland Government owned entities:</p> <p>For Queensland Government Bodies, the Response has been priced to comply with the Queensland Government’s policy statement on the application of competitive neutrality to government business activities, “Competitive neutrality, and Queensland Government Business Activities” located at www.treasury.qld.gov.au.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>To be completed by Queensland Local Government entities:</p> <p>The Response has been priced to comply with the competitive neutrality policy arrangements established by the Queensland Government.</p>	<input type="checkbox"/>	<input type="checkbox"/>

2.9 Background Information

2.9.1 : Supplier overview

Please provide a brief description (maximum of 5 pages) of the business and its overall qualifications to meet the problem statements for Option A: Digital Wallet and/or Option B: Enabling Platforms. This must also include and partners and key sub-contractors. Background information may include: number of years of relevant experience, rate of growth, size, locations, annual turnover etc.

2.9.2 Reference to the response document

2.9.3 Differentiating Factors

Please provide a brief description (maximum of 2 pages) of what differentiates your organisation from its competitors? What is it about your Response that you believe is unique in the industry?

2.9.4 Reference to the response document

2.9.4 Reference to the response document

2.10 Referees

Please use the format below to provide details of referees for similar work delivered successfully within the last 5 years as requested for Option A and B.

2.10.1 Referee	
Company:	
Project Name: (if applicable)	
Contact Name:	
Position:	
Email address:	
Phone number:	
Postal address:	
Work Performed (Respondent may reference a supporting document if more space is required to respond.)	

2.11 Intellectual Property Rights and Confidential Information

Please clearly indicate the Supplier's proposals for Pre-Existing Material, New Material and Confidential Information for the RFP Response.

2.11.1 Supplier's Response

2.11.1 Supplier's Response

Pre-Existing material is defined to include all Material which exists at the time of submitting the Response. The Supplier's Pre-Existing Material, which is proposed to be incorporated into Deliverables provided under the Contract, should be specified in this item.

2.11.2 Supplier's Pre-existing Material

New Material is defined to mean all Material that is created, written, developed or otherwise brought into existence by or on behalf of the Supplier for the Customer in the course of the Supplier performing its obligations under the Contract (i.e. during the Sprints). The specific documents or other items which will be proposed to be written, developed or brought into existence by or on behalf of the Supplier under the Contract which comprise New Material should be specified in this item. Clause references can be found in the [QITC Comprehensive Contract Conditions - ICT Products and Services](#).

- clause 12.2 (Customer owned New Material) applies;
- clause 12.3 (Supplier owned New Material) applies; or
- a combination of abovementioned clause 12.2 and 12.3 applies.

2.11.3 Supplier's Response

Details of the Supplier's designated Confidential Information should be specified in this item.

2.11.4 Supplier's Confidential Information

If the proposed ownership of the Intellectual Property Rights in the New Material will be different for various items of New Material (i.e. some Deliverables will be owned by the Customer and others will be owned by the Supplier), specify the New Material which will be owned by the Customer and the New Material which will be owned by the Supplier in this item.

If the Supplier proposes both ownership models, at the option of the Customer, please clearly indicate the pricing implications for both Customer owned and Supplier owned New Material.

Details of the Supplier's proposed additional costs for the Customer's licence to use and sublicense the Supplier's Pre-Existing Material and, if applicable (i.e. where clause 12.3 is proposed to apply), Supplier owned New Material should be specified in the Cost Model and Drivers Workbook.

2.12 Categories of ICT products and services in the Proposal offered by the Supplier

Please indicate the ICT products and services Modules that are relevant to the Supplier's Proposal by marking one or more of the below boxes:

- Module 1 – Hardware;
- Module 2 – Software;
- Module 3 - As-a-Service;
- Module 4 - Systems Integration;
- Module 5 – Telecommunications Services;
- Module 6 – Managed Services; and
- Module 7 – ICT Professional Services.

2.13 Additional Provisions proposed by the Supplier

Please set out any Additional Provisions, which comply with clause 1.4 of the QITC Comprehensive Contract Conditions, which the Supplier proposes to include in the Contract to be formed to govern Phase 1.

Supplier to complete the 02.04 Additional Provisions Workbook

2.14 Insurances held by the Supplier

Please provide details of the current insurances for Public Liability and Professional Indemnity held and maintained by the Supplier, including the following details for each insurance policy:

2.14.1 Insurance Details	
Type of Insurance:	
Policy Number:	
Name of Insurer:	
Name of Insured:	
Sum Insured:	
Expiry Date of Policy:	
Any Exclusions or Deductibles	

2.14.2 Insurance Details	
Type of Insurance:	
Policy Number:	
Name of Insurer:	
Name of Insured:	
Sum Insured:	
Expiry Date of Policy:	
Any Exclusions or Deductibles	

3 High Level Overview of the Supplier's Response

3.1 Response Summary

Please provide an overview of your offer, demonstrating how the proposed solution/s will address the problem statement/s for the proposed contract of up to 10 years in duration for each option you are submitting a proposal for:

- Option A: Digital Wallet - product development, testing, state-wide rollout and support of a Digital Wallet solution that delivers all the proposed functionality to all the TMR stakeholder, government bodies and public Customers. Refer 'Attachment B: Digital Wallet User Stories'; and/or
- Option B: Enabling Platforms – Production, enhancements, maintenance and support.

Please include:

- a) The development methodology;
- b) Proposed project methodology and project schedule
- c) How would you like to work with TMR (e.g Innovation Labs, embedded staff, Risk reward contracts)
- d) What capability are you intending to invest in this relationship:
 - a. What do you need from TMR to make this relationship successful?
 - b. Showcase your experience in delivering significant projects in an Agile way.
 - c. Showcase how you have worked with other organisations that encapsulates the approach you want to take with TMR

This response is limited to 30 pages plus attachments to a maximum of 50 pages per Option and must clearly identify which Option it relates to.

3.1.1 Reference to Supplier's Response Summary

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3.2 Cost Model and Drivers

To assist the assessment of the likely cost of the solution, the Respondent is required to complete the Cost Model and Drivers Workbook. This response should provide an indicative "ceiling" total cost of ownership (TCO)* for each proposed architecture that includes:

- a. Pricing model and costing methodology;
- b. Assumptions;
- c. Support costs; and
- d. Discounts or other value for money propositions.

* Total cost of ownership (TCO) "ceiling" costs are provided for TMR budgetary estimates for the Program Business Case. Price will be formally evaluated at the RFT stage for shortlisted Suppliers. It is anticipated that as the certainty increases the TCO will decrease. The Suppliers will be expected to explain any differences between prices submitted at the RFP and prices submitted at RFT.

Supplier to complete the Schedule 02.05 Cost Model and Drivers Workbook

3.3 Customer Inputs

Clause 2.1 of 01.01 Request for Proposal specifies the inputs which are proposed to be provided by TMR. Considering the Customer Inputs identified in section 2.1 to support the Sprint process, please set out any additional inputs or assistance which you will require TMR to provide for the delivery of the final solution. Suppliers must clearly indicate if the requirements apply to Option A or Option B.

3.3.1 Option A Customer Inputs	
<i>Requirement</i>	<i>Reference document for more details</i>

3.3.2 Option B Customer Inputs	
<i>Requirement</i>	<i>Reference document for more details</i>

Released under RTI - DMR

4 Option A: Digital Wallet Response

TMR has posed a series of questions to enable Suppliers to demonstrate an understanding of the outcomes sought through the Digital Wallet problem statement, and to showcase demonstrated examples of capability and capacity to deliver the products and services. For the background information to support this set of questions, please refer to 03.01 Digital Wallet Supplier Pack.

4.1 Option A Solution Response

Suppliers are to produce response documents to answer the following sections of the RFP, limiting their responses for Option A to 30 pages plus attachments. The total Response must not exceed 50 pages each inclusive of diagrams and attachments. It is up to the Supplier to determine how many pages are allocated to answering each question.

All sections must be clearly numbered to allow for direct referencing (including references for each paragraph). For ease of reference, Suppliers must complete a 02.06 Responses Matrix. The referencing in the Response Matrix must show the relevant document, page and section related to responding to the question. Failure to reference correctly may result in the response being considered non-compliant.

A page is defined as single side of an A4 sheet with text no smaller than 10 point, preferably using Arial font. Diagrams may be provided in A3 size where more detail is required and to aid visibility.

Pricing and cost information must not appear in this part of the response.

4.2 Question 1

How do we build a digital wallet that we can continually innovate, is scalable, cost effective, and has the agility to adapt to changing business and customer needs?

4.2.1 Evaluation Criteria

Builds digital innovation capability

Question 1.1 Supplier has demonstrated capability and willingness to continuously improve their products

Question 1.2 Supplier has demonstrated that their organisation actively promotes a culture of continuous improvement through structured activities and programs

Question 1.3 Supplier has demonstrated a willingness to re-use and leverage off existing technologies

In responding to this section, please provide:

- Use Cases and referees that demonstrate:
 - where your organisation has been innovative in the development of digital products
 - how your organisation nurtures and promotes a culture of innovation

- your organisation's experience in developing SDLCs that support innovation and Lean/Agile product development
- Provide information about your proposed digital innovation process

Cost Effectiveness / Value for Money

Question 1.4 Cost of ownership over a period of 12 months represents value for money
TCO over a period of 10 years is sustainable

Question 1.5 Licensing and IP models do not prohibit or overly restrict TMR in the ownership of IP or the ability to change providers without financial or ownership penalties

Question 1.6 Revenue opportunities are realistic and do not decrease the affordability of the product to the customer

In responding to this section please provide:

- A complete 02.05 Cost Model and Drivers workbook including:
 - Costing Models and estimates for the pilot of the minimum viable product, taking the regional pilot location into consideration
 - An indicative ceiling TCO for the length of the contract (up to ten years)
 - Information about Licensing and Intellectual Property models
 - Service Management costing models that cover development, change and capability
- Use cases or opportunities for shared revenue generation

Agile and adaptive

Question 1.7 Supplier clearly demonstrates experience in an agile development environment

Question 1.8 Supplier clearly demonstrates a willingness to modify and change proprietary products to meet customers' needs

Question 1.9 Suppliers approach to the co-design Sprints is realistic and has a clear focus on iterative design and development processes

In responding to this section please provide:

- Information about your organisations product development cycles
- Use cases (with referees) of when your organisation has applied an agile methodology

- Details of your planned approach to the co-design Sprints and pilot.
- Information about how your organisation engages with your customers to identify and implement change

4.3 Question 2

How do we provide a digital wallet for Queenslanders that is affordable, scalable and capable of hosting Queensland Government issued credentials, products, licences, permits, authorisations and so on for over 5 million Queenslanders?

4.3.1 Evaluation Criteria

Scalable

Question 2.1 Supplier can evidence demonstrated capability is developing products.

In answering this section, please provide:

- information about the performance and throughput of your proposed solution
- information about the storage and computing power of your proposed solution
- use cases to demonstrate how you have previously developed scalable platforms.

Extendable and flexible

Question 2.2 Proposed technology is multipurpose and able to integrate with variable technologies. The Supplier has demonstrated existing capability in relevant API integration.

In answering this section, please provide:

- Complete the Cost Model and Driver workbook to show pricing models reflecting the incremental addition of credentials and functionality
- Use cases (with references) on where your products have successfully integrated with a third parties network and with multiple sources of truth
- Information about interoperability standards you support, from devices to wireless, networks, security tokens, to data exchanges

4.4 Question 3

How do we provide a solution that demonstrates we have listened to our customers and delivered a solution that meets their needs?

4.4.1 Evaluation Criteria

Meets changing customer expectations

Question 3.1 Effectiveness in capturing, managing, prioritising and delivering the solution

Question 3.2 Governance structures that support iterative development

Question 3.3 Effective change management processes

In responding to this section, please provide:

- Information about your requirement gathering and management process
- Information about your changes process
- Information about how you feed customer feedback into the iterative product development process
- Information about how the Digital Credentials can be trusted and establish TMR as an identity provider
- Use cases and referees for:
 - where you applied a customer focus and used customer working groups to test prototypes
 - where you have implemented identity management platforms with similar objectives

Customer Centric Design

Question 3.4 Supplier has clearly demonstrated an embedded human centred design approach to product development

In responding to this section, please provide:

- Use cases where you have applied Human Centred Design during the development process
- Information about your customer engagement framework, including research methodologies

4.5 Question 4

How do we provide a digital wallet solution that supports push notifications being delivered through the wallet?

4.5.1 Evaluation Criteria

Value Adding

Question 4.1 Supplier has demonstrated their capability in the receiving of electronic communications

In responding to this section, please provide:

- Information on how you propose to facilitate TMR communication with our customers
- Provide use cases where you have successfully facilitated electronic communications via a digital product

4.6 Question 5

How do we ensure that digital credentials in the wallet can be dynamically updated in real-time, or near real time?

4.6.1 Evaluation Criteria

Products that are integrated with an external source of truth are able to updated in real time

Question 5.1 Supplier must have demonstrated both capability and a comprehensive approach to planning, developing and implementing data interfaces and integration of the Solution

Question 5.2 Supplier must have demonstrated capability to meet with TMRs legislative data management requirements

In responding to this section, please provide:

- Information about the integration requirements of your digital products that explains how variable data is accurately maintained as well as how changes/updates to the “app” itself are undertaken

4.7 Question 6

How do we ensure that the digital wallet is secure, and Queenslanders can be confident that their personal information is protected?

4.7.1 Evaluation Criteria

Respect for the security and privacy of our customers' information

Question 6.1 Supplier demonstrates compliance with or ability to comply with relevant security and privacy requirements

In responding to this section, please provide:

- Provide information about how you propose to meet the PROTECTED level of data security as outlined in the current cyber security manual (<https://cyber.gov.au/government/publications/australian-government-information-security-manual-ism/>) published by the Australian Cyber Security Centre prior to contract
- Provide use cases where you have implemented a customer focused identity and security architecture for similar projects
- Provide information about your approach to Business Continuity
- Provide information about your security testing schedule and analysis of test results
- Provide information on how your solution will establish TMR as an Identity Provider able to provide a Verified Account in a digital format
- Provide information about your approach to manage data validation

4.8 Question 7

How do we ensure that the digital wallet is accessible to all Queenslanders?

4.8.1 Evaluation Criteria

Accessible by all our customers

Question 7.1 Supplier can demonstrate their ability to comply with the relevant Accessibility Guidelines

Question 7.2 Supplier can demonstrate their ability to provide a solution that is operable both on and off-line

In responding to this section, please provide:

- Confirmation of compliance, or ability to comply, with current web content accessibility standards such as the Australian Governments Web Content Accessibility Guidelines 2.1 (WCAG 2.1)
- Provide information about your approach to providing verifiable credentials in both an online and off-line solution

4.9 Question 8

TMR seeks a relationship with Suppliers who care as much about customers and our staff and their capability as we do, and believes not only in our strategic vision, but is willing to share risk and innovation to get us there.

4.9.1 Evaluation Criteria

Human-centred design by default

Question 8.1 Supplier can demonstrate experience and success in employing a human centred design approach in an agile development environment

In responding to this section, please provide:

- Use cases to demonstrate your experience in applying Human-centred design practices
- Examples of human-centred design playbooks and toolkits

Lean and agile by default

Question 8.2 Supplier can demonstrate experience and success in developing in an agile environment

In responding to this section, please provide:

- Use cases to demonstrate your experience applying Lean and Agile practices in similar projects

Capability requirements are supportable

Question 8.3 Supplier can demonstrate that they have suitable capability within their teams

Question 8.4 Capabilities required are not niche capabilities and readily available within the labour market

In responding to this section, please provide:

- Full resume and detailed capability details of the Supplier's resources
- Information about the minimum human capability require to develop and maintain their proposed solution

Partnerships

Question 8.5 Suppliers ability to show they can support a partnership approach to the co-development and maturity of the proposed solutions and products

In responding to this section, please provide:

- Use Cases that show how you have partnered with other organisations and where possible include testimonials
- Provide a proposal on how you might partner, co-invest, commercialise, share risk in the engagement and production of the future solution or product

Customer Groups / Communities of Practice

Question 8.6 Ability of Supplier to show how they will prioritise, add and cost new features

Question 8.7 How community feedback to a COTS product will be prioritised against TMR requests

In responding to this section, please provide:

- Provide a listing of any community or user groups that you use to support the prioritisation and education of new product versions
- Provide your preferred approach on how new features will be added and costed post production

5 Option B Enabling Platforms Response

TMR has posed a series of questions to enable Suppliers to demonstrate an understanding of the outcomes sought through the Enabling Platform problem statement, and to demonstrate and showcase capability and capacity to deliver the products and services. For more details, including the minimum functionality requirements, review the 03.02.01 Enabling Platforms – Supplier Pack.

5.1 Option B Solution Response

Suppliers are to produce response documents to answer the following sections of the RFP, limiting their responses for Option B limiting the response to 30 pages plus attachments. The total Response must not exceed 50 pages each inclusive of diagrams and attachments. It is up to the Supplier to determine how many pages are allocated to answering each question.

All sections must be clearly numbered to allow for direct referencing (including references for each paragraph). For ease of reference, Suppliers must complete a 02.06 Responses Matrix. The referencing in the Response Matrix must show the relevant document, page and section related to responding to the question. Failure to reference correctly may result in the response being considered non-compliant.

A page is defined as single side of an A4 sheet with text no smaller than 10 point, preferably using Arial font. Diagrams may be provided in A3 size where more detail is required and to aid visibility.

Pricing and cost information must not appear in this part of the response.

5.2 Question 1

What are the future architectures and security controls required to support a customer centric way of doing business?

5.2.1 Evaluation Criteria

Future architecture supports a customer centric way of doing business

Question 1.1 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Integrates human-centred design
- Adaptable to changing business and technology needs
- Components are non-specific, non-overlapping

In responding to this section, please provide:

- Provide example architectural documentation of projects with similar objectives

All components of the system support PROTECTED data, as applicable by security policies

Question 2.2 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Ability to obtain certified PROTECTED level controls on data and end points
- Security controls are implemented in-line within agreed standards
- All data is secure in rest and transit
- OpenID or private blockchain
- Federated authentication
- Two factor authentication
- Separation of user identity and user account
- Ability to respond quickly major security incidents and alert TMR and customers in a timely manner

Quick response to major security incidents. In responding to this section, please provide:

- Information about how you propose to meet the PROTECTED level of data security as outlined in the current cyber security manual (<https://cyber.gov.au/government/publications/australian-government-information-security-manual-ism/>) published by the Australian Cyber Security Centre.
- Use Cases where you have implemented a customer focused identity and security architecture for similar projects
- Evidence of, or the ability to obtain, certified PROTECTED status before contract

5.3 Question 2

What are the key digital platforms TMR needs to invest in to support a customer centric way of doing business?

5.3.1 Evaluation Criteria

All components work together to provide foundational capability

Question 2.1 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- A set of enabling platforms that collectively make up the technology stack to replace applicable TMR's legacy systems

In responding to this section, please provide:

- Information about how your digital platforms work together to provide foundational capability that can replace TMR's legacy systems
- Uses Cases where you have implemented enabling-type platforms, similar to this project

Smart API management

Question 2.2 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- API repository that can hold multiple APIs
- APIs to enable Digital Wallet, and other stretch target products
- APIs that expose key TMR services
- TMR can provide data as a service, and micro services

In responding to this section, please provide:

- Information about your proposed approach to establishing a repository of APIs, and how this enables TMR to provide data as a service, and micro services
- Uses Cases where you have developed APIs to expose web services within legacy systems

Flexible hosting

Question 2.3 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Hosting solutions meet government guidelines, and supports good performance
- Hosting supports component solutions
- Hosting supports interoperability with SaaS solutions
- Hosting model to support performance, security, reliability and scalability

In responding to this section, please provide:

- Provide information about your proposed hosting option/s
- Identify which hosting option you are capable of supporting, and which you are recommending
- Provide Use Cases of previous experience

Automated business rules management

Question 2.4 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Business rules engine enables rapid, accurate implementation of new, updated business rules

Business rules engine supports requirement transition of legacy business rules

In responding to this section, please provide:

- Provide information about your proposed business rules engine and how it supports requirement transition of legacy rules

Customer processes are supported

Question 2.5 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Workflow solution enables rapid, accurate implementation of new, updated business processes
- Workflow solution supports customer centric processes

In responding to this section, please provide:

- Provide information about your proposed workflow solution and how it supports customer centric processes

Innovative identity management

Question 2.6 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- TMR identities can align with other government identities
- TMR can function as an Identity provider
- Identity includes roles
- Customer's IDs are properly government across multiple environments
- Ability to use verified accounts

In responding to this section, please provide:

- Provide information about how you propose TMR can become an Identity provide
- Provide Use Cases where you have implemented identity management platforms with similar objectives

5.4 Question 3

How do we support a single view of engagements and products for the customer, so they can manage their end to end journey with us?

5.4.1 Evaluation Criteria

Enables single view of customer

Question 3.1 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Data repository that can hold many databases (volume and type)
- Repositories Databases to contain customer data sufficient for DW pilot, and other stretch target data records
- Complies with AS459950 data standards
- Replication of key data sets between legacy systems and the new data repository
- Maintains integrity between Continuous sync of legacy and new data sets in near to real-time

In responding to this section, please provide:

- Provide Use Cases to demonstrate how you have provisioned a customer account-based solution to meet an enterprise wide single view of customer, previously
- Provide information about your data aggregation approach, including:
 - High-level data model on how your solution aggregates customer data that is distributed between various components on different platforms
 - Methodology for identifying and managing common and business specific data

Supports self-service and automation of processes

Question 3.2 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Customer can self-manage their account and interactions

In responding to this section, please provide:

- Provide information about how you propose that a customer account will work, including options to manage the relationship between customer's identity and their associated products and/or interactions
- Provide information on the protocols and authentication methods proposed in your solution

Supports Anywhere/ Anytime/Anyway customer service delivery

Question 3.3 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Seamless, omni-channel platforms
- Customer-centric workflows
- Lean business rules

In responding to this section, please provide:

- Provide information on how workflow and business rules should be managed and integrated into a solution

5.5 Question 4

How do we build a digital platform that we can continually innovate, is scaleable, cost effective, and has the agility to adapt to changing business and customer needs?

5.5.1 Evaluation Criteria

Scalable and extensible

Question 4.1 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Digital platforms that support minimum throughput and performance sufficient to service TMR customers
- Digital platforms that support minimum storage and computing power sufficient to service TMR customers
- Digital platforms that supports extensible product development

In responding to this section, please provide:

- Provide information about the performance and throughput of your proposed solution
- Provide information about the storage and computing power of your proposed solution
- Provide Use Cases to demonstrate how you have developed platforms that enable scalable, and extensible product development, previously

Builds digital innovation capability

Question 4.2 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Repeatable innovation and software development pathway that enables TMR staff and development partners to deliver digital innovation and products with customers

In responding to this section, please provide:

- Provide information about your proposed digital innovation process
- Provide Use Cases to demonstrate:
 - how you have developed innovation processes that integrate into core platforms, previously
 - your experience in developing SDLCs that support innovation and Lean/Agile product development

Cost effective

Question 4.3 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Cost of ownership over period of 12 months represents value for money
- TCO over period of 10 years is sustainable

In responding to this section, please provide:

- Provide information about your proposed cost model, business model and operating model in the Cost Model and Drivers Workbook

Released under RTI - DTMR

5.6 Question 5

What are the key step changes that TMR needs to undertake to transition from legacy platforms to new contemporary platforms?

5.6.1 Evaluation Criteria

Transitions are broken into manageable components and delivered progressively

Question 5.1 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Integrity of customer data is maintained for each component transition
- Integrity of services is maintained for each component transition
- Integrity of legacy system is maintained throughout transitions

In responding to this section, please provide:

- Provide Use Cases to demonstrate how you have replaced legacy systems using a componentisation approach, previously

Rollback

Question 5.2 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Ability to transition back to legacy systems
- Ability to revert to prior stable state

In responding to this section, please provide:

- Provide information about your proposed roll-back strategy including any limitations on restoring from a previous point in time
- Provide use cases to demonstrate how you have previously rolled back a legacy migration

5.7 Question 6

TMR seeks a relationship with Suppliers who care as much about customers and our staff and their capability as we do, and believes not only in our strategic vision, but is willing to share risk and innovation to get us there.

5.7.1 Evaluation Criteria

Human-centred design by default

Question 6.1 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Mature human-centred design practices
- Experienced, capable and skilled project and product delivery team members

In responding to this section, please provide:

- Provide Use Cases to demonstrate your experience in applying Human-centred design practices
- Provide examples of human-centred design playbooks and toolkits

Lean and agile by default

Question 6.2 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Mature lean and agile practices and people
- Rapid prototyping, testing, and deployment

In responding to this section, please provide:

- Provide Use Cases to demonstrate your experience applying Lean and Agile practices in similar projects

Widely, and readily supported digital platforms

Question 6.3 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Digital platforms that are widely used across governments and jurisdictions
- Digital platforms are well supported, with a large developer community

In responding to this section, please provide:

- Provide information about the number and location of skilled professionals able to utilise and support the proposed digital platforms

Customer groups, Community of practice

Question 6.4 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Have existing open customer and business communities that you prioritise product functionality and roadmap development

In responding to this section, please provide:

- Provide a listing of any community or user groups that you use to support the prioritisation and education of new product versions
- Provide your preferred approach on how new features will be added and costed post production

Partnerships

Question 6.5 Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR

Minimum Functional Requirements

- Have ability to provide innovative ways to Partner on the development and commercialisation of joint developments
- Ability to co-invest on research and development
- Ability to invest in the community engagement with TMR

In responding to this section, please provide:

- Previous case studies that show how you have partnered with other organisations and where possible include testimonials
- Provide a proposal on how you might partner, co-invest, commercialise, share risk in the engagement and production of the future solution or product.

6 Supplier execution of Initial Proposal

6.1 Acknowledgements and certifications

The Supplier:

- (a) accepts these Request for Proposal Conditions
- (b) certifies that it has read, understands, and complies with all the requirements of this Request for Proposal, including any changes made by the Customer and notified to the Supplier in accordance with the Request for Proposal Conditions.
- (c) represents that all the information contained in the Supplier’s Initial Proposal is complete, accurate, up to date and not misleading in any way.
- (d) acknowledges that the Customer will rely on the information contained in the Supplier’s Initial Proposal (including the warranties and declarations) when deciding whether or not to shortlist the Supplier and that if the Customer shortlists the Supplier, the Customer will enter into a Contract relying on that information.
- (e) acknowledges that the Customer may suffer damage if any of the information in the Supplier’s Initial Proposal is incomplete, inaccurate, out of date or misleading in any way.

6.2 Execution of Initial Proposal

Where the Approved Party is an individual:

Date)	
.....)	
EXECUTED for and on behalf of:)	
.....)	
Name of Approved Party)
)	Signature of Approved Party
in the presence of:)	By executing this Initial Proposal, the signatory
.....)	warrants that the signatory is duly authorised
Signature of witness)	to submit this Initial Proposal on behalf of the
.....)	Supplier.
Name of witness (block letters))	
.....)	

Where the Approved Party is a company under the *Corporations Act 2001* (Cth):

Date)	
EXECUTED for and on behalf of:)	
)	
Name of Approved Party; ACN and ABN)	
)	
in accordance with s.127 of the <i>Corporations Act 2001</i> (Cth))	
)	
)
Name of Director)	Signature of Director
)	By executing this Initial Proposal, the signatory
)	warrants that the signatory is duly authorised
)	to submit this Initial Proposal on behalf of the
)	Supplier.
)	
)
Name of Director/Secretary)	Signature of Director/Secretary

Released under RTI DTMR

Appendix A – Supplier Due Diligence

TMR ICT18085 Digital Wallet and Enabling Platforms

NO.	QUESTION / DETAILS REQUIRED	Respondent's Response
Identification of Respondent		
1.	Company Name ABN Any trading or business name Ownership (e.g. public/private/partnership) Respondent's usual manner of execution of formal Deeds/Legal instruments and the desired wording, for example: <i>"Executed under common seal and signed by the General Manager of the Company"</i> Registered Address Physical Address Directors	
2.	Identify full details of the ownership structure and if a subsidiary, the relationships to ultimate parent company including franchise or ownership provisions. The response should clearly identify any and all entities named. Include company structure diagrams for greater clarity if required.	

NO.	QUESTION / DETAILS REQUIRED	Respondent's Response
3.	Provide organisational structure and organisational charts for Australian, Queensland and Brisbane operations.	
4.	Provide details of any major changes which have occurred in your corporate structure in the last 18 months, or any likely changes proposed in the next 12 months.	
Insurance Details		
5.	Have any major claims been made under your Company's insurance policies (Public Liability, Professional Indemnity, Workers Compensation) in the last five years? If so, what were the outcomes of these claims?	
Regulatory		
6.	<p>Has there been any material non-compliance by your Company with its contractual, statutory, legal or fiscal obligations including all codes of practice, collective agreements and awards and in relation to any legislation in the last five years including:</p> <ul style="list-style-type: none"> • Trade Practices Legislation; • Privacy Legislation; • Occupational Health and Safety legislation; • Environmental Legislation; • Taxation Legislation; and • Corporations Law? <p>If "Yes", please provide details.</p>	

NO.	QUESTION / DETAILS REQUIRED	Respondent's Response
Litigation and Disputes		
7.	Does your Company have any major legal disputes currently outstanding?	
8.	Provide details of any judgements or court orders made against your Company in the last five years.	
9.	Does your Company have knowledge / details of any litigation, arbitration or other dispute resolution proceedings which have been brought or threatened against your Company, which may have a material effect on the ability of your Company to provide the Services under the proposed Contract?	
Risk and Quality Management		
10.	Provide evidence of your Company's internal risk management framework and processes.	
11.	Provide evidence of your Company's Quality Management System accreditation (if accredited).	
Workplace Health and Safety (WHS) Compliance		
12.	Provide details and evidence of the Respondent's safety management systems in compliance with current WHS legislation and Australian/New Zealand Standard 4801 (Safety Management Systems) including:	

NO.	QUESTION / DETAILS REQUIRED	Respondent's Response
	<ul style="list-style-type: none"> • WHS policies, procedures and programs; • Hazard reporting systems with procedures to address and respond to identified hazards; • Procedures to respond to Notifiable incidents • Procedures to ensure compliance with notices from the Regulator; • WHS training, instruction, information sharing and supervision; • WHS consultation, representation and participation processes with workers (including any subcontractors) and other persons at its workplaces; • Monitoring and review of safety systems and programs; • WHS as an agenda item on board and management meetings with effective reporting mechanisms on WHS system performance; and • Nomination of responsible personnel at the project workplace. 	
13.	Provide details of the Respondent's routine or planned periodical risk assessments and audits.	
14.	Have any notices been issued to the Respondent by the Regulator or work health and safety representatives in the last five years?	

NO.	QUESTION / DETAILS REQUIRED	Respondent's Response
	If "Yes", please provide details.	
15.	Have there been any prosecutions and/or investigations for breaches of work health and safety laws in the last five years? If "Yes", please provide details.	
16.	Provide details of the Respondent's WHS performance for the last five years including all critical WHS incidents and material issues (in addition to those raised in answer to questions 19 and 20).	
Financial Information		
17.	Provide independently audited financial reports for the Australian operations of your firm pertaining to the last three (3) financial years, including: <ul style="list-style-type: none"> • Balance Sheet; • Income Statement (P&L); • Statement of Cash Flows; • Notes to the Financial Statements; Information provided is to be in accordance with official Australian Accounting Standards.	

Date submitted:	
Contact details:	Email:
	Phone:
	Mobile:

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TMR ICT18085 Digital Wallet and Enabling Platforms Appendix B As-a-Service Vendor Questionnaire

This as-a-service questionnaire is to be completed by the vendor prior to storing TMR data outside of the department's ICT networks. Please complete and send back to the TMR officer you have been engaging with for this solution.

The questions below relate to the requirements contained within the [Information Privacy Act 2009 \(Qld\)](#) and the [Queensland Government Information Security Classification Framework 2013](#). Your responses will assist the department to assess, mitigate and monitor the risks associated with your 'as-a-service' solution.

For the purpose of this 'as-a-service' questionnaire, a reference to 'Solution' means the ICT systems your organisation intends to use to collect, capture, store and access TMR's data. Please note you may be required to provide copies of certificates to support your responses.

Company solution and details	
What is your company's name and ABN?	
What is your GITC Accreditation number, if applicable?	
For any all third parties providing services and support for the solution (or otherwise have access to the data) please detail their company name, ABN, address and role.	
Does your company have an insurance policy including claims for data breaches/loss for at least \$1 million?	
What is the name of your solution/services being assessed and what does it offer?	
Data sovereignty and hosting	
Are all data centres (primary and secondary) in Australia, if not where are they hosted? Are any elements of the data being stored or processed off-shore? If so where. Please provide city, site and country.	
What is your policy around hosting Personal Identifiable Information (PII)?	
How do you ensure third parties (if any) comply with contractual requirements including terms and conditions and the Information Privacy Act 2009?	
Where will the live, standby and recovery instances/data be hosted?	
When providing support, which geographic region are the support staff accessing the data from?	
Hosting and support services	
What backup and service log retention options are available along with recovery and analysis support?	

When providing support, what controls and visibility of access are available to assure the customer that access is appropriate and limited?	
Security measures	
Please provide details of data protection controls for data in transit (to end users and between service components over shared networks) and for data at rest within the service.	
Describe the mechanisms for protection of user accounts/profiles in transit and at rest.	
Does your solution include access controls to ensure only authorised staff have access to the data?	
If your solution requires the customer to provide existing data, does your solution provide a secure method for uploading the data?	
Do you conduct criminal history checks on your employees and sub-contractors?	
What physical access controls are in place at the locations from which data may be stored or accessed?	
What remote access controls are used?	
How frequently do you conduct penetration testing and vulnerability scanning?	
What is your policy and timeframes around remediation of vulnerabilities?	
How is the service, data and/or service provider independently assured and/or certified?	
What is your policy around breach notification?	
Please provide a description of service audit log review and monitoring. Please provide details of customer options to review and export audit logs related to our use of the service. This should include details of what logs are available.	
Do you store printed copies of data securely?	
User access controls	
Does the solution uniquely identify users e.g. through unique usernames and passwords for end users and all administrative functions?	
Provide details of credential and access management options supported, including details of storage protection for passwords and other credentials?	
What are the account authentication reset protocols?	
Does the Solution support multi-factor authentication (MFA)?	

Quality controls	
What change control processes do you implement to minimize disruption during business hours?	
What is your policy to notify your customers of security incidents, including all cases where their data or service may be impacted? Impacts may include corruption of data, unauthorized access and availability impacts or loss.	
Does your solution use data loss prevention technologies?	
What are the Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO)?	
How do you make the data available to the customer upon request? In what format and how do we gain access to that in a secure manner?	
How long do you retain data for?	
Do you securely delete the data upon the customer's request and certify that deletion?	
Can you advise what Information Security Management System (ISMS) certification you maintain for example ISO27001/27002? If requested can you share this with potential customers?	
Are you currently certified against any other standards such as PCI: DSS? If so which ones?	

Date submitted:	
Contact details:	Email:
	Phone:
	Mobile:

Proponent Name:

Option A Digital Wallet Response Matrix

ID	Problem Statement	Principles	Product deliverables/Functionality	Evaluation Criteria	Response to include	Reference Document Cross Reference	Additional Features Cross Reference	Comments
	<p>Suppliers are to produce Response documents to answer the following sections of the RFP, limiting their responses for Option A to 30 pages plus attachments. Total Response must not exceed 50 pages each inclusive of diagrams and attachments. It is up to the Supplier to determine how many pages are allocated to answering each question.</p> <p>All sections must be clearly numbered to allow for direct referencing (including references for each paragraph). For ease of reference, suppliers must complete a 02.06 Responses Matrix. The referencing in the Response Matrix must show the relevant document, page and section related to responding to the question. Failure to reference correctly may result in the Response being considered non-compliant.</p> <p>A page is defined as single side of an A4 sheet with text no smaller than 10 point, preferably using Arial font. Diagrams may be provided in A3 size where more detail is required and to aid visibility. Pricing and cost information must not appear in this part of the Response.</p>					<p>Reference Sample Document Name Pages 9-14 Section 3</p>	<p>Reference Sample Document Name Pages 12-14 Section 3</p>	
Question 1	How do we build a Digital Wallet that we can continually innovate, is scalable, cost effective, and has the agility to adapt to changing business and customer needs?	Builds digital innovation capability	Continuously improved and innovative products that add value for Government and its customers	Question 1.1 Supplier has demonstrated capability and willingness to continuously improve their products	Use cases (and referees) that demonstrate where your organisation has been innovative in the development of digital products			
			Relationships that support continuous improvement Documented Digital Innovation process	Question 1.2 Supplier has demonstrated that their organisation actively promotes a culture of continuous improvement through structured activities and programs	Use cases and referees that demonstrate how your organisation nurtures and promotes a culture of innovation			
			Digital platforms that support innovation and cross-sector collaboration	Question 1.3 Supplier has demonstrated a willingness to re-use and leverage off existing technologies	Provide information about your proposed digital innovation process			
			Documented Software Development Kit (SDK)		Provide use cases to demonstrate your experience in developing SDLCs that support innovation and Lean/Agile product development			
		Cost Effectiveness Value for Money	Products that reflect the governments mandate to spend tax payer's money efficiently and effectively	Question 1.4 Cost of ownership over period of 12 months represents value for money	Costing Models and estimates for the pilot of the minimum viable product, taking the regional pilot location into consideration (02.05 Cost Model and Driver Workbook)			
			Products that are affordable for our customers and reflect the value they add	Question 1.5 TCO over period of 10 years is sustainable	An indicative ceiling TCO for the length of the contract (up to 10 years) (02.05 Cost Model and Driver Workbook)			
			Products that consider economic and usability impacts on the customer, considering network data cost and performance	Question 1.6 Licensing and IP models do not prohibit or overly restrict TMR in the ownership of IP or the ability to change providers without financial or ownership penalties	Information about Licensing and Intellectual Property models (02.05 Cost Model and Driver Workbook)			
				Question 1.6 Revenue opportunities are realistic and do not increase the affordability of the product to the customer	Service Management costing models that cover development, change and capability (02.05 Cost Model and Driver Workbook)			
					Use Cases or opportunities for shared revenue generation			
Agile and adaptive	Products that are responsive to the changing needs of the governments customers and changing business needs	Question 1.7 Supplier clearly demonstrates experience in an agile development environment	Information about your organisations product development cycles					
	Products that seek to leverage existing technologies	Question 1.8 Supplier clearly demonstrates a willingness to modify and change proprietary products to meet customers' needs	Use cases (with referees) of when your organisation has applied an agile methodology					
		Question 1.9 Suppliers approach to the co-design sprints is realistic and has a clear focus on iterative design and development processes	Details of your planned approach to the co-design sprints and pilot. Information about how your organisation engages with your customers to identify and implement change					
Question 2	How do we provide a digital wallet for Queenslanders that is affordable, scalable and capable of hosting Queensland Government issued credentials, products, licences, permits, authorisations and so on for over 5 million Queenslanders?	Scalable	Capability to provide a digital wallet with credentials that can be used concurrently	Question 2.1 Supplier can evidence demonstrated capability is developing products	Provide information about the performance and throughput of your proposed solution			
			Products that can service the needs of a growing population		Provide information about the storage and computing power of your proposed solution			
					Provide use cases to demonstrate how you have previously developed scalable platforms			
		Extendable and flexible	Digital Platforms that support minimum throughput and performance sufficient to service TMR customers	Question 2.2 Proposed technology is multipurpose and able to integrate with variable technologies Supplier has demonstrated existing capability in relevant API integration	Complete the 02.05 Cost Model and Driver Workbook to show pricing models reflecting the incremental addition of credentials and functionality			
		Product is interoperable with digital device functionality.						

Proponent Name:

Option A Digital Wallet Response Matrix

ID	Problem Statement	Principles	Product deliverables/Functionality	Evaluation Criteria	Response to include	Reference Document Cross Reference	Additional Features Cross Reference	Comments
			<p>native aps and other government technology</p> <p>Efficient and ease in adding credentials and making changes to support additional functions and uses</p>		<p>Use cases (with references) on where your products have successfully integrated with third party networks and with multiple sources of truth</p> <p>Information about interoperability standards you support, from devices to wireless, networks, security tokens, to data exchanges</p>			
Question 3	How do we provide a solution that demonstrates we have listened to our customers and delivered a solution that meets their needs?	Meets changing customer expectations	<p>Products that are responsive of our customers' expectations on functionality, security and privacy</p> <p>Functionality that allows the customer to control what information is displayed to third parties. For example, the solution should allow a customer to prove they are over 18 yet not display personal information such as the person's name or address</p> <p>TMR can function as an identity provider</p> <p>Products that allow the customer to self-manage their account and interactions</p>	<p>Question 3.1 Effectiveness in capturing, managing, prioritising and delivering the solution</p> <p>Question 3.2 Governance structures that support iterative development</p> <p>Question 3.3 Effective change management processes</p>	<p>Information about your requirement gathering and management process</p> <p>Provide information about your change process</p> <p>Provide information about how you incorporate customer feedback into the iterative product development process</p> <p>Information about how the Digital Credentials can be trusted and establish TMR as an identity provider</p> <p>Use cases (with referees) where you applied a customer focus and used customer working groups to test prototypes</p> <p>Provide use cases where you have implemented identity management platforms with similar objectives</p>			
		Customer Centric Design	<p>Development and change capability that uses a human centred design approach</p> <p>Documented, Human-centred (design) architectural framework that facilitates cohesion between customer, business and technology outcomes</p>	Question 3.4 Supplier has clearly demonstrated an embedded human centred design approach to product development	<p>Use cases where you have applied Human Centred Design during the development process</p> <p>Information about your customer engagement framework, including research methodologies</p>			
Question 4	How do we provide a digital wallet solution that supports push notifications being delivered through the wallet?	Value Adding	Secure sending and receiving of Customer specific notifications via the digital wallet	Question 4.1 Supplier has demonstrated their capability in the receiving of electronic communications	<p>Information on how you propose to facilitate TMR communication with our customers</p> <p>Provide use cases where you have successfully facilitated electronic communications via a digital product</p>			
Question 5	How do we ensure that digital credentials in the wallet can be dynamically updated in real-time, or near real time?	Products that are integrated with an external source of truth are able to updated in real time	<p>Ability for the credential holder to update their address in the wallet which is then reflected in the TMR source database.</p> <p>Ability for the learner licence product to reflect a change in status as dictated by the source data</p> <p>Ability for the Learner Licence and Proof of Age card products to reflect changes in information in real time</p> <p>Ability for the learner licence to reflect the last time it was updated</p>	<p>Question 5.1 Supplier must have demonstrated both capability and a comprehensive approach to planning, developing and implementing data interfaces and integration of the Solution</p> <p>Question 5.2 Supplier must have demonstrated capability to meet with TMRs legislative data management requirements</p>	Information about the integration requirements of your digital products that explains how variable data is accurately maintained as well as how changes/updates to the "app" itself are undertaken			
Question 6	How do we ensure that the digital wallet is secure, and Queenslanders can be confident that their personal information is protected?	Respect for the security and privacy of our customers' information	<p>Ability to obtain certified PROTECTED level controls on data and end points</p> <p>Security controls are implemented in-line within agreed standards</p> <p>All data is secure in rest and transit</p> <p>Ability to support secure protocols like OpenID or private blockchain</p> <p>Capable of federated authentication</p> <p>Capable of two factor authentication</p> <p>Separation of user identity and user account</p>	Question 6.1 Supplier demonstrates compliance with or ability to comply with relevant security and privacy requirements	<p>• Provide information about how you propose to meet the PROTECTED level of data security as outlined in the current cyber security manual (https://cyber.gov.au/government/publications/australian-government-information-security-manual-ism/) published by the Australian Cyber Security Centre prior to contract</p> <p>Provide use cases where you have implemented a customer focused identity and security architecture for similar projects</p> <p>Provide information about your approach to Business Continuity</p>			

Proponent Name:

Option A Digital Wallet Response Matrix

ID	Problem Statement	Principles	Product deliverables/Functionality	Evaluation Criteria	Response to include	Reference Document Cross Reference	Additional Features Cross Reference	Comments
			Ability to respond quickly major security incidents and alert TMR and customers in a timely manner		Provide information about your security testing schedule and analysis of test results Provide information on how your solution will establish TMR as an Identity Provider able to provide a Verified Account in a digital format Provide information about your approach to manage data validation			
Question 7	How do we ensure that the digital wallet is accessible to all Queenslanders?	Accessible by all our customers	The Solution shall meet the Australian Government's Web Content Accessibility Guidelines 2.1 (WCAG 2.1) Solution is available in an on and off-line capacity	Question 7.1 Suppliers can demonstrate their ability to comply with the relevant Accessibility Guidelines Question 7.2 Supplier can demonstrate their ability to provide a solution that is operable both on and off-line	Confirmation of compliance, or ability to comply with, the Australian Governments Web Content Accessibility Guidelines 2.1 (WCAG 2.1) Provide information about your approach to providing verifiable credentials in both an online and off-line solution			
Question 8	TMR seeks relationships with Suppliers who care as much about our customers and our staff and their capability as we do, and believes not only in our strategic vision, but is willing to share risk and innovation to get us there	Human-centred design by default	Mature human-centred design practices Human-centred design playbook and toolkits customised for TMR Product wireframes reflect customer insights	Question 8.1 Supplier can demonstrate experience and success in employing a human centred design approach in an agile development environment	Provide use cases to demonstrate your experience in applying Human-centred design practices Provide examples of human-centred design playbooks and toolkits			
		Lean and agile by default	Lean and Agile methodologies, including Agile playbooks customised for TMR Products delivered in sprints and iterative cycles, with refinements based on customer feedback	Question 8.2 Supplier can demonstrate experience and success in developing in an agile environment	Provide use cases to demonstrate your experience applying Lean and Agile practices in similar projects			
		Capability requirements are supportable	The use of digital technologies that are supported, with a large developer community	Question 8.3 Supplier can demonstrate that they have suitable capability within their teams Question 8.4 Capabilities required are not niche capabilities and readily available within the labour market	Full resume and detailed capability details of the suppliers resources Information about the minimum human capability require to develop and maintain their proposed solution			
		Partnerships	Have ability to provide innovative ways to Partner on the development and commercialisation of joint developments. Ability to co-invest on research and development Ability to invest in the community engagement with TMR Contractual proposals and relevant clauses that support a partnership approach to TMR and its customers	Question 8.5 Suppliers ability to show they can support a partnership approach to the co-development and maturity of the proposed solutions and products	Use cases that show how you have partnered with other organisations and where possible include testimonials Provide a proposal on how you might partner, co-invest, commercialise, share risk in the engagement and production of the future solution or product. If possible, detail where you have done this previously.			
		Customer Groups Communities of Practice	Have existing open customer and business communities that you prioritise product functionality and roadmap development	Question 8.6 Ability of the Supplier to show how they will prioritise, add and cost new features Question 8.7 How community feedback to a COTS product will be prioritised against TMR requests	Provide a listing of any community or user groups that you use to support the prioritisation and education of new product versions Provide your preferred approach on how new features will be added and costed post production			

Proponent Name:

Option B Enabling Platforms Response Matrix

ID	Problem Statement	Principles	Minimum functionality / requirement	Deliverable	Evaluation Criteria	Response to include	Reference Document Cross Reference	Additional Features Cross Reference	Comments
	Suppliers are to produce response documents to answer the following sections of the RFP, limiting their responses for Option A limiting the response to 30 pages plus attachments. The total response must not exceed 50 pages each inclusive of diagrams and attachments. It is up to the Supplier to determine how many pages are allocated to answering each question. All sections must be clearly numbered to allow for direct referencing (including references for each paragraph). For ease of reference, suppliers must complete a 02.06 Responses Matrix. The referencing in the Response Matrix must show the relevant document, page and section related to responding to the question. Failure to reference correctly may result in the response being considered non-compliant. A page is defined as single side of an A4 sheet with text no smaller than 10 point, preferably using Arial font. Diagrams may be provided in A3 size where more detail is required and to aid visibility. Pricing and cost information must not appear in this part of the response.						Reference Sample Document Name Pages 9-14 Section 3	Reference Sample Document Name Pages 12-14 Section 3	
Question 1	What are the future architectures and security controls required to support a customer centric way of doing business?	Question 1.1 Future architecture supports a customer centric way of doing business	Integrates human-centred design Adaptable to changing business and technology needs Components are non-specific, non-overlapping	Documented, Human-centred (design) architectural framework that facilitates cohesion between customer, business and technology outcomes Documented Enterprise, Integration, Information, Security, Solution Architecture and Change Management Process	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide example architectural documentation of projects with similar objectives			
		Question 1.2 All components of the system support PROTECTED data, as applicable by security policies	Ability to obtain certified PROTECTED level controls on data and end points Security controls are implemented in-line within agreed standards Ability to support secure protocols like OpenID or private blockchain Capable of federated authentication Capable of two factor authentication Separation of user identity and user account Ability to respond quickly major security incidents and alert TMR and customers in a timely manner	Certification of PROTECTED status Identification and mitigation of data breaches, if any Security testing schedule and analysis of test results Business continuity plans	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about how you propose to meet the PROTECTED level of data security as outlined in the current cyber security manual (https://cyber.gov.au/government/publications/australian-government-information-security-manual-ism/) published by the Australian Cyber Security Centre. Provide use cases where you have implemented a customer focused identity and security architecture for similar projects Provide evidence of, or the ability to obtain, certified PROTECTED status before contract			
Question 2	What are the key digital platforms TMR needs to invest in to support a customer centric way of doing business?	Question 2.1 All components work together to provide foundational capability	A set of enabling platforms that collectively make up the technology stack to replace applicable TMR's legacy systems	A technology stack that has been tested with the Digital Wallet and/or other stretch target products	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about how the proposed digital platforms work together to provide foundational capability that can replace TMR's legacy systems Provide uses cases where the proposed enabling-type platforms have been implemented, similar to this project			
		Question 2.2 Smart API management	API repository that can hold multiple APIs APIs to enable Digital Wallet, and other stretch target products APIs that expose key TMR services TMR can provide data as a service, and micro services	Working prototypes or better Process to manage the repository Solution design, and code (where relevant) for the prototype Relevant tools to allow people to develop applications, for inclusion in a Software Development Kit	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about your proposed approach to establishing a repository of APIs, and how this enables TMR to provide data as a service, and micro services Provide use cases where you have developed APIs to expose web services within legacy systems			
		Question 2.3 Flexible hosting	Hosting solutions meet government guidelines, and supports good performance Hosting supports component solutions Hosting supports interoperability with SaaS solutions Hosting model to support performance, security, reliability and scalability	Development (sandpit) environment for testing innovation Production environment to support Digital Wallet, and other stretch target products Standard software stack Relevant tools to allow people to develop applications on the digital platforms, for inclusion in a Software Development Kit	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about proposed hosting option/s Identify which hosting option the Supplier is capable of supporting, and which are being recommended Provide use cases of previous experience			

Proponent Name:

Option B Enabling Platforms Response Matrix

ID	Problem Statement	Principles	Minimum functionality / requirement	Deliverable	Evaluation Criteria	Response to include	Reference Document Cross Reference	Additional Features Cross Reference	Comments
		Question 2.4 Automated business rules management	Business rules engine enables rapid, accurate implementation of new, updated business rules Business rules engine supports requirement transition of legacy business rules	A working prototype or better Solution design, and code (where relevant) for the engine Relevant tools to allow people to develop applications on the digital platforms, for inclusion in a Software Development Kit	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about the proposed business rules engine and how it supports the requirement to transition legacy rules			
		Question 2.5 Customer processes are supported	Workflow solution enables rapid, accurate implementation of new, updated business processes Workflow solution supports customer centric processes	A working prototype or better Solution design, and code (where relevant) for the engine Relevant tools to allow people to develop applications on the digital platforms, for inclusion in a Software Development Kit	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about the proposed workflow solution and how it supports customer centric processes			
		Question 2.6 Innovative identity management	TMR identities can align with other government identities TMR can function as an Identity provider Identity includes roles Customer's IDs are properly governed across multiple environments and can be presented as a single customer account Ability to use verified accounts	A working component prototype or better Solution design, and code (where relevant) for the prototype Relevant tools to allow people to develop applications on the digital platforms, for inclusion in a Software Development Kit	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about how TMR can become an Identity provider Provide use cases where the Supplier has implemented identity management platforms with similar objectives			
Question 3	How do we support a single view of engagements and products for the customer, so they can manage their end to end journey with us?	Question 3.1 Enables single view of customer	Data repository that can hold many databases (volume and type) Repositories Databases to contain customer data sufficient for DW pilot, and other stretch target data records Complies with AS459950 data standards Replication of key data sets between legacy systems and the new data repository Maintains integrity between Continuous sync of legacy and new data sets in near to real-time Data aggregation that enables a single view of customer	A working component prototype or better Ability to show how TRAILS customer data can be replicated between original legacy platform and new database, while maintaining security and integrity of the master data in TRAILS. Solution design, and code (where relevant) for the prototype Relevant tools to allow people to develop applications on the digital platforms, for inclusion in a Software Development Kit	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide use cases to demonstrate how the Supplier has provisioned a customer account-based solution to meet an enterprise wide single view of customer, previously Provide information about the proposed data aggregation approach, including: High-level data model on how the proposed solution aggregates customer data that is distributed between various components on different platforms Methodology for identifying and managing common and business specific data			
		Question 3.2 Supports self-service and automation of processes	Customer can self-manage their account and interactions	A working component prototype or better Solution design, and code (where relevant) for the prototype Relevant tools to allow people to develop applications on the digital platforms, for inclusion in a Software Development Kit	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about how the Supplier propose that a customer account will work, including options to manage the relationship between customer's identity and their associated products and/or interactions Provide information on the protocols and authentication methods proposed in the proposed solution			
		Question 3.3 Supports Anywhere/ Anytime/Anytime customer service delivery	Seamless, omni-channel platforms Customer-centric workflows Lean business rules	A working component prototype or better Solution design, and code (where relevant) for the prototype Relevant tools to allow people to develop applications on the digital platforms, for inclusion in a Software Development Kit	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information on how workflow and business rules should be managed and integrated into a solution			
Question 4	How do we build a digital platform that we can continually innovate, is scaleable, cost effective, and has the ability to adapt to changing business and customer needs?	Question 4.1 Scalable and extensible	Digital platforms that support minimum throughput and performance sufficient to service TMR customers Digital platforms that support minimum storage	Digital platforms that meet minimum functionality requirements	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about the performance and throughput of your proposed solution			

Proponent Name:

Option B Enabling Platforms Response Matrix

ID	Problem Statement	Principles	Minimum functionality / requirement	Deliverable	Evaluation Criteria	Response to include	Reference Document Cross Reference	Additional Features Cross Reference	Comments
			and computing power sufficient to service TMR customers Digital platforms that supports extensible product development			Provide information about the storage and computing power of your proposed solution Provide use cases to demonstrate how you have developed platforms that enable scalable, and extensible product development, previously			
		Question 4.2 Builds digital innovation capability	Repeatable innovation and software development pathway that enables TMR staff and development partners to deliver digital innovation and products with input from customers	Documented Digital Innovation process Digital platforms that support innovation and cross-sector collaboration Software Development Kit (SDK) Documented Software Development Lifecycle (SDLC)	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about the proposed digital innovation process Provide use cases to demonstrate how the Supplier has developed innovation processes that integrate into core platforms, previously Provide use cases to demonstrate the Supplier's experience in developing SDLCs that support innovation and Lean/Agile product development			
		Question 4.3 Cost effective	Cost of ownership over period of 12 months represents value for money TCO over period of 10 years is sustainable	Cost model Business model Operating model Licensing model Equity model	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about the proposed cost model, business model and operating model			
Question 5	What are the key step changes that TMR needs to undertake to transition from legacy platforms to new contemporary platforms	Question 5.1 Transitions are broken into manageable components and delivered progressively	Integrity of customer data is maintained for each component transition Integrity of services is maintained for each component transition Integrity of legacy system is maintained throughout transitions	Migration plan Change Management plan Governance and controls	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide use cases to demonstrate how the Supplier has replaced legacy systems using a componentisation approach, previously			
		Question 5.2 Roll-back	Ability to transition back to legacy systems Ability to revert to prior stable state	Roll-back strategy	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about the proposed roll-back strategy including any limitations on restoring from a previous point in time Provide use cases to demonstrate how the Supplier has previously rollbacked a legacy migration			
Question 6	TMR seeks a relationship with Suppliers who care as much about our customers and our staff and their capability as we do, and believes not only in our strategic vision, but is willing to share risk and innovation to get us there	Question 6.1 Human-centred design by default	Mature human-centred design practices Experienced, capable and skilled project and product delivery team members	Applying Lean and Agile methodologies, including Agile playbooks customised for TMR Products are delivered in sprints and iterative cycles, with refinements based on customer feedback	Suitability and probability of the vendor's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide use cases to demonstrate the Supplier's experience in applying Human-centred design practices Provide examples of human-centred design playbooks and toolkits			
		Question 6.2 Lean and agile by default	Mature lean and agile practices and people Rapid prototyping, testing, and deployment	Lean and Agile methodologies, including Agile playbooks customised for TMR Products delivered in sprints and iterative cycles, with refinements based on customer feedback	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide use cases to demonstrate your experience applying Lean and Agile practices in similar projects			

Proponent Name:

Option B Enabling Platforms Response Matrix

ID	Problem Statement	Principles	Minimum functionality / requirement	Deliverable	Evaluation Criteria	Response to include	Reference Document Cross Reference	Additional Features Cross Reference	Comments
		<p>Question 6.3 Widely, and readily supported digital platforms</p>	<p>Digital platforms that are widely used across governments and jurisdictions</p> <p>Digital platforms are well supported, with a large developer community</p>	Digital platforms that are sustainable for TMR	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	Provide information about the size number and location of skilled professionals able to utilise and support the proposed digital platforms			
		<p>Question 6.4 Customer groups Community of practice</p>	<p>Have existing open customer and business communities that support and can contribute to the platform</p>	Ability to demonstrate how new features can be added and costed to the product post development of the pilot	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	<p>Provide a listing of any community or user groups that have been used by the Supplier to support the prioritisation and education of new product versions</p> <p>Provide your preferred approach on how new features will be added and costed post production</p>			
		<p>Question 6.5 Partnerships</p>	<p>Have ability to provide innovative ways to Partner on the development and commercialisation of joint developments.</p> <p>Ability to co-invest on research and development</p> <p>Ability to invest in the community engagement with TMR</p>	Contractual proposals and relevant clauses that support a partnership approach to TMR and its customers	Suitability and probability of the Supplier's proposal being able to result in a solution that will meet the minimum functionality requirements for TMR	<p>Previous case studies that show how the Supplier has partnered with other organisations and where possible include testimonials</p> <p>Provide a proposal on how the Supplier might partner, co-invest, commercialise, share risk in the engagement and production of the future solution or product.</p>			

Released under RTI

03.01.01 Digital Wallet Vendor Pack

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1. Problem Statement



How do we make the Queensland driver licence more secure for the 3.6 million Queenslanders who use it primarily as a form of identification?



With 88% of Australians now owning a smart phone and 97% of Queenslanders accessing the internet multiple times during any given week, how do we leverage this technology to provide faster and better access to government services?



How can we provide our customers with greater choice, security and confidence transacting online using their digital identity, to supplement physical licences and credentials?

2. Architectural Diagrams

In developing your understanding of the requirements and the current TMR environment, please ensure you review the diagrams provided in the 03.02 EP- Vendor Pack folder.

3. Affordable, scalable, and capable

How do we provide a digital wallet for Queenslanders that is affordable, scalable, extensible, interoperable and capable of hosting Queensland Government issued credentials, products, licences, permits, authorisations and so on for over 5 million Queenslanders?

4. Customer Engagement

How do we provide a solution that demonstrates we have listened to our customers and delivered a solution that meets their needs?

5. Communication Capability

How do we provide a digital wallet solution that supports push notifications being delivered through the wallet?

6. Accurate and Relevant Information

How do we ensure that the digital credentials in the wallet can be dynamically updated in real time or near real time?

7. Capability

TMR seeks a relationship with Suppliers who care as much about customers and our staff and their capability as we do, and believes not only in our strategic vision, but is willing to share risk and innovation to get us there

8. What Does Success Look Like



The wallet can store multiple credentials that form customer identity



The wallet has the ability to support transactions and payments



We leverage and reuse rather than duplicate identity platforms



Our customers trust us and their identity is safe



Designed to interoperate with other credentials



Those who are vulnerable in our community are supported



Our community is engaged, see value in the wallet and use it to transact with Government.

9. Scope

Part A. Digital Wallet Pilot Scope



Credentials

- Proof of Age
- Learners

Other Products

- SDK for Wallet
- Validation Service
- Documentation
- Block Chain test
- Relevant API integration

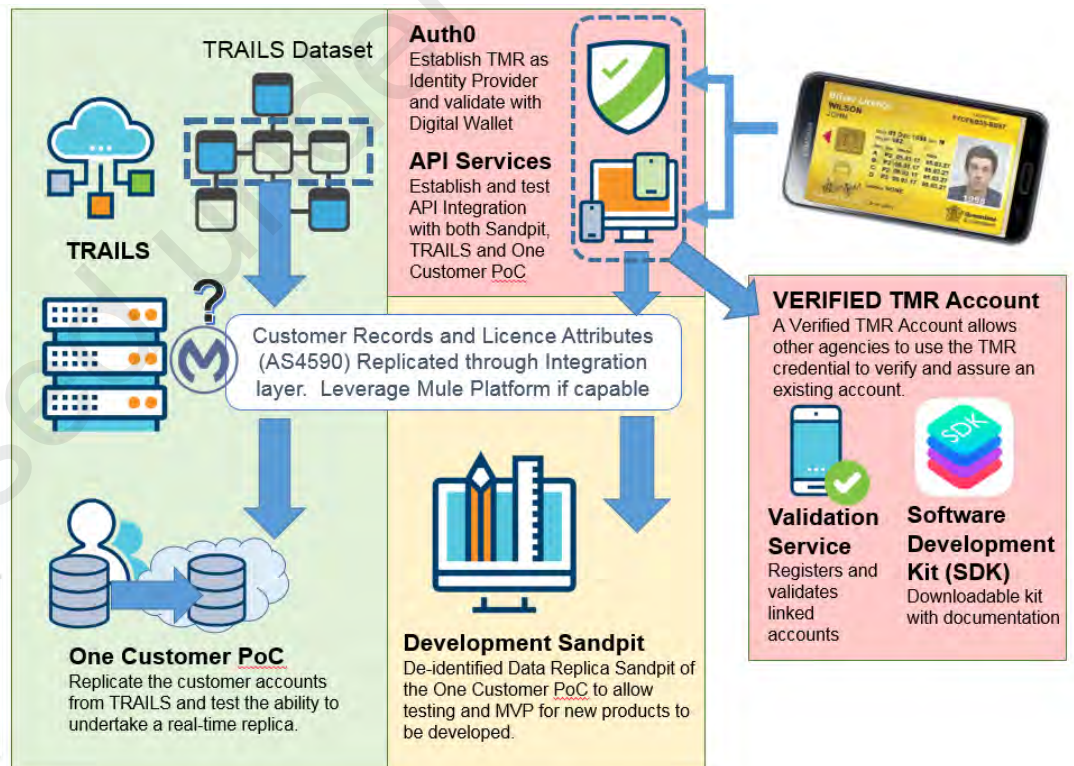
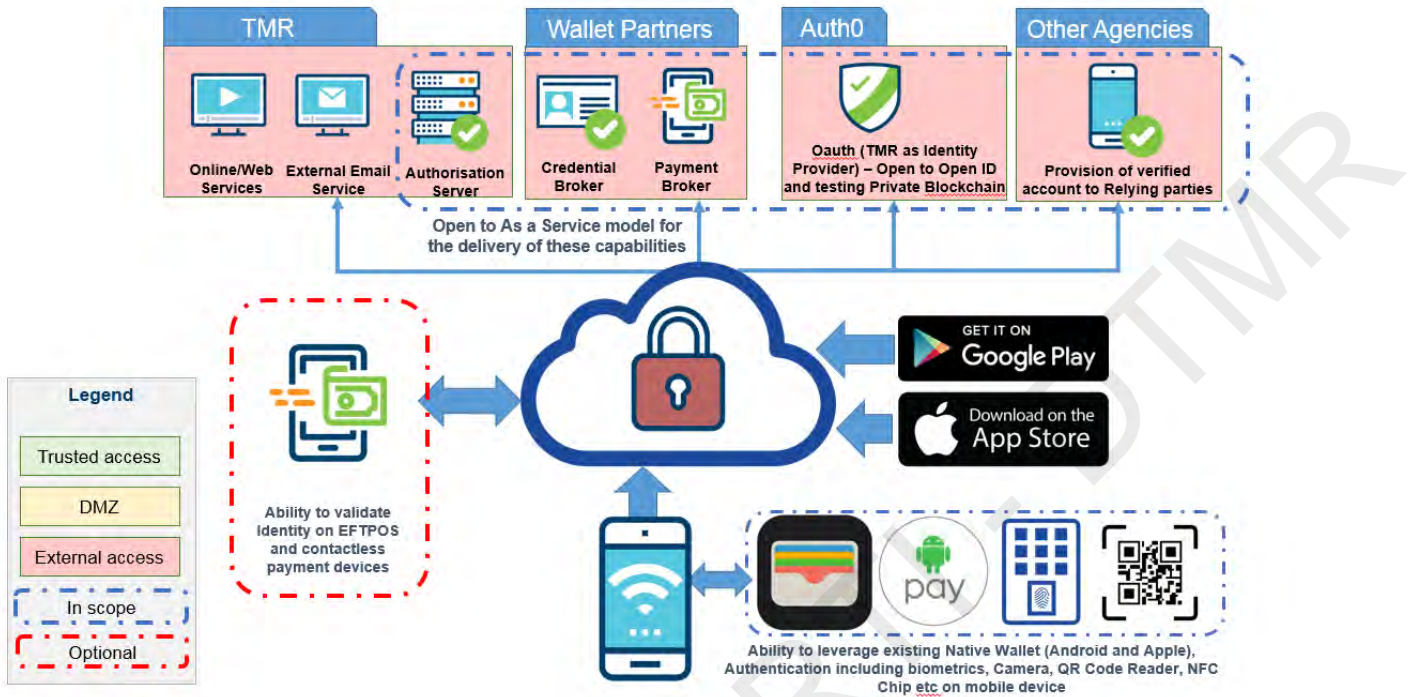
Number of Users

- Will be confirmed once location of pilot is announced

Minimum Viable Functionality

- Full substitute for physical product
- Ability to validate credentials
- Ability to renew
- Ability to cancel, revoke in realtime
- Capability to add other credentials
- Ability to pay for licence renewal with phone eWallets (e.g Android Pay)
- Can generate QR Code (or other common ways) for validation
- Complies with Security and Accessibility requirements.
- Wrap credentials into a consumable identity to assure and provide a verified account capability.
- Establish TMR as an Identity Provider.
- Scalable to support other credentials and associated products

10.Capability Expectations



03.01.02 Digital Wallet - Current State Driver Licensing

Current state – Learner licences and Adult Proof of Age Cards

What data fields will the Digital Wallet need to replicate for the pilot?

The pilot will need to support the digital representation of, at a minimum, learner licences and proof of age cards. Data fields currently displayed on the physical cards may need to be displayed in the digital wallet. These include:

Shared data (for both the Learner Licence and Proof of Age Card)

- Customer reference number
- First and middle names, and surname (family name)
- Date of birth
- Facial image
- Residential address (note: display optional for Adult Proof of Age Card holders)
- Signature (note: not required for Adult Proof of Age Card holders if the applicant is unable to sign)

Licence specific data

- Licence class (C, LR, MR, HR, HC, MC, RE, R)
- Licence type (L, P, P1, P2, O)
- Effective and expiry dates
- Licence conditions (M (medical), S (corrective lenses), I (interlock), RD (returning driver), V (may only drive with vehicle aids))
- Card number
- Licence status (note: does not appear on the physical card): May include 'current', 'expired', 'suspended', 'surrendered', or 'cancelled'.
- Recreational marine licence data (if applicable): Recreational Marine Licence (RMDL) or Personal Watercraft Licence (PWCL)

Proof of Age Card specific data

- Card number
- Card expiry date

Licence codes

Code	Type
L	learner licence
P1	P1 provisional licence, P1 probationary licence or P1 restricted licence
P2	P2 provisional licence, P2 probationary licence or P2 restricted licence
P	P provisional licence, P probationary licence or P restricted licence
O	open licence
D	replacement licence

Code	Class
RE	<ul style="list-style-type: none"> • a learner approved motorbike that is a moped • a learner approved motorbike, other than a moped, with or without a trailer
R	<ul style="list-style-type: none"> • a class RE motorcycle
C	<ul style="list-style-type: none"> • a motorbike, with or without a trailer • a moped

LR	<ul style="list-style-type: none"> • a motor vehicle, other than a motorbike, of not more than 4.5t GVM, built or fitted to carry no more than 12 adults, • including the driver, with or without a trailer • a specially constructed vehicle, with or without a trailer • a class C vehicle • a bus of not more than 8t GVM, with or without a trailer of not more than 9t GVM • a truck, including a prime mover and a mobile crane, of not more than 8t GVM, with or without a trailer of not more than 9t GVM
MR	<ul style="list-style-type: none"> • a class LR vehicle • a bus of more than 8t GVM with not more than 2 axles, with or without a trailer of not more than 9t GVM • a truck, including a prime mover and a mobile crane, of more than 8t GVM, with not more than 2 axles, with or without a trailer of not more than 9t GVM
HR	<ul style="list-style-type: none"> • a class MR vehicle • a bus, of more than 8t GVM, with more than 2 axles, with or without a trailer of not more than 9t GVM • an articulated bus • a truck, including a prime mover and a mobile crane, of more than 8t GVM, with more than 2 axles, with or without a trailer of not more than 9t GVM
HC	<ul style="list-style-type: none"> • a class HR vehicle • a truck, including a prime mover and a mobile crane, of more than 8t GVM, with a trailer of more than 9t GVM
MC	<ul style="list-style-type: none"> • a class HC vehicle • a B-double • a road train

Code	Condition
A	licensee may only drive vehicle with automatic transmission
B	licensee may only drive vehicle with synchromesh gearbox
I	licensee may only drive a nominated vehicle fitted with a prescribed interlock, or while carrying, and in accordance with, an exemption certificate given under section 91R(3) of the Act
M	licensee may only drive while carrying, and in accordance with, a current medical certificate in the approved form
RD	licensee may learn to drive a class of vehicle stated in the returning driver certificate issued to the licensee while carrying the certificate
S	licensee may only drive while wearing corrective lenses
V	licensee may only drive a vehicle fitted with the driver aids, or equipped or adapted, in the way stated in a written notice given to the licensee by the chief executive, and only while carrying the notice
X1	licensee may only drive while carrying, and in accordance with, an order under section 87 or 88 of the Act
X3	licensee may only drive while carrying, and in accordance with, a special hardship order and any special hardship variation order
X4	licensee may only drive while carrying, and in accordance with, a section 79E order and any section 79E variation order

Business Rules

Learner licences are issued for a period of three years. Other types of driver licences are issued for between 12 months and five years.

A person may only hold a Queensland driver licence if they reside in Queensland.

A person's licence ceases to be valid if it is expired, suspended, surrendered or cancelled. A person's driver licence may be suspended due to the accumulation of demerit points, for a high-speed offence, by the State Penalties Enforcement Registry for unpaid fines, or administratively (for example, because of a medical condition).

A person's licence is generally cancelled as a result of a court-imposed disqualification period (for example, for drink driving), or administratively (for example, because of a medical condition).

A person's driver licence or Adult Proof of Age Card may also be cancelled if it was obtained fraudulently.

More information about Queensland driver licences can be found at <https://www.tmr.qld.gov.au/Licensing>.

Information about the Adult Proof of Age Card can be found at

<https://www.qld.gov.au/transport/licensing/proof-of-age>.

The Department of Transport and Main Roads (TMR) offers a range of online services

<https://www.tmr.qld.gov.au/Online-services>. People can:

- Update their contact details.
- Renew or replace their driver licence.
- Check their demerit points.
- Apply for a copy of their traffic history.
- Notify about a medical condition that is likely to affect their driving.
- Pay a fine or infringement.
- Elect a court hearing to contest an eligible infringement notice.
- Make a demerit point enforcement choice (nominate a suspension period or Good Driving Behaviour Period).
- Check the registration status of a vehicle.
- Renew a vehicle or vessel.

TMR ICT18085 Digital Wallet and Enabling Platforms

Attachment A: TMR Customers

Option A: Digital Wallet			
Customer:	Queensland Public	Drivers, Expectations and Insights:	These customers require a secure digital product that enables them to prove their identity, age and/or eligibility to perform a function. Customers will also expect to be able to receive push notifications (such as reminders) and make easy payments via the application.
Customer:	Queensland Police Service	Drivers, Expectations and Insights:	These customers require the ability to identify an individual and determine whether they are authorised to perform a function (for example, the ability to operate a vehicle/vessel including any associated restrictions and/or conditions).
Customer:	Queensland Government	Drivers, Expectations and Insights:	The Queensland Government requires the ability to maintain information about a customer's identity and credentials in a timely, secure, scalable and hosted environment; and confirm a credential holder's identity and ability to perform a function, as evidenced by the credential.
Customer:	Licensed venues (including within Safe Night Precincts)	Drivers, Expectations and Insights:	These customers require the ability to verify a person's age to enter a licensed premise. Where the venue is in a Safe Night Precinct these customers need to obtain, compare and store customer information to confirm eligibility to enter the licensed premises and provide information to regulatory bodies where the customer is non-compliant.
Customer:	Retailers and other commercial vendors, such as pharmacists, tobacconists, driver trainers and/or car rental companies	Drivers, Expectations and Insights:	These customers require the ability to verify a person's identity, age and/or ability to perform a function before they can provide a service or product.
Customer:	Interstate Jurisdictions	Drivers, Expectations and Insights:	These customers require the ability to confirm a Qld credential holders identity, age and/or ability to perform a function in compliance with any restrictions and/or conditions for the purposes of enforcement or issuing of a credential in that jurisdiction.
Customer:	Vulnerable credential holders. These are members of the public that have a high dependence on the security and management of their information to ensure safety.	Drivers, Expectations and Insights:	These customers are in high risk situations where they need to manage their licence or proof of age securely for fear of violence, or they are dependent on a guardian to manage their affairs. The Solution needs to ensure proper controls are in place to ensure their safety as well as provide a mechanism by which they have the ability to raise issues and requests promptly.

Option B: Enabling Platform

Customer:	TMR Customers and end-users	Drivers, Expectations and Insights:	The development of a contemporary and agile development platform and a consistent Software Development Kit (SDK) will enable TMR to engage with digital transformation and innovation whilst also building a more manageable and consistent ICT Architecture. There will be 2x SDK, one for the Wallet to allow other agencies to leverage the TMR investment. The other for enabling platforms to allow vendors to innovate and build new capabilities moving forward on the platform. This will also decrease the risk of one vendor having a monopoly on the development of this platform.
Customer:	Other Qld Government Bodies	Drivers, Expectations and Insights:	The proposed solution can be offered to other Qld Government bodies to leverage architecture that will derive the outcomes of consistency and agility.
Customer:	Commercial ICT Vendors	Drivers, Expectations and Insights:	Moving to a more contemporary and standardised ICT environment will increase the capacity for external developers to build within the TMR ICT environment.

Learners



Hayley - Learner Licence Holder

Needs to ensure she always carries her licence but left her wallet at home. Hayley always carries her phone with her wherever she goes. She has the digital wallet on her phone and can produce her licence if required.

Jacob - Police Officer
Jacob pulls Hayley over, observes she is a Learner Licence holder due to her plates. Hayley is required to carry her licence. She produces the digital wallet and Jacob scans the phone quickly with his Q-Lite device. Jacob could issue an infringement notice directly to the digital wallet however, Hayley has met her responsibility.



Matthew - Learner Licence holder
Matthew is a Learner Licence holder who wants to undertake some driving lessons with a driver trainer. He doesn't have his physical licence yet due to mailing times but he has the digital licence so can commence lessons.

Murphy - Driver Trainer
Murphy needs to know that learners driving his car have a valid learner licence. Murphy is easily able to verify Jennifer's Learner Licence credentials by scanning her digital wallet with his mobile phone.





Proof of Age

Sonia - Digital Youngster

Wants to go clubbing but is concerned about the bouncer having her full name and address. Sonia shows her digital wallet photo and notification shows she is at least 18 and not on the banned list.

Hugo - Authoriser (Bouncer)

Needs to ensure Sonia is of age to enter the club. He scans the phone that she presents to him and ensures Sonia meets the age requirement.



Functionality

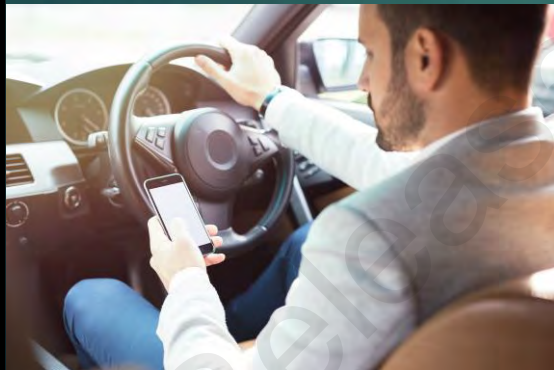


Kirra - Indigenous
Wants to receive correspondence but doesn't receive mail in her remote community. Kirra can receive important Government correspondence via push notifications and e-correspondence.

TMR
TMR can send push notifications directly to Kirra's digital wallet such as registration renewal reminders and road safety alerts.



Annette –Single Mother of Four
Annette is a single mother to four children. She has to budget carefully to make ends meet. She is time poor and has just moved to a new apartment. She owns a smartphone but not a computer. She uses the digital wallet to monitor her registration renewal so she can budget for payments. She also updated her new address via the wallet which instantaneously updated her contact information. She is able to see her registration payment by using the digital wallet to show a history of transactions and view receipts.



Dean
Has a pre-paid mobile phone plan that has a limited data allowance. Dean generally has his phone data turned off. But he does have a digital wallet. Dean is intercepted by the police for a random breath check and is asked to show his licence. He shows his digital wallet.

Steffan and Charlie - Police
Can see that Dean's digital wallet is offline and hasn't been online or updated for more than two months. Nevertheless, they can easily bring up Dean's details on their QLite. Dean doesn't register a positive breath specimen and his licence was valid so he is allowed to proceed on his way.



Proof of Identity



Doug

Doug has been prescribed Codeine medication for his severe back pain. He needs to prove his identity to obtain the medication at the chemist. He presents his digital licence.

Anja – Pharmacist

Anja needs to confirm that Doug has a valid prescription and valid identification. She can confirm the digital licence is valid by scanning the QR Code.



Chris

Needs to rent a house. He needs to prove who he is to the real estate agent. He shows his digital wallet and is able to check the activity log in his digital wallet to see that the real estate agent verified his credentials.

Yanni – Real Estate

Scans the credential to validate its authenticity. The agency is charged a small nominal fee to validate the digital wallet.

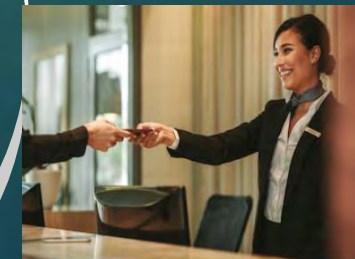


Deepak – Suburban Splendour

Deepak has lost his wallet and licence but needs to prove his identity at a hotel he is checking into. He is able to display his digital licence on his digital wallet.

Yasmine – Hotel Receptionist

Yasmine scans Deepak's digital licence through QR scanning and confirms it is a valid authority.



Special Interest



Joanna - Domestic Violence Victim

Joanna has had to leave her home following a domestic violence incident. She was able to take her phone. Joanna is now able to apply to suppress her record via the digital wallet.

Shira – Support Worker

Shira is notified through the digital wallet that Joanna is a domestic violence victim and has updated her contact details.



Daniel – Cerebral Palsy

Daniel has cerebral palsy and his mother is his guardian. He is over 18 years of age and uses the digital wallet to store his Proof of Age card.

Clara – Guardian

Daniel's full time carer and manages his affairs. She uses the digital wallet to prove that she is his legal guardian and applies for a disability permit and a concession GoCard. She also uses her guardianship credentials as proof of guardianship identity with other government agencies. She can access Daniel's Proof of Age card to prove his identity also.



Lucas -Intimate grey

Uses digital wallet instead of physical, he can store his concession 'Go Card' and swipe on and off when he catches public transport with his phone. He can also top-up via the digital wallet easy payment system.

Donna - Bus Driver

Donna needs to ensure that passengers using her bus pay the correct fare. She hears Lucas's Release Page 687 of 777



Special Interest

Darren - Diabetic

Has to carry a medical certificate when driving. Darren has left the certificate at home but he has his mobile phone on him with the medical certificate stored in his digital wallet.

OPS

OPS undertake a large RBT operation. Darren is pulled over and the officer notes he is required to carry a medical certificate. The officer scans the digital licence and can see that Darren has complied with the obligation through the digital wallet.



Brayden – RE Learner

Brayden is a provisional licence holder and also holds an RE Learners licence. He wants to complete his Q-Ride course. He shows his digital wallet to confirm he is eligible for the course.

Aaron – Q-Ride Provider

Aaron needs to confirm that Brayden has held his car licence for at least 12 months and his RE Learners for at least 3 months. Aaron checks the digital wallet and can see the effective date of each class of licence that Brayden holds.



TMRICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 8-01-2019

ID	Title	Question	Answer	Related Documents
DW10	Digital Wallet Prototyping Scope	If phase 2 is the pilot, then the scope of the pilot needs to be built during phase 1, as part of the prototype. Can you confirm that all the scope listed in Digital Wallet Vendor Pack V1 page 4, section 9 all needs to be built in the PoC? If this is not the case, is the functionality to be built out during Phase 2?	Suppliers should consider reusing what they develop during phase 1 (prototype) for the pilot, should they be successful. However, TMR would expect that the successful supplier would still need to further develop and improve their product prior to pilot. The scope for Phase 1 (prototype) is provided on page 2 of the RFP.	1.01

Released under RTI - DTMP

TMR ICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 14-01-2019

ID	Title	Question	Answer	Related Documents
DW11	Offline validation for remote locations	If the pilot is going to be done in a remote/regional town does the PoC need to allow for offline validation? This is referenced only in passing in the user stories.	<p>TMR can now confirm that the pilot will be held in the Maryborough/Hervey Bay area of Queensland (about a 3 hour drive north of Brisbane). The solution for the pilot will need to provide for both offline and online validation.</p> <p>In responding to the RFP, suppliers should explain how they will ensure this functionality is available for the pilot (Please refer to question 7.2 in section 4.8.1 of the Evaluation criteria).</p>	1.01
DW8	Access to test environment during PoC	It is noted that test data and integration requirements will be provided - does that mean access to a test environment for integration during the PoC?	<p>TMR will provide a test environment for the purposes of demonstrating integration capability.</p> <p>Access to this environment will be available at the commencement of the prototyping sprints.</p>	1.01
DW9	Digital Wallet Prototyping Devices and OS	Test devices - do you know what devices and O/S you want to support for the DW PoC?	<p>We are expecting to test on both IOS, Android and Windows operating systems on various branded devices including but not limited to Apple and Samsung. We would expect support for the current and two previous versions as a minimum.</p> <p>It is recommended that you detail your support capability in your response.</p>	1.01
G12	Corrupt Documents	On the RFP documents to download, there are some corrupted documents attached and can't be opened. Could you please confirm these attachments are not relevant for the response?	This question has been answered in Clarification G1 released on the 19 December 2018	Other
C4	Release of Contract or Commercial Agreement	Are you providing any contract or commercial agreement for this RFP?	<p>The intent of this question is unclear.</p> <p>Assuming the question relates to whether a draft version of the proposed contract to engage the Success Supplier to Deliver the final solution will be provided, the RFP provides reference to the Q/ITC Comprehensive Contract framework, which will form the basis for the development of a contract. However, the program and procurement process is in discovery phase where understanding of the market capabilities and preferred engagement models are still being analysed. The full contract will be developed for the RFT stage.</p> <p>If the question is regarding the interim contracts that will be established to deliver the Sprint phase, then this will be in the form of the Participation Agreement, which will be shared with proponents closer to the commencement of the Sprints.</p>	Other
G15	Supplier Response Page limits	Section 3.1 (Response Summary) of document 02.01 (Response Schedule) asks respondents to provide an overview of the offer. Could you please advise if it's TMR's expectation that this Response Summary be a separate separate 30 page document to the Responses themselves (as requested in sections 4 & 5 of the document) or if we should include the Response Summary in the main response and simply refer to it in table 3.1.1?	<p>The Response summary detailed at 3.1 of 02.01 Response Schedule V1 is limited to 30 pages plus attachments for a maximum of 50 pages. The Responses required for Option A (section 4) and Option B (section 5) are in addition to the 3.1 Response Summary and are also limited to 30 pages plus attachments for a maximum of 50 pages per option.</p>	2.01

TMR ICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 16-01-2019

ID	Title	Question	Answer	Related Documents
DW17	Requirement for PROTECTED certification	<p>Many "as a Service" vendors do not have PROTECTED status due to the time it is currently taking to process certifications by the Australian Cyber Security Centre (ACSC). As such:</p> <p>1) It was indicated at the Vendor briefing that not having a PROTECTED status at the current time wouldn't disadvantage potential suppliers, is that correct?</p> <p>2) If a PROTECTED rating is required and the ACSC certification is not completed will the department undertake its own security assessment or accept the vendor performing an IRAP assessment to validate they have the necessary security required?</p> <p>We acknowledge a similar question was asked in the Vendor briefing but the answer was somewhat ambiguous. It was also noted by TMR at the briefing that they are not currently using the ACSC PROTECTED certified cloud services for its solutions. Obviously a large investment is required from parties bidding and then completing the PoCs and as such clarification is requested to ensure this investment is not wasted.</p>	<p>1) That is correct. Vendors do not need to have PROTECTED status for the purposes of the RFP. But they do need to demonstrate how they will achieve PROTECTED status if they are to be considered for the closed RFT process.</p> <p>2) TMR will undertake its own security testing of all suppliers' products. TMR has already requested AWS Artefacts to evaluate AWS at the PROTECTED level, to help inform this. Suppliers will need to provide sufficient access and documentation to facilitate TMR undertaking security tests of the Supplier's product, once developed.</p>	01.01, 02.01
DW19	OS support for Sprints	Are you able to provide any high level design principles around the API for the Sprints and beyond	High level design principles are provided in the vendor pack. Additional API information will be provided to shortlisted Suppliers prior to the Sprints	01.01, 02.01
DW4	Identity Management	Do we need to implement an identity management platform? Or are we integrating with an existing identity system?	Not necessarily. The solution should be capable of supporting federated authentication, including Auth0 (as used by TMR). If Suppliers have a identity solution that they want to incorporate then please outline that in your response document.	03.01.01
EP1	Partnering to develop Enabling Platforms	Can the lead consulting company partner with System Integrator to develop the Enabling Platforms?	Assuming the question is asking whether Suppliers will have access to TMR Systems Integrator subject matter experts, the answer is yes. If this not the question and answer being sought, please clarify the question further.	
G4	Program Management	Is TMRC planning on creating a Program Management to manage the schedule/cost/quality/reporting/milestone tracking? If yes, then will the PMO be an independent function to coordinate the overall program delivery?	CORAL has a dedicated PMO to manage the CORAL program utilising Lean/Agile principles. The Program delivery for the Digital Wallet and Enabling Platforms will be specified in the RFT documents.	
DW18	OS support for Sprints	Can you please advise if both iOS and Android devices will need to be supported for the Sprints	<p>We are expecting to test on both IOS, Android and Windows operating systems on various branded devices including but not limited to Apple and Samsung. We would expect support for the current and two previous versions as a minimum.</p> <p>It is recommended that you detail your support capability in your response.</p>	01.01, 02.01
G5	Program Risk and Assurance	Is the TMRC planning in creating an independent Program Risk and Assurance function?. If yes, then will it be managed by TMRC or by 3rd party?	The CORAL PMO will provide guidance, monitoring and reporting on Risks and Issues within the scope of work and activities being conducted during these work packages. Gated assurances will be provided by a 3rd party, engaged by the CORAL Program. However, we expect that the successful Supplier will proactively identify and manage risks as part of the contract engagement.	
DW20	Native Windows Implementation of the Digital Wallet	The most recent clarification batch on 14-01, you mentioned you're expecting to test on both iOS, Android and Windows OS. Are you expecting a native Windows implementation of the Digital Wallet? Thank you :)	The priority for the Sprints and pilot should be ensuring that the solution works on iOS and Android. However, if your organisation supports delivery on windows, then this is a positive. If the solution aligns with HTML 5 then this should support deployment of this service on other platforms.	

TMR ICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 16-01-2019

ID	Title	Question	Answer	Related Documents
G18	Pricing Models	Document 02.05 - Should we provide multiple versions of this file according to the different pricing models ?	It is preferable to have only one completed 02.05 Cost Model and Drivers Workbook V1 with the different pricing models clearly identified. However, if this is not practical, TMR will accept additional clearly labelled 02.05 response documents. Please ensure that 02.06 Response Matrix V1-1 clearly identifies the correct 02.05 document if referencing in your Response Summary and/or Response to the Option/s.	02.05, 02.06
G16	RFT Prime Suppliers and subcontractors	Document 01.01 section 2.1 - For RFT stage, will only suppliers shortlisted at the end of phase 1 be allowed to participate? If yes, does it apply to Prime suppliers or to the subcontractors too? For example, will the prime be able to introduce new subcontractors not part of RFP submission? In addition, will it be possible to build a new consortium at RFT stage between suppliers pre-selected but that didn't propose a joint offer at RFP stage?	Yes, only shortlisted Suppliers at the end of the Sprints will be invited to participate in the RFT. TMR reserves the right to only select a Supplier for one Option regardless of whether the Supplier is a member of a consortium. For example, If TMR shortlists the prototype for Option A but not the POC for Option B from a consortium, only the Option A Supplier will be invited to the RFT to tender and they can only tender for only Option A. A Supplier in a consortium that does not have both Options shortlisted will not be able to introduce a new subcontractor as only Suppliers who have proposed solutions that have gone through the Sprint process will be eligible to be invited to tender for the RFT stage. It will be possible to form a new consortium at RFT stage between Suppliers pre-selected for the RFT stage but who didn't propose a joint offer at RFP stage.	1.01
G17	Document 02.01	Document 02.01 Section 3.1.1 - Which content do you need there ? Do you expect a summary of the Section 4 & 5 ? Is this part of the 30/50 pages response ?	Refer Clarification answer G15	2.01
DW21	Digital Wallet other credentials	Document 01.01 section 2 - For the pilot on option A, one of the requirements is to offer a digital wallet that "is scalable to support other credentials and associated products." Could you provide examples of other credentials you would target?	Other credentials include other TMR issued photo identification cards, including but not limited to provisional, probationary and open driver licences, recreational marine licences, industry licences (such as tow truck drivers, traffic controllers, and driver trainers), driver authorisations (for bus, taxi and ride sharing services) and vehicle and vessel registrations. But the solution also needs to consider how it would support other Queensland Government agencies adding their credentials into the wallet over time. For example, Blue Cards (for person's working with children), High Risk Work Licences, Birth and Marriage Certificates, Responsible Service of Alcohol, Firearms licences etc.	1.01
DW22	Digital Wallet Back-end	Document 01.01 Section 1.2 As stated in this section, the digital wallet is "an application on a mobile device that can store credentials such as licenses and registrations in a secure fashion." The digital wallet may also come with a back-end to manage secure communication, update and life cycle management of the digital wallet. Do you consider that this back-end is also part of option A or would you see it in option B? In that case, would you see it as part of the Innovative Identity Management?	For the purposes of the RFP, the ability to manage secure communication, updates and life cycle management of the digital wallet is considered a deliverable of the digital wallet Option A. But we like your thinking that this may actually be delivered as part of Option B! The Innovative Identity Management is about, amongst other things, a One Customer account capability.	1.01

TMRICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 18-01 Correction

ID	Title	Question	Answer
G20	Clarification Questions time extension	Given the extension until February 8, has the deadline for asking clarification questions also been extended?	CORRECTION: The closing date for questions is 25 January 2018.

Released under RTI - DTMR

TMR ICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 18-01-2019

ID	Title	Question	Answer	Related Documents
DW12	User Story Scope	Are the user stories included for the Digital wallet supposed to reflect the PoC or Pilot scope or both?	The user stories are for both the PoC and Pilot. Please note that the stories do cover more than the minimum viable product for the pilot and are there to provide Suppliers with an understanding of our customers needs.	1.01
DW13	Digital Service Standards	Does the PoC project/product need to meet the DTOs Digital Service Standards?	For the purposes of the PoC, demonstration on your ability to, or evidence on how you would, comply with the minimum Digital Service Standards should be provided. The RFT process will specify the need to comply with the Digital Service Standards.	1.01
DW14	PROTECTED Certification	<p>1. If a solution based on AWS is proposed, what supporting evidence would be necessary to support that proposal with respect to the information classification (PROTECTED status)?</p> <p>2. Is TMR willing to make the assumption that AWS will have this functionality in time to support the POC, Pilot and/or 10 year program?</p> <p>3. Is AWS PROTECTED certification required for the POC?</p>	<p>1. Evidence that an IRAP assessment process has commenced, including the documentation that has been provided to the IRAP assessor, as is relevant to this procurement.</p> <p>2. No. Shortlisted suppliers will be provided with a list of data records and the appropriate security classifications required for those data records. Shortlisted Suppliers will then need to ensure appropriate security measures are in place, as TMR will run security tests against the Supplier's solution throughout the phases.</p> <p>3. No, but documentation about how each data record meets the relevant data classification will be required from Suppliers, so that TMR can undertake its own security testing and evaluation of the suppliers' product.</p>	2.01
G13	Probity Concerns	<p>We are very interested in responding to the recently released tender TMR ICT18115 CORAL Customer Experience Research and Facilitator Services. Should we be successful, does that preclude us from also responding to TMR ICT18085 Digital Wallet and Enabling Platforms RFP?</p> <p>If not, will there be any probity implications whatsoever?</p>	An organisation may bid on both procurement processes, however if successful for the TMR ICT18115 CORAL Modernisation Program ('The Program') Customer Experience Services it would be considered a conflict of interest under 18.2 of the General Conditions of Contract to continue a bid for the Program Digital Wallet and Enabling Platforms procurement activity. This is due to the scope of the role of the Customer Experience Services provider including their involvement in Sprint workshops for the Program Digital Wallet and Enabling Platforms procurement activity. For clarity, once awarded Customer Experience Services role the successful Contractor must withdraw from any involvement in any procurement activity for the Program Digital Wallet and Enabling Platforms procurement activity.	01.01, 01.02
G14	Incorrect closing date on ATenders	We received an update advising that the close date for TMR ICT18085 was 8 Feb 2019 at 2pm. Your Web site still shows 1st Feb 2019 at 2pm as due date. Please confirm.	The QTender site has now been updated.	
C5	Subcontractor ABN	Will our subcontractor require an ABN if they are not an Australian Company? At what stage of the process would this be required to be in place?	<p>My belief is that a non-resident entity carrying on an enterprise in Australia or making sales or providing services in Australia while conducting an enterprise based overseas should obtain an ABN for tax purposes such as GST and PAYG tax withholding. This should be quoted on contracts and invoices related to the transactions. If this is not done, the Customer could have to withhold tax under the PAYG system as well as GST.</p> <p>This would be required before entry into a contract.</p> <p>If this, as appears, relates to a subcontractor, it would be a matter between the Supplier and its subcontractor and therefore the intending Supplier should be advised to obtain legal advice from its own sources. This is not a matter for TMR to advise on.</p>	

TMR ICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 18-01-2019

ID	Title	Question	Answer	Related Documents
DW23	Niche market - niche market	Under the response for Option A, Section 4.9 (Question 8.4) you specify an evaluation criteria 'capabilities required are not niche and readily available in the labour market'. As this is a market leading project, particularly here in Australia, many of the capabilities required and requested throughout the RFP will be specialised. Can you please confirm to what extent 'readily available' is acceptable?	TMR needs to have confidence that the successful vendor has access to the resources required to deliver and support the solution. Ideally these resources should exist within your existing structure and be readily replaceable should they leave. If not, then you will need to demonstrate how you intend to ensure those resources will be sourced and readily available to ensure delivery and ongoing for the solution.	
DW24	Learner Licences	To help us develop our pricing and cost model, can you share statistics around how many Learner's Licences are on issue by TMR at any one time and same for Proof of Age cards? Volumes of any other credentials, especially Open Drivers Licences would be very welcomed also.	Queensland driver licence statistics can be found at https://www.tmr.qld.gov.au/Safety/Transport-and-road-statistics/Licensing-statistics There were over 41,000 Adult Proof of Age Cards issued in 2017. Data can be found here: https://data.qld.gov.au/dataset/yearly-adult-proof-of-age-cards-issued-by-applicant-age/resource/b3bee451-92d6-435b-a351-718b91c76b46	
G20	Clarification Questions time extension	Given the extension until February 8, has the deadline for asking clarification questions also been extended?	No. The closing date for questions is 18 January 2018.	
G21	Inclusion of videos	Can we include links to videos in our response to demonstrate our capabilities and demonstrate our product or will this be considered outside the page limits and non-compliant?	Links to videos may be provided. However, assessment of your capabilities will be limited to the information provided in the response document.	

TMR ICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 19-12-18

ID	Title	Question	Answer	Related Documents
DW1	Cost Model and Drivers Workbook	As part of the response documents, you have provided a Cost Model and Drivers Workbook. Is this for the Pilot or the whole project?	TMR is looking for estimated total cost of ownership pricing for the solution understanding there will be a lot of assumptions until Suppliers have a better understanding of what we want. We are looking for guidance from the market through pricing model options around what are the drivers, or components that you have in your solution, and what drives the cost for those things.	2.05
C2	Bespoke features pricing	Our solution is bespoke and we are offering a resource day rate. Do you require us to provide an estimate on the features provided in the RFP document?	Yes, if there are additional costs for features specific to your solution on top of the daily rate, we would like these priced in your response.	02.05, 02.05
DW2	APIs for Pilot and MVP	For Digital Wallets, Can we confirm all APIs will be provided for Pilot and MVP? (Vendors only require to integrate with APIs, not build them)	Yes, APIs will be provided to shortlisted Suppliers prior to the Sprints	02.05, 02.05, 03.01.01
DW6	Digital Wallet Prototyping	In relation to the Digital Wallet, how have the length of the Sprints been determined? What milestones or timelines are you working to?	The sprints have been designed to see how suppliers work with TMR, including how responsive and willing they are to effect change requests. TMR has committed to commence the pilot in the second half of 2019. The sprints are designed to enable TMR to identify suitable suppliers who we think we can work with over an extended period to take through to the closed RFT stage. The period and scope of the Sprints will continue to be reviewed in line with supplier capability and program requirements.	02.05, 02.05, 03.01.01, 01.01
DW7	Digital Wallet Design Guides	It is noted that wire-frames will be provided, will a digital style guide or guidance on visual design and branding or is the expected from suppliers for the DW POC?	The CORAL Program is not clear on this question. Digital wireframes will be provided to shortlisted suppliers. These will likely outline both the desired functionality and visual design preferences as identified by TMR customer groups.	02.05, 02.05, 03.01.01, 01.01, 01.01
G6	Probity Obligations with Multiple Bidders	What are the supplier's obligations of probity where we are looking to work with multiple bidders.	See Clarification 19-12-2018 Attachment A - Probity Obligations with Multiple Bidders	02.05, 02.05, 03.01.01, 01.01, 01.01, 01.01
C1	Payment channels in scope	TMR currently processes payments via integration with CBA Bpoint, via the Payment Client link from TMR Business Services. Also appears to be some FTP integration for other payment types (TRAILS Batch). Are the existing payments channels and bank integrations provided under the current WoG banking contract to TMR within scope for this tender? Or are vendors to demonstrate support for existing external service integrations on this?	The proposed solution should leverage existing payment channels. But we also expect vendors to explore using native payment applications within the phone, such as Android Pay. Revision of existing WoG banking contracts are not within the scope of this RFP.	02.05, 02.05, 03.01.01, 01.01, 01.01, 01.01, 03.02.08

TMRIC18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 19-12-18

ID	Title	Question	Answer	Related Documents
G1	Corrupt files	<p>I have a quick question about the RFP documents. There are some world files that are corrupted and can't be opened.</p> <p>Invitation Documents ~\$01 TMRIC18085 RFP - Digital Wallet and Enabling Platforms - REVIEW Version.docx</p> <p>Vendor packs EP ~\$abling Platforms - Problem Statements v0-1 ~\$ Matrix_Eval Q_PD-TC 181119 ~\$ Enabling Platforms - Vendor Pack v0-9</p> <p>DW ~\$gital wallet - Success Factors ~\$gital Wallet - Problem Statements v0-1.docx</p> <p>Should we just ignore them or there is an error in the pack.</p>	<p>Within the Microsoft Windows and Office environment, files with a tilde (~) in front indicate that the file is a temporary file created by auto save. It is possible that you are seeing these artifacts by viewing the zip file from within an Apple environment.</p> <p>In any case, these files can be safely ignored and deleted.</p>	02.05, 02.05, 03.01.01, 01.01, 01.01, 01.01, 03.02.08
DW5	Digital Wallet Prototyping	In regards to the Digital Wallet, Section 1.2 in the 01.01 TMRIC18085 RFP - Digital Wallet and Enabling Platforms document states that the prototype must provide, at a minimum, "validate a credential within a wallet", can you expand on who needs to be able to validate a license, (online/offline) and with what level of security, and checking against what?	<p>Any interested third party who has the app needs to be able to validate a credential within the wallet. The solution must be able to do this both online and offline (Refer page 6 of the RFP and question 7.2 in section 4.8.1 of the Response Schedule). The solution will need to comply with Information Security standards should suppliers be invited to participate in the RFT stage (see page 17 of the RFT and question 2.2 of section 5.2.1 of the Response Schedule). Suppliers need to provide the solution.</p> <p>Suppliers should be aware of TMR's desire to eventually support the use of wireless payment devices to validate credentials within the wallet, and if possible, explain how this may be achieved (Please refer to page 4 of the RFP).</p>	02.05, 02.05, 03.01.01, 01.01, 01.01, 01.01, 03.02.08 , 01.01, 02.01
G9	Publishing of Clarifications	We were wondering about the TMRIC18085 tender - where do you publish your answers to the questions from the suppliers?	Where an answer is being released to all suppliers, the answers are posted to QTenders. Where an answer is considered commercial in confidence, or not of interest to other suppliers, the supplier will be emailed directly.	02.05, 02.05, 03.01.01, 01.01, 01.01, 01.01, 03.02.08 , 01.01, 02.01, 01.01

TMR ICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 21-01-19

ID	Title	Question	Answer	Related Documents
EP4	MIPS of the Trails DB LPARS	Can TMR please provide the total MIPS of the Trails DB LPARS?	TMR can only provide an approximation. Currently, it is 93 MSUs, equating to approx. 753.3 MIPS.	
EP5	TRAILS CA Gen model	To support the prototyping sprints for Option B, can TMR provide an exported copy of the TRAILS CA Gen model?	<p>TRAILS runs under a relational database structure designed in third normal form.</p> <p>The full TRAILS data model can only be made available to the preferred tenderers for the RFP, once a Participation Agreement is in place to ensure appropriate management of customer data security.</p> <p>Key component areas of the data model include:</p> <ul style="list-style-type: none"> • Security • Customers & Involved Parties • Customer Accounting • Controlled Objects (Vehicles & Vessels) • Registration (Vehicles, Vessels) • Licensing • (Drivers, Proof of Age, Vessel, High-Risk Work Licences, Driver Authorities, Accreditations) • Offender Management • Inspections • Plates 	

Released under RTI

TMR ICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 21-12-2018

ID	Title	Question	Answer	Related Documents
DW11	Offline validation for remote locations	If the pilot is going to be done in a remote/regional town does the PoC need to allow for offline validation? This is referenced only in passing in the user stories.	<p>TMR can now confirm that the pilot will be held in the Maryborough/Hervey Bay area of Queensland (about a 3 hour drive north of Brisbane). The solution for the pilot will need to provide for both offline and online validation.</p> <p>In responding to the RFP, suppliers should explain how they will ensure this functionality is available for the pilot (Please refer to question 7.2 in section 4.8.1 of the Evaluation criteria).</p>	1.01
C3	Requirement to work with the CBA	Will the current contractual relationship with Commonwealth Bank of Australia (CBA) BPoint influence this tender? I.e. Are we required to work with CBA in an acquiring relationship?	Respondents are not required to work with the Commonwealth Bank in developing or delivering their solution, however, the solution may be required to work within the requirements of the State's arrangement with the CBA.	1.01
G2	Change Management	You are requesting us to present a Change Management approach. Is this in the context of the SDLC (Agile project) or from a TMR organisation perspective?	The CORAL Program want to know about your organisation's approach to Change Management. Please refer to the Response schedule for more context.	
G3	Business Continuity	You are requesting to present evidence of Business Continuity. Is this referring to our company's business continuity plan or in the context of the solution continuity?	The response should outline your plan to ensure business continuity in the context of delivering the solution. How will our customers be able to rely on the wallet even if the vendors system is unavailable?	
G10	Exclusion from future participation	If we were to form a consortium and not win the tender, does the door shut on us or we can still approach whoever wins it?	<p>During the RFP stage, each consortium and bidder is free to form consortiums as they choose to establish the most competitive bid and solution they can, however, the formation of those consortiums must consider the conditions and guidelines provided in:</p> <ul style="list-style-type: none"> - section 3.4 Consortia or Joint Response in 01.02 Request for Proposal Terms and Conditions - section 7.4 Customer Rights in 01.02 Request for Proposal Terms and Conditions - Clarification 19-12-2018 Attachment A - Probity Obligations with Multiple Bidders <p>The position on changes to consortia may change with the release of the Request for Tender (RFT) stage of the procurement process, but more details will be provided at that time.</p>	01.01, 01.02, Other
DW15	Digital Wallet Scope	What is the most up-to-date set of scope for the Digital Wallet? 01.01 Request for Proposal & 03.01.01 Digital Wallet Vendor Pack both have feature lists, but they differ. i.e. Change of details is in 01 but not 03	<p>Please be aware of the distinction between what is expected as a minimum for the prototype, versus the pilot, versus the eventual expected scope of the final digital wallet.</p> <p>Suppliers should refer to page 6 of the RFP for what is expected to be delivered, at a minimum, for the pilot. Page 2 of the vendor pack should also be considered for stretch targets for suppliers to reach for as part of the pilot.</p>	01.01, 03.01.01
DW16	Australian Standard	Documents refer to the "AS459950 data standard". Is this supposed to be AS 4590? If not, where can we find information on this standard?	The mention of AS459950 Section 5.4 Question 3 Question 3.1 of 02.01 Response Schedule is a typographical error and should be read as AS 4590.	2.01

TMRICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 21-12-2018

ID	Title	Question	Answer	Related Documents
G11	Number of Response Documents	In '02.01 Response Schedule', 3.1 suggests that the 'Response Summary' is per-Option, however slide 18 of '18085 Supplier Briefing Session' suggests that the 'Response Summary' is IN ADDITION to per-Option response documents. How many free-form response documents are expected?	<p>As outlined in Section 2.7 Documents in the Request for Proposal Response of the 01.01 TMRICT18085 RFP - Digital Wallet and Enabling Platforms document, the response must include:</p> <ul style="list-style-type: none"> - High Level Overview of the Supplier Response for Option A and/or Option B. - Option A Digital Wallet Response (if applicable) - Option B Enabling Platforms Response (if applicable) <p>The variability in what documents should be provided are:</p> <ul style="list-style-type: none"> - The supplier may only be responding for one option, so there would be only one Option Response - If the Supplier is responding to both Option A and Option B, they may choos to submit a High Level Overview for each Option or one overview covering both options. 	1.01
EP2	Error in EP Vendor Pack – Page 5	<p>EP Vendor Pack – Page 5, Q2.6, 4th dot point:</p> <p>"Customer's IDs are properly government across multiple environments"</p> <p>should read:</p> <p>"Customer's IDs are properly governed across multiple environments and can be presented as a single customer account"</p>	<p>EP Vendor Pack – Page 5, Q2.6, 4th dot point:</p> <p>"Customer's IDs are properly government across multiple environments"</p> <p>should read:</p> <p>"Customer's IDs are properly governed across multiple environments and can be presented as a single customer account"</p>	03.02.01
EP3	Error in EP Vendor Pack – Page 14	<p>Error in EP Vendor Pack – Page 14, Q6.1, 4th row:</p> <p>"Have existing open customerand business communities that you prioritise product functionality and roadmap development."</p> <p>Should read:</p> <p>"Have existing open customer and business communities that can support and contribute to your solution"</p>	<p>Error in EP Vendor Pack – Page 14, Q6.1, 4th row:</p> <p>"Have existing open customerand business communities that you prioritise product functionality and roadmap development."</p> <p>Should read:</p> <p>"Have existing open customer and business communities that can support and contribute to your solution"</p>	03.02.01

TMR ICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 25-01-2019

ID	Title	Question	Answer	Related Documents
EP6	Auth0	Does TMR use the Auth0 multi-tenant cloud offering, or do they host the Auth0 Platform Appliance (Auth0 PSaaS) on premise or within TMR cloud environments?	TMR uses the Auth0 multi-tenant cloud offering.	
EP7	TRAILS DB2 & Oracle DB test instances	Will the enabling platforms POC environment provided by TMR include connectivity to a TRAILS DB2 & Oracle DB test instance?	Yes connectivity will be provided.	03.02.07
EP8	TRAILS Mainframe	Will access be provided to a test or development TRAILS mainframe environment ?	Access to TRAILS development and test environments will be only be provided through a subject matter expert.	
EP9	Database Data extract files copies	If no access is provided to a TMR environment for the POC will TMR test data be provided as DB2 / OracleDB database copies or as data extracts files ?	Yes a scrambled selection of test data will be provided.	
DW25	DW infrastructure for ISM Protected status	Does the Digital Wallet solution including all supporting infrastructure need to be designed to ISM Protected status?	No this is not required for the Digital Wallet but there will be a requirement for at least a selection of data to run on ISM Protected Infrastructure for Enabling Platforms.	
G22	Managed Services - ISM Protected status	If TMR engages an organisation to provide managed services, do those organisation offerings need to be at ISM Protected level?	Managed Services would be required to be at ISM Protected level for a selection of data in the Enabling Platforms POC but would not be required for the Digital Wallet. Data however of Sensitive classification will need to be managed in the Enabling Platforms POC.	
EP10	Existing TMR environments - Protected status	Can we assume existing TMR environments (including Azure/AWS) have been certified to satisfy the required cyber security controls for Protected level data ?	Azure and AWS instances have been certified as Protected under IRAP, however, end to end processes are currently being assessed.	
EP11	DB metrics for TRAILS	Can TMR provide DB metrics for TRAILS including number of tables, table rows or overall DB size in DB2, Oracle?	DB2: 781 Non LOB Tables (Data Size 778 GB, Allocated Space 1044 GB); 2271 Auxiliary Tables (Allocated Space 1729 GB), 5964 Indexes LOB and Non-LOB (Allocated Space 641 GB) ORACLE: RNLS Core Database (4435.7 GB used out of 4577 GB allocated); Facial Recognition (308.1 GB used out of 375 GB allocated); TMR Shopping Basket (143.5 GB used out of 350 GB allocated); Excess Mass (1.9 GB used out of 10 GB allocated); Intelligent Access Program (1352.2 GB used out of 1707 GB allocated)	
EP12	UI screens	Can TMR provide a count of UI screens that are used in 3270 TRAILS versus TICA web UI?	There are 334 TRAILS screens in 3270 format of which 242 are in use. With TICA there are 239 screens in use.	
C6	Pricing in Response Schedule	The introduction to sections 4 and 5 of Doc.02.01(Response Schedule) contains the following information: "Pricing and cost information must not appear in this part of the response". The following question to be answered does, however, ask for pricing details: - Section 4.2, Question 1.4 Cost of ownership over a period of 12 months represents value for money (...) Shall we only add the Cost Model and Drivers Workbook to this document without describing it in the written text or is it allowed to mention pricing and cost aspects to respond to this particular question?	Question 1.4 and 1.5 of Section 4.2 in 02.01 Response Schedule V1 for Cost of ownership over a period of 12 months represents value for money, and TCO over a period of 10 years is sustainable seeks to determine how your costing model/s will offer value for money to TMR in the initial 12 months (set-up and implementation) and ongoing over the total contract term (enhancements, maintenance and support). These non-price value for money attributes may refer to the % or \$ savings and can reference the 02.05 Cost model and Drivers Workbook V1. However, pricing should only be listed in the 02.05 Workbook.	02.01, 02.05
C8	Non-Australian Company financial and business information	We are a consortium of two companies that are not based in Australia at the moment. The response documents require some content which we can't deliver: - Due Diligence Form: ABN; organisational structure and organisational charts for Australian, QLD and Brisbane operations; independently audited financial reports for your Australian operations. - As-a-Service vendor questionnaire: ABN Can we instead provide the corresponding information of the countries we are based in?	Yes, please provide the equivalent information from the countries you are based in.	02.02, 02.03
DW27	Projected user uptake of Digital Wallet	Please advise TMR's projection re user uptake for the Digital Wallet	The Digital Wallet will be offered during the pilot as an optional add-on to the existing licence. It will initially be offered for only learner drivers and Proof of Age card holders in the pilot site pending its success.	

TMR ICT18085 Digital Wallet and Enabling Platforms RFP Clarification Batch: 25-01-2019

ID	Title	Question	Answer	Related Documents
G24	Internet and Network perimeter security mechanisms	Does TMR have existing internet and network perimeter security mechanisms that provide: o Security monitoring o Network access controls o Network content scan and filtering o Vulnerability detection o Threat detection and counter measures	<p>TMR uses a blend of protective , detective and response security controls.</p> <p>This includes:</p> <p>IDP protection deployed on the NGFW</p> <p>Network access controls using at its core 3 tier DMZ model, routing is managed through the Web proxy</p> <p>scanning and filtering at key points of egress and ingress and at endpoints via its McAfee. The department has piloted application whitelisting.</p> <p>A vulnerability management program using the Whole of Government Rapid 7 platform.</p> <p>A security incident response program that is tested as part of our resiliency program.</p> <p>The department is currently assessing and considering its SIEM capability</p>	

Released under RTI-DTMR

Clarification Batch: 31-01-2019

ID	Title	Question	Answer	Related Documents
EP6	Auth0	Does TMR use the Auth0 multi-tenant cloud offering, or do they host the Auth0 Platform Appliance (Auth0 PSaaS) on premise or within TMR cloud environments?	TMR currently has Auth0 in a multi-tenant cloud hosted solution.	
EP7	TRAILS DB2 & Oracle DB test instances	Will the enabling platforms POC environment provided by TMR include connectivity to a TRAILS DB2 & Oracle DB test instance?	Yes connectivity will be provided.	03.02.07
EP8	TRAILS Mainframe	Will access be provided to a test or development TRAILS mainframe environment ?	Access to TRAILS development and test environments will be only be provided through a subject matter expert.	
EP9	Database Data extract files copies	If no access is provided to a TMR environment for the POC will TMR test data be provided as DB2 / OracleDB database copies or as data extracts files ?	Yes a scrambled selection of test data will be provided.	
DW25	DW infrastructure for ISM Protected status	Does the Digital Wallet solution including all supporting infrastructure need to be designed to ISM Protected status?	No this is not required for the Digital Wallet but there will be a requirement for at least a selection of data to run on ISM Protected Infrastructure for Enabling Platforms.	
G22	Managed Services - ISM Protected status	If TMR engages an organisation to provide managed services, do those organisation offerings need to be at ISM Protected level?	Yes, The successful supplier/s engaged at RFT stage would need to have the appropriate ISM Protected or Sensitive level.	
EP10	Existing TMR environments - Protected status	Can we assume existing TMR environments (including Azure/AWS) have been certified to satisfy the required cyber security controls for Protected level data ?	TMR Cloud instances are currently being assessed. Refer to clarification G27 for further information on PROTECTED status	
EP11	DB metrics for TRAILS	Can TMR provide DB metrics for TRAILS including number of tables, table rows or overall DB size in DB2, Oracle?	TRAILS DB Metrics change and the overall DB size will be provided for shortlisted vendors. Please also note data size requirements could be substantially different for new platforms because of changes in data model and non-inclusion of future functions currently in TRAILS.	
DW28	UI screens	Can TMR provide a count of UI screens that are used in 3270 TRAILS versus TICA web UI?	There are 334 TRAILS screens in 3270 format of which 242 are in use. With TICA there are 239 screens in use.	
G23	TRAILS code metrics	Can TMR provide any lines of code metrics for the systems in TRAILS?	Yes, relevant code metrics will be provided to shortlisted Suppliers	
DW26	Digital Wallet SDKs	Can you provide example use cases of the Digital Wallets SDK	The intent of the SDK is to provide other Queensland government departments with the SDK so that they can add their credentials into the Digital Wallet and build additional features	
C6	Pricing in Response Schedule	The introduction to sections 4 and 5 of Doc.02.01(Response Schedule) contains the following information: "Pricing and cost information must not appear in this part of the response". The following question to be answered does, however, ask for pricing details: - Section 4.2, Question 1.4 Cost of ownership over a period of 12 months represents value for money (...) Shall we only add the Cost Model and Drivers Workbook to this document without describing it in the written text or is it allowed to mention pricint and cost aspects to respond to this particular question?	Question 1.4 and 1.5 of Section 4.2 in 02.01 Response Schedule V1 for Cost of ownership over a period of 12 months represents value for money, and TCO over a period of 10 years is sustainable seeks to determine how your costing model/s will offer value for money to TMR in the initial 12 months (set-up and implementation) and ongoing over the total contract term (enhancements, maintenance and support). These non-price value for money attributes may refer to the % or \$ savings and can reference the 02.05 Cost model and Drivers Workbook V1. However, pricing should only be listed in the 02.05 Workbook.	02.01, 02.05
C8	Non-Australian Company financial and business information	We are a consortium of two companies that are not based in Australia at the moment. The response documents require some content which we can't deliver: - Due Diligence Form: ABN; organisationalstructure and organisational charts for Australian, QLD and Brisbane operations; independently audited financial reports for your Australian operations. - As-a-Service vendor questionnaire: ABN Can we insted provide the corresponding information of the countries we are based in?	Yes, plesae provide the equivalent information from the countries you are based in.	02.02, 02.03
C9	TCO - TRAILS DB Tables	With respect to developing a relevant TCO, please confirm the number of Tables in the Trails DB that are to be replicated including the % of Reference tables Please confirm the size of the TRAILS DB for the TCO tables above.	There are a number of applications including the Digital Wallet that are outside of TRAILS and will need to be included in DB table estimates. For the purpose of TCO estimates, please assume approximately 800 tables in total.	02.01, 02.05

Clarification Batch: 31-01-2019

ID	Title	Question	Answer	Related Documents
DW27				
G24	Internet and Network perimeter security mechanisms	Does TMR have existing internet and network perimeter security mechanisms that provide: o Security monitoring o Network access controls o Network content scan and filtering o Vulnerability detection o Threat detection and counter measures	<p>TMR uses a blend of protective , detective and reponse security controls.</p> <p>This includes:</p> <ul style="list-style-type: none"> IDP protection deployed on the NGFW Network access controls using at its core core 3 tier DMZ model, routing is manged through the Web proxy scanning and filtering at key points of egress and ingress and at endpoints via its McAfee. The department has piloted application whitelisting. A vulnerability management program using the Whole of Government Rapid 7 platform. A security incident response program that is tested as part of our resiliency program. The department is currently assessing and considering its SIEM capability 	
G25	Example probity plan	Could I please request a copy of the example probity plan mentioned in the Clarification 19-12-18 Attachment A Probity Obligations with Multiple Bidders.	<p>An example Probity Plan, as referenced in Clarification 19-12-2018 Attachment A - Probity Obligations with Multiple Bidders has been uploaded with the Clarifiaction as Attachment B - QP Standard Probity Plan_EXAMPLE ONLY. There are a number of risks where the same bidder works with multiple consortia:</p> <ul style="list-style-type: none"> (a) Collusive practices– where bidders work together instead of in competition; (b) Price fixing or lack of competition; (c) Confidentiality breaches – where the organisation working across multiple bid team inadvertently or intentionally share ideas from one tendering consortia with a competing consortia (d) Resourcing risks – an inability of the Common Member to services all Consortia <p>The likelihood of the above risks occurring may depend on the role and size of the Common Member organisation.</p> <p>Consortia proposing to use a Common Member must develop their own approach to manage the above risks in light of the role the Common Member organisation proposes to have with each of the Consortia. The approach must be documented in section 2.1.2 of the response forms. TMR will consider the proposed measures in light of the risks and role of the Common Member following submission of the RFP response.</p>	
G26	Bid Inquiry	We have only this week identified this requirement as an oppourtunity for us to assist with. Is there any reason why a bid from us will not be accepted based on this being our first communication with the procurement process?	As long as a bid that addresses all of the RFP requirements as specified is received by the closing time on 8 February 2019 your response will be considered.	

Clarification Batch: 31-01-2019

ID	Title	Question	Answer	Related Documents
EP12	Analysis Support for Hosting and Support Services	In Document "02.03 As-a-Service Vendor Questionnaire V1.docx", the question in section "Hosting and support services", question "What backup and service log retention options are available along with recovery and analysis support?", can TMR please clarify what is expected from vendors to the "analysis support" part of the question? Thank you.	TMR will require Suppliers to have capability to provide audit logs so that TMR can assess or analyse failures when and where they occur. Suppliers may also be required to work with TMR in analysing Suppliers' logs in identifying reasons for failures.	2.03
G27	PROTECTED Status	TMR recognises that multiple prospective Suppliers have asked questions about TMR's requirement for the Supplier or their subcontractor/s to have been awarded Australian Signals Directorate (ASD) Certification at the "Protected" classification level. TMR's requirements for such classification level were specified in the Request for Proposal (RFP) in Item 2.1 (page 7) and Item 2.7.2 (page 17).	<p>For clarity, TMR further advises as follows:</p> <ul style="list-style-type: none"> • if you or your subcontractor/s do not currently hold the required certification for services that are being consumed at PROTECTED, then this does not prevent you from responding to the RFP. However, please note: <ul style="list-style-type: none"> o you will need to be able to prove that you have the appropriate controls in place to meet PROTECTED in accordance with the ISM o self-assessments by Suppliers will not be required or accepted because TMR, potentially through a third party, will conduct assurance checks of Suppliers' solutions • if you or your subcontractor/s do hold the required certification, then you should provide TMR with: <ul style="list-style-type: none"> o a copy of the ASD Certification Letter and the Australian Cyber Security Centre (ACSC) Certification Report together with your response; and o any additional evidence that appropriate controls are or will be in place to ensure you can maintain compliance with the ISM • the onus is on the prospective Suppliers to ensure that they, or their subcontractor/s, currently hold or will be capable of having controls in place commensurate with the relevant security classifications of the data that is stored, processed and transmitted as well as for authentication. Suppliers should confirm their or their subcontractor/s' current certification prior to submitting their response to the RFP. Information about cloud services providers which are currently certified and the process for obtaining certification is available at: https://acsc.gov.au/infosec/irap/certified_clouds.htm 	1.01
G28	Collusion reference in Terms and Conditions	In question 2.7 in the response schedule (Doc 02.01) you are referring to clause 7.14 of the Terms and Conditions document. Is it possible, that the reference should in fact be made to clause 7.12? (the terms and conditions document does not contain a clause 7.14) Thank you.	<p>Yes, you are correct. 2.7 of 02.01 Response Schedule V1 should read:</p> <p>In submitting its Offer, the Respondent warrants to the State that it fully complies with clause 7.12 of 01.02 Request for Proposal Terms and Conditions, except as expressly disclosed in this Response Form. The Respondent must disclose the full nature and extent of any agreements with competitors to TMR below:</p> <p>If there is nothing to disclose, Respondents must insert "Nil".</p>	01.02, 02.01

Clarification Batch: 31-01-2019

ID	Title	Question	Answer	Related Documents
EP6	Auth0	Does TMR use the Auth0 multi-tenant cloud offering, or do they host the Auth0 Platform Appliance (Auth0 PSaaS) on premise or within TMR cloud environments?	TMR currently has Auth0 in a multi-tenant cloud hosted solution.	
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G22	Managed Services - ISM Protected status	If TMR engages an organisation to provide managed services, do those organisation offerings need to be at ISM Protected level?	Yes, The successful supplier/s selected at RFT stage would need to have the demonstrated that they are able to obtain the appropriate ISM Protected or Sensitive level prior to selection. Prior to full payment made on the contract, ISM Protected or Sensitive level will need to be obtained on the in-scope solution.	
EP10	Existing TMR environments - Protected status	Can we assume existing TMR environments (including Azure/AWS) have been certified to satisfy the required cyber security controls for Protected level data ?	TMR Cloud instances are currently being assessed. Refer to clarification G27 for further information on PROTECTED status	
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Clarification Batch: 31-01-2019

ID	Title	Question	Answer	Related Documents
DW27	Projected user uptake of Digital Wallet	Please advise TMR's projection re user uptake for the Digital Wallet	The digital wallet will initially be piloted in a regional location and be limited to learner licence holders and proof of age card holders. It will be optional in addition to the existing physical licence. If the pilot is successful, then TMR will look to roll out the digital wallet more broadly. Ultimately the digital wallet should be capable of hosting numerous Queensland Government credentials for over 5 million people. At this time we are unsure about likely take up rates. This will be better understood during the pilot.	
G24	Internet and Network perimeter security mechanisms	Does TMR have existing internet and network perimeter security mechanisms that provide: o Security monitoring o Network access controls o Network content scan and filtering o Vulnerability detection o Threat detection and counter measures	<p>TMR uses a blend of protective, detective and response security controls.</p> <p>This includes:</p> <p>IDP protection deployed on the NGFW</p> <p>Network access controls using at its core core 3 tier DMZ model, routing is managed through the Web proxy</p> <p>scanning and filtering at key points of egress and ingress and at endpoints via its McAfee. The department has piloted application whitelisting.</p> <p>A vulnerability management program using the Whole of Government Rapid 7 platform.</p> <p>A security incident response program that is tested as part of our resiliency program.</p> <p>The department is currently assessing and considering its SIEM capability</p>	
G25	Example probity plan	Could I please request a copy of the example probity plan mentioned in the Clarification 19-12-18 Attachment A Probity Obligations with Multiple Bidders.	<p>An example Probity Plan, as referenced in Clarification 19-12-2018 Attachment A - Probity Obligations with Multiple Bidders has been uploaded with the Clarification as Attachment B - QP Standard Probity Plan_EXAMPLE ONLY. There are a number of risks where the same bidder works with multiple consortia:</p> <ul style="list-style-type: none"> (a) Collusive practices– where bidders work together instead of in competition; (b) Price fixing or lack of competition; (c) Confidentiality breaches – where the organisation working across multiple bid team inadvertently or intentionally share ideas from one tendering consortia with a competing consortia (d) Resourcing risks – an inability of the Common Member to services all Consortia <p>The likelihood of the above risks occurring may depend on the role and size of the Common Member organisation.</p> <p>Consortia proposing to use a Common Member must develop their own approach to manage the above risks in light of the role the Common Member organisation proposes to have with each of the Consortia. The approach must be documented in section 2.1.2 of the response forms. TMR will consider the proposed measures in light of the risks and role of the Common Member following submission of the RFP response.</p>	

Clarification Batch: 31-01-2019

ID	Title	Question	Answer	Related Documents
G26	Bid Inquiry	We have only this week identified this requirement as an opportunity for us to assist with. Is there any reason why a bid from us will not be accepted based on this being our first communication with the procurement process?	As long as a bid that addresses all of the RFP requirements as specified is received by the closing time on 8 February 2019 your response will be considered.	
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G27	PROTECTED Status	TMR recognises that multiple prospective Suppliers have asked questions about TMR's requirement for the Supplier or their subcontractor/s to have been awarded Australian Signals Directorate (ASD) Certification at the "Protected" classification level. TMR's requirements for such classification level were specified in the Request for Proposal (RFP) in Item 2.1 (page 7) and Item 2.7.2 (page 17).	<p>For clarity, TMR further advises as follows:</p> <ul style="list-style-type: none"> • if you or your subcontractor/s do not currently hold the required certification for services that are being consumed at PROTECTED, then this does not prevent you from responding to the RFP. However, please note: <ul style="list-style-type: none"> o you will need to be able to prove that you have the appropriate controls in place to meet PROTECTED in accordance with the ISM o self-assessments by Suppliers will not be required or accepted because TMR, potentially through a third party, will conduct assurance checks of Suppliers' solutions • if you or your subcontractor/s do hold the required certification, then you should provide TMR with: <ul style="list-style-type: none"> o a copy of the ASD Certification Letter and the Australian Cyber Security Centre (ACSC) Certification Report together with your response; and o any additional evidence that appropriate controls are or will be in place to ensure you can maintain compliance with the ISM • the onus is on the prospective Suppliers to ensure that they, or their subcontractor/s, currently hold or will be capable of having controls in place commensurate with the relevant security classifications of the data that is stored, processed and transmitted as well as for authentication. Suppliers should confirm their or their subcontractor/s' current certification prior to submitting their response to the RFP. Information about cloud services providers which are currently certified and the process for obtaining certification is available at: https://acsc.gov.au/infosec/irap/certified_clouds.htm • if you have already submitted a response to the RFP and, subsequent to providing that response you or your subcontractor/s have obtained the required certification, then you may submit an update to your proposal at any time prior to 2:00PM AEST on 8 February 2019. 	1.01
G28	Collusion reference in Terms and Conditions	In question 2.7 in the response schedule (Doc 02.01) you are referring to clause 7.14 of the Terms and Conditions document. Is it possible, that the reference should in fact be made to clause 7.12? (the terms and conditions document does not contain a clause 7.14) Thank you.	<p>Yes, you are correct. 2.7 of 02.01 Response Schedule V1 should read:</p> <p>In submitting its Offer, the Respondent warrants to the State that it fully complies with clause 7.12 of 01.02 Request for Proposal Terms and Conditions, except as expressly disclosed in this Response Form. The Respondent must disclose the full nature and extent of any agreements with competitors to TMR below:</p> <p>If there is nothing to disclose, Respondents must insert "Nil".</p>	01.02, 02.01

1. BACKGROUND

[NAME OF COMMON MEMBER ORGANISATION] is providing services to Respondent/ Respondent Member for the Digital Wallet and Enabling Platforms (DW&EP) the [DW&EP] Procurement Process (Services A). [NAME OF COMMON MEMBER ORGANISATION OR ITS RELATED BODY CORPORATE] is providing services to Respondent/ Respondent Member for the [DW&EP] Procurement Process (Services B) .

The purpose of this Probity Plan is to ensure that there is appropriate separation between Team Members providing Services A and Team Members providing Services B to address any confidentiality, probity and competition risks that may otherwise arise from NAME OF COMMON MEMBER ORGANISATION AND ITS RELATED BODY CORPORATE access to information in relation to Services A/B.

This Probity Plan has been developed to meet NAME OF COMMON MEMBER ORGANISATION obligations of probity and to rebut the presumption of imputed knowledge.

[NAME OF COMMON MEMBER ORGANISATION] is committed to ensuring levels of probity and confidentiality and agree it is necessary for it to work openly and closely with the Department of Transport and Main Roads and the DW&EP Probity Manager to proactively identify and properly manage issues of confidentiality and any actual perceived or potential conflict of interest or duties.

2. Requirements of Separation Arrangements

NAME OF COMMON MEMBER ORGANISATION has and will ensure:

- a. the Team Members involved in providing Services A are separate Team Members from those providing Services B;
- b. there is no movement of Team Members between the Services A and Services B Team; and
- c. Confidential Information is not shared between Team Members of Services A and Services B Teams.

NAME OF COMMON MEMBER ORGANISATION confirms that upon commencement of DW&EP RFP Phase 1 Prototype the obligations set out in this Probity Plan will be established.

Electronic folders containing information in relation to the Services A will be stored in the location specified in Annex A Item 3 so as to restrict access to Services A Team Members only.

Electronic folders containing information in relation to the Services B will be stored in the location specified in Annex B Item 3 so as to restrict access to Services B Team Members only.

All Services A hard copy information will be secured and held in locked storage areas accessible by Services A Team Members only.

All Services B hard copy information will be secured and held in locked storage areas accessible by Services B Team Members only.

3. Team Member Induction

Prior to accessing confidential information regarding the respective procurement process each Team Member will:

- Receive a probity induction from their Probity Lead highlighting the importance of maintaining confidentiality and compliance to the probity plan;
- Receive a copy of this Probity Plan;
- Sign and return Declaration at Annex C to their Probity Lead;

Probity Lead identified at Annex A Item 1 will maintain a register of team members for Services A and retain copies of Declarations executed by each Team Member, in a form equivalent to Annex A Item 5.

Probity Lead identified at Annex B Item 1 will maintain a register of team members for Services B and retain copies of Declarations executed by each Team Member, in a form equivalent to Annex B Item 5.

4. No Common Reporting Lines

[NAME OF COMMON MEMBER ORGANISATION] will ensure no common reporting lines. [NAME OF COMMON MEMBER ORGANISATION], will:

- appoint a separate sub-committee of the board of directors of the Common Member to represent it's the interests of Services A for the duration of the Procurement Process, the separate sub-committee is listed at Annex A Item 4.
- appoint a separate sub-committee of the board of directors of the Common Member to represent it's the interests of Services B for the duration of the Procurement Process, the separate sub-committee is listed at Annex B Item 4.

5. Probity Lead

[NAME OF COMMON MEMBER ORGANISATION] has appointed the person specified at ANNEX A Item 1 as its Probity Lead for Services A. The Probity Lead for Services A is responsible for updating information specified at ANNEX A.

[NAME OF COMMON MEMBER ORGANISATION] has appointed the person specified at ANNEX B Item 1 as its Probity Lead for Services B. The Probity Lead for Services B is responsible for updating information specified at ANNEX B.

The Probity Lead is responsible for ensuring:

- compliance with this probity plan,
- updating the Team Members providing the Services;
- provide probity inductions and maintain register of Team Member attendance at probity inductions;
- maintain copies of signed Declarations received by their Team Members;
- committing to continuous improvement of the separation arrangements;
- facilitating probity audits;
- notifying any potential or actual breach to the Probity Lead and DW&EP Probity Manager as soon as practical after it occurs;
- maintaining information relating to any breach; and
- provide a declaration at the conclusion of the Procurement Process confirming compliance with Probity Plan and Probity Deed;

for their respective Services.

6. Continuous Improvement

All Team Members have an obligation to ensure the integrity of the separation arrangements for their Services.

Team Members shall report any situation or action that could result in a threat to the integrity of the separation arrangements for their Services to their Probity Lead.

7. Breaches of Probity

Breaches of this Probity Plan must be reported to the Probity Lead and DW&EP Probity Manager. All persons who recognise a situation, which has the potential to result in a breach of this Probity Plan, must alert parties immediately to this potential.

The Probity Lead must record details of each situation in a register that shall include the following minimum details:

- date reported;
- date of breach;
- name or reporter;
- breach details;

- response actions;
- date notified to Probity Lead and DW&EP Probity Manager;
- date closed.

Any Team member who breaches the requirements of the Probity Plan must not take any further part in the provision of the Services until such time as the breach has been investigation and appropriate actions or remedies are agreed with the DW&EP Probity Manager.

AUTHORISED OFFICER OF [COMMON MEMBER ORGANISATION] SIGNED

ANNEX A SERVICES A DETAILS

Item	Details		
1. Probity Lead Services A	Contact Details Name: Position: Phone: Email:		
2. Location(s) of site office for Services A	Contact Details Name: Position: Phone: Email:		
3. Electronic storage location of information for Services A			
4. Board Subcommittee Members for Services A			
5. Team Members providing Services A	Name	Date of Induction	Date Annex C Declaration Signed
6. DW & EP Probity Manager	Part Refuse Sch.4 Part 4 s.6 Personal information Director QProcurement Pty Ltd		

PROBITY LEAD SERVICES A [COMMON MEMBER ORGANISATION] SIGNED

DATE

RELEASE UNDER RTI BY MR

ANNEX B SERVICES B DETAILS

Item	Details		
1. Probity Lead Services B	Contact Details Name: Position: Phone: Email:		
2. Location(s) of site office for Services B	Contact Details Name: Position: Phone: Email:		
3. Electronic storage location of information for Services B			
4. Board Subcommittee Members for Services B			
5. Team Members providing Services B	Name	Date of Induction	Date Annex C Declaration Signed
6. DW & EP Probity Manager	Part Refuse Sch.4 Part 4 s.6 Personal information Director QProcurement Pty Ltd Part Refuse Sch.4 Part 4 s.6 Personal information @qprocurement.com.au		

PROBITY LEAD SERVICES B [COMMON MEMBER ORGANISATION] SIGNED

DATE

RELEASE UNDER RTI ACT 2005
EXAMPLE ONLY

Clarification 19-12-2018

Attachment A - Probity Obligations with Multiple Bidders

Suppliers need to satisfy themselves that they have appropriate confidentiality and probity arrangements in place with their suppliers, subcontractor and subconsultants. The appropriateness of the measures will depend on the nature of the work the common respondent is undertaking for the Supplier / Consortia.

The Department expects that the proposed probity arrangements will be documented in response schedule 2.1.2. If shortlisted to participate in the next stage of the RFP (Phase 1) the Department provide feedback on the proposed probity arrangements and will expect the final probity arrangements to be documented in a Probity Plan prior to commencing the RFP Phase 1 Prototype/PoC.

By way of example, the typical content of a probity plan includes the following, however there may be additional probity obligations requested by the Department specified in the Terms of Participation or after review of the RFP responses.

1. The listing of a probity lead from each team who is the point of contact for any probity matters;
2. Rebuttal of imputed knowledge;
3. Separation of individuals working on competing RFP Responses (different people on competing RFP Response teams);
4. Physical separation of those individuals during procurement process (i.e. teams working from separate locations during the procurement process);
5. Training of those involved in the competing RFP Responses on their obligations in relation to the probity plan;
6. Confirmation of the training (for example : a signed form confirming they have received a copy of the probity plan and associated training and are aware of their obligations to maintain confidentiality and separation);
7. Separation and restriction of information and data (ie separate storage locations for information and data relating to competing RFP Responses);
8. No common reporting lines;
9. Right for the Department to audit compliance to the probity plan; and
10. Breach management and reporting.

Should any of the above not be workable or relevant the probity plan should set out how they will ensure confidential information will not be transferred between RFP Responses and competitiveness issues will otherwise be managed.

The acceptance of the Terms of Participation and provision of the probity plan would be a condition precedent to commencing RFP Phase 1 Prototype/PoC. RFP Suppliers shortlisted to the RFP Phase 1 Prototype/PoC stage would at that time be required to provide a signed copy of their final probity plan to the Department.

A copy of an example probity plan by way of illustration only is available on request.

Extension of Closing Date

The CORAL Program has extended the Closing Date of the Request for Proposal phase for Digital Wallet and Enabling Platforms. The Table 3 below replaces Table 3 in 01.01 TMR ICT18085 Digital Wallet and Enabling Platforms.

Table 1 - Indicative Timetable (Subject to change)

Activity		Indicative Timeframe	
Industry Brief		26 October 2018*	
Request for Proposal (RFP) released		30 November 2018	
Supplier RFP Briefing – refer Section 2.4 Briefing Session		6 December 2018	
Closing date for questions		25 January 2019	
Closing date and time for Initial Proposals		2:00pm AEST, 8 February 2019	
Intended completion date for evaluation of Initial Proposals for shortlisting Suppliers		15 March 2019 for both Option A & B	
Option A: Digital Wallet		Option B: Enabling Platforms	
Sprint 1: Co-design:	1 April – 19 April 2019	Sprint 1: Establishment:	1 April – 19 April 2019
Sprint 1: Evaluation	22 – 30 April 2019	Sprint 1: Evaluation	30 April – 6 May 2019
Sprint 2: Testing and Remediation:	31 April – 16 May 2019	Sprint 2: Testing and Remediation:	14 – 27 May 2019
Sprint 2: Evaluation	17 May – 13 June 2019	Sprint 2 Evaluation	28 May – 13 June 2019
Intended formal notification of successful Supplier/s to progress to the RFT stage		June 2019 for both Option A & B	
Intended Request for Tender (RFT) release		June 2019 for both Option A & B	

* For a copy of the Industry Brief video and transcript please refer to QTenders.

** TMR is aware of and has factored the following Queensland recognised public holidays in preparing indicative timeframes:

- Christmas Day – 25 December 2018
- Boxing Day – 26 December 2018
- New Year's Day – 1 January 2019
- Australia Day Holiday – 28 January 2019
- Good Friday – 19 April 2019
- Easter Monday – 22 April 2019
- ANZAC Day – 25 April 2019