

PAEC 2021-22 Estimates Hearing - Response to Questions Taken on Notice

Question 1: What third-party provider was used prior to 27 May 2021? Reason behind using an alternate provider to the state system? Total cost and tendering/selection process? How many QR code sign-ins under the previous model? Data management and data security?

Response 1:

Prior to 28 May 2021 the Parliament of Victoria, (PoV) met the records requirement from the Chief Health Officer's (CHO) workplace direction through operation of the security card access control system (for staff/card holders only). The COVID Comply contact tracing solution was selected to digitise the health screening paper-form questionnaire required by the Deputy CHO as part of the Department of Health and Human Services' (DHHS) infection control team site visit to Parliament House in response to the confirmed COVID case in August 2020. This was not part of the records requirement from the CHO workplace directions. The COVID Comply solution was selected by PoV's COVID-19 Sub-committee and was implemented in September 2020, at which point Services Victoria application was still not available (it was only released at the end of November 2020). COVID Comply was developed by a local software company operating under Victorian data retention and destruction requirements and they delivered a system provided to similar clients, such as the City of Melbourne and the Independent Broad-based Anti-Corruption Commission.

For a time, DHHS shifted to a data integration approach for third party QR code systems where data was uploaded to the contact tracing system via an Application Programming Interface (API), and COVID Comply met this requirement. Until May 2021 the CHO workplace directions recognised other electronic record keeping systems and COVID Comply was one of several vendors able to exchange data with Services Victoria. COVID Comply has been flexible and responsive as PoV's needs have changed. Its solution also provided features not available through the Service Victoria solution, including asking users to confirm that they were not experiencing any symptoms and real time alerting when users answered yes to screening questions.

The initial license purchase was \$1,944 for a 6 month period - well below PoV's tender selection threshold. The service has been extended and to date Parliament has spent a total of \$7,848.

The hosting options were considered, and PoV opted to pay a dedicated hosting fee where the data is stored in a database dedicated to the PoV and not in a database shared with other organisations. Data is hosted in Australia and is encrypted in transport and at rest. Sensitive fields are encrypted as are backups which are held for 30 days to support the 28 day record retention requirement. The number of QR code sign-ins are not available as this data was purged based on the 30 days record retention policy.

Question 2: Page 67 of the departmental questionnaire lists a cost of \$15,048 for cabling for IPTV in the ministerial wing. What does this expenditure refer to?

Response 2:

This cost was primarily towards cabling for new broadcast camera positions and power to a committee room on the ground floor at 55 St Andrews Place, which was incorrectly described as 'IPTV cabling for ministerial wing'.