Woodmead North Office Park, 54 Maxwell Drive,
Woodmead, Johannesburg, 2191, Gauteng Province,
South Africa
P.O Box 31533, Braamfontein, Johannesburg, 2017
Email: enquiries@inforegulator.org.za
Website: www.inforegulator.org.za
Toll Free: +27 80 001 7160

ENTITY: **INFORMATION REGULATOR**

Tel:010 023 5200 **Email:** SCM@infoRegulator.org.za

SUPPLY CHAIN MANAGEMENT SPECIFICATION	
Name of Directorate	Information Regulator
RFQ Number	RFQ-15-2026/27
Closing Date	30 June 2026 @ 17:00 PM
Preference Points Applicable	**80/20 Principle**
Contact Number	010 023 5261/ 5263 or 083 383 7386
Venue for delivery of goods /services	Woodmead North Office Park, 54 Maxwel Drive, Woodmead, Johannesburg, 2191, Gauteng Province, South Africa
Responses should submitted strictly via SCM email.	SCM@inforegulator.org.za
Contact Person	P Maphangula 083 383 7386 PMaphangula@inforegulator.org.za

REQUEST FOR QUOTATION (RFQ) FOR PROCUREMENT OF A SERVICE PROVIDER FOR THE DEVELOPMENT OF NORMS AND STANDARDS FOR SENIOR INVESTIGATION OFFICERS, INVESTIGATION OFFICERS, SENIOR COMPLIANCE AND MONITORING OFFICERS, AND COMPLIANCE AND MONITORING OFFICERS IN THE POPIA AND PAIA DIVISIONS FOR THE INFORMATION REGULATOR

Qty	Description
6 Months	**DEVELOPMENT OF NORMS AND STANDARDS FOR SENIOR INVESTIGATION OFFICERS, INVESTIGATION OFFICERS, SENIOR COMPLIANCE AND MONITORING OFFICER, AND COMPLIANCE AND MONITORING OFFICERS IN THE POPIA AND PAIA DIVISIONS FOR THE INFORMATION REGULATOR.**

1. Introduction

1.1 The Information Regulator (Regulator) is established in terms of section 39 of Protection of Information Act 4 of 2013 (POPIA) as a juristic person which has jurisdiction throughout the Republic. The Regulator is listed as a schedule 3A institution in terms of Public Finance Management Act (PFMA). It is independent and is subject only to the Constitution and the law and must be impartial and perform its functions and exercise its powers without fear, favour or prejudice; The Regulator exercises its powers and performs its functions in accordance with POPIA and the Promotion of Access to Information Act 2 of 2000 (PAIA) and is accountable to the National Assembly. Section 47 of POPIA empowers the Regulator to establish its administration and appoint staff to assist it in the performance of its functions.

1.2 The entity is responsible for monitoring and enforcing compliance, handling complaints, conducting research, and ensuring public awareness about data protection and access to information.

1.3 The Regulator is currently in the process of reviewing its organisational structure to ensure alignment with the strategic objectives as well as best practice and will since be embarking on a benchmarking exercise.

1.4 Investigation Officers and Compliance and Monitoring Officers within the POPIA and PAIA divisions are tasked with investigating complaints, monitoring compliance, and enforcing the rights to privacy and access to information. To enhance accountability, efficiency, and professionalism, the Regulator seeks to develop Norms and Standards that will govern the conduct, processes, and performance of Investigation Officers.

1.5 When the organisational structure was developed and approved, the number of positions allocated in the POPIA and PAIA Divisions were the same. The assumption at the time is that the amount of work in the Divisions would be the same. There was no baseline at the time.

1.6 We have identified that the numbers of complaints between POPIA and PAIA are very vast, and this results in workload imbalance.

1.7 This has resulted in Information Regulator's having a high turnover rate in the core divisions. The organisation has resulted in staff members working overtime to try and cover the backlog from the previous financial year.

2. Objective of this RFQ

2.1 The objective of this RFQ is to receive quotations from potential vendors/service providers available to develop norms and standards for Senior Investigation Officers, Senior Compliance and Monitoring Officers, Investigation Officers and Compliance and Monitoring Officers that can address the needs of the Information Regulator.

3. Scope of Requirements

- Experience to develop a standardised framework to guide the professional conduct, ethics, and accountability of Investigation Officers and Compliance and Monitoring Officers.
- Ability to provide uniform procedures for case intake, investigation, reporting, and evidence handling for Complaints and Investigation and Compliance and Monitoring
- Development of key legal and regulatory guidance notes, policies and standard operating procedures
- Ability to assess and determine level of expertise required for compliance officers to work on various applications in terms of legislation
- Ability to segment work processes and develop norms and standards (e.g. simple and complex investigations)
- Conducting assessments in respect of the processing of personal information and monitor the implementation of PAIA
- Conducting assessments in respect of the processing of personal information and monitor compliance with POPIA
- Determine whether the volume of complaints received can lead to increase in the capacity
- Develop a clear separation of duties between Officers and Senior Officers to ensure independence, accountability, and proper separation of intake, investigation, monitoring, and decision-making work.
- Assess whether the Compliance and Monitoring function should be split into two roles (Compliance Officers and Monitoring Officers) to improve efficiency and allow for more specialised work.
- Develop a system to assign work based on risk and complexity, where Junior Officers handle low-risk or smaller cases, and Senior Officers handle high-risk, complex or larger entities.
- Determine whether workload is commensurate with the size of the team
- Determine and advise whether there's a need to have position of junior and senior investigation officers in the organisation
- Mechanism for risk classification of complaints (e.g. High risk/medium /low)
- Ensure alignment with legislative mandates (POPIA, PAIA, Constitution, PFMA, Public Service Code of Conduct).
- Benchmark against best practices from similar Regulatory entities, and public entities.

- Provide clear performance standards and monitoring mechanisms.

4. Evaluation Criteria

Responses to this RFQ will be assessed based on the following criteria:

- **Company profile:** client management, partners and years in operation
- **Detailed project plan:** addressing the scope of requirements and timelines. Experience in developing the norms and standards, particularly from similar Regulatory entities. The project plan must include facilitating consultative workshops, deployment strategy, training, and post-implementation support**.** Upfront, implementation, and ongoing costs for the 6 months. The service provider must ensure compliance and Adherence to South African legal and regulatory requirements, including POPIA and PAIA.
- **Three (3) signed reference letters** performing similar services within the last three (3) years.
- **Bank rating/code:** Providing valuable insight into the financial status of a business or entity, allowing to determine the terms of business or risk involved when extending credit.

5. Vendor Qualifications and Information Requested

5.1 Company Information

5.2 Compliance Information

- Certification and adherence to South African regulatory frameworks
- Auditability and reporting capabilities

5.3 Implementation Details

- Estimated deployment timeline and key milestones
- Training and change management strategies

5.4 Cost Proposal

- Estimated total cost of ownership (TCO) for 6 months

5.5 Support and Maintenance

- Service Level Agreements (SLAs) and support response times
- Availability of local support teams

6. Evaluation Process and Criteria

The quotes will be evaluated in 3 (three) stages.

- SCM pre-qualification criteria
- Functional criteria, and
- Price and Specific Goal

6.1 The first stage will be pre-qualification in line with SCM requirements:

- Tax Compliance Status Pin;
- Original certified BBBEE Certificate/ Sworn Affidavit.
- CSD registered and submission of CSD report not older than three (3) months
- Completed and signed SBD 4, SBD 6.1,

Bids not in compliance with the above-mentioned **and/or** received after the closing date of request for quotation will **NOT** be considered.
Quotations that qualify will proceed to the second stage of evaluation.

A panel representing the Regulator will evaluate the quotations received according to a set of evaluation criteria.

6.2 The second stage will evaluate functionality, and the minimum threshold will be 70 points. Evaluation of quotations will be done according to the following criteria (sufficient information should be provided):

Table 1

Evaluation Criteria	Description	Score Guidelines		Points
Reference Letters (Past Experience) **NB: NO PURCHASE ORDERS TO BE PROVIDED AS REFERENCE**	Submit Three (3) signed reference letters performing similar services within the last three (3) years in developing norms and standards particularly from similar regulatory entities or public entities with contactable references. References must be in the form of signed letters on a client's official business letterhead stating the scope and description of the services rendered, contract duration with contact name and contact number.	• The submission of three (3) letters demonstrates proven experience in developing norms and standard in particularly from similar regulatory entities or public entities	**(30)**	**30**
		• The submission of two (2) letters demonstrates proven experience developing norms and standard in particularly from similar regulatory entities or public entities	**(20)**	
		• The submission of one (1) letter demonstrates proven experience developing norms and standard in particularly from similar regulatory entities or public entities	**(10)**	

		The non-submission or submission of irrelevant letters do not demonstrate proven experience developing norms and standard in particularly from similar regulatory entities or public entities	**(0)**	
Detailed Project Plan	A concise Project Plan / written summary of no longer than five (5) pages that demonstrate the full scope of work as indicated in the Terms of reference or specification; timelines and deliverables; and understanding of specifications, methodology and approach to be used for this project.	• Submission of detailed project plan addressing every aspect of the scope of work	**(20)**	**20**
		• Submission of project plan that partially addresses the scope of work.	**(10)**	
		• Non-Submission of project plan that partially addresses the scope of work.	**(0)**	
Company profile, client management, partners and years in operation company address, contact details.	Company Profile comprising of client management, partners and years in operation, company address, contact details.	• Excellent summary of the company profile should comprise of following five (5) categories; client management, partners and years in operation, company address, contact details.	**(30)**	**30**
		• Good summary of company profile should comprise of following four (4) categories; client management, partners and years in operation, company address, contact details.	**(20)**	
		• Average summary of company profile should comprise of following three (3) categories; client management, partners and years in operation, company address, contact details.	**(10)**	
		• No summary of the company profile.	**(0)**	
Bank rating/code	Providing valuable insight into the financial status of a business or entity, allowing you to determine the terms of business or risk	• Rating A -B Good to do business with a company	**(20)**	**20**

	involved when extending credit.	• Rating C-D Unlikely to commit themselves beyond their means	**(15)**	
		• Rating E Good to modest business commitments	**(10)**	
		• Non-Submission of Bank Rating	**(0)**	

NB**Service Providers who fail to score a minimum of 70 points out of a possible 100 points on functionality criteria will not be eligible for further consideration.**

6.3 The third stage will evaluate the price and specific goals of those bids that meet the minimum threshold for functionality.

In accordance with the Preferential Procurement Regulations, 2022 pertaining to Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20-point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points, and 20 points will be awarded as per points allocated to a bidder on the specific goals: (In reference to SBD 6.1)

- Enterprises with ownership of 51% or more by person/s who are black person/s – 10 points
- Enterprises with ownership of 51% or more by person/s who are women – 5 points
- Enterprises with ownership of 51% or more by person/s who are youth – 3 points
- Enterprises with ownership of 51% or more by person/s with disability – 2 points

Prepared By	
Signature:	DocuSigned by: Portia Penane 513B89F94DF6446...
Name	Portia Penane
Title:	BSC Chairperson
Date:	19-Jun-2026 | 13:13 SAST