



**AUSTRALIAN
ACCESS FEDERATION**

www.aaf.edu.au

AAF INC. OPERATOR(S): REQUEST FOR INFORMATION

Date of Issue: 27/10/2009

Applications Close at: 18:00 (A.E.S.T.) 30/11/2009



AAF INC. OPERATOR(S): REQUEST FOR INFORMATION

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1. REQUEST FOR INFORMATION (RFI) DETAILS

The Australian Access Federation Inc. invites Responses for Operators (“Operator”) to deliver many of the AAF services to Federation participants on its behalf as more specifically identified in the Brief to Respondents. Respondents are urged to register their organisation’s interest by submitting the RFI Response Form in Annexure 2. Lodgement of the RFI should be done electronically as outlined in Section 2 of the RFI Schedule.

This Request for Information document and the questions included in it have been prepared solely to assist the Australian Access Federation Inc. in the selection of suitable organisation(s) that may subsequently be invited to submit a full Request for Offer (RFO).

This RFI document is not a recommendation, offer or invitation to enter into a contract, agreement or other arrangement.

2. THE RFI SCHEDULE

Item	Details
1.	<p>Eligible Customer:</p> <p>Australian Access Federation Incorporated ABN: 13 155 355 685</p>
2.	<p>Closing Date :</p> <p>18:00 AEST on Monday, 30 November 2009</p>
3.	<p>Contact Officer:</p> <p>Name: Heath Marks Position Title: Project Manager Eligible Customer: Australian Access Federation Incorporated Email: Heath.Marks@qut.edu.au Telephone: +61 7 3138 1231</p>
	<p>List of documents:</p> <ul style="list-style-type: none"> • Brief to Respondents – Annexure 1 • Response Forms – Annexure 2
5.	<p>Validity Period:</p> <p>Information provided by the respondent in the RFI must remain valid until the Respondent is notified that they have been unsuccessful.</p>
6.	<p>Lodgement of RFI:</p> <p>Respondents are required to submit an Electronic Copy as a locked PDF file.</p> <p>The Electronic Copy is to be emailed to: Heath Marks Email: Heath.Marks@qut.edu.au Subject: AAF Request for Information</p> <p>Respondents will receive a confirmation email within 48 hours of lodgement. Respondents that do not receive a confirmation email within this period should notify the Contact Officer.</p>

7.	<p>Proposed Timeframe:</p> <p>The timeframes for this RFI invitation are:</p> <p style="padding-left: 40px;">Request for Information Open: 27/10/2009 Closing Date: 30/11/2009 Commence evaluation: 1/12/2009 Respondents notified by: 29/01/2010</p> <p>Australian Access Federation Inc. reserves the right to alter the above dates throughout this process should the need arise.</p>
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3. DEFINITIONS

In this document:

“Brief to Respondents” means the document in Annexure 1;

“Closing Date” means the time and date set out in the RFI Schedule;

“Confidential Information” means:

- (a) any technical or commercial information, know-how, data, drawings, specifications or designs supplied or made available by the Federation or brought into existence by the Respondent for the submission of the Response, including (but without limiting the generality of this definition) the information in this Request Document and the Respondent’s Response; but
- (b) does not include information which;
 - I. becomes generally known or available to the public without breach of this agreement; or
 - II. is received from another party lawfully in possession of the information and who has the lawful power to disclose same; or
 - III. which is independently developed by the relevant party, provided that the persons developing same have not had access to the Confidential Information received;
 - IV. information supplied to all unsuccessful bidders regarding name of successful contractor/supplier, specific costs of goods or services (where quantifiable) and details of brand, model, etc. decided upon.

“Relevant Person” means the Respondent and all officers, employees, servants, or agents, consultants or professional advisors of the Respondent or any associate (as defined by the Corporations Law) of the Respondent;

“Request” means the conditions of lodgement of a Response as expressed in this document, including all Schedules and Annexures;

“Respondent” means any person lodging a Response;

“Response” means any Response Form lodged in response to the Request;

“Response Form” means the form in Annexure 2;

“Response Number” means the unique identifying number set out in the RFI Schedule;

“Request Documents” means the documents listed in the RFI Schedule;

“Eligible Customer” means the Australian Access Federation Incorporated (AAF Inc.);

4. REQUEST DOCUMENTS

- 4.1 All parts of the Request Documents shall be read and construed together so that all parts are, as far as possible, consistent. Where the documents are inconsistent, the documents should be read and construed in the order of priority in which they are listed in the Schedule.

5. CONTENTS OF RESPONSE

- 5.1 Responses must:
- (a) be submitted on a fully completed Response Form, including all Annexures; and
 - (b) include all supporting documentation.
- 5.2 A Response may be considered as non-conforming if the Respondent has failed to supply any of the information required by this document, it does not accord with the requirements of any of the Request Documents or has been lodged on the basis of any condition or qualification.
- 5.3 A Respondent may lodge non-conforming Responses provided that non-conforming Responses are accompanied by a clear summary of all instances of non-conformance.

6. LODGEMENT OF RESPONSES

- 6.1 Lodgement:
- Respondents are required to submit an Electronic Copy, as per the RFI Schedule.
- Respondents will receive a confirmation email within 48 hours of lodgement. Respondents that do not receive a confirmation email within this period should notify the Contact Officer.
- 6.2 Lodgement Enquiries can be sent to Heath.Marks@qut.edu.au for prompt attention.
- 6.3 Upon lodgement, Responses become the property of the AAF Inc. and will not be returned to the Respondent.
- 6.4 The AAF Inc. may at any time before the Closing Date by notice in writing to all prospective Respondents extend the Closing Date.

7. PUBLIC OPENING

Responses will not be publicly opened.

8. WITHDRAWAL OF RESPONSES

It is a condition of this Request that the Response is irrevocable for sixty (60) days.

9. FURTHER INFORMATION

- 9.1 The Respondent must, if requested by the AAF Inc.:
- (a) provide further information in relation to the Response or any aspect of the Respondent's capacity to perform;
 - (b) give a presentation at a time or place nominated by the AAF Inc. in relation to the Response;
 - (c) allow the AAF Inc. or its agent to inspect any facility or equipment proposed for use in the performance of the request; and
 - (d) allow the AAF Inc. or its agents to contact any referee nominated by the Respondent and authorise the AAF Inc. to obtain information about the Respondent from any third party whom the AAF Inc. reasonably considers may be able to provide information about the Respondent or which is pertinent to the Response.
- 9.2 The AAF Inc. may prior to the Closing Date hold briefing and clarification sessions for prospective Respondents (whether separately or together) at times and venues to be advised by the AAF Inc.
- 9.3 The Respondent must direct all requests for additional information or other matters in writing (by email is acceptable) to the contact person specified in the RFI Schedule.
- 9.4 Any information provided to the Respondent by or on behalf of the AAF Inc. is:
- (a) provided for the convenience of the Respondent only and, unless expressly incorporated into the Request Documents shall not form part of the Request Documents; and
 - (b) not warranted or held out by the AAF Inc. as accurate, correct or adequate.

10. CHANGES

- 10.1 At any time prior to the Closing Date the AAF Inc. may issue, in writing, additional or different information to Respondents, which shall be taken into account in preparation of the Response.
- 10.2 After the Closing Date, the AAF Inc. may (without limitation to any other action that may be open to the AAF Inc.):
- (a) request clarification or further information about any Response;
 - (b) invite all Respondents to change their Responses in response to a change in Request Documents; or
 - (c) enter into post-Response negotiations with a preferred Respondent or a short list of Respondents.

11. ACCEPTANCE AND/OR REJECTION

- 11.1 After evaluation of all Responses received the AAF Inc. may independently, without limiting other options available to it, do any of the following:
- (a) accept separate Responses for any portion of its requirements as the subject of this Request; or
 - (b) accept one Response, or more than one Response, for any portion of its requirements as the subject of this Request; or
 - (c) decide not to proceed further with a RFI process for the goods or services as the subject of this Request; or
 - (d) commence a new process for calling Responses on a similar or different basis to that outlined in this Request.
- 11.2 The AAF Inc. shall not be obliged to consider any Response which:
- (a) was not lodged in accordance with the requirements of this Request by the Closing Date; or
 - (b) does not conform with the requirements of the Request.

12. EVALUATION CRITERIA

12.1 The RFI criteria outlined in the RFI Response Form and RFI Schedule shall form the basis for the selection of the successful Respondents or for short listing Respondents.

13. FREEDOM OF INFORMATION

13.1 Respondents should note the following information in relation to the Freedom of Information Act 1992 (FOI Act):

- the FOI Act gives members of the public the right to access documents of government agencies, including documents submitted to agencies by private persons or organisations;
- access to documents under the FOI Act is limited only by certain exemptions necessary for the essential public and private and business affairs of persons regarding information which is collected and held by government;
- where information is provided by a Respondent on a confidential basis or relates to trade secrets and/or the business, professional, commercial or financial affairs of a Respondent, a Respondent should endorse the information accordingly; this is not to include brands, models or cost of goods or services offered;
- Respondents are referred specifically to sections 45 and 46 of the FOI Act;
- information which is not specifically endorsed “commercial in confidence” may be disclosed to a member of the public making an application under the FOI Act without further reference to the Respondent; and
- when information is provided on a confidential basis as outlined above, the AAF Inc. does not guarantee that the information will not be disclosed in response to an application under the FOI Act.

13.2 The Respondent acknowledges that it is possible that any or all information contained in a Response might be obtained by a member of the public making a request under the FOI Act.

14. CONFIDENTIAL INFORMATION

14.1 The Respondent:

- (a) acknowledges that the Confidential Information is sensitive and that it remains at all times the valuable and exclusive property of the AAF Inc.;

- (b) shall not at any time use for any purpose (other than to submit a Response), or disclose to any person who is not a Relevant Person any of the Confidential Information;
 - (c) shall ensure that all documents and materials comprising the Confidential Information are properly and securely used, handled, kept and stored by the Respondent in such manner as will keep it confidential at all times;
 - (d) unless required for the purposes of preparing or submitting a Response, shall not copy any papers, documents or other records containing or embodying the Confidential Information;
 - (e) shall return to the AAF Inc., upon request all copies of the Request Documents;
 - (f) shall only allow access to the Confidential Information by Relevant Persons and only to the degree to which it is reasonably necessary for the preparation and submission of the Response and shall not permit Relevant Persons to whom the Confidential Information is disclosed to use or disclose the Confidential Information other than in accordance with the terms of these Request Documents;
 - (g) shall obtain from the AAF Inc. prior written consent to the disclosure of the Confidential Information to any third party, which consent may be given on such terms and conditions as the AAF Inc. thinks fit, including that the third party execute a deed in like terms to this clause 14 in favour of the AAF Inc.
- 14.2 The obligations on the part of the Respondent in this clause 14 are of a continuing nature.
- 14.3 The AAF Inc. reserves the right to:
- (a) retrieve from any Relevant Person any Confidential Information given to or obtained by that person;
 - (b) supply the Confidential Information to third parties; and
 - (c) deny access to, or refuse to grant consent for the disclosure of Confidential Information to any Relevant Person or any third party.
- 14.4 Any failure by the AAF Inc. to insist upon strict performance of this clause 14 or any delay by the AAF Inc. in exercising any of its remedies and rights shall not constitute or be deemed a waiver or variation by the AAF Inc. of any of their rights against the Respondent.

15. ORAL ADVICE

Oral advice or information given or obtained in respect of this Request for Information shall not constitute a warranty or a representation to the proposer or prospective proposer and shall not be binding on the principal. The Principal shall be bound only by advice or information furnished to the proposer in writing.

16. NO ADVERTISING

The successful Respondent may not publish any information in relation to the process without the prior written approval of the AAF Inc.

17. COMPETITIVE NEUTRALITY

Responses submitted by a government owned business, local government, State or Commonwealth agency or authority must be priced to comply with the competitive neutrality policy of the Respondent's respective jurisdiction.

18. COMMISSIONS OR INCENTIVES

A Response will not be considered if the Respondent or a representative of the Respondent gives or offers anything to the AAF Inc. or any officer or agent of the AAF Inc. as an inducement or reward which could in any way tend to influence the person's actions in relation to the Response.

19. INCLUSION

The AAF Inc. shall not be responsible for, or pay for, any expenses or losses incurred by the Respondent in the preparation of the Response.

ANNEXURE I: BRIEF TO RESPONDENTS

1.1 Background

The Australian Access Federation (AAF) Inc. is currently developing and deploying production grade infrastructure to facilitate trusted electronic communications and collaboration within and between Australian and international higher education and research institutions. The aim of the AAF is to provide a means of allowing a member institution to trust the information it receives from another member so that access to resources and secure communication can be conducted seamlessly, in a way that will support effective collaboration between users.

The AAF Project is sponsored by the Australian Government's Department of Innovation, Industry, Science and Research (DIISR) until 31 December 2010. After this time the AAF Inc. will move to a self funding subscription model. In June 2009, AAF Inc. was formed as a legal entity to support the initial operations of the AAF. AAF Inc. is managed by an interim Executive Committee consisting of members from the Council of Australian University Directors of Information Technology and other stakeholders from DIISR and the National Research Infrastructure Committee (NRIC). Key governance will remain with the AAF Inc. or its delegated staff once Operator(s) are appointed to manage the Federation.

AAF Inc. provides the framework to enable researchers, staff members and students at member universities or research institutions to log in using a single account issued by their own institution to access a wide range of potential resources internal and external to the institution, including:

- data collections and data grids;
- scientific instruments, modelling and visualisation tools and computing resources;
- collaboration environments and workspaces for virtual teams;
- scholarly resources and publications;
- e-learning resources and learning object collections; and
- national higher education and research administrative systems.

This means:

- users can collaborate more easily with colleagues because it is easier to share access to tools and resources; and
- users need to remember only one account from their own institution instead of requesting and remembering accounts from several different resource providers.

The AAF Inc. will allow service providers to provide access to their resources or services to authorised users in a secure way without having to issue or manage user accounts.

Institutions will benefit from the AAF Inc. by enabling their research, academic and administrative users to access a wide range of resources and to collaborate more easily with colleagues in Australia and international peers.

Overtime the AAF Inc. will enter into international co-federation arrangements. The AAF Inc may also enter into agreements to manage other local and international federations using the AAF framework.

1.2 Purpose

The primary purpose of the Australian Access Federation (AAF) Inc. is to put in place systems and services in order to create what is effectively a Single Sign-on environment for researchers, educators and students who wish to use shared information, communication and technology based facilities and services both within Australia and globally. The AAF Inc. may enter into agreements to manage other federations on behalf of its local and international peers as well as enter into international co-federation arrangements.

The AAF Inc. wishes to engage one or more organisations to manage and deliver a number of the AAF Inc.'s operational procedures and processes. Operational procedures and processes are divided up into three areas:

1. Federation Service Delivery Processes: Processes that support the long term planning and improvement of the Federation;
2. Federation Service Support Processes: Processes that support the day-to-day business functions of the federation; and
3. Federation Infrastructure Management: Processes that support the management of the Federation's technical infrastructure.

Key governance, application processing and entity processing activities will remain with the AAF Inc. or its delegated staff.

1.3 Statement of Requirements

To be shortlisted, the Applicant is required to respond to Criterion in Annexure 2: RFI Response Form in 'Response Requirements'.

1.4 Technical Background and Systems

The AAF Inc. provides a trusted framework for communication between Identity Providers (IdPs), who manage identity information about users in their institution, and Service Providers (SPs), who manage Resources to which users want to gain access.

The Service Provider (SP) trusts that user information provided by the Identity Provider (IdP) is accurate according to agreed definitions of information elements. The Identity Provider trusts that the service provider will deliver a particular Resource and will handle user information in an agreed manner, especially to prevent unauthorised disclosure.

The user information provided by the IdP is used by a SP's Resources to make decisions on whether the user is authorised to access the resource. This user information includes:

- Authentication information, such as who the IdP is, the method of authentication, and the Level of Assurance.
- Attribute information, a set of user attributes according to a defined attribute schema.

The AAF Inc. technical framework is currently based on the Shibboleth Architecture. The primary function of the Shibboleth system is to support identity federation between multiple sites using the SAML protocol standard. Shibboleth's added value lies in support for privacy, business process improvement via user attributes, extensive policy controls, and large-scale federation support via

metadata. Shibboleth accommodates richer and more complex metadata distributed by a federated operator; it has more refined capabilities for managing trust implicit in larger communities. It allows users and enterprises to manage attribute releases, reflecting the greater number and variety of participants.

Shibboleth provides federated authorisation and a user attribute system for web-based applications and resources. When a user from an institute in the Shibboleth Federation accesses a web resource at another institute in the Shibboleth federation, the authentication of the user is performed by an Identity Provider IdP at their home institute and the User Attributes are communicated from the Identity Provider IdP to the resource.

The AAF Inc. may enter into agreements with local and international peers to manage their federation within the AAF technical framework.

The AAF Inc. provides the following core enabling systems:

The Resource Registry

A federated registry of technical information about IdPs, Resources and the Federations. Each IdP and resource owner is responsible for maintaining information about the objects they define within the resource registry. This information is then populated and distributed via the Metadata.

Virtual Identity Provider

A central Identity provider, the AAF Virtual Identity provider, is made available to cater for clients who are not directly associated with a federation identity provider. Management of identities within the Virtual IdP can be performed centrally or delegated to federation IdPs. The delegation enables them to manage the identities of clients who have an association with the IdP but who are not included in the IdP's provisioning systems.

Discovery Service (WAYF)

The discovery service of 'Where Are You From' (WAYF) service allows the client to select home IdP as part of the login process. It is core to the successful delivery of the AAF. As such it is provided as a highly available, fault tolerant service from multiple physically separate sites using an ANYCAST network.

Online Support Desk

A federation online Service Desk is provided which is accessible by all Federation users. Maintenance of Frequently asked Questions content and other online content is provided to reduce the number of interactions with support staff, brokering and delegation of incidents and problems to IdP and Resource support services where appropriate.

The AAF Service Desk resolves Incidents and Problems that occur with the core federation components and assists with IdP and SP Resource configuration issues.

AAF Federation Website and Wiki

The federation maintains a website and wiki for delivery of information and documentation about the Federation. The Australian Access Federation Inc. owns the domain name aaf.edu.au under which it operates all of its web content and services. The same domain is also used for email lists.

AAF Email Lists

The AAF manages email lists used to communicate to IdP, SP, AAF Inc. Executive Committee and other communities associated with the Federation.

Continuous Monitoring System for Core Components, IdPs and Resources

Continuous monitoring and service out-age reporting is performed on all aspects of the federation to minimise the impact of service disruption caused by component faults.

AAF Service Catalogue

The Federation maintains a service catalogue of all Service Providers' resources available.

The Federation provides two technical environments:

1. A test/development sandpit environment available to all IdPs and SPs. There are no guarantees on the availability of this environment. This environment is also used to introduce new version of Federation software.
2. A production environment that is available 24x7. Client facing components, in particular the Discovery services, are provided as high availability services provisioned at geographically dispersed sites removing all single points of failure and localised network outages.

1.5 AAF Inc. Operational Processes and Procedure Overview

AAF Inc. undertakes the following Service Delivery Processes that support the long term planning and improvement of the Federation:

Process	Objective	Intended Supplier of Service to the Federation
Federation Capacity Management	To ensure that all current and future capacity and performance aspects of the business requirements of the Federation are adequately met.	AAF Inc. appointed Operator(s)
Systems Availability, Monitoring and Reporting	To ensure that all AAF systems are deployed to support the availability, monitoring and support needs of the Federation. System availability is adequately monitored and reporting tools are in place to notify support staff of outages. Escalation processes are executed to notify AAF Inc.	AAF Inc. appointed Operator(s)
Federation Continuity Management	To ensure that the required Federation facilities can be recovered within required and agreed timeframes.	AAF Inc. appointed Operator(s)
Security Monitoring and Reporting	To ensure that all Federation security alerts and incidents are effectively managed to minimise any impact on the AAF Inc.'s	AAF Inc. appointed Operator(s)

	operations.	
Best practice and Environmental Scanning	To ensure the technical environment, procedures and operations of the Federation remain in line with international Best Practice.	AAF Inc. appointed Operator(s)

AAF Inc. undertakes the following Federation Support Processes that support the day-to-day business functions of the Federation:

Process	Objective	Intended Supplier of Service to the Federation
Local and International Federation Agreement Management	To maintain local and international federation agreements.	AAF Inc.
Participant Application Processing	The application processing of participants wishing to join Federation	AAF Inc.
Registration of Entities	The registration of organisations that have been accepted for Federation participation and request to register any number of Identity Provider and Service Provider entities.	AAF Inc.
Service Desk and Federation Support	To provide a single point of contact to provide Federation advice, guidance and support and assist with the restoration of Federation services. To escalate support issues when necessary.	AAF Inc. appointed Operator(s)
Incident and Problem Management	To detect, classify, record, prioritise and provide initial support of incidents and problems.	AAF Inc. appointed Operator(s)
Change Management	To ensure a standardised method for efficient handling of changes to the AAF infrastructure and to minimise any impacts on Federation participants.	AAF Inc. appointed Operator(s)
Release Management	To ensure a standardised method for efficient handling of software releases to the AAF infrastructure and to minimise any impacts on Federation participants.	AAF Inc. appointed Operator(s)
Service Planning	To maintain a Strategic Plan and Roadmap for the Australian Access Federation.	AAF Inc.
Quality Management	To maintain a consistent 'quality of service' for Federation participants.	AAF Inc. and AAF Inc. appointed Operator(s)
Federation Compliance and Monitoring	Monitoring compliance of AAF Inc. Federation procedures and Policies.	AAF Inc. and AAF Inc. appointed Operator(s)
Certificate Authority Management	To review and verify CA certificate issuing procedures	AAF Inc. appointed Operator(s)

	and security processes.	
Service Catalogue Management	To ensure that all registered Service Providers' resources are accurately represented in the Service Catalogue.	AAF Inc. appointed Operator(s)

The AAF Inc. provides a number of Federation Infrastructure support processes to support the day-to-day management of the Federation:

Process	Objective	Intended Supplier of Service to the Federation
Server Management of Core Federation Systems	To provide and maintain suitable and secure server infrastructure to run the Federation.	AAF Inc. appointed Operator(s)
Domain Name and DNS Management	Management of the Federation Domain Name and DNS entries.	AAF Inc. appointed Operator(s)
Website and Wiki Management	The provision of best practice website management.	AAF Inc. appointed Operator(s)
Network Management	To ensure appropriately configured firewalls to enhance the security of the AAF infrastructure without limiting approved access.	AAF Inc. appointed Operator(s)
Email List Management	To effectively manage a number of AAF Inc. email lists.	AAF Inc. appointed Operator(s)
Database Management	To undertake best practice database management activities to guarantee availability and disaster recovery.	AAF Inc. appointed Operator(s)

SELECTION PROCESS

Responses to the RFI will be reviewed by a panel comprising representatives from the Australian Access Federation Inc.

From the responses to the RFI, the panel will select a shortlist of respondents that may subsequently be invited to submit a full Request for Offer (RFO). Each Respondent acknowledges and accepts that the AAF Inc. may in its absolute discretion apply whatever selection criteria it deems appropriate in the selection of a shortlist, or may decide to take no further action following receipt of responses to the RFI.

At the conclusion of the evaluation process all respondents will be notified of the outcome in writing.

QUALITY ASSURANCE

The Respondent is requested to supply up to three (3) relevant reference sites that can comment on the delivery, performance and reliability of the offered and related services. This is to be supplied in Annexure 2: RFI Response Form. These sites may be asked by the AAF Inc.'s evaluation panel to comment or provide information regarding the performance of the solution and the services provided to them.

ANNEXURE 2: RFI RESPONSE FORM

TO: THE AUSTRALIAN ACCESS FEDERATION INC.

SCHEDULE OF PARTICULARS

Company Name	
Postal address	
City, State, Postcode	
ABN (Mandatory)	

Contact person			
Position			
Email address			
Contact numbers	Ph	Fax	Mob.

Quality System Certification No. & expiry date	ISO	Assessing Org.:
Approved Govt Supplier No. (If applicable)		
GITC No (If applicable)	Q-	

Note to Respondents: In completing this form and the attached schedule, you are not constrained to the space allowed in the form outline. You may also include additional text by way of annexures, and diagrams, tables, charts and graphs to illustrate any information provided. Provided that you have included all information sought by the Request Documents, you may include any additional information you think relevant to your Response.

RESPONSE

The Respondent offers to provide information about the work and/or the goods or services described in:

- (a) The Request Documents;
- (b) Any addenda issued after the date of the Request as listed below; and
- (c) In accordance with the information, standards and representations contained in the Respondent’s Response, including this Response Form and completed Schedules.

Addendum Number

Date Issued

FURTHER AGREEMENT

The Respondent agrees that in submitting this Response it is bound by the terms of, and gives all warranties required by the Request.

This Response shall remain open for acceptance and be irrevocable for the period of time set out in the Request.

All terms used in this Response shall bear the meanings assigned to them in the Request where appropriate.

The company detailed herein makes this Response “Commercial in Confidence”, on the understanding that the contents thereof will remain the property of the Australian Access Federation Inc.

For a company: _____)
EXECUTED by _____)

.....
 Company Secretary/Director

.....
 Director

.....
 Name of Company Secretary/Director (print)

.....
 Name of Director (print)

Date:

For an individual: _____)
SIGNED SEALED AND DELIVERED _____)
 _____)

by _____
 in the presence of:

.....
 Witness

.....
 Name of Witness (print)

Date

RFI RESPONSE OFFERED**RFI 1: Organisation Background**

Provide a brief overview of your organisation, including, but not limited to:

- Size
- Location(s)
- Number of years in operation
- Parent company and/or subsidiaries (if applicable)
- Strengths

RFI 2: Experience in operating highly available technology infrastructure

Describe your organisation's experience in operating highly available technology infrastructure services.

Consideration should be given to:

- The ability to put in place infrastructure services to support 24/7 99.9% availability
- The nature of facilities and disaster recovery facilities, including location and availability
- Infrastructure and software change management and release management processes

RFI 3: Effective customer service and support

Describe your organisation's ability to provide effective customer service and support. Consideration should be given to:

- The ability to provide effective troubleshooting, escalation, incident and problem resolution via a Service Desk
- The ability to provide initial support to new customers and ongoing support to existing customers
- Type and hours of support available

RFI 4: Federated access management technologies, standards, policies and services

Describe your organisation's experience with technologies, standards, policies and services involved with federated access management.

RFI 5: Trusted provider

Describe your organisation's ability to hold a position of trust amongst the members and stakeholders of the Federation. As a guideline, your description might refer to one or more of the following:

- Current relationship with the Australian higher education and research sector
- Certification or other demonstration of the quality of your organisation's processes
- Experience in effective application processing and records management
- Experience in effective compliance monitoring and reporting

QUALITY ASSURANCE

The Respondent is requested to supply three (3) relevant reference sites that can comment on the delivery, performance and reliability of the offered and related services. These sites may be asked by the evaluation panel to comment or provide information regarding the performance of the solution and the services provided to them.

Reference #1:	
Company Name::	
Contact Name:	
Position Title:	
Contact Address:	
Contact Phone:	
Contact Email:	
Detailed description of a previous project undertaken for this client:	
Approximate timeframe of the above previous project undertaken:	
Approximate contract value of the above previous project:	\$
Additional Comments:	

Reference #2:	
Company Name::	
Contact Name:	
Position Title:	
Contact Address:	
Contact Phone:	
Contact Email:	
Detailed description of a previous project undertaken for this client:	
Approximate timeframe of the above previous project undertaken:	
Approximate contract value of the above previous project:	\$
Additional Comments:	

Reference #3:	
Company Name::	
Contact Name:	
Position Title:	
Contact Address:	
Contact Phone:	
Contact Email:	
Detailed description of a previous project undertaken for this client:	
Approximate timeframe of the above previous project undertaken:	
Approximate contract value of the above previous project:	\$
Additional Comments:	