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## **Request for Quotes (RFQ): Business Analysis Services for Legal Practice Council System Replacement**

### **1. Introduction**

The Legal Practice Council (LPC) is seeking quotes from qualified business analysts for the development of detailed business requirements for a new system to replace our current custom application, known as the MMS (Member Management System). The MMS system is outdated and no longer meets the evolving needs of the LPC in managing regulatory functions.

### **2. Background**

The LPC, established under section 4 of the Legal Practice Act, Act 28 of 2014, is responsible for overseeing the legal profession, ensuring compliance with regulations, and enhancing the quality of legal services. The MMS system currently facilitates several critical functions, including but not limited to:

- Management of legal practitioners and firms
- Admissions and Enrolments
- Management of firm audits
- Document and file system management
- Registration of candidates for exams
- Registration of contracts for article clerks and pupils
- Management of disciplinary data
- Managing pro bono allocations and work

## Scope of Work

The selected business analysts will be required to:

- Conduct comprehensive virtual meetings with all LPC departments to gather detailed requirements. May require multiple meetings. Departments include:
  - Professional Affairs Department:
    - Firm management
    - Practitioner management
    - Exam registrations
    - Admissions
  - Candidate attorney and pupil management
  - Disciplinary Department
    - File management
    - Diary function
    - Committee scheduling
  - Audits
  - Curatorship
  - Pro bono
- Document all existing processes and systems comprehensively, ensuring that no current practices are excluded from the requirements.
- Identify gaps and opportunities for improvement within these processes.
- Create detailed business requirements documents that will inform the subsequent system development phase.
- Provide recommendations for system features, security, compliance, and best practices in legal regulatory system design.
- Identify opportunities for system automation.
- Collaborate with LPC stakeholders to ensure the business requirements align with organizational goals and regulatory requirements.
- Ensure that all necessary reporting functionalities are comprehensively documented to meet LPC's operational needs.

#### **4. Deliverables**

The project will result in the following key deliverables:

- A detailed business requirements document that includes comprehensive system specifications, functional and non-functional requirements, and integration needs, as outlined in the business requirements gathering phase.
- Detailed wireframes for the new system, which must be approved by all relevant LPC departments before the completion of the project, to ensure they align with the detailed requirements gathered.
- A final report outlining recommendations for system development. This includes suggestions for potential platforms, technologies, and development methodologies, as well as guidance on system features, security, compliance, and best practices in legal regulatory system design.

#### **5. Qualifications**

Respondents to this RFQ should have:

- Proven experience in business analysis, particularly in legal, regulatory, or compliance-related fields.
- Strong analytical and problem-solving skills, with the ability to translate complex legal and regulatory processes into clear system requirements.
- Excellent communication and stakeholder management skills.
- Familiarity with modern system development practices and technologies.
- References or case studies from similar projects successfully completed.

#### **6. Submission Requirements**

Interested parties should submit a proposal including:

- B-BBEE certificate - only SWORN AFFIDAVIT B-BBEE certificates shall be accepted.
- An overview of their qualifications and experience relevant to this project.
- A proposed approach and methodology for the project.

- A tentative estimate of hours required for each phase of the project.
- A detailed quote, including hourly rates and any other anticipated expenses.
- References from previous clients for similar projects.

## **7. Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

- Relevance and quality of previous work experience.
- Clarity and feasibility of the proposed approach and methodology.
- Alignment of the proposed budget with LPC's needs and constraints.
- Qualifications and expertise of the team members proposed for the project.

## **8. Submission Deadline and Contact Information**

Proposals must be submitted by **10 JUNE 2024** to **itprocurement@lpc.org.za**. Late submissions will not be considered.

For any inquiries regarding this RFQ, please contact **itprocurement@lpc.org.za**.