



**Ministry of Law, Constitutional Affairs and Human Rights
Government of Kingdom of Lesotho**

RFI NUMBER	REFERENCE	MLRFI/03/2019
DESCRIPTION	Request for Information: Integrated Case Management System	
PUBLISH DATE	31 May 2019	
VALIDITY PERIOD	30 days (extended by two weeks)	
CLOSING DATE	12 July 2019	
CLOSING TIME	12: 00 pm	
BRIEFING SESSION	12 July 2019 – 14.00 hours	
RESPONSES DELIVERY VENUE	The Ministry of Law, Constitutional Affairs and Human Rights, Qhobosheaneng Government Complex 1 Road, Maseru Lesotho	
ATTENTION	Mr Setlabocha Jonas Mokhathi- Acting Head Procurement	

Respondents are hereby invited for the supply of information on the Integrated Case Management System for the Ministry of Law, Constitutional Affairs and Human Rights. With this Request for Information (RFI) the Ministry requires information regarding your company, the solution and services that you can offer to ensure the successful implementation of an integrated case management system. This RFI is neither a tender, Request for Proposals (RFP) nor Request for Quotations (RFQ) for which a supplier will be appointed. The purpose of this request is to gather information and acquire a clear understanding of what the market has to offer regarding the Integrated Case Management System. The Ministry intends to shortlist vendors/suppliers whose responses demonstrate a solution and services that are likely to meet the stated high-level requirement. The Ministry may then invite shortlisted vendors to provide responses to an RFP to be issued as a next stage should the Ministry choose to proceed with the process.

ENQUIRIES SHOULD BE DIRECTED TO BELOW PERSONS

Name: Ms Maliketso Malephane	Name: Mr Mokhachane Posholi
Tel. +26658766646	Tel: +26656327315
Email: maliketsol@yahoo.com	Email:posholimokhachane@gmail.com
Government of Lesotho Website	www.gov.ls OR www.ppadls.org

Responses clearly marked '**RFI: Integrated Case Management System of Lesotho**' be deposited in the tender box at Ministry of Law, Constitution and Human Rights, situated near PS Law office, written 'ICMS RFI tender'.

Table of Contents

1	INTRODUCTION.....	2
1.1	OVERVIEW	2
1.2	PURPOSE	3
	THE PURPOSE OF THIS RFI IS TO ALLOW RESPONDENTS TO PROVIDE OCJ A CHANCE TO GATHER INFORMATION AND HAVE A CLEAR UNDERSTANDING OF WHAT SOLUTIONS ARE AVAILABLE ON THE MARKET AND WHICH ONES WILL MEET THE BUSINESS REQUIREMENTS AT WHAT COST. THE RFI PROCESS DOES NOT NECESSARILY LEAD TO THE APPOINTMENT OF THE SERVICE PROVIDER.	3
1.3	RESPONDENTS	3
1.4	PROCESS	3
1.5	RULES	4
2	APPROACH.....	4
2.1	METHODOLOGY.....	4
2.2	PROJECT ACTIVITIES	4
2.3	TIMEFRAMES	4
2.4	PRICING	5
3	SOLUTION OVERVIEW	5
3.1	TECHNOLOGY PLATFORM	5
3.2	SYSTEM CAPABILITIES	6
3.3	BUSINESS REQUIREMENTS	6
4	SYSTEM SUPPORT AND CHANGE MANAGEMENT	6
5	CASE STUDIES AND REFERENCES	6

1 Introduction

1.1 Overview

The Integrated case management system is expected to automate and track cases in the following institutions that are associated with the Ministry. These can be summarized as follows:

1.1.1 The office of the DPP

The office of the DPP has been tasked with prosecuting criminal cases on behalf of the Government of Lesotho. The office exists within the Ministry of Law and Constitutional Affairs under the office of Attorney General (AG). It has been given a technical autonomy to deal with criminal matters but reports administratively to AG. It deals with the following functions:

- 1) Prosecution of murder, high profile, treason, and all criminal cases in the High Court or Court of Appeal
- 2) Issuance of Directives – which is a form of opinion on a case that a Counsel gives on a criminal case
- 3) Inquests – Murder cases that no individual can be held accountable to
- 4) Bail applications

The office of the DPP has presence in 13 locations across Lesotho

1.1.2 The Courts

Lesotho Courts are arranged into 3 tiers, - The Court of Appeal at the Apex, a High Court that incorporates both superior and intermediate court features and magistrate courts of up to 5 categories of rank. There are also differences in jurisdictions of different ranks of magistrates.

1.2 Purpose

The purpose of this RFI is to allow respondents to provide Ministry of Law, Constitutional Affairs and Human Rights a chance to gather information and have a clear understanding of what solutions are available on the market and which ones will meet the business requirements at what cost. The RFI process does not necessarily lead to the appointment of the service provider.

1.3 Respondents

Responses are expected from service providers with extensive experience in the ICT field, Solid experience with technology solution implementation / software solution implementation. The service provider must have expertise in the implementation of the Integrated Case Management System or similar solution in the court administration and prosecutions domain.

1.4 Process

RFI responses will be assessed on how well they cover and score on the following key aspects:

- The scope of prosecutions and court administration business processes and functions covered by the solution
- Solid solution deployment references in the prosecutions and court administration case management systems
- The solution architecture and integration capabilities
- Value added solutions or services offered
- A practical implementation methodology and approach for Lesotho's Ministry of Law, Constitutional Affairs and Human Rights organizational environment
- Change Management and System Support Model
- Project cost estimates and pricing Model
- Availability of skilled resource to implement and on-going support of the proposed solution
- The stability of the proposed solution
- Scalability of the proposed solution
- The proposed implementation timelines

1.5 Rules

Responses must include the following:

- Company profile
- Technical solution description and architecture response
- Implementation methodology and project plan
- System support and change management
- Relevant Case Studies and references
- License pricing and total implementation costs
- Annual software maintenance and systems support costs

2 Approach

The respondents have to provide an overview on the implementation approach by addressing the following:

2.1 Methodology

Which best practice solution implementation methodology is going to be used for the project?

2.2 Project Activities

Which activities are going to be executed for the actual implementation of the project?
Which resources are going to be required to execute those activities?

2.3 Timeframes

Which activities will be executed when and which milestone will be achieved by when?
A high level project schedule must form part of the response.

2.4 Pricing

Respondents should provide full details of the cost of ownership of the solution.

A detailed breakdown of:

- License Acquisition Costs (Per Module)
- Customization and Implementation Costs
- Training Costs
- Maintenance / Support Costs
- Project Management Costs
- Change Management Costs
- Infrastructure Costs

3 Solution Overview

Respondents must provide details about their proposed solution regarding the following:

3.1 Technology Platform

Server Infrastructure Requirements

Model	
Processing Power (Number of Processors)	
Memory	
Storage	
Operating System	
Database	
Other	

Other Infrastructure Requirements (e.g. Desktops, Scanners, Devices)

Model	
Other	

3.2 System Capabilities

Item	Remarks
Integration with 3 rd Party Applications (E.G Microsoft Office, Scanning and document management solutions)	
Modules	
Interfaces Customization Complexity	
Maintainability	
Local Support	
Scalability	
Usability	
Application Localized for Lesotho	

3.3 Business Requirements

Please indicate how will the proposed solution address key prosecutions and court administration processes.

3.4 System support and change management

Bidders are expected to provide their standard system support scope on similar projects together with a sample agreement/SLA that would be applicable for the consideration of the Ministry of Law, Constitutional Affairs and Human Rights.

It is further understood that a systems project of this nature is complex and requires new ways of working by the staff of the Ministry, it is therefore required that bidders detail a practical change management approach that will ensure the successful adoption of the solution.

3.5 Case Studies and References

Bidders need to provide the following for each reference:

- a) Customer name and contact details
- b) Scope of the solution delivered from a functional and number of users' perspective
- c) Project implementation duration
- d) Project value and annual support costs