



**MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND  
INSTITUTIONAL REFORMS  
MAURITIUS**

12 May 2021

**Ministry of Public Service, Administrative and Institutional Reforms**  
**Circular Letter No 20 of 2021**  
**E/60/28/29/37**

**From : Secretary for Public Service**

**To : Supervising Officers in charge of Ministries/Departments**

**Sandbox Framework for Adoption of Innovative Technologies in the Public Service**

Please refer to Circular Letter No. 09 of 2021 dated 15 March 2021 regarding the implementation of the Sandbox Framework which is an initiative of the Ministry of Public Service, Administrative and Institutional Reforms.

2. As you are aware, the above Framework is a budgetary measure announced in the Budget Speech 2020-2021. It aims at facilitating the development of proof of concepts and pilot exercises to test the possibilities of innovative technologies. In this context, the Ministry of Public Service, Administrative and Institutional Reforms (MPSAIR) has, in consultation with relevant stakeholders, worked out a Sandbox Framework Booklet which is attached for your consideration.

3. Additionally, an online portal has been developed by this Ministry and is operational since March 2021, to encourage submission of proposals as well as facilitate the adoption of innovative technologies in the Public Service. The portal enables various stakeholders to submit their ideas with regard to innovative solutions and their impacts on public service delivery.

4. The MPSAIR has identified the following two priority projects and bidding exercises pursuant to Section 15 of the Public Procurement Act on the Sandbox framework have been launched:

- (i) Development of a Collaborative Platform and Document Management System for the Scheme of Service Unit at MPSAIR; and
- (ii) Development of an Artificial Intelligence based Chatbot for the Human Resource Management Manual.

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5. In view of the tremendous potential of innovative technologies in improving Public Service delivery, Supervising Officers are requested to identify at least two problems or proposals which could be considered under the Sandbox Framework. These proposals will have to be submitted on the online platform: <https://sandbox.govmu.org>.

6. Supervising Officers are also requested to nominate contact person(s), preferably member(s) of the Transformation Implementation Committee, in their respective Ministry/Department as per **attached format** and submit their particulars to the Public Sector Business Transformation Bureau by email on [psbtb@govmu.org](mailto:psbtb@govmu.org), **at latest by 20 May 2021**.

7. For any additional information, the Public Sector Business Transformation Bureau of this Ministry may be contacted on telephone numbers 405-5427, 405-5461 or by email on [psbtb@govmu.org](mailto:psbtb@govmu.org).

8. I rely on your usual collaboration for the successful implementation of the Sandbox Framework.



**S. Ragen**  
**Secretary for Public Service**

*Copy to: Secretary to Cabinet and Head of the Civil Service*

**Encs.**