



African Trade Insurance Agency

Agence pour l'Assurance du Commerce en Afrique

REQUEST FOR EXPRESSIONS OF INTEREST FOR PROVISION OF UNDERWRITING SYSTEM POST IMPLEMENTATION REVIEW SERVICES

The African Trade Insurance Agency (ATI) is a multilateral development institution established by African States with a mandate to promote trade and attract investments in Africa by providing commercial, political risk/investment insurance and other related financial services. The World Bank and the African Development Bank are both partners providing technical and financial support.

ATI implemented an underwriting system to computerize its underwriting operations and centralize workflow processes into one application. The Underwriting System runs on Microsoft Dynamics CRM 2013.

ATI intends to undertake a post implementation review of the System. The objectives of the review include:

- (i) To provide a detailed and independent investigation of the Underwriting System and its suitability to ATI's operations and business model. This opinion shall include the relevance of the system to ATI's current business model and going forward, its effectiveness and efficiency in executing required tasks.
- (ii) To investigate and assess whether the requirements requested by ATI were satisfied and the solutions provided are fit for purpose.
- (iii) To investigate and outline ways in which the system or the use of the system might be enhanced to produce further utility in line with ATI's current and anticipated needs (arising from projected business growth for the immediate future).
- (iv) To review implementation costs and running costs against solutions delivered including costs of implementing new/closed system requirements and functionalities (cost-benefit analysis).

ATI now invites eligible consultants to indicate their interest in providing these services. The consultant should be familiar with matters relating to insurance, reinsurance and bonds including political risk insurance and credit risk insurance. The consultant should also have knowledge of Microsoft Dynamics CRM 2013, Microsoft SQL Server 2012, Microsoft SQL Server 2012 Reporting Services, and Microsoft SharePoint Server 2013. Interested Consultants must therefore submit details that show their eligibility for the assignment, including company profiles showing similar past works, must have managerial and technical capability and must be a well-established firm, in order to qualify for the short list. Consultants may constitute joint-ventures to enhance their chances of qualification.

Interested consultants may obtain further information from ATI, 5th Floor, Kenya Re Towers, Upperhill, P.O. Box 10620 – 00100, Nairobi, Kenya, Tel: +254 20 272 6999/719014000 from 8:00am to 5:00pm East African time on Monday to Friday.

Expressions of interest must be submitted by email to procurement@ati-aca.org or delivered to the address above by Friday, 7th June 2019 at 17:00 hours East African time and mention “**EXPRESSION OF INTEREST FOR PROVISION OF UNDERWRITING SYSTEM POST IMPLEMENTATION REVIEW SERVICES**”.

George O. Otieno
Chief Executive Officer