



Australian Government

Department of Home Affairs

ABN: 33 380 054 835

**REQUEST FOR TENDER (RFT)
FOR
PERMISSIONS CAPABILITY**

HOMEAFFAIRS/2054/RFT

ATTACHMENT E – GLOSSARY

ATTACHMENT E – GLOSSARY

Definitions

1.1 In this RFT, unless the contrary intention appears, capitalised terms have the meaning set out in the following table.

1.2 Additional capitalised terms used in the RFT are defined in *Attachment D – Draft Agreement*.

Expression	Meaning
ABN	means an Australian Business Number.
ABF	means the Australian Border Force
Accessibility	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Active Authentication or AA	means Active Authentication as defined in ICAO Doc 9303.
Agency	means: <ol style="list-style-type: none"> a. all entities or bodies described in the <i>Public Governance Performance and Accountability Act 2013 (Cth)</i>; b. any other body governed by the Governor-General or State Governor or by a Minister of the Commonwealth or a State or Territory including departments of State or Territory Governments; and c. any other body over which the Commonwealth or a State or Territory exercises control.
Agreement	means an agreement substantially in the form of the <i>Attachment D – Draft Agreement</i> to be executed by the Department and the Successful Tenderer (if any), as amended from time to time, and includes its schedules, annexures and attachments.
Alpha	means the stage in the DTA's service design and delivery process (https://www.dta.gov.au/help-and-advice/build-and-improve-services/service-design-and-delivery-process) that involves testing hypotheses (including initial proof of concepts to demonstrate Use Case utility and Reuse adaptability of the solution).
Anti-plagiarism	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Applicant	means the user of the Permissions Capability who uses it to apply for a visa, or undertake a Sponsorship or Nomination by an organisation or an individual. For clarity, this refers to Applicants during the Application process and after a decision has been made on an Application.
Application	means an application by a Customer for a Permission from a Permissions Agency.
Application Program Interfaces or API	means a computing interface which defines interactions between multiple software intermediaries.

Expression	Meaning
Appointments	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
APS Code of Conduct	has the meaning given in the <i>Public Service Act 1999</i> (Cth).
Assessments and Accreditation	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Audit and Assurance	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
AusTender	means the Australian Government business opportunities website located at https://www.tenders.gov.au from which Tenderers download Tender documentation electronically and receive email notification if an addendum to the RFT is issued.
Australian Border Operations Centre or ABOC	means the central operations centre, providing a single source of situational awareness on ABF operations. The ABOC unifies functional capabilities of the Department of Home Affairs and the ABF into planning, executing, coordinating and managing national ABF activities and operations across the entire border continuum. The ABOC is also the primary point of contact for partner agencies and stakeholders engaging with the ABF.
Australian Privacy Principle	has the meaning given under the <i>Privacy Act 1988</i> (Cth).
Authorised Other Government Agency	means a Commonwealth Agency with the proper authority to use the permissions capability or the permissions capability data for other Commonwealth purposes
Authorised Recipient	means a person appointed to receive documents from the Department relating to matters arising under the <i>Migration Act 1958</i> (Cth) or the <i>Migration Regulations 1994</i> (Cth) on behalf of another person.
Auto-redaction	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Availability/Fail Over Testing	means the technique to check a system's ability to provide additional resources to maintain availability and the ability to move to back-up systems during a system's failure.
Back of Hall or Secondary Examination Area	means the area between the primary line and the exit point at the airport, dedicated to the secondary processing of travellers.
Baggage Officer	means an officer of the Australian Border Force authorised under the <i>Customs Act 1901</i> to exercise the power to examine goods subject to Customs control.
Basic Access Control or BAC	means an access control mechanism defined in ICAO Doc 9303 for protecting the information contained in a machine readable travel document (ePassport).

Expression	Meaning
Best and Final Offer or BAFO	means the process (if any) of the Department seeking a best and final offer from a Tenderer or Tenderers as part of the RFT process, following submission of Tenders.
Beta	means the stage in the DTA's service design and delivery process (https://www.dta.gov.au/help-and-advice/build-and-improve-services/service-design-and-delivery-process) that involves building and testing the service (including user interfaces, API stub integration, all testing, system accreditation and security requirements).
Biometric Testing	means the capture, transmission and analysis of biometric information.
Biometric Capture	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Biometrics	means body measurements and calculations related to human characteristics. Biometrics authentication (or realistic authentication) is used in computer science as a form of identification and access control.
Black Economy Procurement Connected Policy	means the <i>Black economy – increasing the integrity of government procurement: Procurement connected policy guidelines March 2019</i> available at https://treasury.gov.au/publication/p2019-t369466 .
Border and Entry Officer	means an Australian Border Force and Department of Agriculture Water and the Environment officer conducting compliance and enforcement activities related to immigration, customs and biosecurity clearance.
Bundesamt für Sicherheit in der Informationstechnik or BSI	means the repository for exchanging data on ePassports in particular details of lost, missing and stolen travel documents that have been revoked.
Business Continuity and Disaster Recovery Plan	means the plan for business continuity and disaster recovery required to be provided by the Successful Tenderer in accordance with GR 6 of <i>Attachment A – Statement of Requirement</i> .
Business Day	means any day that is not a Saturday, Sunday or a public holiday in Canberra, Australian Capital Territory.
Business Rules	means the rules to be applied to design, develop and run a Use Case through the Permissions Capability. Business Rules can include legislation, policy and procedural instructions, criteria and descriptors that articulate eligibility and process flow in managing an Application to finalisation and managing the subsequent conditions of that Permission.
Business Rules/Process Orchestration	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .

Expression	Meaning
Cancellations	means the treatments for non-citizens who: <ul style="list-style-type: none"> a. are of character or security concern, b. are non-compliant with their visa conditions, and/or c. have committed migration fraud.
Capability Model	means a model which outlines an integrated and comprehensive set of capabilities, their relationship and hierarchy.
Case Management	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Certificate Issuing	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Character	means the treatment of a non-citizen's conduct and/or behaviour to determine if they are eligible to visit or live in Australia. If a non-citizen does not pass character requirements, the Minister or a delegate can refuse the Application, or cancel the visa.
Client Enquiry Service	means the customer facing call centre service for customer enquiries.
Closing Time	means the closing date and time for submission of Tenders, as set out in the <u>Part 1 – RFT Details</u> .
Commonwealth	means the Commonwealth of Australia
Commonwealth Agency	means: <ul style="list-style-type: none"> a. all entities or bodies described in the <i>Public Governance Performance and Accountability Act 2013</i> (Cth); b. any other body established or governed by the Governor General or by a Minister of the Commonwealth including the departments; or c. any other body over which the Commonwealth exercises control.
Commonwealth Fraud Control Framework	means the Commonwealth's fraud control framework, which is available at https://www.ag.gov.au/Integrity/FraudControl/Pages/FraudControlFramework.aspx .
Commonwealth Procurement Rules or CPRs	means the Commonwealth Procurement Rules issued under section 105B(1) of the <i>Public Governance, Performance and Accountability Act 2013</i> (Cth).
Communications Plan	means the plan for communications required to be provided by the Successful Tenderer in accordance with GR 9 of <i>Attachment A – Statement of Requirement</i> .
Component	means a sub-capability of the Permissions Capability.
Conditions for Participation	means the conditions for participation (if any) set out in <u>Part 1 - RFT Details</u> .

Expression	Meaning
Contact Officer	means the person to whom enquiries regarding this RFT should be directed, as specified in <u>Part 1 - RFT Details</u> .
Contract	means a contract formed in accordance with the Agreement.
Contract Transition-In Plan	means the plan for transition-in to the performance of the Services under a Contract to be provided by the Successful Tenderer in accordance with GR 4 of <i>Attachment A – Statement of Requirement</i> .
Contract Transition-Out Plan	means the plan for transition-out of the performance of the Services under a Contract to be provided by the Successful Tenderer in accordance with GR 5 of <i>Attachment A – Statement of Requirement</i> .
Customer	means an individual or organisation that interacts with the Permissions Capability with the intent to apply for, modify, cancel or renew a Permission.
Customer Relationship Management	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Data Room	means a collection of documents, material and information made available or provided to Tenderers by the Department, either physically or in electronic form, in connection with this RFT process.
Decision	means the act of a Minister or a delegated decision maker to grant, refuse to grant, suspend, cancel or revoke a Permission.
Decision Maker	means a Departmental User who uses the Permissions Capability to perform visa assessments and make Decisions and includes visa processing officers.
Declaration	means a legal document where the respondent attests to or responds to questions asked. Penalties may apply for making a false declaration.
Deed of Confidentiality	means the deed of confidentiality executed by Tenderers prior to accessing the Data Room, in the form of the deed at <i>Attachment F – Deed of Confidentiality</i> .
Deed of Standing Offer	has the same meaning as Agreement.
Deed of Undertaking	means the deed of undertaking that must be signed by the Tenderers in the form of the deed at <i>Attachment C – Tender Response Forms</i> .
Delivery	means the activities related to the Discovery, Alpha and Beta stage and the Release/Warranty activities from the Live stage.
Department or Home Affairs	means the Commonwealth of Australia as represented by the Department of Home Affairs.

Expression	Meaning
Departmental User(s)	<p>means Department personnel who are Users of the Permissions Capability including:</p> <ul style="list-style-type: none"> a. <u>Decision Makers</u> - Perform visa assessments and/or make Decisions whether to grant or refuse an Application, or cancel a granted visa, and to make Decisions regarding Sponsorship and Nomination Applications. b. <u>Team Leaders</u> - Individuals that manage teams of Decision Makers that are Users in the journey, including in particular teams of departmental Decision Makers or Identity Resolution Officers. c. <u>Global Talent and Regional Outreach Officers</u> – Individuals that work with Other Organisations, industry and regional areas to attract both individuals and businesses to Australia. d. <u>Program Managers</u> - Manage the delivery of a visa or citizenship program. e. <u>Assurance Officers</u> - Ensure assessments and Decisions are being managed appropriately. f. <u>Integrity Officers</u> - Review Applications to detect fraud. g. <u>Intelligence Analysts</u> - Manage risks to national interests, security and immigration program integrity risks. h. <u>Identity Resolution Officers</u> - Manage identity records for visa Applicants. i. <u>Policy Officers</u> - Inform new policy development. j. <u>Platform Business Management Officers</u> - Perform reporting, quality assurance, performance management and contract management k. <u>Legal Officers</u> - Assists in preparation for, or responding to, litigation and other legal matters. l. <u>Border and Entry Officers</u> - Includes Airport Liaison Officers, Border Entry Officers and Border Operations Centre Officers, who manage immigration clearance processes at the border. m. <u>Compliance and Enforcement Officers</u> - Including Status Resolution Officers and Removals Officers, who monitor compliance, perform investigations and manage cancellations. n. <u>Other internal Users</u> - Includes but not limited to the Department's Identity and Risk and Intelligence Functions, which use visa data.
Designated Permissions Capability Languages	<p>means the languages specified in C1 3 of the <i>Attachment A – Statement of Requirement</i>.</p>
Digital Passenger Declaration	<p>means the Department's first Use Case (including all related requirements described in the RFT) that will enable the collection and digitisation of passenger contact and other information declarations (including Biometrics and health related declarations) of incoming travellers to Australia, and facilitate information sharing with other authorised Agencies and international partners.</p>

Expression	Meaning
Digital Service Standard	means the set of best-practice principles for designing and delivering government services available at https://www.dta.gov.au/help-and-advice/about-digital-service-standard .
Digital Sourcing Contract Limits and Reviews Policy	means the policy of that name, as amended from time to time, available on the Digital Transformation Agency's website at https://www.dta.gov.au/help-and-advice/ict-procurement/digital-sourcing-framework-ict-procurement/digital-sourcing-policies/digital-sourcing-contract-limits-and-reviews-policy .
Digital Transformation Agency or DTA	means the Commonwealth of Australia as represented by the Digital Transformation Agency (ABN 96 257 979 159).
Digitisation	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Disaster Recovery Testing	means the multi-step drill process to ensure that an organisation can recover data, restore business critical applications and continue operations if an actual disaster occurs.
Discovery or Discovery Phase	means the stage in the DTA's service design and delivery process (https://www.dta.gov.au/help-and-advice/build-and-improve-services/service-design-and-delivery-process) that involves exploring the problem (including refining the Business Rules in collaboration with the Agency, developing the technical and enabling specifications, ensuring integrations and dependencies are prepared for, and incorporating user needs analysis).
Draft Agreement	means the draft deed of standing offer set out in <i>Attachment D – Draft Agreement</i> .
Draft Work Orders	means the draft work orders set out in <i>Attachment D – Draft Agreement</i> .
Electronic Tender Box	means the area in AusTender where Tenders are lodged electronically.
Employment Sponsors	means groups that are required to initiate and manage the ESC process into the Department. This includes recruitment teams, contract managers and other business areas that may be managing the onboarding of personnel.
Employment Suitability Clearance or ESC	means the character and integrity suitability screening process undertaken by the Department.
Enterprise Agreement	has the same meaning as in the <i>Fair Work Act 2009</i> (Cth).
Enterprise Biometric Identification System or EBIS	means the Department's enterprise class, high performance, high volume, multi-modal biometric capability providing biometric matching, storing, analysis, and sharing capabilities supporting millions of Customer business interactions a year across all operational areas. EBIS is part of the overall Identity Management Services (IMS).

Expression	Meaning
ePassport	means a passport that has an embedded electronic microprocessor chip which contains an electronic copy of the data contained on the visual data page of the passport. This includes the biographic information and a copy of the biometric image.
Evaluation Criteria	means the criteria against which Tenders will be evaluated, as set out in <i>Attachment B – Evaluation Process and Evaluation Criteria</i> .
Evaluation Process	means the process for the evaluation of Tenders set out in <i>Attachment B – Evaluation Process and Evaluation Criteria</i> .
Exempt Persons	means persons who assist Applicants with their Application and who may also act on their behalf but must not accept a fee to do so. Exempt Persons may also provide immigration assistance and act as an Authorised Recipient.
Exit Marshall Officer or Marshall Officer	means an ABF officer located at the exit point who marshals travellers through the exit in an orderly and functional matter for travellers and officers.
Financial Evaluation Criteria	means Evaluation Criteria 3 as set out in <i>Attachment B – Evaluation Process and Evaluation Criteria</i> .
First Work Order or Work Order 1	means the proposed Work Order described in paragraph 2.5 of <u>Part 2 – Overview</u> .
Five Eyes	means the intelligence alliance between Australia, New Zealand, Canada, the United Kingdom and the United States.
Fourth Work Order or Work Order 4	means the proposed Work Order described in paragraph 2.7.3 of <u>Part 2 – Overview</u> .
Freedom of Information Applicant or FOI Applicant	means an individual who makes a request to a Permissions Agency for information under the Freedom of Information Act 1982.
Front of Hall	means the immigration primary line area.
Functional Testing	means the testing undertaken to validate the component and software system against the functional requirements / specifications.
Further Material	means information, data and/or material, that does not form part of this RFT, that is made available to Tenderers in the Data Room. For the avoidance of doubt, the Tenderer must not rely on the Further Material for the purposes of preparing a Tender.
Gartner’s Pace Layered Application Architecture	means the methodology for categorising, selecting, managing and governing applications to support business change, differentiation and innovation developed by Gartner (https://www.gartner.com/en/information-technology/glossary/pace-layered-application-strategy).

Expression	Meaning
Git	A GIT repository is a source code repository and management capability. The Department currently uses GIT repositories. By requiring the Successful Tenderer to also use a GIT repository, the Department will be able to transfer the source code from the Successful Tenderer's repository to the Department's repository if the need arose e.g. in a transition out scenario etc.
Goods and Services Tax or GST	has the same meaning as in the GST Act.
Government	means the Australian Government.
Group Application	means an Application which includes multiple Permissions Applicants or where Applications are linked together based on a common purpose.
Group Declaration	means a Declaration, by a group of more than one travellers, completed and submitted upon arrival into, or departing from Australia, which captures information for border processing, statistical and other purposes.
GST Act	means <i>A New Tax System (Goods and Services) Act 1999 (Cth)</i> .
Home Affairs Portfolio	means Australia's federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs, settlement services and immigration and border-related functions under the Department of Home Affairs and its related agencies.
Human Resource Management Plan	means the plan for the management of human services and Personnel required to be provided by the Successful Tenderer in accordance with GR 8 of <i>Attachment A – Statement of Requirement</i> .
ICAO Doc 9303	means the ICAO DOC Series Doc 903 Machine Readable Travel Documents.
ICAO Public Key Directory (PKD)	means the central certificate repository for exchanging the information required to authenticate ePassports. The ICAO PKD provides a central broker for the trusted sharing of information between the ePassport issuing country and the border agencies of countries wishing to validate the ePassport.
Identity Framework	means the Permissions Agency's framework of that name for the management of identity.

Expression	Meaning
Identity	means the distinguishing qualities, beliefs, personality, looks and/or expressions that make a person unique from others (self-identity) or group (collective identity). A person's identity is defined by a certain combination of these characteristics or attributes that allow that person to be uniquely distinguished from others within a specific context. Evidence of Identity includes biographic information (e.g. a person's name, age, place of birth and family details), biometrics (e.g. fingerprints and facial biometric), official documents (e.g. passport, driver's license, birth certificate, national ID card) and information about a person's life story that helps verify a person is who they say they are.
Identity Management Services or IMS	means the centralised identity system supporting a single biometrically anchored identity for every Customer. IMS consists of three key capabilities, including: the Enterprise Biometric Identification Services (EBIS) providing an industrial scale real-time biometric enrolment and matching capability for facial biometrics and fingerprints; the Identity Data Hub (IDH) for storing and matching biographical information; and the Evidence of Identity Store (EOI) for the centralised management of documents used as evidence of identity.
Illegal Worker	means a non-citizen who: <ul style="list-style-type: none"> a. does not hold a valid visa and who performs work in Australia; or b. holds a valid visa and who performs work in Australia in breach of a visa condition that: <ul style="list-style-type: none"> i. prohibits him or her from working in Australia; or ii. restricts the work that he or she may perform in Australia.
Illustrative Use Case	means an example that illustrates how the Permissions Capability may be Reused across a number of potential permission services. These Illustrative Use Case examples will assist Tenderers in describing how they will enable a scalable, reusable platform that can support multiple, distinct use cases across the full set of Permission Capability Components.
Immigration and Border Protection Worker	has the same meaning as in the <i>Australian Border Force Act 2015</i> (Cth).
Incident Management Strategy	means a strategy (document) that outlines the approach and process of handling an Incident and getting IT services back to their original state even after an adverse event. It is used to ensure the possible impact of Incidents on Users and the Agency are mitigated as soon as possible to achieve service continuity regardless of the severity of the Incident.

Expression	Meaning
Incoming Passenger Card or IPC	means the card that is completed by passengers entering Australia to provide identification and a record of entry, as well as declarations in relation to health and character requirements for non-Australian citizens and relating to customs and quarantine.
Indigenous Procurement Policy	means the policy of that name, as amended from time to time, available on the National Indigenous Australians Agency's website at https://www.niaa.gov.au/indigenous-affairs/economic-development/indigenous-procurement-policy-ipp .
Information Security Manual or ISM	means the Australian Government Information Security Manual which is the standard which governs the security of government ICT systems (currently available at https://www.cyber.gov.au/acsc/view-all-content/ism).
Information Security Registered Assessor Program (IRAP)	means the Australian Signals Directorate (ASD) initiative to provide high-quality information and communications technology (ICT) security assessment services to government. Further outlined at https://www.cyber.gov.au/acsc/view-all-content/programs/irap/what-is-irap .
Integration Testing	means a type of testing where software modules are integrated logically and tested as a group, to evaluate compliance of a system or component with specified functional requirements.
Intellectual Property Rights or IP Rights	means all intellectual property rights, including the following rights: <ul style="list-style-type: none"> a. patents, copyright, rights in circuit layouts, designs, trademarks (including goodwill in those marks), know how, trade secrets, domain names and any right to have confidential information kept confidential; b. any application or right to apply for registration of any of the rights referred to in paragraph a; and c. all rights of a similar nature to any of the rights in paragraphs a. and b. which may subsist in Australia or elsewhere, whether or not such rights are registered or capable of being registered.
International Civil Aviation Organization or ICAO	means the specialised agency of the United Nations responsible for changing the principles and techniques of international air navigation and fostering the planning and development of international air transport to ensure safe and orderly growth (https://www.icao.int/Pages/default.aspx).
Invalid	means an Application that does not meet the requirements to be determined as Valid for further processing.
Know Your Customer	means the guidelines that require professionals and organisations to make an effort to verify the identity, suitability, and risks involved with maintaining a Customer relationship.

Expression	Meaning
Language Support and Translation	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Late Tender	means a Tender which is lodged after the Closing Time.
Live	means the stage in the DTA's service design and delivery process (https://www.dta.gov.au/help-and-advice/build-and-improve-services/service-design-and-delivery-process) that involves improving the service (including Support activities).
Lobbying Code of Conduct	means the lobbying code of conduct administered by the Attorney's-General Department and available at https://www.ag.gov.au/integrity/publications/lobbying-code-conduct .
Lobbyist	has the meaning as set out in the Lobbying Code of Conduct.
Machine Readable Zone or MRZ	means a set of essential data elements in a format, standardised for each type of machine readable travel document that can be used by all receiving nation states regardless of their national script or customs. The data in the MRZ are formatted in such a way as to be readable by machines with standard capability worldwide.
Mandatory Requirements	means the mandatory requirements for Tenders (if any) as set out in <u>Part 1 - RFT Details</u> .
Maritime Crew visa or (MCV)	means subclass 988 which exists to facilitate the temporary entry by sea of crew of non-military ships and to ensure these crew are subject to a formal Application process and security checking in line with most other visas.
Marketing	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Marshall Officer or Exit Marshall Office	means an ABF officer located at the exit point who marshals travellers through the exit in an orderly and functional matter for travellers and officers.
Matching Service	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Message Stick	means a method to convey the clearance status and treatment for the traveller during border operations.
Minimum Content and Format Requirements	means the minimum content and format requirements for Tenders (if any) as set out in <u>Part 1 - RFT Details</u> .
National API Design Standards	means the design standards for the Whole of Australian Government APIs available at https://api.gov.au/standards/national_api_standards/ .

Expression	Meaning
National Focal Point	means the area or areas within the Department of Health, designated under the <i>National Health Security Act 2007</i> (Cth) as the International Health Regulations National Focal Point to liaise with and facilitate actions by national and international bodies to prevent, protect against, control and respond to a Public Health Event of National Significance or a Public Health Emergency of International Concern. The National Incident Room is responsible for undertaking these duties and responsibilities.
National Identity Security Strategy	means the Australian Government National Identity Security Strategy available at https://www.homeaffairs.gov.au/about-us/our-portfolios/criminal-justice/cybercrime-identity-security/identity-security .
National Incident Room	means the Department of Health's emergency response centre. The National incident Room coordinates national responses to health emergencies, significant events and emerging threats, where there is an impact on human health or health systems.
Near Field Communications or NFC	means the set of communication protocols for communication between two devices over a distance of 4cm or less. NFC devices can be used to read the biographic and biometric information contained in an ePassport.
Non-Technical Evaluation Criteria	means Evaluation Criteria 4, 5 and 6 as set out in <i>Attachment B – Evaluation Process ad Evaluation Criteria</i> .
Not to Exceed Cap	means the maximum amount for which a Tenderer offers to provide the Services.
Nudge and Correspondence	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Objectives	means the objectives for this procurement as set out in <u>Part 1 - RFT Details</u> .
Offer Definition Improvement Activities or ODIA	means the offer definition and improvement activities that the Department may undertake as part of the RFT process, as described in clause 3.25 of <u>Part 3 – Terms and Conditions</u> .
OIDC	means the OpenID Connect layer that allows Clients to verify the identity of the Customer based on the authentication performed by an authorisation servicer, as well as to obtain basic profile information about the Customer in an interoperable and REST-like manner (https://openid.net/connect/).
OMARA	means the Department of Home Affairs' Office of the Migration Agents Registration Authority (https://www.mara.gov.au/)
Optical Character Recognition or OCR	means the electronic conversion of images of typed, handwritten or printed text into machine-encoded text, usually from a scanned document or image.

Expression	Meaning
Other Government Agency	means a Commonwealth Agency of the Australian Government outside the Department of Home Affairs.
Other Supplier	means a supplier to the Department or an Agency with whom the Successful Tenderer may be required by the Department or Agency to interact and co-operate with, as part of providing the Services.
Other Organisations	means organisations that use the Permissions Capability or the permissions capability data.
Passenger Card Image System	means a system that holds scanned images of incoming passenger cards of travellers entering and departing Australia.
Passenger Card Removal Project	means the Department's project that reviewed opportunities to modernise the Incoming Passenger Card and collection of passenger data.
Passenger Identity or PI	means an electronic record that contains the key information recorded by a passenger on the Inbound Passenger Card (IPC). The PI contains biographic details of the passenger, (including name, date of birth, travel document country and travel document number), the IPC questions and the passengers answers, and an image of the passenger's signature. The PI is use to transmit the IPC information to ABS and other government agencies.
Passive Authentication or PA	means Passive Authentication as defined in ICAO Doc 9303.
Pattern	means a repetition of more than one design element working in concert with each other.
Payment Card Industry Data Security Standards or PCI DSS	means the information security standard by that name for organisations that handle branded credit cards from the major card schemes. The PCI DSS is mandated by the card brands and administered by the Payment Card Industry Security Standards Council.
Payments	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Performance Management Framework	means the performance management framework set out within the Draft Agreement.
Performance Testing	means a non-functional testing process used to test the speed, response time, stability, reliability, scalability and resource usage of a software application, network, program or device under a particular workload.
Permission	means an Agency giving an individual or business the right to be someone, do something or have something as the result of an assessment of eligibility against legislation, regulation, or policy. For example visas, permits, licences, registrations are types of Permissions.

Expression	Meaning
Permissions Agency	means an Agency who is accountable for the administration of a Permission.
Permissions Capability	means the sum of all Components (technical, workflow, skills, assessment, decision making, automation, risk, customer profile, grant, distribution, etc.) that enables an individual to apply for, be assessed and if appropriate, be granted a Permission.
Permissions Capability Account	has the meaning given in C3 1 of the SOR.
Permissions Capability Delivery and Support Plan	means the delivery and support plan to be provided by the Successful Tenderer under DR 5 of <i>Attachment A – Statement of Requirement</i> .
Permissions Capability Project Management Plan	means the project management plan to be provided by the Successful Tenderer under DR 1 of <i>Attachment A – Statement of Requirement</i> .
Permit Issuing Agency or PIA	means Commonwealth departments and agencies that have permit issuing functions for policy matters that fall within their portfolio responsibility.
Personal Information	has the same meaning as set out in the <i>Privacy Act 1988</i> (Cth).
Platform	means an instance of the Permissions Capability that is capable of hosting one or more Use Cases.
Post-Incident Management	means the activities undertaken to assess the response to an Incident and to incorporate lessons learnt / feedback into procedures and planning, to mitigate the impact of the Incident and/or future Incidents.
Potential Applicants	means a person who has an intention to apply for a visa, or undertake a Sponsorship or Nomination by an organisation or an individual. For clarity, this refers to Applicants during the Application process and after a decision has been made on an Application.
Primary Line Officer	means an Australian Border Force officer who has a delegated authority to undertake primary customs, immigration and biosecurity clearance.
Principal Migration Officer or PMO	means a First Secretary/Consul position based in an overseas post that leads the strategic delivery of the Department and/or ABF operations (as appropriate to the post or position).
Production Verification	means the process / test to make sure that the live build is working as intended in its final environment.

Expression	Meaning
Prohibited Goods	<p>means:</p> <ul style="list-style-type: none"> a. goods for which importation or exportation is prohibited by the <i>Customs Act 1901</i> (Cth) or any other law of the Commonwealth; or b. goods for which importation or exportation is subject to restrictions or conditions under the <i>Customs Act 1901</i> (Cth) or any other law of the Commonwealth; or c. restricted goods that have been brought into Australia other than in accordance with a permission under subsection 233BABAE(2) of the <i>Customs Act 1901</i> (Cth); or d. certain goods subject to customs control.
Protective Security Policy Framework or PSPF	means the Australian Government's protective security requirements for the protection of its people, information and assets, as amended or replaced from time to time.
Quality Management	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Real time	means as close to the actual time the process or event occurs.
Records Management	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Registered Migration Agent	means a migration agent registered with OMARA.
Registers	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Regression Testing	means the process of re-running functional and non-functional tests to ensure that previously developed and tested software still performs as expected after a change.
Reporting and Analysis	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Representative	means a person or organisation that has authority to act on behalf of a Customer – including in relation to an Application.
Request for Tender or RFT	means this document, including all parts, attachments, schedules or annexures to it, and any addenda issued by the Department in respect of it.
Restricted Goods	means goods that are prohibited by the <i>Customs (Prohibited Imports) Regulations 1956</i> (Cth) and the <i>Customs (Prohibited Exports) Regulations 1958</i> (Cth) unless written permission has been granted and where specified, conditions or requirements attached to the permission have been met, or an exemption or exception is in effect.

Expression	Meaning
Reuse	means the sharing of the capability or relevant Components of the Permissions Capability – including skilled resources, governance models, technology design patterns, business process design, technology platforms or commercial arrangements between Agencies.
RFT Details	means the specific details about this RFT as set out in <u>Part 1 – RFT Details</u> .
Risk Evaluation Criterion	means Evaluation Criterion 7 as set out in <i>Attachment B – Evaluation Process and Evaluation Criteria</i> .
Risk Management and Fraud Control Plan	means the plan for risk management and fraud control required to be provided by the Successful Tenderer in accordance with N1 17.1 of <i>Attachment A – Statement of Requirement</i> .
Risk Register	means the register to be provided and maintained by the Successful Tenderer in accordance with N1 17.1 of <i>Attachment A – Statement of Requirement</i> .
Satisfactory	means meets the conditions set out in Part 6.b of the Black Economy Procurement Connected Policy or, if the circumstances in Part 6.c of the Black Economy Procurement Connected Policy apply, the conditions set out in Part 8.b of the Black Economy Procurement Connected Policy.
Second Work Order or Work Order 2	means the proposed Work Order described in paragraph 2.6 of <u>Part 2 – Overview</u> .
Secondary Examination Area or Back of Hall	means the area between the primary line and the exit point at the airport, dedicated to the secondary processing of travellers.
Secure Document Sharing	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Security	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Security Assertion Markup Language (SAML)	means an open standard for exchanging authentication and authorization data between parties, in particular, between an identity provider and a service provider.
Security Clearance	means a security clearance granted by the Australian Government Security Vetting Agency to individuals to allow them access to classified information and resources.
Security Compliance Statement	means the annual statement to be provided by the Successful Tenderer with DR 17 of <i>Attachment A – Statement of Requirement</i> .

Expression	Meaning
Service Delivery Partner or SDP	means a contracted service provider that provides support services on behalf of the Department. These services include: <ul style="list-style-type: none"> a. pre and post visa lodgement enquiries; b. distribution of visa information to Customers; c. collection of visa Applications and biometrics; d. call centre support; and e. banking of Visa Application Charges.
Services	means services required under this RFT, as described in the Statement of Requirement in <i>Attachment A – Statement of Requirement</i> .
Simple Visa Type	means the Department's initial Use Case (including all related requirements described in the RFT) that will enable a specific visa with minimal complexities in its Application processes, Business Rules and user journeys, to be deployed with the Permissions Capability. The title of the specific visa as it is described in the <i>Migration Act 1958</i> (Cth) and the <i>Migration Regulations 1994</i> (Cth) is to be determined by the Department.
Site Inspection	means the opportunity for the Tenderer to undertake an inspection of some of the Department's sites, which the Department may decide to undertake as part of the RFT process.
SkillSelect	means an online service that enables skilled workers or business persons from overseas to express their interest in migrating to Australia.
Small and Medium Enterprise or SME	means an Australian or New Zealand entity with fewer than 200 full time equivalent employees.
SmartGate	means an electronic border control to facilitate faster and more secure passport control checks electronically. Travellers require a biometric passport to use the service as it uses information from the passport (such as photograph, name and date of birth) and the respective countries' databases to decide whether to grant entry / departure from the country or to generate a referral to an ABF officer.
Smoke Testing	means the test performed post software build to verify the critical functionalities of software are working and/or to identify defects. It is undertaken before any detailed functional or regression tests are performed.

Expression	Meaning
Sponsor	<p>means a sponsor of a visa Applicant, who uses the Permissions Capability to sponsor individual Applicants. This includes:</p> <ol style="list-style-type: none"> a. Potential Business Sponsors, who use the Platform to obtain information about the Sponsorship or Nomination process, including how to use the Attract and Match service b. Business Sponsors, who apply to be an approved business sponsor, nominate positions, sponsor individual Applicants and manage ongoing compliance with the undertakings and obligations of their sponsorships and c. Personal Sponsors, who sponsor individuals for non-work reasons such as sponsoring a partner or family member.
Statement of Compliance	<p>means the statement of compliance included in Form 15 of <i>Attachment C – Tender Response Forms</i> with respect to the Statement of Requirement, Draft Agreement and Draft Work Orders which Tenderers are to submit as part of their Tender.</p>
Statement of Requirement or SOR	<p>means the description of the Services as set out in <i>Attachment A – Statement of Requirement</i>.</p>
Statement of Tax Record	<p>means a statement of tax record issued by the Australian Taxation Office following an Application made in accordance with the process set out at https://www.ato.gov.au/Business/Bus/Statement-of-tax-record/?page=1#Requesting_an_STR.</p>
Status Pending Departure	<p>means a visa for regularising the status of non-citizens, or in very limited circumstances, allowing entry to Australia on a temporary basis.</p>
Subject Matter Expert or SME	<p>means a person who is an authority in a particular area or topic.</p>
Successful Tenderer	<p>means the successful Tenderer (if any) with whom the Department signs any resultant Agreement.</p>
Support	<p>means all the activities related to the Live stage not including Release/Warranty activities, but including:</p> <ol style="list-style-type: none"> a. Core ITIL v4 Service Management practices (Incident, Problem, Change, Availability, Monitoring & Event management, Service Continuity etc.), as defined in the most updated ITIL Glossary of Terms; b. proactive maintenance practices (patching, upgrades, continuous service improvement); c. minor enhancements; and d. reporting.
Systems of Differentiation	<p>means applications that enable unique company processes or industry-specific capabilities. They have a medium life cycle (one to three years), but need to be reconfigured frequently to accommodate changing business practices or customer requirements.</p>

Expression	Meaning
Systems of Innovation	means new applications that are built on an ad hoc basis to address new business requirements or opportunities. These are typically short life cycle projects (zero to 12 months) using departmental or outside resources and consumer-grade technologies.
Technical Evaluation Criterion	means Evaluation Criterion 1 and 2 as set out in <i>Attachment B – Evaluation Process and Evaluation Criteria</i> .
Technology Transition-Out Plan	means the plan to be provided by the Successful Tenderer in accordance with DR 7 of <i>Attachment A – Statement of Requirement</i> .
Technology Transition-Out Schedule	means the schedule to be provided by the Successful Tenderer in accordance with DR 31 of <i>Attachment A – Statement of Requirement</i> .
Tell Us Once	means the concept underpinning the future of Customer updates provided to a Government agency as outlined in the DTA website at https://www.dta.gov.au/news/roadmap-future-tell-us-once-and-notifications .
Tender	means all documents and materials lodged, submitted and provided by a Tenderer in response to this RFT.
Tender Response Forms	means the forms set out in <i>Attachment C</i> .
Tender Validity Period	means the period specified as such in the <u>Part 1 – RFT Details</u> .
Tenderer	means an entity that submits a Tender in response to this RFT or, where the context requires, is proposing to submit a Tender.
Terms and Conditions	means the terms and conditions of this RFT as set out in <u>Part 3 – Terms and Conditions</u> .
Tests and Examinations	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Third Party Provider	means an organisation, independent of the Government, supplying services to support the administration of a Permission.
Third Work Order or Work Order 3	means the proposed Work Order described in paragraph 2.7.2 of <u>Part 2 – Overview</u> .

Expression	Meaning
Tier 0, 1, 2 or 3	<p>means, in respect of contact centre support, the enquiry handling process that the Department's Service Delivery Partner (SDP) use.</p> <p><u>Tier 0</u> – Self-service to publicly accessible content such as a website or social media where the Customer is able to access the information without interaction with the Department's staff or representatives.</p> <p><u>Tier 1</u> – Supporting Customers to self-serve. This is an assisted enquiry that could have been answered by the Customer using publically available information, such as information regarding a visa product, or processing times.</p> <p><u>Tier 2</u> – Answering a Customer enquiry using systems. This is an assisted enquiry that requires specific knowledge of the Customer's record, Application or service request process.</p> <p><u>Tier 3</u> – A final point of resolution. This is an enquiry that requires escalation to a Subject Matter Expert in the relevant Departmental business area.</p>
Trade Single Window	<p>means a facility that allows parties involved in trade and transport to lodge standardised information and documents with a single entry point to fulfil all import, export, and transit-related regulatory requirements.</p>
Trust Chain check	<p>means the ability to show that the passport was issued by the right authority and has not changed since it was issued. This process is a combination of Passive Authentication, Active Authentication and Certificate validation and is supported by ICAO Doc 9303 and ICAO Public Key Directory.</p>
Trusted Digital Identity Framework or TDIF	<p>means the framework for identity and access management solution and processes, which is available at https://www.dta.gov.au/our-projects/digital-identity/trusted-digital-identity-framework.</p>
Unit Testing	<p>means the test of a unit – the smallest piece of code that can be logically isolated in a system – to individually and independently scrutinise whether it is fit for use.</p>
Use Case	<p>means a specific situation for which the Permissions Capability and relevant parts could potentially be used. The use case involves an Agency proposing a business case containing the business outcomes required to be achieved, along with details of the environment, dependencies, integration, business design and transformation requirements in line with Government policy, legislation and the direction of the WofG architecture work. An Agency may have a number of different use cases, requiring reuse of relevant parts of the Permissions Capability and its Components.</p>
User	<p>means anyone who will interact with the Permissions Capability. It can be a Customer, Other Supplier, Third Party Provider, Representative, agent, government employee, contractor or any representatives of an Agency.</p>

Expression	Meaning
User Acceptance Testing or UAT	means the technique of testing from the perspective of Users to determine whether a deliverable (such as the Permissions Capability, a Component of the Permissions Capability or a Use Case) can be accepted or not.
User Accounts and Profile Management	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Valid	<p>a. for the purposes of the <i>Attachment A - Statement of Requirement</i>, means the threshold eligibility as outlined in Business Rules for a Permissions Application to be accepted for further processing; and</p> <p>b. for the purposes of the remaining parts of the RFT, means valid in accordance with Part 7.e of the Black Economy Procurement Connected Policy.</p>
Video Conference	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Virtual Assistant	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Web Forms	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
whole of government or WofG	means public service agencies working across portfolio boundaries to achieve a shared goal and an integrated government response to particular issues. Approaches can be formal and informal. They can focus on policy development, program management and service delivery.
WHS	means Work Health and Safety.
Work Health and Safety Plan or WHS Plan	means the plan for work health and safety to be provided by the Successful Tenderer in accordance with GR 7 of <i>Attachment A – Statement of Requirement</i> .
Work Order	has the meaning given to it in <i>Attachment D – Draft Agreement</i> .
Work Order Start Date	has the meaning given to it in <i>Attachment D – Draft Agreement</i> .
Workflow and Robotic Process Automation	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .
Workload Management	means the Component by that name as described in section 3.5 (d) of <i>Attachment A – Statement of Requirement (Part A)</i> .