



**Land Information
New Zealand**
Toitū te whenua

Request for Information

Advanced Survey and Title Services (ASaTS)

RFI Issue Date: 10 March 2014

RFI Closing Date: 26 March 2014



What's in this document?

1	ABOUT THIS RFI	- 3 -
1.1	PURPOSE OF THE RFI.....	- 3 -
1.2	ABOUT LINZ.....	- 3 -
1.3	INFORMATION SOUGHT.....	- 4 -
1.4	SYSTEM BACKGROUND AND OVERVIEW.....	- 4 -
1.5	RATIONALE FOR INVESTMENT.....	- 6 -
1.6	BACKGROUND AND SPECIFICATION OF REQUIREMENTS	- 9 -
2	TIMESCALES	- 11 -
3	SPECIFIC QUESTIONS TO ADDRESS.....	- 12 -
4	NEXT STEPS	- 15 -
5	RFI RULES AND PROCESS.....	- 16 -
5.1	LINZ CONTACT PERSON.....	- 16 -
5.2	OBLIGATION OF SUPPLIER UNDER THIS RFI	- 16 -
5.3	SUPPLIERS TO INFORM THEMSELVES.....	- 17 -
5.4	CONFIDENTIALITY OF INFORMATION PROVIDED	- 17 -
5.5	LINZ MAY CANCEL THIS RFI AT ANY TIME.....	- 18 -
5.6	HOW TO SUBMIT INFORMATION	- 18 -
5.7	CLARIFICATIONS.....	- 18 -
5.8	HOW THE INFORMATION IS USED.....	- 18 -
5.9	GOVERNING LAW	- 19 -
6	COMPLIANCE FORM.....	- 20 -
7	RESPONSE FORM.....	- 21 -

1 ABOUT THIS RFI

1.1 Purpose of the RFI

With this Request for Information (RFI) Land Information New Zealand (LINZ) seeks information regarding products and services your company offers relevant to the subject detailed in this RFI. LINZ only seeks this information from suitably qualified and experienced organisations referred to in this document as suppliers (the use of this term does not infer a contract).

This RFI is being issued in order for LINZ to get a better understanding of the number and type of suppliers and the range of solutions, technology and products or services available in order to successfully complete the Detailed Business Case required as part of the Treasury's Better Business Case model for large capital proposals.

The information sought will contribute in the completion by LINZ of the Advanced Survey and Title Services Detailed Business Case which has five key elements:

1. Strategic Case (looks at strategic fit and business needs);
2. Economic Case (optimises value for money);
3. Commercial Case (ascertains commercial viability);
4. Financial Case (considers affordability within available funding); and
5. Management Case (looks at whether it is achievable and can be successfully delivered).

1.2 About LINZ

Land Information New Zealand (LINZ) is a New Zealand government department responsible for land titles, geodetic and cadastral survey systems, topographic information, hydrographic information, managing Crown property and a variety of other functions. LINZ is here to:

- maintain the integrity of the property rights system to encourage trade, commerce and wellbeing;
- increase the productive use of location-based information; and
- Enable appropriate, economic, environmental and recreational uses of Crown-owned and used land.

LINZ is committed to the Government's objectives of lifting New Zealand's economic performance and better performing public services.

1.3 Information Sought

LINZ is seeking general information from suppliers on the provision of a survey and title system.

It is acknowledged that for the Detailed Business Case to be successful it cannot, and should not, be done in isolation from the market. The RFI is a formal way to engage the market and LINZ will continue to explore ideas, solutions, and innovation with respondents to this RFI after it has closed.

We recognise and greatly appreciate the efforts suppliers put into responding to this RFI, with no guarantee of work other than the chance to help shape the future land and title system. It is our intention to be as open and transparent as we can in all of our communication relating to this RFI and in any subsequent procurement process that evolves from the Detailed Business Case.

1.4 System Background and Overview

Land Information New Zealand (LINZ) is the government agency responsible for the delivery of survey and title services. That is, for administration of the cadastre (the official record that enables the boundaries of land properties to be reliably located) and the titles register (the official record of property ownership).

LINZ's customers (primarily Cadastral Surveyors and Conveyancing professionals) interact with LINZ to facilitate the sale, purchase, subdivision, and development of land on behalf of property owners and land developers.

LINZ's customers interact with LINZ through a system called Landonline, which went live in 2000. The system has been continually enhanced over this time with an active customer community helping direct the development of the products

The original Landonline implementation consisted of three major phases; the core system (database, records digitisation and searches), electronic title dealing, and electronic survey lodgement. Today the service has approximately 12,000 active users for search and transactional services. It is a custom-built, integrated and digital cadastral, geodetic and title management service commissioned by LINZ. Its purpose is to automate the management of New Zealand's land dealings. It handles the capture, submission and registration of transactions and allows conveyancers and surveyors to submit their own dealings and surveys online.

The diagram below shows the high level capabilities of the system.

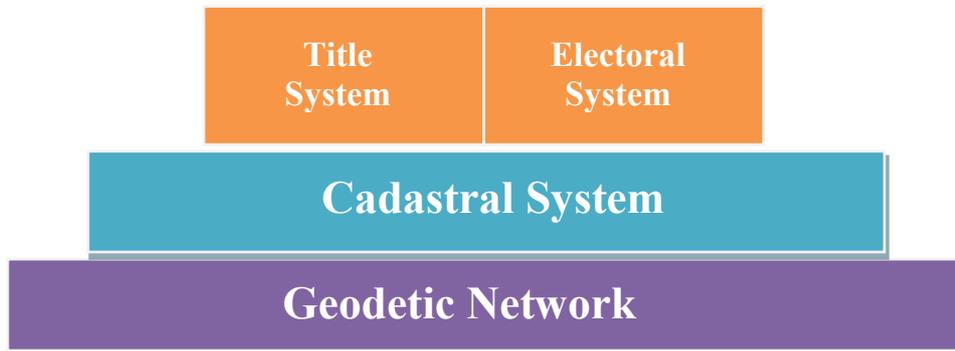
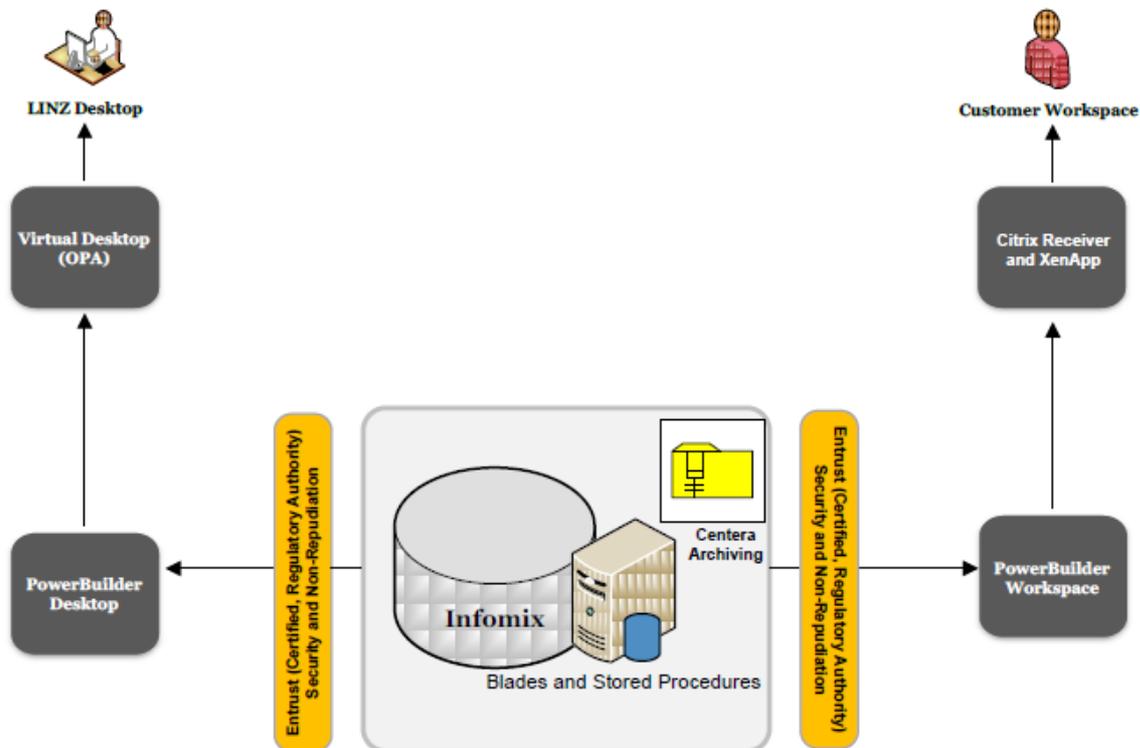


Figure 1: Landonline Business Viewpoint

- **The Title System** manages property title records and title registration functions. Property title records show a property's proprietors, legal description plus the rights and restrictions registered against the property title; for example, a mortgage, easement or covenant.
- **The Electoral System** component supports New Zealand's electoral system by providing management of electoral boundaries and aggregation, maintenance, and storage of roads and addresses from Territorial Authorities.
- **The Cadastral System** refers to the system which defines the location of boundaries of property rights in tenure system.
- **The Geodetic System** enables positions on the surface of the Earth to be determined by reference to a mathematical model that describes the size and shape of the Earth and includes information about geodetic survey marks and survey measurements. The Geodetic Network maintains the Geodetic control framework which is an essential foundation for the cadastral system.

Landonline currently utilises a client/server architecture with SAP PowerBuilder providing Client layer of interface and business logic/rules and IBM Informix providing the server layer of data access and data management functions. Citrix and XenApp technology components provide the customer access to the service via remote application delivery and access capabilities. Fig.2 below shows how the main technology components of Landonline interact to deliver Service:



During the 2011/2012 financial year 545,000 title transactions were processed and 2.7 million title records supplied. During the same period 7,600 survey transactions were processed and 98,000 survey records were supplied. Landonline is actively managed with regular maintenance and enhancement releases delivered every 6 to 9 months by the LINZ service provider.

1.5 Rationale for Investment

The Landonline service has played a fundamental role in maintaining the integrity of the property rights system. Instances of fraud are low, there have been no security breaches, transactions have non-repudiation of origin, and availability of scheduled access to Landonline is high.

Electronic searching and lodgement of documents has also delivered considerable efficiencies, reducing the time required for land title processing from hours to minutes in many cases. Most straightforward title transactions are now fully automated – around 85 percent of title transactions are tested against business rules and are correct first-time without the need for any intervention by LINZ staff. Information on land transactions is available to land professionals almost as soon as they enter it or as soon as LINZ approves a dataset.

There are, however, system constraints that limit LINZ's ability to make changes to Landonline in a timely and effective way to meet customers' needs, to achieve the Better Property Services vision (for seamless availability of information for the wider property market), and to meet LINZ's business needs.

There are three main drivers for an investment to be made:

1. Customers expect a better service;
2. Property information systems are siloed and not interoperable; and
3. LINZ requires more flexibility to meet its business needs.

Common customer frustrations include:

- Poor integration with systems used by customers for their core business processes, resulting in duplicated time and effort. For example, surveyors spend time manually manipulating sophisticated graphical and spatial information produced by their core surveying software so that it can fit with Landonline with a lower quality set of information;
- Landonline does not work on today's commonplace devices. Landonline is not device or system agnostic. Landonline was designed for the PC world and pre-dates mobile and tablets devices in common use today;
- Landonline is not easy to use. Landonline is not intuitive and requires extensive user training. Users cannot easily search for material in a 'Google-like' way or obtain a read-only view of some screens; and
- Data is not available in 3D. This is despite property boundaries increasingly being defined in three dimensions (particularly in our cities) and surveyors using 3D functionality in their day-to-day software and activities.

In November 2013, Cabinet considered an Indicative Business Case for Advanced Survey and Title Services (ASaTS) to improve the quality and range of survey and title services LINZ provides to its customers and the means by which it does this. Cabinet directed LINZ to develop a Detailed Business Case for implementation of ASaTS and report back to

Cabinet by November 2014. The Cabinet paper can be found on the LINZ website here: [Landonline Cabinet Paper](#).

As a result LINZ is seeking general information from suppliers for the provision of the ASaTS solution modernising the current Survey and Title solution. The following information is provided within this RFI to assist with your responses and we would ask that this is considered by the respondent when populating the questions contained herein.

Service Area	High Level Requirement Description
Survey	Allows cadastral survey plans to be lodged and approved in an electronic environment.
Title	Allows title documents to be lodged and registered in an electronic environment. Registration of title documents can result in the create, updating or removal of property land rights in land and in the creation of new title registers.
Search	Allows users to access the title register, survey data in image format and supporting documents. Includes access to spatial data which users can navigate to find information and display its location.
Requests	Allows users to create requests for assistance eg. asking questions requesting information be corrected or adjusted, requesting that documents be withdrawn or given urgency, etc.
Territorial Authorities	Allows territorial authorities to electrically submit certifications relating to cadastral survey plans.
Crown Owned Land	Allows information about the status Crown owned land to be managed.
Bulk Data Extract	Allows for large amounts of title and survey information to be extracted.
Electoral	Allows for management of the information which supports the electoral processes., Such as street addresses, road centre lines, place and feature names, mesh blocks, territorial authorities and electoral boundaries.
Geodetic	Allows for the management of a geodetic network.
Reporting	Allows for management of internal/external reporting and providing notice of sale functionality to concerned parties.
Interfaces	Allows for the integration of systems such as financial billing, customer relationship management, provides data exchange interfaces in Land XML format and supports the All of Government initiatives.
Administration	Allows for the management of internal/external organisations, groups, users, permissions and passwords.

Table 1: list of High level Business Requirements which must be delivered by your solution

1.6 Background and Specification of Requirements

The Project is expected to start implementation phase in July 2015 and early estimates indicate four years to fully implement and transition to the future state.

Working from an existing deployment and utilising as much of the existing architecture as possible (including Data, Data Model and Database technology) this RFI seeks to understand information about possible technical solutions to meet future requirements only, not the full implementation of that solution including Change Management etc.

The core of the Landonline system is built using the PowerBuilder software development language. PowerBuilder has been used to develop the user interface for customers' and internal staff Landonline applications, and it makes up approximately half of the business logic in Landonline. PowerBuilder is critical to the current delivery of Landonline.

When the decision was made to use PowerBuilder over 15 years ago it was a far more widely used software development language than is the case today. A lack of PowerBuilder developers is now forcing many organisations to plan for other alternatives.

Independent advice from leading technology research company Gartner is that:

- any new strategic and business critical initiatives should not be developed in PowerBuilder; and
- organisations should start focusing on replacement of PowerBuilder now.

LINZ wishes to implement a strategic package of initiatives which will develop a resilient, scalable and flexible solution for Advanced Survey and Title Services allowing for an element of 'future-proofing' of the solution to cater for industry and technology trends.

Specifically, the preferred investment bundle chosen by LINZ executives and endorsed by Cabinet approval offers additional services and redevelop parts of the service delivery model introducing interoperability, provides for a modernisation of the existing survey and title offering, utilising some components of the existing Landonline system. It also introduces changes to address the specific problems identified including:

- Inefficient and ineffective delivery across organisational boundaries;
- Lack of flexibility to introduce change (process or product) within the system;
- Perceived lack of usability of survey and title services. Existing user interfaces should be enhanced by designing more user-friendly screens for existing applications;
- Secure access from both desktop and mobile devices;
- Enabling data to be captured, validated, and visualised in 3D;
- Crown land and/or Maori Land to be better incorporated into the register; and
- Interoperability of the land titles and survey register across the natural resources and building sectors.

The result of the investment will be a significant increase in the quality of service customers will experience. In order to provide this increased quality of service we seek information from leading technology providers and System Integrators to identify the key processes and technology to leverage within this new solution so that the current challenges and inhibitors can be overcome.

To assist with responses LINZ has provided a list of High level Business Requirements which must be delivered by your solution. In addition, LINZ has provided indicative data metrics (see sec 1.4) to assist with any responses related to data migration activities.

2 TIMESCALES

Please note: All times are New Zealand time. We reserve the right to alter the timeline, if required.

	Task	Indicative dates and times
RFI Specific	Release of NOI	3 rd March 2014
	Open Market Presentation, LINZ National Offices, Wellington	10 th March 2014, 2:00 – 4:00pm
	Release of RFI	10 th March 2014
	Closing Date for RFI responses	26 th March 2014
	Review of RFI responses and market clarifications	26 th March onwards
Post RFI Timelines (indicative)	On-going market engagement.	April 2014 onwards
	Detailed Business Case to Cabinet	November 2014
	Procurement process	2015

3 SPECIFIC QUESTIONS TO ADDRESS

The below question are illustrated for information only. Please populate the Response Form located in Section 7 of this RFI.

Category	Question Number	Question for Response	Completion of Financial Template required?
Solution and Product	1	<p>Please provide an overview of your proposed solution including:</p> <ul style="list-style-type: none"> the level of COTS based functionality that exists within your current proposed product set How does your solution support use by desktop and mobile devices? How are business rules integrated and managed in your solution? What reporting or business intelligence capabilities does your solution provide? How does your solution manage business process workflow? eg. through configuration or customisation How does your solution provide for a variety of client interfaces based on personas? Eg Feature rich client interface for expert users and simple, limited interface for casual users What is the proposed security model for your solution? How would you integrate to RealMe for authentication. How does your solution cater for 3D modelling? How does your solution cater for a Federated Data Model where data is stored in multiple locations and must be consolidated to represent a total picture for some queries? 	Yes
Interoperability	2	<p>Please provide an overview of the interoperability of your proposed solution including:</p> <ul style="list-style-type: none"> the integration capability / requirements of your solution at the Access, Business Logic and Information layers. What standards are used at the interface layers? What data mapping capabilities does your solution provide between layers eg Web Services, B2B, etc. Therefore what is your recommendation for 'future proofing' these components? How would your solution integrate with specialised conveyancing & surveyor software? What standards / approach would you use? 	Yes

Category	Question Number	Question for Response	Completion of Financial Template required?
Services offered	3	<p>Specifying location and skillsets, please provide an overview of the Services that you provide in order to deliver the proposed solution including:</p> <ul style="list-style-type: none"> • Software Development Lifecycle (SDLC) resources - Skillsets and resource availability to develop and test your product set (please specify geographical location of these resources) • Training support • Ongoing Maintenance and Support • Ensuring a seamless transition from current LandOnLine system to future state 	Yes
Release Management	4	<p>Please provide an overview of how Releases are introduced within your solution including:</p> <ul style="list-style-type: none"> • Toolsets used to implement the development software • Recommended Software Development Lifecycle process including recommended release schedules • Skillsets and resource availability to develop and test your product set within New Zealand • If/how your solution enables rapid release of functionality without the need to fully test the whole system 	No
Infrastructure	5	<p>Please provide an overview of your recommended infrastructure platform which will support your solution including, where appropriate, details of dedicated versus Cloud-based infrastructure.</p>	Yes
Data Migration	6	<p>As part of the Better Property Services Vision LINZ wishes to make data readily available for customers. This may require data migration activity from multiple sources into a single register, with the ability to capture updates. It may also require the use of a Federated Data model. Please provide your recommendations as to how we could address these challenges, including:</p> <ul style="list-style-type: none"> • Toolset to be used and requirements to deploy/manage/maintain etc • ETL process recommendations include the management of fall-outs and continual updates 	Yes

Category	Question Number	Question for Response	Completion of Financial Template required?
Innovation	7	<p>LINZ wishes to deploy a solution which meets our customer’s needs today and into the future. At LINZ, we value structured and professional engagement with vendors who can provide insights, best-practice and guidance where appropriate. Please provide any further information you feel may be helpful in our process to ensure we capture the most innovative solutions and considerations to ensure we can develop a robust and excellent service for our customers. This can include, but is not limited to:</p> <ul style="list-style-type: none"> • Examples of similar deployments that you have developed • Technology considerations / trends in the field of 3D modelling and Survey and Title services that you feel are applicable 	No

4 NEXT STEPS

LINZ provided an open market presentation on the 10th March 2014. In this presentation we discussed the importance of the RFI process, set out the background of the project itself, discussed specific requirements and provided some indicative timelines. For complete transparency LINZ will be providing minutes of this presentation. These will be published on GETS and made available to those who request them directly from the designated LINZ contact person.

Over the weeks following closure of the RFI LINZ will be assessing the responses; as such we may invite or welcome the opportunity for organisations who submitted an RFI response to meet and present their solution to the project team, share ideas and learning, and to further explore the feasibility and practicality of innovations.

Note that after the completion of the RFI and subsequent presentations and supplier engagement LINZ may undertake subsequent market investigation.

LINZ will use the information it has acquired to inform the Detailed Business Case, we expect this to go to Cabinet for final approval in November 2014.

Should the Detailed Business Case be approved by Cabinet, then the next stage will be the Implementation Business Case which includes:

1. Revisiting the Strategic and Economic aspects of the Detailed Business Case to reflect any significant changes in the political, economic and policy environments;
2. Progressing the Commercial Case; this includes selecting the preferred suppliers likely through an open and competitive procurement process and outlining the negotiated deal and contractual arrangements;
3. Considering any financial aspects of the negotiated deal; and
4. Managing to ensure successful delivery, including:
 - Project and change management;
 - Benefits realisation;
 - Risk management;
 - Contract arrangements; and
 - Post-project evaluation.

5 RFI RULES AND PROCESS

5.1 LINZ contact person

All communication with LINZ relating to this RFI, including questions asked of LINZ by suppliers prior to the response closing date, must be emailed to the following person only, and not to any other person at LINZ:

Name: Tod Cooper

Telephone: (04) 498 9683

Email: procurementteam@linz.govt.nz

Postal Address: Tender Box, Land Information New Zealand
Level 7, Radio New Zealand House
155 The Terrace, Wellington
New Zealand

LINZ reserves the right to use the information received (without reference to its source, unless specifically requested and approved) in the forming of the Detailed Business Case and in the requirements of any subsequent tendering process, release of which will be strictly controlled. See section 6.4 for further information around confidentiality.

Phone calls and fax communications about this RFI will not be accepted unless first agreed by email with LINZ's contact. This requirement is to ensure LINZ has a transparent audit trail.

If LINZ needs to change who the contact person is, that change will be communicated in the same way the RFI was originally advertised. Unless LINZ advises otherwise in writing, LINZ will not be bound by any statement made by any person other than the contact person noted here. The LINZ contact person named above will use email as the primary source of communication with suppliers.

5.2 Obligation of supplier under this RFI

In the preparation of a response to this RFI, suppliers must not engage in collusive, misleading, deceptive or improper conduct that may be in breach of the Commerce Act 1986, the Fair Trading Act 1986 or any other Act or principle of law.

The supplier must not make any advertisement or public statement relating to this RFI or the information in it without the express permission of LINZ. Permission must be given by the contact person named above.

Suppliers are asked not to canvass or influence any officer, employee, contractor or advisor of LINZ.

5.3 Suppliers to inform themselves

Each supplier is deemed to have undertaken the necessary investigation to enable it to make its own decision to submit information.

Each supplier is deemed to have accepted and acknowledged that its decision to submit information is made solely on its own judgement and not upon any representation, statement, advertisement, or warranty made by LINZ, or on behalf of LINZ, the Crown or any agency of the Crown.

LINZ will not be liable for any costs incurred by a supplier in the preparation of its response to this RFI.

5.4 Confidentiality of information provided

All information provided in response to this RFI becomes the property of LINZ and is information held by LINZ for the purposes of the Official Information Act 1982.

Notwithstanding the above, the supplier and LINZ will not use or disclose information that is confidential (once established that it is confidential information) of the other party, (whether commercially sensitive or not), to any person or organisation unless:

- a) the other party gives prior written approval to the use or disclosure, or
- b) if the use or disclosure of the information is required to be disclosed under the Official Information Act 1982 or other legislation and in that case the approval or otherwise of the supplier under (a) does not include a power of veto.

When planning for, and writing a future procurement for the requirement, LINZ may use the information of the supplier (whether confidential or commercially sensitive) without attributing that information to the supplier.

LINZ also reserves the right to verify any details provided in response to the RFI. Suppliers should note that verification may involve having the details audited by LINZ appointed auditors.

5.5 LINZ may cancel this RFI at any time

This RFI may be cancelled or amended at any time by LINZ. At the time of cancellation or amendment LINZ will endeavour to notify all suppliers. LINZ reserves the right not to publish the reasons for the cancellation or amendment, but will publish a notice on GETS.

5.6 How to submit information

The information you provide in response to this RFI must be provided by email in a softcopy Word 2003/2010 document and PDF version to procurementteam@linz.govt.nz before the closing date and time specified in this RFI.

The information provided may refer to attached marketing or promotional material, including financial information published within annual reports and financial statements.

5.7 Clarifications

Suppliers may be requested by the LINZ contact person to provide clarification of parts of their response or to provide supplementary information. LINZ will make only emailed requests for further information and will indicate the time period for the response.

5.8 How the information is used

Information received by LINZ in response to this RFI will not be evaluated and does not form a contract between LINZ and the provider of the information. Any selection of a supplier to LINZ will be done later through a formal and full procurement process that adheres to the Government Rules of Sourcing.

The information received will be considered by LINZ employees and its subcontractors, involved in planning the future procurement as part of the Detailed Business Case. The people considering the information may be assisted by various personnel, (referred to as advisors), who represent relevant business areas of LINZ, as well as other experts that LINZ may consider appropriate to consult.

Please note that LINZ may also consider it necessary to share the information provided in response to this RFI with other agencies of government, especially where collaborative government procurement is an option.

Please note that for business reasons LINZ may elect to seek further information on the requirement described above. Further information may be sought via another RFI, as a clarification to this RFI, or directly with a supplier who responds to this RFI.

5.9 Governing law

This RFI and any contract arising from it shall be construed according to, and governed exclusively by New Zealand law.

6 COMPLIANCE FORM

Suppliers responding to this RFI must complete all of this compliance form.

LINZ may, at its discretion, decline to consider information if this form is not completed.

To:	From:
Land Information New Zealand (LINZ) Attention: Email:	Name of supplier: Address: Contact person and contact details:
Information relating to: <i>Insert title</i> Response closing date and time for provision of information: <i>Insert date and time</i>	
By submitting information in response to this RFI we knowledge that we have: <ul style="list-style-type: none"> • read and fully understand all of this RFI • made an independent assessment of this RFI and its requirements • provided complete and accurate information in all material respects • observed all relevant statutory and other regulatory authority requirements in the formulation of this response • not accepted or provided secret commissions • no undeclared conflict of interest • not entered into any improper commercial arrangements with any other supplier who is submitting information • not colluded with another supplier who is submitting information or engaged in any anti-competitive or otherwise unethical, improper or unlawful conduct • not sought to influence decisions by improper means • secured all appropriate authorisations to submit the information and are not aware of any impediment to its ability to clarify the information and • acknowledged that there is no legal or other relationship between the supplier and LINZ or the Crown enforceable by the supplier arising from this RFI or the conduct or the outcome of this RFI. <p>Use of the information provided by LINZ, the Crown or any third party to whom LINZ may make the information available, will not in any way constitute a breach (if any) of any third party intellectual property rights.</p> <p>Where the response is submitted by, or on behalf of, multiple suppliers (including a consortium), the signatory below confirms that it has been authorised by all such suppliers to submit the information on their behalf.</p> <p>Signed for and on behalf of the supplier by a director or duly authorised representative of the supplier having the authority to make the declarations set out above and to bind the supplier.</p>	
Signature:	
Title of signatory:	
Name of organisation:	
Date:	

7 RESPONSE FORM

Below are three embedded Excel response forms that we require respondents to complete:

1. **RFI Supplier Response Form.** This is capturing relevant details of the supplier(s);
2. **RFI Solution Technical Response Form.** This provides the template to populate the answers to the technical questions listed in Section 3; and
3. **RFI Solution Costs Response Form.** This is to record financial information related to your response. We appreciate that providing financial detail is difficult during this stage of the process, but it is important for us in assessing the Commercial and Financial Case components of the Detailed Business Case. We therefore request that all financial information is recorded with an approximate level of accuracy to be assumed.

RFI Supplier Response Form	RFI Solution Costs Response Form	RFI Solution Technical Response Form
 ASaTS RFI Supplier Information Form.doc	 RFI input Cost Sheet.xlsx	 Solution Response Questionnaire_3rd M