



Notice of intention to approach market – request for tender

This document provides an outline of the services that will be the subject of the proposed approach to market. NOPSEMA intends to issue a Request for Tender (RFT) that conforms generally to these requirements but reserves the right to modify its request and the scope of services during the period it designs and develops the RFT. Interested tenderers should not presume that the RFT will conform exactly to the structure outlined below.

The tender documents will be published to the [AusTender](#) Australian Government procurement site and provided on request to interested suppliers. NOPSEMA will report on the status of this procurement via its website at nopsema.gov.au.

Description of services

Provision of ICT (infrastructure and end user) support services for a period of three years with two optional extensions of one year each, commencing July 2019.

Service level agreements will be in place and a component of the base fee will be 'at risk' pending achievement of the service levels over a given period.

Tenderers should note that NOPSEMA is making a separate approach to market for software delivery services (primarily application development and maintenance). The relevant details are available at nopsema.gov.au.

Base services

The base services include provision of maintenance and support for NOPSEMA's end-users in the form of access, mobile devices, managed operating environment (MOE) and desktop applications. The base services provide ongoing support and maintenance of ICT infrastructure currency, availability, security, capacity and performance.

Project work

Packages of work of agreed scope which the customer requests to be costed and performed separately from base services.

Third party service providers

NOPSEMA engages several third party vendors to provide managed services and application support. A key requirement is an effective, proactive engagement process with third party service providers.

Service descriptions

- This table provides a broad description of the services expected to be requested of the contractor.
- Further details will be contained in the RFT.

Service		Broad description
Specialised services	Desktop/ personal device management	Equipment and software installation, configuration and management, application packaging, application and operating system whitelisting, asset tracking, output device management and video conferencing systems.
	ICT architecture	Maintain as-is architecture documentation, technology roadmap, technology risk register, and advise and perform searches for solutions.
	Security management	Security-related equipment and software installation, configuration and support, operational monitoring, auditing of controls, advice and knowledge of the Australian Government’s Protective Security Policy Framework and Information security manual requirements that are relevant to the security classifications of NOPSEMA’s ICT assets and conduct readiness exercises and incident response.
Base services	Overarching services	Service and repairs, asset and licence administration, backup and recovery management, capacity, availability and performance monitoring, operations management, procure consumables and minor equipment, software administration and support (tiered according to required level of knowledge by the contractor).
	IT service management	Service level tracking and reporting, incident response and root cause analysis, problem management, change management, capacity management and liaison with customer and vendor.
	Facilities management	Monitor security and availability of a limited extent of site facilities.
	Help desk	First point of contact, incident reporting and logging, escalation to specialist teams and third parties covering Perth and Melbourne office hours.
	Server management	Installation, configuration, upgrades, capacity management, database infrastructure management.
	Network management	Install, configure, maintain hardware and software, traffic management and network topology design.
	IT service management	Service level tracking and reporting, incident and problem management, change management, capacity management and liaison with customer and vendor.
	Project management	Project management that may apply to the provision of base or project work to ensure outcomes are delivered in accordance with agreed plans and risk management requirements.

It is anticipated that contractors will either quote to provide all the services required by NOPSEMA (base and specialised) or quote on provision of particular services under the following categories:

- base services
- desktop personal device management
- ICT architecture
- security management.

There is no requirement that one contractor has to provide all the services required by NOPSEMA.

Service performance

NOPSEMA requires accountability for a limited set of performance criteria, and part of the payment for services will depend on fulfillment of the performance criteria including:

- availability of critical systems
- customer satisfaction
- effectiveness of security controls
- system performance
- continuous improvement.

Further information on these criteria and their management will be provided at the information sessions and in the tender documents.

Service culture

We are seeking a provider with a service culture that aligns with the NOPSEMA ICT mission and values. The provider will:

- understand NOPSEMA’s purpose and have a focus on improving its regulatory effectiveness
- avoid falling into a reactive role, and prioritise planned or transformational work
- demonstrate the ability to build sophisticated solutions using simple technology
- be predisposed to eliminating barriers that might restrict service delivery
- analyse the risk and impact of all its actions and
- continually strive for improvement in all its activities.

Timeframes

These timeframes are indicative of intentions but subject to change.

Event	Timeframes
Information sessions	5 December 2018 and 23 January 2019
Issue RFT	28 January 2019
Evaluation period	February – April 2019
Contract negotiation	April – May 2019
Sign contract	June – July 2019
Transition period	June – July 2019
Commence contract	29 July 2019

Information sessions will be held on Wednesday, 5 December 2018 and Tuesday, 23 January 2019. For further information contact tenders@nopsema.gov.au.

About NOPSEMA

The National Offshore Petroleum Safety and Environmental Management Authority is an independent statutory authority responsible for the regulation of health and safety, structural integrity and environmental management of all offshore petroleum facilities and activities in Commonwealth waters, and in coastal waters

where state powers have been conferred. Our head office is in Perth and we maintain a small office in Melbourne. Total number of staff is approximately 120.

Our role is to:

- work with the industry, workforce, stakeholders and other authorities to ensure the offshore petroleum industry properly controls all safety, integrity and environmental risks
- independently administer offshore petroleum safety, integrity and environmental management legislation
- promote a legislative framework that encourages continuous improvement of safety, integrity and environmental performance of the offshore petroleum industry
- develop people, processes and systems that are efficient and effective.

NOPSEMA is directly accountable to the Minister for Resources and Northern Australia, and is staffed by professional specialist staff with extensive experience in the offshore oil and gas industry and environmental sciences. NOPSEMA is independent of other government agencies to prevent conflicts of purpose and has taken an active role in managing its own application infrastructure and development services since its commencement in 2005. For further information visit nopsema.gov.au.