Islamic Republic of Afghasnitan
Ministry of Communication and IT (MCIT)
Technology and Innovation Directorate

REQUEST FOR EXPRESSIONS OF INTEREST (REOI)
(Consulting Services – Firms Selection)

Country:	Government of Islamic Republic of Afghanistan
PP Ref. No.:	Component 2
Assignment Title:	Consultancy Firm to carry out Assessment and Development of Administrative, IT Assets, IT Inventory, IT Help-desk and Ticketing platform Software Packages
Reference No.:	**MCIT/98/ICB/CS-000/QCBS**
Date of Issuance:	April 04, 2019
Date of Closing:	April, 17, 2019

- **Background**

  • The Ministry of Communications and Information Technology (MCIT), Islamic Republic of Afghanistan has recently assessed the administrative and IT related procedural processes of its different directorates, which has not been utilized with modern IT systems for unnecessary paperwork process simplifications and putting in-place IT tracking system to its inventory, stocks and IT assets management. In the current situation requesting a computer or any other equipment from MCIT stock is very time consuming underlying an overlapped administrative paperwork which in one side requires several hand-signature from numerous inter-directorial individuals and in other hand lacks detailed info on the registered stocks and IT assets manual management which creates problem while issuing an equipment distribution to employees for not having an established record of the stock coming in and out.
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  • In-addition, IT related services internally falls under paperwork procedures which involves inquiry sheets (Estelams) while calling out for a IT troubleshoot or problem solving, which can not be tracked, managed and

monitored properly. MCIT wants to establish an effective and efficient system to simplify the paperwork procedure into an software based technology to create ease, lessor time and absolute management of IT incidents through the IT help desk and ticketing platform.

- **Objectives of the Assignment**

The Firm will carry out an in-depth requirements analysis, process re-engineering and technical design of the IT 360 management system encompassing (Asset Inventory, Asset management, help-desk ticketing system and monitoring systems)

The Firm will also be required to prepare and implement Administrative, IT Assets, IT Inventory, IT Help-desk and Ticketing platform Software Packages. The services of the firm will be retained to assist with technical support of Technology and Innovation Directorate for successful implementation.

IT Help-desk and Ticketing Platform

Current IT incidents handling systems are all paper base which is time consuming and not properly trackable, to computerize whole IT help-desk support a platform should be developed to simplify IT incidents and troubleshooting and have a proper mechanism to track these incidents and response accurately and timely. With this platform all IT related incidents within MCIT will be based on Ticketing systems, which enable the features to track and log the incidents properly and have a mechanism in place to assign tickets to every IT engineers which will also help with KPI's of individuals performance.

This platform requires strong branding and design concepts to appeal to its target audience and employees of MCIT and user-friendly navigation features that will position the platform as Government (MCIT) for IT Incidents

Core functionalities envisioned to be provided by the IT 360 Management Applications would include (but not limited to) the following:
- Multi-Language
  - Should be both in Dari and Pashto

- Consolidation of all procedures presently available through existing Technology and Innovation department.
- Consolidation and prioritization of the incidents raised by employee base on severity level.
- Web-Base application for internal incidents responses and Ticketing System
- Integration of Platform with MCIT Exchange Server for SMTP setup.
- Prioritize activities and integrate platform with IT Asset management systems for ease of asset tracking and incidents response.
- Different level of management access and user management systems for tracking of tickets / prioritizing tickets.
- Should have full capability to extract report Monthly, Daily, Incident-wise or customized menu to extract incidents to MS. Excel.
- Provide web-based interface for content authoring, ticket assigning, incidents updates, engineers rating, tasks tracking.
- Easy manageable backend for Tickets handling and user management system for rule/role base access controlling.

IT Assets and Inventory Management System.

Currently all MCIT Asset management systems are connected with simple MS application which are all paper-based and assets are not trackable and computerized. The platform should have the capability to have all Government procedures in place and integrated with the application to computerize all paper related work of the government to system and have an inventory for the Admin assets and IT assets for ease of management and distribution.

- This platform should have the option to scan the assets through barcode and automatically assign assets to the specific categories defined in platform base on MCIT department requirement.
- Should aim to deliver a user-friendly and efficient management experience for employees.
- The platform will simplify the information gathering and application process, and allow departments to fill the forms online and request assets base on approval of the procedures defined.

- Platform should have request forms for assets, defined with government procedures and policies and computerize whole processes within MCIT and Afghan Post Department.

- **Scope of Service:**

The Firm shall undertake the tasks in 2 phases as detailed below:

Phase 1 – IT Asset Management and Inventory

1. Undertake a comprehensive study to evaluate the Current Processes for Asset Management and IT Inventory, with the special focus on simplification of Process and requirements to ensure that the IT assets are tracked and all Administrative paper work are computerized for and Assets managed by IT and Administration department.

2. Develop a platform to simplify whole Administration process of MCIT and IT management system to integrate computerized systems and replace paper-base procedures into computerized systems.

3. Integrate platform with IT help-desk system to have a centralized management system.

4. Firm should also make a mechanism in the platform to computerize all the existing stock of MCIT assets with Administration team.

5. Integration of Administration, Procurement and Finance platform and procedures with the application for reporting, tracking and asset management.

6. All Asset inventory management should be trackable through this platform.

7. All assets should be integrated with application through barcode for automatic distribution of categories and reporting.

Phase 2 – IT Help-desk and Ticking System.

1. Undertake a comprehensive study to evaluate the Current Processes for IT incidents handling and administration process for IT incidents.

2. Develop a platform to simplify whole incidents of IT and also ticketing systems to manage and track incidents and assign engineers to fix the incidents.

3. Platform should have the capabilities to track KPI's of engineers handling the tickets.

4. Platform should categorize departments and assign engineers base on activities and capacities.

5. Should track incidents time, level of severity, resolving timings and reporting.

6. Extractable report Monthly, Daily or customizable.

1.0   Liaison with Ministry of Communications and Information Technology

The Consultant shall maintain close liaison with the *Technology and Innovation Directorate* appointed by the Client for the sole purpose of the services. The *[Mohammad Zahid Stanikzai, Email: Zahid.stanikzai@mcit.gov.af]*, shall be the primary contact point of the Client.

5.0 Additional Responsibilities of the Consultant

The Consultant shall conduct presentations on key deliverables.
The Consultant shall adopt a recognized project management methodology to manage system activities and deliverables.   The Consultant shall walkthrough the project management methodology with the Client to ensure efficiency.
The Consultant shall develop a detailed implementation schedule and work plan.
The Consultant shall provide weekly project status updates and conduct fortnightly progress update meetings to discuss and resolve project issues. The detailed implementation schedule shall be reviewed in the weekly project status updates and in the fortnightly progress update meetings.

6.0   Obligation, Duties and Responsibilities of the Client

The following facilities and support will be provided to the Firm by the client (MCIT):

A suitable working space with Internet connectivity for one or two individual consultants/staff of the Firm will be provided inside MCIT's Main Building at Kabul.
Facilitation and arrangement for meetings with relevant departments and employee (if required).

7.0   Duration of the Services

The duration of the Services is to extend from the date of effectiveness of the Contract for a period of *[02]* months.

8.0 Deliverables and Reporting

All the reports as outlined above shall:

i)   Be written such that they stand alone, without the reader needing to refer to other documents;

ii)   Shall include a dated cover letter with the distribution list and shall note key issues of interest in the report for management's attention;

iii)   All the Reports (01 Copies-printed and signed volumes +Soft Copies in CDs) should be submitted: One Set to the Director of the concerned Department of MCIT.

Milestones will be considered complete only upon the acceptance and formal approval of the designated MCIT's Staff/Directorate. All payments will be made to the Firm, within 30 days from date of formal Invoice approval, Activity Sheet and brief Report with each Invoice, all to be submitted both in English and Dari/Pashtu languages to Director of Technology and Innovation, MCIT.

For further information on the scope of the services, you can access the full ToR with a request to Mr. Ghulam Hussain Adil by hussain.adil@mcit.gov.af cc: Khyber.seddiqi@mcit.gov.af.

Ministry of Communication and IT now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

- **The shortlisting criteria are:**

  - The Consultancy Firm must have at least 5 (five) years of experience in assisting process simplification and digitalization projects Description and support documents must be provided.
  - Firm must have experience of recent and successful process simplification and digitalization project; clients references or completion certificates must be provided.
  - Firm must be registered with ACBR and should demonstrate a valid license. Proof must be provided.
  - Firm must have an Annual Turn Over of $100,000 (One Hundred Thousand USD) (in any of the last 10 years); Documents must be provided.
  - Firm must have at least 3 (three) government process simplification and digitalization. Evidence must provided.
  - Firm must provide proof of at least 3 (three) similar scope assignment experience conducted in the past 5 years.
  - Knowledge and experience in government administrative, procurement, finance, inventory and stock management and IT help desk digitalization and simplification with

practical experience of working with government entities on designing and implementing similar scale initiatives and projects.

- A consultant firm will be selected through **Quality and Cost Based Selection** (**QCBS**) method as defined in Afghanistan Public Procurement law and manual for selection. Any further information required, can be obtained at the address below from Saturday to Thursday during office hours, [i.e. **0800** to **0500** hours]. Electronic queries will also be entertained via email outlined below or phone calls.

- Expressions of interest must be delivered in a written form to the address below (in person, by mail, or by e-mail) by <mark>April 17, 2019</mark> **14:00 Hrs** (**Kabul Local Time**).

- **Attention:**

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   Procurment Director
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