



**MINISTRY OF LABOUR, INDUSTRIAL RELATIONS AND
EMPLOYMENT CREATION (MLIREC)**

Procurement Reference No.: EOI/

**EXPRESSION OF INTEREST
FOR
e-GOVERNMENT CONSULTANCY SERVICES FOR THE OFFICE OF
THE EMPLOYMENT EQUITY COMMISSION (EEC)**

Abbreviations

Table 1: List of Abbreviations

Abbreviation	Description
BCMS	Business Continuity Management Systems
BIPA	Business and Intellectual Property Authority
DPSITM	Department Public Service IT Management
EEC	Employment Equity Commission
eGSAP	e-Government Strategic Action Plan
ESB	Employment Service Board
ISMS	Information Security Management Systems
ISO	International Standards Organization
MLIREC	Ministry of Labour, Industrial Relations and Employment Creation
NAMRA	Namibia Revenue Authority
NIEIS	Namibia Integrated Employment Information System
O/M/A/s	Offices/Ministries/Agencies
OPM	Office of the Prime Minister
SCC	Social Security Commission

1. Invitation

This invitation for Expression of Interest (EOI) is issued in terms of Section 35(3)(b) of the Procurement Act 15 of 2015 and Regulation 21 (1).

2. Closing Date and Time

27 February 2025 at 11h00

3. Background

The Employment Equity Commission (EEC) was established in 1999 with the mission to monitor employment equity in all workplaces through the application of Affirmative Action Policies to the benefit of historically racially disadvantaged persons, women and persons with disabilities, without denying employers the right to select other qualified persons. Its mandate, therefore, is to see to it that all employers effect good employment practices as well as ensure that all employers adopt and implement affirmative action plans consistent with the Affirmative Action Act (Act No. 29 of 1998).

Thus, the EEC has a mandate to inquire into whether a relevant employer has adopted, and is implementing an Affirmative Action Plan, and whether any particular affirmative action plan or affirmative action measure meets the objects of the Act, and to take actions prescribed by or under the Act in regard there to. Additionally, the commission also has the following responsibilities:

- To collect and compile information for the purposes of the administration of the provisions of the Act.
- To advise any person, body, institution, organization or interest group on matters pertaining to the objects of the Act, including whether an existing or proposed affirmative action measure or employment practice is consistent with the objects of the Act.
- To advise the Minister on making regulations to achieve the objectives of the Act and on any other matter which the Minister may refer to the Commission.
- To undertake or sponsor research and publications relating to the objects of the Act and the Commission's functions; and
- To exercise such other powers or perform such other duties and functions as may or is required to be exercised by the Commission under the Act.

The Affirmative Action (Employment) Act, 1998 (Act 29 of 1998) is intended to foster fair employment practices regarding matters such as recruitment, selection, appointment, training, promotion, and equitable remuneration for previously disadvantaged people - more particularly, previously racially disadvantaged people, women and persons with disabilities, referred to as designated groups in the Act.

Implementation of e-Services for the Office of the Employment Equity Commission

In line with the e-Government Strategic Action Plan, Interoperability Framework and IT Policy for the Public Service, the EEC would like to embark upon a process towards implementation of e-Services. The e-Services will cover the following high-level requirements:

For Employers:

- Enable employers to file their affirmative action plans through the online portal to reduce paperwork and improve administrative efficiency.
- View compliance status online
- Apply for good standing letters/ certificates online
- Enable Employers to create and maintain their profiles online

For EEC:

- To conduct reviews and assessments electronically
- EEC Business Rules and Workflow
- Dash Boards and Reports
- Search Functionality
- User Administration

Data Exchange and Interoperability

- Data Exchange with other relevant registries/databases such as Social Security Commission (SCC), Employment Service Board (ESB); Namibia Integrated Employment Information System (NIEIS), Business and Intellectual Property Authority (BIPA), and other relevant stakeholders

Key Compliance Requirements

- Information Security Requirements for the e-Services in line with ISO 27001, the international standard for Information Security Management Systems (ISMS)
- Business Continuity Requirements in line with ISO 22301 for the e-Services, the international standard for Business Continuity Management Systems (BCMS)
- Information Technology Services Management best practices (ITIL)

The EEC thus wants to recruit the services of an experienced consulting firm with a lead e-Government Consultant, an experienced System Analyst/ Business Analyst and Analyst Programmer to carry out a detailed business process review as well as an assessment of the current ICT EEC Infrastructure and make appropriate recommendations with an action plan for EEC to implement e-Services according to e-Government best practices and standards.

3.1. About e-Government

The term 'e-Governance' has gained popularity in recent years, although there is no standard definition of this term, different governments and organizations define this term to suit their own aims and objectives. Sometimes, the term 'e-Government' is also used instead of 'e-Governance'. e-Governance aims to make the interaction between government and citizens (G2C), government and business (G2B),

and inter-governmental-agency relationships (G2G) more friendly, convenient, transparent, and inexpensive.

What is e-Governance?

e-Governance can be considered as a reform initiative involving the use of Information and Communication Technologies (ICTs) in public administration, combined with Organizational Change, Skills and Capacity Development, to improve delivery of public services, the democratic processes and strengthen support to public policies.

What is e-Government?

e-Government refers to a form of e-business in governance, with processes and structures needed to deliver electronic services to the public (citizens and businesses), collaborate with business partners and conduct all possible operations electronically within government entities themselves, in central, regional, and local levels.

e-Governance Interactions

e-Governance facilitates interaction between different stakeholders in governance using ICTs (indicated by block arrows in the diagram below).

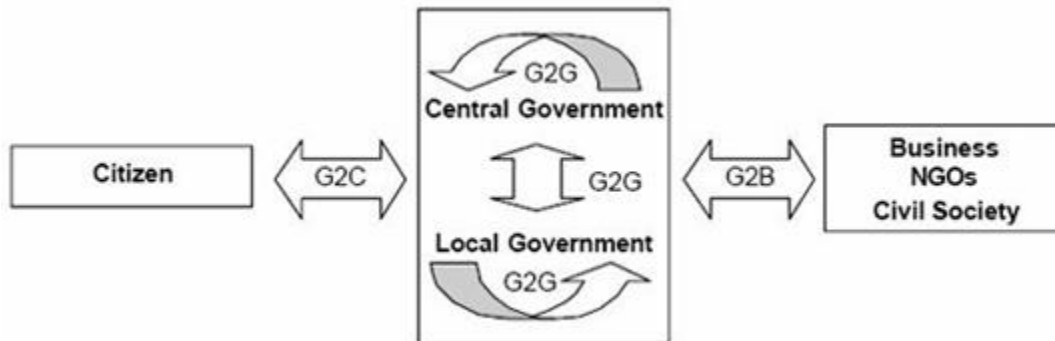


Figure 1: Interactions between main groups in e-Governance.

3.2. About the e-Government Project

The Government of the Republic of Namibia initiated the e-Government Project in 2005 through the launch of the e-Governance Policy for the Public Service of Namibia.

The second phase of the project was to assess the readiness of the Government of the Republic of Namibia to start with the implementation of e-governance. The readiness assessment was conducted across government Office/Ministries and Agencies (O/M/As), businesses and communities through seminars, meetings, surveys, questionnaires, etc.

Table 1: The e-Government Initiative Timeline

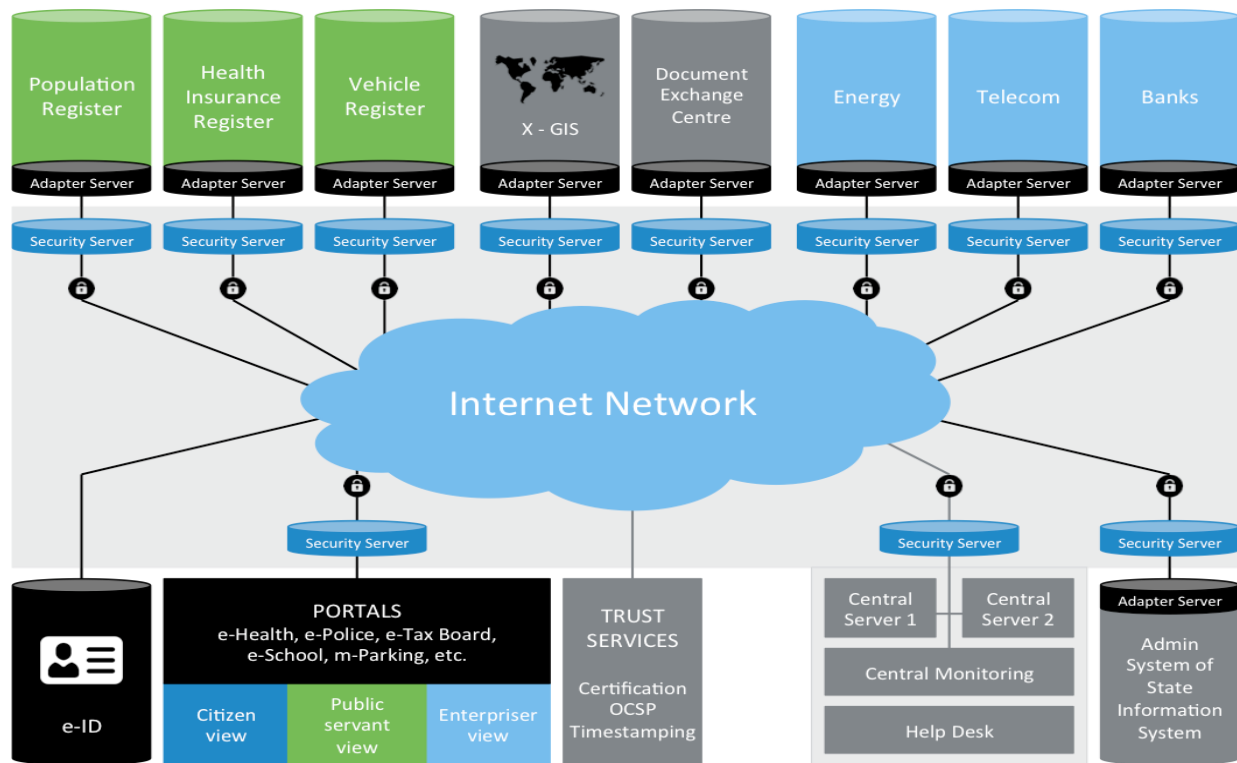
Year	Initiative	Description
2005	Launch of e-Governance Policy for the Public Service 2005	A policy to guide the implementation e-Governance across the Public Service.
2012-2013	e-Government Readiness Assessment	A readiness assessment for the Government of the Republic of Namibia to embark upon the e-Government Journey. The readiness assessment was conducted across O/M/As, businesses and communities. The outcome of the e-Readiness Assessment was used to formulate the e-Government Strategic Action Plan.
2016	Stakeholder Consultations on Draft Interoperability Framework for Namibia	The Office of the Prime Minister (OPM) through the Department Public Service Information Technology Management (DPSITM) drafted an Interoperability Framework for Namibia modelled on the X-Road Interoperability Framework from the Republic of Estonia.
2017	Launch of the Revised IT Policy for the Public Service	The Revised IT Policy for the Public Service was approved by Cabinet in 2017. The policy directs O/M/A/s to make use of existing IT infrastructure and applications where possible to reduce cost and duplication.
2019 -2024	e-Government Policy and Action Review	The current e-Government Policy and Strategic Action Plan are under review through an initiative led by DPSITM with assistance from the e-Government Academy of the Republic of Estonia.

3.3. Interoperability Framework for the Public Service

Interoperability refers to the degree to which a software system, devices, applications or other entity can connect and communicate with other entities in a coordinated manner without effort from the end user. This is often related to things like data access, data transmission and cross-organizational collaboration.

The Government of the Republic of Namibia has adopted Estonia’s Interoperability Framework, namely X-Road, depicted below as best practice:

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The EEC envisages to exchange data using the government Interoperability Platform with other institutions such as the Social Security Commission (SCC) and Business and Intellectual Property Authority (BIPA).

Estonia has made significant strides in the e-Government domain. The Government of Estonia has implemented the X-Road Interoperability Framework which has also been adopted as best practice by several countries globally.

X-Road is a centrally managed secure data exchange layer for sending and receiving data between both private and public sector organizations.

4. Eligibility Criteria

EEC invites Eligible Consulting Firms to submit their Profiles, detailed Curriculum Vitae (CVs) of key consultants.

4.1. Mandatory Documents

Mandatory Requirement	Compliant (Yes/No)
Be a consulting firm in the field of Information and Communications Technology (ICT) with 100% ownership by Namibian citizens with at least 70% shares owned by previously disadvantaged Namibians. Bidders shall submit certified copies of company registration	

documents from the Business and Intellectual Property Authority (BIPA) indicating shareholding and identity documents of owners /shareholders to proof compliance;	
Have an original or certified valid Good Standing Tax Certificate from the Namibia Revenue Authority (NAMRA);	
Have a valid Good Standing Certificate from the Social Security Commission;	
Have a valid Certified copy of Affirmative Action Compliance Certificate, proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998;	
A certified copy of SME Certificate	

4.2. Experience of Consulting Firm

Mandatory Requirement	Compliant (Yes/No)
Have a minimum of five (5) years' experience in ICT Infrastructure Assessment and related services with a minimum of three (3) reference projects of similar complexity successfully completed. Bidders shall submit their company profiles and related reference letters.	
Have a minimum of five (5) years' experience in Applications Review and Development and related services with a minimum of three (3) reference projects of similar complexity successfully completed. Bidders shall submit their company profiles and related reference letters.	
Have implemented ISO 27001, the international standard on Information Security Management at one (1) institution in Namibia. Bidders shall attach reference letters to proof compliance.	
Have implemented ISO 22301, the international standard for Business Continuity Management Systems (BCMS) at one (1) institution in Namibia. Bidders shall attach reference letters to proof compliance.	

4.3. Experience of Consultants

The lead consultants are required to attach all relevant supporting documents (CV, certified copy of ID, qualifications, training certificates, and reference letters to confirm experience). The overall team composition should be gender balanced.

a) Lead e-Government Consultant

Mandatory Requirement	Compliant (Yes/No)
Namibian Citizen	
Bachelor of Science in Computer Science or Equivalent	
General Experience in the Field of Information and Communications Technology (ICT)	

<ul style="list-style-type: none"> • At least 10 years' Experience in the field of Information and Communications Technology (ICT) with a particular focus on development and implementation of e-Government Strategies, Action Plans as well as implementation of Application Systems. <ul style="list-style-type: none"> ○ Research and adoption of ICT industry best practices such Information Technology Governance, Information Technology Service Management, Information Security Management, Business Continuity Management, etc. ○ Research on Public Sector latest trends and best practices in e-Government ○ Development and Implementation of e-Government Strategies ○ Monitoring and Evaluation of e-Government Strategies ○ Data Exchange and Interoperability Frameworks ○ Project Management 	
<p>Specific e-Government Experience (at least 10 years)</p> <ul style="list-style-type: none"> • In development and implementation of e-Government Strategies, Policies and Best Practices in the Public Service • In Project Management, Monitoring and Evaluation of e-Government Projects in the Public Service 	
<p>International Experience in e-Government Best Practices covering at least (include reference letter(s) to verify international experience)</p> <ul style="list-style-type: none"> ○ e-Government Best Practices ○ Interoperability Frameworks 	
<p>Relevant Training in ICT Governance</p> <ul style="list-style-type: none"> ○ COBIT 	
<p>Certified Training in the field of e-Government</p>	
<p>Certified Training in Leadership and Management</p> <ul style="list-style-type: none"> ○ Middle Management Development Programme (MMDP) as a minimum 	
<p>Certification on Information Technology Service Management (ITIL 3)</p> <ul style="list-style-type: none"> ○ Minimum ITIL 3 Expert 	
<p>Certified Training in Project Management</p>	

b) Lead Systems Analyst/ Business Analyst

Mandatory Requirement	Compliant (Yes/No)
Namibian Citizen	
Bachelor of Science in Computer Science or Equivalent	
<p>Experience in the Field of Systems / Business Analyst (attach reference letters and qualifications)</p> <ul style="list-style-type: none"> • At least 5 years' experience in the field of Systems/ Business Analysis <ul style="list-style-type: none"> ○ Certified in ITIL 3 beyond Foundation Level 	

c) Lead Analyst Programmer

Mandatory Requirement	Compliant (Yes/No)
Namibian Citizen	
Bachelor of Science in Computer Science or Equivalent	
Experience in the Field of Software Development and Database Administration (attach reference letters and qualifications) <ul style="list-style-type: none"> At least 5 years' experience in the field of Database Administration, Software Development and Implementation 	

d) Lead Systems Administrator

Mandatory Requirement	Compliant (Yes/No)
Namibian Citizen	
Bachelor of Science in Computer Science or Equivalent	
Experience in the Field of ICT Infrastructure Administration and Support (attach reference letters and qualifications) <ul style="list-style-type: none"> At least 5 years' experience in the field of ICT Infrastructure Administration and Support 	

5. Scope of Work

The consultant(s) are expected to carry out the following:

- Stakeholder Consultation and detailed Business Process Review and Identify opportunities for digitization for key processes in line with current e-Government initiatives under the custodianship of the Office of the Prime Minister
- Detailed Requirement Analysis and Documentation of Requirements for the EEC e-Services
- Data Exchange Requirements with other key databases/registries such as Social Security Commission (SCC), Employment Service Board - Namibia Integrated Employment Information System (NIEIS) and Business and Intellectual Property Authority (BIPA)
- Interoperability Requirements based on the Interoperability Framework for the Public Service which is based on the X-Road Interoperability Framework from Estonia
- Information Security Requirements for the e-Services in line with ISO 27001, the international standard for Information Security Management Systems (ISMS)
- Business Continuity Requirements in line with ISO 22301, the international standard for Business Continuity Management Systems (BCMS)
- Detailed review of the current EEC ICT Infrastructure
- Develop detailed Recommendations and an Action Plan for the Implementation of EEC e-Services
- Development and implementation of e-Services

6. Shortlisting

Only shortlisted consultants who meet the minimum requirements will be considered.

7. Clarifications (strictly by email)

All requests for clarifications should be addressed to: Ester.Kamati@mol.gov.na

8. Financial Information

No Financial Information is requested at this stage.

9. Submission of Bids

32 Mercedes Street, Khomasdal,
A-Block, 1st Floor, Office No. A216