



Solomon Islands Government

Information & Communication Technology (ICT)

Technical Standards.

Amended as of 20th February 2024.

The following SIG ICT Minimum Technical standards contained in this document have been introduced to guide the Solomon Island Government Ministries, Agencies, and development partners in procuring ICT Hardware or Software that the Solomon Islands Government will use. The SIG ICT Minimum Technical standards applies to desktop computers, Monitors, All-In-One Desktops, Laptops, Servers, photocopiers, Printers, and Multi-functional devices (MFDs) and their consumables. A Software Development guide with instructions on Software Purchase and Networking Equipment and Structured Cabling Works forms part of the standards.

The SIG ICT Minimum Technical standards ensure that ICT hardware and software are;

- Technically complete and compliant
- Fit for Purpose
- Sustainable over the estimated lifetime of the equipment
- Maintainable over the estimated lifetime of the equipment
- Poses no Security threat to the SIG ICT WAN and Infrastructure

Please get in touch with the Solomon Islands Government - Information Communication Technology Services (SIG ICTS) on 24580/27668 or email SIG ICT Services-helpdesk at helpdesk@sig.gov.sb or Client Support team at ICTClientSupportTeam@sig.gov.sb any queries regarding the SIG ICT Minimum Technical standards.

Non-Compliance Notice

SIG ICT Service will monitor and keep a record of Vendor/Supplier compliance and non-compliance as a check and balance in provisioning quality services to the Solomon Islands Government.

Vendors/Suppliers that on two repeated occasions supply goods and services that are not compliant with these SIG ICT Minimum Technical standards will be removed from this Preferred Supplier agreement for the remainder of the agreement's term or 1 year, whichever is the shorter.

Similarly, the Ministry of Finance and Treasury will do regular checks on the price of equipment and supplies that are part of this agreement. If the Vendor/Supplier is more than 20% more expensive than the nearest rival quote over two repeated occasions, the Vendor/Supplier will be removed from this pre-qualified agreement for the remainder of the agreement's term or 1 year, whichever is shorter.

When a Vendor/Supplier is first found to be in breach of the above, an email and a letter will be sent to the Vendor/Supplier to ensure that the Vendor/Supplier is aware of the possibility of being removed from the preferred supplier agreement with a second breach.

Being removed from the Preferred Supplier for breach of one part will result in being removed from any other Preferred Supplier agreements with SIG.

Please note that this condition also relates to any consumables needed for these ICT Goods, in particular for Printer Consumables, such as printer cartridges, toners and paper.

ICT Delivery Instructions.

All ICT equipment including Software purchased by SIG ministries must be delivered to the SIG ICT Services office at Lengakiki by the supplier.

- I. Refer to SIG Pre-Qualified Arrangement Procedure for purchasing ICT goods (Equipment).
- II. Upon delivery of ICT equipment in the SIG ICT Services Office, the following documents are required:
 - a Delivery Docket
 - b Copy of the Quote
 - c Copy of the Email
 - d Copy of the LPO Document
- III. SIG ICT Services will carry out a verification of delivered ICT equipment against the SIG ICT Minimum Technical standards using a standard SIG ICT Services Checklist and Certification of Compliance (See Attachment B further below).
- IV. If NON-Compliant, Payment Requisition is returned to Purchasing Ministry.
- V. If compliant, the Standard SIG ICT Purchase Checklist is signed off attached to the payment requisition and returned to MoFT payments for processing.

“All ICT deliveries shall undergo a full compliance check that includes physical verification, technical auditing and Asset tagging and will be recorded into the SIG Asset management system.”

Generic Standards.

1.0 Warranty

All ICT equipment must be supplied with a ONE-year ON-SITE hardware and labour maintenance warranty. The ONE-year ON-SITE hardware and labour maintenance warranty is to guarantee the repair or replacement of all faulty hardware within fourteen working days after being assessed by the supplier. The Supplier shall undertake initial inspection and fault diagnosis within three (3) working days of the fault being reported by ICTS. Faulty equipment must be reported to the ICTS helpdesk via email HelpDesk@sig.gov.sb for initial diagnosis and escalation.

1.1 All motherboard/Hardware Drivers must be fully installed.

1.2 ALL hardware drivers and application software must have 64-bit versions supplied.

1.3 All software product Keys, Documentation and media shall be surrendered to the SIG ICTS office, at Lengkiki.

1.4 SIG shall ONLY accept **BRAND-NEW** equipment. Refurbished/Used or second-hand computers will NOT be accepted for purchase by SIG and its agencies.

2.0 Desktops Computers for Windows OS.

SIG ICTS recommends systems that meet or exceed the following specifications:

2.1 Hardware Specifications

- Processor (CPU): i5 Processor (10 generations or newer) or equivalent
- Memory: 8GB of RAM or More
- Internal Storage: 256GB Solid State Drive (SSD)
- Power: 240V ATX Power supply unit
- Network: On-board 100/1000 Mbps based Ethernet NIC
- USB Optical mouse, mouse pad, USB keyboard, and all necessary cables
- UPS: 650VA with surge protection
- 2 x Video outputs – HDMI (REQUIRED), DisplayPort & VGA (Optional)
(If no HDMI port is available, then must supply a Display Port to HDMI cable)
- Optional: webcam

2.2 Monitors/Display.

- Minimum 22" Wide Screen LCD Monitor (1920×1080 native resolution) Video Input Interface Ports: HDMI (REQUIRED), VGA (Optional)
- HDMI Cable
- Power rating: 240V

2.3 Software: SIG ICT Services will be responsible for installing Windows OS and MS Office therefore all desktop computers should come only with trial versions of Windows OS and MS Office OR NO preinstalled software at all.

4.0 All-In-One Desktop (AIO Systems): Specifications for Desktop computers (windows OS) are also applicable here.

5.0 Desktop Computers for Apple (MacOS). Please consult the ICTS Assets and Procurement team for procurement of iMacs or similar.

6.0 Laptop for Windows Operating System (OS).

SIG ICTS recommends systems that meet or exceed the following specifications.

6.1 Hardware Specifications.

- Processor (CPU): i5 Processor (10 generations or newer) or equivalent
- Memory: 8GB RAM or More.
- Internal Storage: 250 GB Solid State Drive (SSD)
- Onboard Wireless NIC
- 100/1000 Mbps Ethernet NIC or Ethernet USB adaptor
- Padded Carry Case appropriate for a delivered model
- All appropriate cables necessary
- 240V 3-pin APC Notebook Surge Protector
- Trusted Platform Module (TPM)

6.2 Software: SIG ICT Services will be responsible for installing Windows OS and MS Office therefore all desktops' computers should come only with trial versions of Windows OS and MS Office OR NO preinstalled software.)

7.0 Laptops for Apple (MacOS)

SIG ICTS recommends systems that meet or exceed the following specifications.

7.1 Hardware Specifications.

MacBook Air M2 & MacBook Pro

256 GB SSD

16GB RAM

HDMI output adapter required for external HDMI Monitor

8.0 Photocopier.

All photocopiers procured must have an option to connect to the network. Please contact the SIG ICT Services for advice when procuring photocopying equipment.

9.0 Printers.

All printers must have an inbuilt Ethernet network interface card. **Printers purchased for SIG Provincial offices MUST have an inbuilt 1GB Ethernet network interface.** Please consult SIG ICT Services for any queries. Note: SIG ICT Services strongly recommends purchasing LaserJet printers instead of Inkjet, because they are durable and economically viable.

9.1 Mid-range black and white printer

SIG ICTS recommends systems that meet the following specifications.

- Ethernet-enabled
- Black toner only
- Duty Cycle less than 20,000 pages per month
- No scanning functions
- Includes a duplex unit

9.2 Mid-range Multifunction (Printer, Copier, Scanner)

SIG ICTS recommends systems that meet the following specifications.

- Ethernet enabled
- Black toner only
- Duty Cycle greater than 20,000 pages per month
- Scan to e-mail and file share. Multi-page scan.
- Output to jpg and pdf format
- Includes a duplex unit
- With Photocopying functionality
- Ethernet-enabled

9.3 Mid-Range Colour printer

SIG ICTS recommends systems that meet the following specifications.

- Ethernet enabled
- Duty Cycle less than 20,000 pages per month
- No scanning functions
- Includes a duplex unit
- No photocopy functions
- Ethernet enabled

10.0 Software Development Guide

9.1 Develop requirement specs:

SIG ministry wishes to engage a software developer and must develop a comprehensive set of functional requirement specifications to be included in the request for quotation (RFQ) or request for tender (RFT). The SIG ICT Services IS team has in place the [SIG ICTS IS Development Procedure 2016](#) (or later) which can provide governance and operational guidance when undertaking such works. Please email SIG ICT Services -IS Team ICTISTeam@sig.gov.sb for more information.

10.1 Acceptance testing:

SIG ministry wishes to engage a software developer and must develop a set of acceptance tests checklist before acceptance testing. The SIG ICT Services can assist in providing technical guidance to develop an acceptance tests checklist.

10.2 User and Training:

The vendor (software developer) engaged must provide the required documentation, user guide and user training at the final phase of the development cycle.

10.3 Payments for software development:

All payments for software/website development shall made in instalments, based on milestones of work completed. A final payment shall be made only upon handing over of all the intellectual property and source code to SIG as well as the user guide and all other required documentation.

10.4 Support and Maintenance.

Any software development contract must be followed by an annual Support Level Agreement (SLA) which gets reviewed annually.

11.0 Software Purchase

Ministry wishes to purchase new software must consult ICTS for advice or awareness regarding the software functionalities, scalability, sustainability, license agreement type, and capability to be centrally installed to void the proliferation of different applications that serve the same purpose. The SIG ICTS IS team has in place the [SIG ICTS IS Team Proprietary Software Procurement Procedure 2016](#) (or later) which can provide governance and operational guidance when undertaking such works. Please email ICTISTeam@sig.gov.sb for more information.

12.0 Networking Equipment

12.1 Switch

All network switches must be Enterprise PoE network-managed Layer 3 switches, only Cisco switches are acceptable on the SIG WAN.

12.2 Structure Cabling

The scope of work for the provision of carrying out Structured cabling in the SIG offices includes supply, installation, testing, labelling, documentation and commissioning.

Installation shall only be carried out by Structured Cabling contractors who hold a valid Structured Cabling certification from a recognized institution. Cabling certificates are not transferrable and cannot be used by another Company to perform cabling works at any SIG offices. Established Network cabling providers who wish to perform work for SIG must provide a copy of their business registration, business license, tax identification number (TIN) and structured cabling certification/registration to ICTS for scrutiny and approval to be included in the Group email for SIG Certified Structured cabling providers. RFQs will be emailed to those on the Group email list only.

Information on SIG Certified Cabling providers and their respective certifications can be obtained by emailing ICTInfraTeam@sig.gov.sb. SIG will only engage Structured Cabling providers who are certified to carry out structured CAT6 cabling work.

All network cabling and cabling installation MUST meet Category 6 standards fully.

As a guide, please refer to the Australian Cabling Rules and Standards AS/CA S009:2020 Installation requirements for customer cabling (wiring rules).

All data cabling installations are to be fully documented with data cabling diagrams that show the physical location of the cable runs within or between buildings as per the AS/CA S009:2020 standards.

Cabling and documentation that does not adhere to the AS/CA S009:2020 standard will be requested to be re-run to these standards.

Two repeated failures to adhere to the AS/CA S009:2020 will result in the Vendor/Supplier being removed from the Preferred Suppliers agreement and will not be used by SIG, as per the Non-Compliance notice at the start of this document.

Please contact the SIG ICT services for advice when procuring any networking equipment or cabling (LAN).

SIG ICT SERVICES CHECKLIST

Supplier Name:	
Ministry Agency Name	

1.

All necessary documents specified in the Pre-Qualified Arrangement procedure are provided ☐

- Delivery Docket ☐
 - Copy of the Quote ☐
 - Copy of the Email ☐
 - Copy of the LPO Document ☐

L P O N U M B E R

2.

SIG ICTS Received and verified that the total number of Items Specified in the quote is/are accurate. ☐

3.

The ICT Equipment quoted and supplied meets the SIG ICT Services Minimum Standard Specification. ☐

4.

The ICT Equipment supplied matches the quoted specifications. ☐

5.

The ICT Equipment supplied is brand-new, not a refurbished. ☐

CERTIFICATION OF COMPLIANCE **YES / NO**

Compliance check carried out
by SIG ICT Service Technician: _____

Verified By: _____

DATE: _____