



Request for Information (RFI)

RFI/ICT/AI/2024/02

SERVICES: Artificial Intelligence service to the PPECB to the PPECB

Responses to be submitted to: SangoJ@ppecb.com on or before 05 April 2024 at 16h00.



PPECB

www.ppecb.com

1 INVITATION

Bidders are invited to submit responses to this request for information for the Provision of Artificial Intelligence services to the PPECB.

This RFI is a stand-alone information gathering and market-testing exercise, intended only to inform and assist PPECB's further deliberation and development of a specification for the competitive tender process and/or Request for Quotation.

PPECB aims to obtain indicative prices, timelines as well as information regarding different solutions offered by the market. Respondents are required to provide documentation detailing their different offerings around functionality, indicative pricing, and requirements to assist the PPECB.

Below are the guidelines for response:

- Indicative prices of the solution/service offered. This is an all-inclusive price of all the required items/services to be charged.
- The bidder must submit all compliance documentation i.e., Valid Tax Clearance Certificate or Pin, Valid BEE Certificate or EME/QSE Affidavit and Proof of CSD Registration.
- The bidder should submit all information relating to experience in implementing similar scope of works i.e., IPA (intelligent process automation)/AI(Artificial Intelligence) solutions and/or projects. These include but are not limited to:
 - Business Process Automation
 - Intelligent Analytics
- Submission of a detailed proposal of the work plan on how the bidder intends to render the services. This must include:
 - Methodology,
 - Timelines,
 - Milestones,
 - Deliverables and outcomes,
 - Roles and responsibilities per phase,
 - and a list of technical documents expected.
- **Bidders who have indicated a willingness to demonstrate their technology will be invited to do presentations virtually.**
- A online briefing session will be held on 18 March 2024 at 12h30 for potential bidders (Non-Compulsory).
- **Link for briefing session** - https://teams.microsoft.com/l/meetup-join/19%3ameeting_OWVmN2I5NDEtYzQ0ZC00NjYzLWUyNGEtZWV0ZWFiMGV0ZWV0MmFm%40thread.v2/0?context=%7b%22id%22%3a%2204002956-6814-4733-a7e6-d104266c1d4a%22%2c%22oid%22%3a%221e207b07-dd29-4eb6-ba60-8a1ff043700c%22%7d
- **It should be noted that should the PPECB resolve to subsequently issue out a Request for Proposal or Request for Quotation, the invitation may be restricted to the respondents of the RFI.**
You are urged to ensure that all accompanying information in your submission and documentation is sufficiently clear, and all documentation completed and incorporated in your submission at the time of submission. Nonadherence to this will prejudice and

may disqualify your offer from further consideration. Your RFI submission should have a thorough index and reference all documentation submitted.

1. SCOPE OF TERMS OF REFERENCE

PPECB is requesting suppliers to respond to the Request for Information on supplying the PPECB with Intelligent Process Automation (IPA) and Intelligent Analytic capabilities to automate a manual process, to convert to data to process for insights and predict outcomes.

The PPECB is a Schedule 3A entity in terms of the Public Finance Management Act 1 of 1999. The PPECB is established in terms of Section 2 of the Perishable Products Export Control Act 9 of 1983. The main purpose of the PPECB is to promote the orderly, efficient, and sustainable export of perishable products from South Africa. The PPECB manages and monitors the cold chain for the export of perishable products from South Africa. The PPECB operates under two mandates, namely the Agricultural Products Standards Act and the Perishable Products Standards Act 9 of 1983.

The main operational activities of the PPECB are;

1. Quality and Phyto Inspections.
2. Export Certification
3. Cold Chain Services
4. Food Safety Services

1.1. Background

Two of the PPECB strategic objectives are to deliver (1) digital transformation and (2) data analytics, intelligence, and insights. Both strategies are in progress of delivery, to improve the services being delivered, digitalising the process and data to improve the quality and availability of data for analytics. It further reduces human error and improve the turnaround time to capture transactions and to provision the info for the billing and reporting purposes.

The PPECB captures a multitude of information as part of the value chain, delivering the services listed above. A number of these processes are still paper based, and human intervention needed to document information, and only a subset thereof is captured electronically.

1.2. Scope of work

This initiative will serve as an information gathering and market-testing exercise to provide the PPECB with evidence on the capabilities, benefits, applicability to similar processes for digitalisation and analytics. The results must include the outcome of the use case, and recommendation of the resource requirements, and considerations to pursue this in future.

To achieve this, the use case will focus on inspection services, where certain attributes regarding the inspection is recorded on paper. This is currently filed as hard-copies, and upon request, pulled from filing storage, to obtain the information in question. Should any analysis or trends be required, a set of documents would be retrieved, and analysis and insights manually derived.

The intent to digitise the information and use for predictive analysis. To confirm that

- The documents can be used in its current hard copy format;
- The information can be used either in handwritten or typed format;

- The process will use modern technology and/or AI processes to converted it into electronic format for data analysis;
- The business KPIs are defined and addressed;
- Predictive analysis and/or Analytical insights can be derived to understand problem areas to focus on;
- The outcome will provide recommendation on
 - The method and process used to convert this manual process into a digital process.
 - An architectural and/or technical document of the technology, software and services used.
 - Options to consider for future processing (inhouse / outsource / as a service).
 - Insight and analytical results will be presented to the PPECB.

Bid Submission

All submissions must be submitted via email to SangoJ@ppecb.com or submitted electronically via Microsoft One Drive and shared with this email address: SangoJ@ppecb.com. All submissions must be referenced **RFI/ICT/AI/2024/02**.

Closing Date: 05 April 2024

ICT Specification Expert: *N Pretorius* Date: 12 Mar 2024

CIO: *[Signature]* Date: 12/03/2024