

Customer Service / Address Validation, Geocoding and Geotagging API Services - DICT/8413

RFT ID DICT/8413

RFT Type Open Tenders

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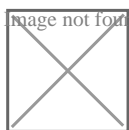
Covered Procurement Yes

Category (based on [UNSPSC](#))

81160000 - Information Technology Service Delivery

Agency Digital & ICT

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Tender Details

This procurement project is for whole of government national address validation, geocoding and geotagging web services that are delivered through Spatial Services' NSW Point API (<https://point.digital.nsw.gov.au/v2/docs/index.html>). NSW Point is used by government agencies, such as Service NSW, in customer facing forms to confirm the customer's authoritative address and provide other location information for automated location-based reporting. These APIs are also used to provide bulk address validation services to other NSW Government Agencies. This is a bespoke service that includes address data assessment, cleansing and validation against recognised and authoritative datasets to remediate other agencies data holdings.

This procurement aims to deliver enhanced service planning and delivery for the citizens of NSW and supports the DCS strategy to be a customer centric government that has high quality delivery channels that provide responsive service and shared digital assets and capability to achieve scale, efficiency and security.

The supplier will be required to provide rigour, around servicing and managing their accounts with strong governance, to ensure the continuity of service.

Location

NSW Regions: Far North Coast, Mid North Coast, New England, Central Coast, Hunter, Cumberland/Prospect, Nepean, Northern Sydney, Inner West, South East Sydney, South West Sydney, Central West, Orana/Far West, Riverina/Murray, Illawarra, Southern Highlands

RFT Type

Open Tenders - An invitation to tender by public advertisement with no restriction placed on who may tender. Tenderers will normally be required to demonstrate in their tender that they have the necessary skills, resources, experience, financial capacity, and in some cases licences, accreditations, etc., to fulfil the tender requirements.

Multi Agency Access

No