THE LEBANESE REPUBLIC

THE OFFICE OF THE MINISTER OF STATE
FOR ADMINISTRATIVE REFORM

REQUEST FOR INFORMATION

OMSAR SECTORAL AND ORGANIZATIONAL PERFORMANCE MEASUREMENT AND INSPECTION PROJECT

RFI NO: AF/01/21

DATE 02/AUGUST/2021

Request for Information (RFI)

The Lebanese Government represented by the Office of the Minister of State for Administrative Reform **(OMSAR)** invites solution providers to respond to the following project:

Background

Sectoral and Organizational Performance Measurement and Inspection Programme (SOPMIP), is an organization performance management project based on KPIs. It is a flagship programme of the Government of Lebanon to further strengthen the overall performance of its public administration. It is a joint tripartite undertaking of two central agencies of the administration, namely the Central Inspection (CI) and the Office of the Ministry of State for Administrative Reform (OMSAR), together with the Ministries / Public Administrations.

The overall objective of the project is to empower the Lebanese public sector to improve their performance and resolve their most important issues with a secure, easy to use performance management platform. The outcome is to have a Lebanese Public sector enabled to deliver better services to the citizens through technical administrative assistance to the Ministries, public institutions, autonomous services, and other government administrations.

Its specific objectives are twofold: (a) To support the Central Inspection in its control function by focusing on the organizational and sectoral performance of the public entities through the use of Key Performance indicators and (b) To build the capacity of the Ministries in using the same performance based management methodology, used by the central inspection and which rests on key Performance indicators, to facilitate their annual reporting to the control bodies.

Rational

The rational is to automate the performance management methodology used by the Central Inspection of Lebanon and the Public Sector Ministries to help in conducting performance management evaluation for the activities performed by the public entities, based on Key performance indicators following a systematic procedure that ensures consistency reliability and security of the data.

Introduction

OMSAR is always keen to adopt the latest technologies and standards when it comes to acquire software applications and tools.

OMSAR has decided to launch a new project to acquire a software application to fully automate this Sectoral and Organizational Performance Management and Inspection Program (SOPMIP Program) which is based on key performance indicators (KPI) and to help monitor and evaluate key work areas in each Ministry/Sector.

This Software application is expected to:

- Facilitate the creation, visualization and analysis of performance indicators;
- Facilitate the reporting and the transfer of KPI data from line Ministries to the Central Inspection and OMSAR and
- Provide the Central Inspection with necessary tools to analyze and monitor against targets and strategic goals and objectives.

The aim is to have a platform that is easy to manage and customize in order to collect government agencies data necessary for monitoring and evaluating the performance based on key performance indicators against previously set targets. It is envisaged that this solution will become an integral part of the work of the central inspection as well as government agencies thus helping them in setting ,monitoring and reporting on yearly performance.

Summary of Solicited Services and Products

OMSAR seeks to obtain information from vendors who can provide systems, solutions and services that will enable OMSAR to fully automate the SOPMIP process.

The requested information needs to cover services and products in the following areas:

- Software application.

We are open to consider and evaluate open source and cloud based solutions and services.

Major Functionalities

The minimum application required features are as listed below:

- Allow building of unlimited interactive dashboards with no development or tech skills;

- Allow adhoc formula settings across different indicators;

- Include score-carding features, automatic standard tables generation and flexible tables generation modules;

- Allow different layering of goals and indicators (KPA, Sub-KPA, KPIs…);

- Include seamless and complete analysis and visualization capabilities for all gathered data derived from different sources;

- Include consolidated and graphical reporting of results;

- Get updates from assigned owners;

- Allow sharing of dashboards, results and recommendations with security grants;

- Allow historical progress reporting and monitoring;

- Allow export of data to different formats;

- Allow easy implementation, management and monitoring of different security layers;

- Allow for attachments of different formats;

- Allow for visual indicators coloring of performance score rating.

It is preferred if the application has:

- Drag and drop interface for ease of work;

- Allow projections based on different simulations to help in setting realistic benchmarks;

- Flagging of specific information for later review;

- Allow predictive analytics utilization to calculate future performance models.

Response Guidelines

Responses should be concise and clear describing how the proposed solution works and what functionalities does it possess. In addition, the response should provide an estimated timeline for the project implementation.

The response should have no reference whatsoever to prices.

Presentations

Upon receiving and analyzing the submitted information, OMSAR may clarify some aspects of the responses in writing and may decide to invite some of the respondents to present their solutions, and might ask for a trial version.

Limitations

o The purpose of this RFI is to collect advanced information concerning available solutions to various SOPMIP automation tools;

o It is neither aimed at prequalifying firms nor solutions;

o This RFI does not entail any commitment, of whatever nature, on the part of OMSAR. OMSAR will not incur any obligation towards firms submitting responses to this RFI;

o OMSAR reserves the right to modify, append, or remove content items from this RFI free of any obligations towards firms submitting responses to this RFI.

Clarification Request

Interested applicants are requested to submit their questions/ clarifications by writing to the following email address: proc@omsar.gov.lb before Friday the 20th of August 2021 at 14:00 hours Beirut local time.

Submission Deadline

The deadline for submission of RFI is on **Tuesday the 31st of August 2021 at 14:00 hours, Beirut local time,** by courier or by email to the following address: rhammoudy@omsar.gov.lb

Or by hand delivery to the following address:

The Office of the Minister of State for Administrative Reform (OMSAR)
STARCO Bldg., Block A, 5th Floor, Omar Daouk Street, Beirut, Lebanon
Att: Mrs. Rawiah Hammoudy, Procurement Assistant (room 511)
Tel. 961-1-371510. Facsimile: 961-1-371599.