

### Clarifications 3.

#### REQUEST FOR TENDER IN RELATION TO THE PROVISION OF SERVICES AS A WEBSITE MANAGED SERVICES PARTNER

Reference	QUESTION	CLARIFICATION
1.	The Ongoing enhancements and development section stated that MSP will be responsible for applying updates to the technology and tools used within the application. However, it is indicated in the Environment and release management section stated that functionality development will be handled by a third-party. Could you please confirm whether the MSP will be required to undertake any development, such as code modifications, as a result of technology and tools updates?	The MSP is expected to apply the patch or update and  A) perform unit testing to confirm that the patch/update has not broken functionality B) Support UAT and make updates to code & retest, as required.
2.	In the requirement to assist with asset lifecycle management, what is the definition of an asset? Is it, for instance, web applications or physical hardware?	Digital assets such as images and videos, and content fragments.
3.	Are functional and accessibility testing services required?	Functional and accessibility testing would be required if ACARA picks up the option for the MSP to undertake Minor enhancements (refer to question 10)
4.	Are ACARA's application required to be ISM compliant? In addition to keeping the applications up to date, ISM also requires all internet-facing services to be scanned for vulnerabilities on a daily basis (ISM-1698) and that penetration tests be performed at least annually (ISM-1163). Are these services also required?	No, but if the MSP has certified security testing services, ACARA will consider them as an option to our incumbent.