

EXPRESSION OF INTEREST (EOI)

IT Service Management (ITSM) Implementation

February 23, 2024

ETHSWITCH S.C
Joseph Tito Street, Kazanchis, Zemen Bank 20th Floor

Contents

1. Background 2
2. Project Overview 2
2.1. Project Objectives 2
2.2. Scope 3
4. Organization Information 6
6. Project implementation plan 7
7. Capability and Experience 7
8. Project risk and change management plan 7
9. After-sales services, Support, and License 7
10. References 7
11. ITSM Tool specification 8
12. Training proposal 8
13. Additional Information 8
14. Conclusion 8
15. Next Steps 8
16. Submission Details 8
17. Proposal submission outline 9
18. Questions 9
19. Tentative Calendar of Events 10
20. Annexes 10

1. Background

EthSwitch is a national payment operator aimed to provide interoperability across all channels throughout the country. EthSwith envisions to be the best inclass payment network in Africa. To achieve its goals and vision EthSwitch aspires to give the best service and become the best in service delivery and value creation for its customers. Currently the company has been facing challenges in delivering high-quality IT services that meet the expectations and needs of its customers. The company wants to improve its IT service availability, reliability, security, and performance.

To address these requirements, the company has decided to implement ITSM with ITIL framework. ITSM is a set of practices that enables an organization to deliver value to customers through effective and efficient use of IT resources. ITIL is a widely recognized and adopted framework that provides guidance and best practices for ITSM. By implementing ITSM with ITIL framework, EthSwitch aims to achieve the following benefits:

- Improve customer satisfaction and loyalty by providing consistent and reliable IT services that meet their requirements and expectations.
- Reduce costs and risks by optimizing the use of IT resources, minimizing waste, and preventing or resolving incidents and problems.
- Increase efficiency and effectiveness by streamlining and standardizing IT processes, functions, roles, and tools.
- Enhance innovation and agility by enabling continuous improvement and adaptation of IT services to changing business needs and opportunities.

2. Project Overview

2.1. Project Objectives

The main objective of this project is to implement ITSM with ITIL framework in ethswitch. The specific objectives are:

- To assess the current state of IT service delivery and identify the gaps and areas for improvement.

- To design and implement the ITIL processes, functions, roles, and tools that are relevant and applicable to the company's context and needs.
- To train and educate the IT staff and stakeholders on the ITIL concepts, principles, practices, and benefits.
- To monitor and measure the performance and outcomes of the ITIL implementation and ensure alignment with the business goals and customer expectations.
- To establish a culture of continuous improvement and learning within the organization.

2.2. Scope

The scope of this project covers the following aspects:

In scope:

- Gap assessment
- Define IT Governance policy and The relevant ITSM process
- Provide training Related with ITSM
- The ITIL processes that will be implemented will be selected and suggested based on the gap assessment result. The number of practices to be implemented will be decided by the client.
- Guidelines to implement the selected process will be prepared
- Follow-up and lead the implementation process
- Review and correct
- Assist on the ISO2000 certification process
- Prepare a Hardware sizing and related requirement specification document
- Provide a software solution for ITSM implementation, optimize and automate the selected practices.

The scope assumptions are:

- The project has the full support and commitment from the senior management and key stakeholders of the company.
- The project has sufficient resources (human, financial, technical) allocated for its execution.
- The project has access to relevant information and data from the existing systems and sources.
- The project has a clear vision and scope statement agreed upon by all parties involved.

3. Expected Deliverables

The Proposed EthSwitch ITSM implementation project requires the following deliverables to be created and agreed (between the bidder and EthSwitch) as part of the project management and implementation requirements. The bidder shall own and be responsible to deliver the following deliverables but not limited to:

- Project charter: A document that defines the scope, objectives, deliverables, roles, responsibilities, resources, budget, risks, issues, timeline, change and governance of the project.
- Project plan: A document that describes how the project will be executed, monitored, controlled, and closed.
- Communication plan: A document that defines how information will be communicated to stakeholders throughout the project lifecycle.
- Quality plan: A document that defines how quality will be ensured and controlled in the project.
- Gap analysis report: A document that presents the findings of the gap analysis conducted to assess the current state of IT service delivery and identify the areas for improvement.
- Stakeholder analysis report: A document that presents the findings of the stakeholder analysis conducted to understand the needs and expectations of customers and other parties involved in or affected by IT services.

- Maturity assessment report: A document that presents the findings of the maturity assessment conducted to determine the readiness and capability of the organization to adopt ITSM and ITIL. This assessment report can be based on CMMI framework.
- Process design documents: Documents that describe the purpose, scope, objectives, activities, inputs, outputs, roles, responsibilities, metrics, measures, controls, and improvements of each ITIL process implemented in the project. A Work flow Diagram illustrating the flow of activities, tasks, and interactions within various ITIL 4 processes, such as incident management, change management, and problem management.
- Guidelines and procedure : to implement the defined process
- Function documents: Documents that describe the purpose, scope, objectives, activities, inputs, outputs, roles, responsibilities, metrics, measures, controls, and improvements of each ITIL function implemented in the project.
- Role documents: Documents that describe the purpose, scope, objectives, activities, inputs, outputs, roles, responsibilities, metrics, measures, controls, and improvements of each ITIL role implemented in the project.
- System/Tool documents (Technical, administration and user manuals): Documents that describe the purpose, scope, objectives, features, functions, benefits, requirements, specifications, configuration, operation, maintenance, and support of each ITIL tool implemented in the project.
- Service Level Agreements (SLAs) and operational level agreement (OLA): Agreements between the service provider and customers specifying the level of service, performance targets, and responsibilities.
- Training and Knowledge Transfer Materials:
- Training Manuals: Materials used to educate staff about ITIL 4 concepts, processes, and best practices.
- Project closure document (Knowledge Transfer Documentation and lesson learned documents): Documents that facilitate the transfer of knowledge and expertise to internal teams responsible for ongoing ITSM practices.

- Continual Improvement Plan: A plan outlining how the organization will continuously assess and improve its IT services and processes.
- And other necessary deliverables

4. Organization Information

Responding organizations are requested to provide their names, addresses, contact details, and a brief overview of their organization.

5. Approach and methodology

The approach and methodology that will be used for this project are based on the following principles:

- Adopting a service-oriented mindset that focuses on delivering value to customers through effective and efficient use of IT resources.
- Aligning the IT services with the business strategy and objectives of the company.
- Applying a lifecycle approach that covers all stages of service delivery
- Following a structured process that involves planning, analysis, design, implementation, testing, transition, operation, and evaluation.
- Leveraging best practices and guidance from the ITIL framework as well as other sources of knowledge and experience.
- Engaging stakeholders throughout the project lifecycle to ensure their involvement, input, feedback, and satisfaction.

The bidders are expected to mention their approach and methodology in this section including but not limited to,

- Proposed methodology for ITSM implementation, ensuring it aligns with ITIL best practices.
- Technology stack proposed by the vendor and its alignment with our organization's existing IT infrastructure.
- The bidder's capability to integrate the ITSM solution with other systems and tools in ethswitch IT ecosystem.

6. Project implementation plan

Proved a document that describes how the project will be executed, monitored, controlled, and closed. This document shall include the timeline in Ghant chart for all the project lifecycle.

Also include Project organization, team structure, and responsibility matrix in this section

7. Capability and Experience

- Responding bidders should describe their capabilities and experience in delivering ITSM solutions, particularly those based on the ITIL V4 framework.
- Provide details of relevant certifications, awards, or recognitions in the ITSM domain.

8. Project risk and change management plan

This section of the bidder response shall include a list of project-specific related risks with its mitigation strategy, and change Control Procedures, reporting arrangement, and the bidder should include other related concepts related to project risk management

9. After-sales services, Support, and License

Clearly define your proposed maintenance and support service that will be provided post-implementation including local support and providing active support contracts with other customers

Important Note:

- The support approach and solutions should be descriptive
- Detail support approach and Local support facilities
- License should be provided as per the BoQ (if any)

10. References

- Please provide contact information and successful testimonial letter signed by the bidder's client for at least three clients for whom you have implemented ITSM solutions based on the ITIL V4 framework.

- Attach relevant credentials (CV, certification, and credentials) of the project manager and technical experts (CV, certification, and credentials).

11. ITSM Tool specification

Please provide the feature and detail technical specification of the proposed ITSM tool.

12. Training proposal

Clearly proposed summary of training schedule and Training architecture and integrity (Administrator and Technical Personnel Training) and content

13. Additional Information

Space is provided for any additional information that responding organizations wish to include regarding their capabilities, approach, or any other relevant details.

14. Conclusion

EthSwitch appreciates your interest in participating in this important ITSM initiative. By submitting your expression of interest, you will help us select the most suitable partner for the successful implementation of IT Service Management in alignment with ITIL V4 standards.

15. Next Steps

After reviewing the received expressions of interest, EthSwitch will initiate a formal Request for Proposal (RFP) process with selected service providers.

16. Submission Details

Interested ITSM service providers are invited to submit their expressions of interest.

Please send your response, including the required information (as outlined in this EOI), to the contact person listed below.

Contact Person: Lelaalem Yiheyis

Email Address: lelaalemy@ethswitch.com

Submission Deadline: April 4, 2024

17. Proposal submission outline

Bidders must submit their proposal document based on the bellow outline.

1) Background / about the bidder
2) Executive summery
3) Company overview
4) Capacity and experience
5) Approach and methodology
6) Project implementation plan
7) Project risk and change management
8) After-sales services, Support, and License
9) References
10) ITSM Tool specification
11) Training proposal
12) Conclusion
13) Annex

18. Questions

For inquiries or further clarification regarding this EOI, please contact Kidanu Gebremichael at kidanug@ethswitch.com or +251911572057.

Queries for the submission of response for the Expression of Interest			
S. No.	**Question/Doubt**	**Section for the query**	**Details of the Query**
1.			
2.			
3.			
4.			
5.			

19. Tentative Calendar of Events

The following table enlists important milestones and timelines for completion of bidding activities:

No.	Milestone	Date
1.	Release of Expression of Interest(EoI)	26-02-2024
2.	Last date of submission of written queries by Bidders	18-03-2024
3.	Last date of response to the Queries	25-03-2024
4.	Last Date for submission of EoI Response	04-04-2024

20. Annexes

Annexure 1 – Form 2

Declaration of experience and capabilities in "ITSM project implementation". List of Projects and Testimonial certificates must be attached.

To,
The Chief Executive Officer EthSwitch
4th Floor of Nega City Mall

Sir,
I/we have carefully gone through the EOI for "ITSM implementation project" and thereby declare the following:

1) We have an average annual turnover of_____over the last three (3) financial years.
2) We have a positive net worth and have adequate free cash flows over the last three (3) financial years
3) We declare that we have_____years of consultancy , design and implementation experience in implementing a IT Service management
4) We have successfully executed the below-mentioned projects with a cumulative value of _____in the last five years.
    a. ITSM process implementation
    b. ITSM Tool implementation

Yours faithfully,

(Signature of the Bidder)
Name
Designation Seal
Date:
Business Address:

Annexure 1 – Form 3

Declaration of Company Standings/Clean Track Record
(In case of consortium lead bidder and associates/ technology partner/members have to submit the document separately)

To,

The Chief Executive Officer, EthSwitch

Zemen Bank 20th Floor

Sir,

I have carefully gone through the Terms & Conditions contained in the EOI Document for "**Expression of interest for ITSM implementation project".** I hereby declare that my company has not been debarred/blacklisted by any Government / Semi-Government / Private organizations/ International multilateral organization in Ethiopia. I further certify that I am a competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Name

Designation

Seal

Date:

Business Address: