

RFI001/2022: DEVELOPMENT OF AN AUTOMATED COMPLIANCE MONITORING AND EARLY WARNING SYSTEM FOR THE DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION

The Office of Standards and Compliance (OSC) was established in terms of section 17 of the Public Administration Management Act, Act No. 11 of 2014. The establishment of the OSC is a significant undertaking aimed at changing the trend of non-compliance to the rule of law, and thereby instilling ethical conduct and professionalism for an efficient and effective public administration.

To ensure improved compliance, the Department of Public Service and Administration (DPSA), as a custodian for developing, implementing and monitoring compliance to public administration norms and standards, seeks to acquire and establish a Compliance Monitoring and Early Warning System to detect public administration non-compliance. The system would serve to automate the manual compliance reporting processes within the DPSA; and integrate various reporting processes within the DPSA. The system is envisaged to link with, and be interoperable with, other systems within the public administration and be capable of analysing data and providing early warning information that would allow timely interventions to address emerging signs of non-compliance or imminent administrative collapse before they occur. The system will provide an electronic platform to the public administration for, amongst others, regular reporting and producing compliance information dashboards.

The objective and scope of this Request for Information (RFI) is, but not limited to, the following:

- to determine the ability in the marketplace and assess the capability of available service providers who are able to respond to a Request For Proposals (RFP), should the DPSA at a later stage issue such a RFP to acquire the compliance monitoring and early warning system;
- gather information on the service providers available locally and internationally, who could conduct business process mapping and provide a suitable, automated compliance monitoring and early warning system;
- consider the degree to which commercially available systems would meet or not meet the DPSA's needs; and
- obtain representative cost estimates for electronic compliance monitoring and early warning systems, including licensing, subscription, maintenance, hosting fees, and any other costs relating to the upkeep of such a system.

1. QUESTIONS TO RESPONDENTS

All responses should include the following information:

1.1 Full particulars of the Responding Party

Name	Address	Primary contact Person	Contact number and email

1.2 Project Interpretation and Appropriateness of Expertise

- a) What is your interpretation of the need as outlined and of the envisaged solution?
- b) What is the viability of developing a Compliance Monitoring and Early Warning System for the DPSA, considering the required linkages and interoperability with other public service and municipal systems?
- c) What similar projects has your company/organisation undertaken, locally or internationally, in government or the private sector? Which software(s) were used? To what extent did your company/organisation conduct business process mapping before the design?
- d) What system-related challenges did you have to overcome?

1.3 Cost Estimates

- a) What would a system similar to this typically cost to design and implement?
- b) In your opinion, or knowledge, are there other suitable, readily available commercial solutions that could potentially be better suited for DPSA's needs? Please elaborate and substantiate.
- c) What would the cost be to acquire a similar commercially available system?
- d) What resource commitments should the DPSA be mindful of when acquiring an electronic compliance monitoring and early warning system?

2. RESPONSES

Interested parties are requested to respond to this Request for Information by submitting responses through email to lorraine@dpsa.gov.za/mmapulak@dpsa.gov.za by no later than 11 October 2022 at 16h00. Enquiries can be directed to Ms. Mamotladi Matloga @ (012) 336-1626.

Responses should be in Microsoft Word or compatible formats and should not exceed 10 pages. Upon receipt of the information, the DPSA will review the responses and make a final decision on whether or not to proceed with a Request for Proposals to procure any such services. If the DPSA decides to advertise a competitive bid, the invitation will be published on the e-Tender Portal with National Treasury as well as the DPSA's website as a minimum.

This is a Request for Information and not a Request for Proposals. A response to this Request for Information shall not be construed as committing the DPSA to any obligation, whether contractually, financially or otherwise, to a Respondent.

