ETHSWITCH

Ref No:-Ets/Adm/133/24

Date: - March 26, 2024

[[[Notice (Addendum) No.1 to All Bidders

Subject: Clarification response for questions submitted by participants of ITSM EOI

As per some bidder clarification requests for the ITSM Expression of Interest, the response is response under listed.

S.No	Question	Response
1.	Does Ethio Switch have an existing ITSM function?	We don't have a proper ITSM function. That is why we need a service from third party. We have service desk function but lacks to fully follow best practice.
2.	Are there specific ITIL processes that are key for Ethio Switch?	The process will be defined after gap and maturity analysis
3.	Please provide an overview of the existing IT environment, and the specific needs that your organization has regarding integration of the ITSM solution to the current IT environment.	Difficult to mention her. But we will arrange a zoom call for all participants to brief our IT environment
4.	Please share the timeline for certification against the ISO 20000 standard. Based on our prior experience, the certification takes at least 3 months, which we would need to include in our work plan.	You should include the certification timeline on your work plan.
5.	It is recommended that certification take place after the implementation of the ITSM solution. Please confirm if you agree to this approach.	Yes we agree

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Queries for the submission of response for the Expression of interest

1) The scope of the project include ITSM tool implementation. If yes, please specify your existing ITSM tool

   Answer: Yes, it requires ITSM tool implementation

2) Are the service management practices within scope customer-facing or internal for EthSwitch employees only? In case of customer facing ITSM practices, does EthSwitch have a CRM which will be integrated with the suggested ITSM tool, or does EthSwitch wish the ITSM tool to be customer facing?

   Answer: It will mainly be Customer facing but we want it to be used for internal as well. Currently we don't have CRM tool but we have CRM team.

3) Does the scope include guidance on choosing an ITSM tool? If yes, will this prohibit the consulting firm from implementing the ITSM tool?

   Answer: Yes it will be the consulting firm that will prepare the specification for the tool and after the tool is purchased the consulting firm will implement the tool and automate the process on the tool.

4) If EthSwitch chooses a different service provider other that the firm providing the ITIL consulting services, is the consulting firm expected to function as the ITIL SME in the ITSM tool implementation project on behalf of EthSwitch?

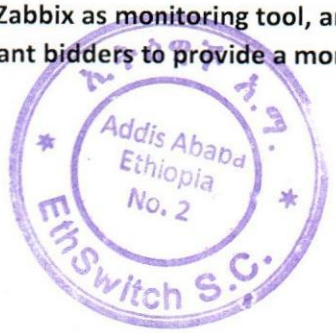
   Answer: No, Everything will be done end-to-end by a single consulting firm.

5) Does EthSwitch intend publishing a separate RFP for the ITIL assessment (gap analysis) and the implementation project? Since the EOI clearly states that the scope of the implementation depends on the results of the gap analysis, it may be impossible to estimate implementation costs and timeline until there is a finalized scope

   Answer: Ethswitch does not have an intention to publish a separate RFP for Assessment. We will clearly define our initial scope on the RFP. That will be binding. If there will be a change during the gap assessment, it will be handled by project change management.

6) Which monitoring tools are used by EthSwitch to monitor its servers, network gear, databases, and computers? Does EthSwitch wish to integrate the existing monitoring tools with the chosen ITSM tool? Alternatively, is EthSwitch interested that the bidder provides an end-to-end solution that includes monitoring and event management capabilities?

   Answer: Currently we are using Zabbix as monitoring tool, and we want it to be integrated with our ITSM tool. We don't want bidders to provide a monitoring and event management solution.



7) Please specify a list of systems you wish to integrate with the chosen ITSM tool (e.g., agile development such as Azure DevOps or Atlassian Jira for tickets escalated to R&D, ERP system for asset management and financial data, HR system and/or SSO, automation/orchestration tool, etc.).

Answer: We wish to integrate all the above listed systems but we mainly need to integrate our ERP systems.

8) Could you please share the number of employees, the number of clients, and the organizational chart, focusing on the IT department?

Answer: number of employees = 200

- **Number of customers= All financial institutions in the country (currently more than 35)**
- **Organizational chart for IT department in writing = We have CIO =>, ICT infrastructure department(Network Admin division, DB Admin division, System Admin division, Datacenter Admin division, NOC), Payment application department (Card Switch division, Digital Payment division), Cyber Security department (Cyber security engineering and compliance division, SOC division)**

9) Please specify regulatory requirements and/or standards that apply to EthSwitch (e.g., ISO 27001, GDPR, PCI DSS, etc.).

Answer: ISO27001, PCI-DSS V4

10) Will all the deliverables be submitted in English? If not, which of the deliverables is expected to be delivered in Amharic? (e.g., training session, training material)

Answer: All deliverables will be submitted in English

11) Could you please elaborate on the pain points and/or challenges that brought EthSwitch to seek implementing ITSM? (e.g., multiple major incidents resulting in failed financial transactions; high rate of unsuccessful change deployments causing delays in project delivery and longer time to-market; etc.)

Answer: EthSwitch want to modernize its service delivery and increase customer satisfaction

12) Could you provide us with the estimated number of employees to be impacted by the changes (number of end-users)

Answer: 200

13) Who are the key stakeholders within Ethswitch that will be involved in this project?

Answer: CIO and COO teams and all internal departments

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14) Do you have organizational change management framework and change skills and capabilities internally and how many?

Answer: We don't have

15) Do you have a digital Learning Management System? If yes, name of your LMS

Answer: NO

#	Prerequisites	Response
1	Is there any IT strategy alignment with the Company Strategy	Yes, we have an IT strategy that is aligned with the corporate strategy
2	Is there any IT budget aligned with the IT Strategy	yes
3	Is there any Enterprises Architecture (EA) for Company Operations	No
4	How many locations the team planning to operate using the ITSM and its services?	One or two
5	Whether the Service Desk, Service Catalogue, SLA is established for core and support operations.	There is an SLA with our customers(which are Financial institutions)
6	Is the Service team operating 24X7 or at any specific business time?	No
7	What is the total team sizing the team planning to operate using the ITSM and its services? And their team structure and their interfacing departments	200
8	What is the volume of resources the service team going to support?	Not clear
9	What are the applications used by the client and do they expect to integrate with ITSM tools?	ERP, and Monitoring system, and other automation tools
9.1	Eg: SIEM or SOAR solutions Event/incident alerts and their integration with ITSM tool	Yes

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9.2	In that, how many are internally developed and maintained, how many are outsourced, and How many are products?	Most of them are products
10	Whether the operations involved Data processing and voice processing? Please provide the details	data processing
10.1	Data Processing: details such as email. Chat/messenger integration and its response capturing in ITSM.	Transaction processing and may also include email
10.2	Voice Processing: details such as Inbound / outbound operations, IVR, Voice calling, recording tools/applications, and its references to ITSM tools.	Currently we don't have voice processing tool but in the near future we will have an IP phone system
11	IT support team size and their structure.	50
12	How many data centers does the client have?	2
13	How many Servers does the client have?	?
14	Do they have any Cloud environment?	Yes(under implemetation)
14.1	IaaS – (Yes/No)	Yes (for future)
14.2	PaaS – (Yes/No)	Yes(for future)
14.3	SaaS – (Yes/No)	Yes (for future)
14.4	If yes, how much % of the Cloud environment	Not yet provisioned
15	Are any Managed services obtained from suppliers?	No
16	What is the expectation from ITSM tool implementation?	Full automation as much as possible
16.1	Ex: Helpdesk, Service Catalog, SLA configurations for Service Request, Incident, Problem Management Handling	All
16.2	Also expecting to cover the following: Asset management, CMDB, Contract Management, Project Management etc.?	All
17	Is there any InfoSec Team or SPOC established to maintain the Security Compliances (including policies)	Yes

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18	Is there any Business Continuity Management in place?	Not yet but we have Draft BCP doc
19	Are end users internal or external	End users are both internal and external
20	Specify Ticket creation mode (Email, Phone)	Ticketing system
21	Is there a IPBX setup in place , and if yes, do we have access to the Telephony API's	No IPBX but in the near future we are planning to implement one
22	Ticket categories / types / SLA	Yes, we have tried to define on our system
23	Do you need a portal for end customers to raise tickets?	Yes
24	Is there a Live chat support planned?	Yes
25	BI – Do you need end points for BI?	Yes
26	Do you need a Signe node server or a High Availability cluster architecture?	We already have a server resource

Question

What are the process ethswitch want to implement?

Answer:

- Not yet decided, it will be based on the gap assessment result to be done in the future.

Sincerely Yours

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