

# Transport Licensing and Registration Digital Transformation Solution (Procurement Phase 1) - WS3330445958 - EOI

**RFT ID** WS3330445958 - EOI

**RFT Type** Expression of Interest for Specific Contracts

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**Category** (based on [UNSPSC](#))

81160000 - Information Technology Service Delivery

**Agency** Transport NSW - Corporate

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## Tender Details

The RegStar Program intends to implement an end-to-end business led technology solution to optimise business process and customer experience to deliver transformational improvements in Roads and Waterways Licensing and Registration.

The program will deliver, amongst other things:

- A Positive customer experience - a positive user-experience for customers of the TfNSW regulatory environment, which will be highly automated and easy to navigate.
- Innovation – an integrated, data-driven platform that can support the ever-evolving digital and regulatory changes and future business needs.
- Operational efficiency and effectiveness – automated interconnectedness across licences, registration and schemes with a single view of the customer.
- Regulatory rationalisation – reduced imposition of any unnecessary regulatory burden on businesses, individuals and community organisations by cutting red tape and optimising the evolving regulatory landscape.
- Risk based regulation – a regulator better able to identify and quickly respond to emerging trends, risks and customer behaviour, and so define the appropriate risk-based trade-offs to inform evidence-based decision making.
- Adaptability – an agile and adaptable technology platform to meet changing regulatory requirements.
- Technology – technological transformation, integration, migration, and alignment of the regulatory landscapes.

This EOI is intended to be the first phase of a multi-phased procurement process to select a delivery partner (or partners) that can assist TfNSW to achieve the program objectives by developing / integrating new systems, processes, data analytics, customer experiences and enabling technologies which will help TfNSW meet the dynamic and evolving needs of the sector.

Responsibilities may include program delivery management, technology transformation, technical architectural design, technical delivery and the associated change management services.

The delivery partner (or partners) is/are required to be experienced in system transformation and system integration in a complex regulatory environment that extends across multiple agencies and has a focus on customer outcomes.

Proponents seeking to respond to this EOI will be required to return a signed Confidentiality Deed Poll before they can access the EOI documentation.

## **Location**

Refer to Additional Details / Instructions

## **RFT Type**

Expression of Interest for Specific Contracts - An invitation for Expression of Interest (EOI) for pre-registration of prospective tenderers for a specific work or service. Applicants are initially evaluated against published selection criteria, and those who best meet the required criteria are invited to Tender (as tender type Pre-Qualified/Invited).

## **Multi Agency Access**

No