



## African Trade Insurance Agency

Agence pour l'Assurance du Commerce en Afrique

### REQUEST FOR EXPRESSIONS OF INTEREST FOR PROVISION OF CONSULTANCY SERVICES ON IT TRANSFORMATION PROJECT

#### **Background**

The African Trade Insurance Agency (ATI) is a multilateral financial institution providing investment and trade insurance covers and bonds to help reduce the business risks and costs of doing business in Africa.

Headquartered in Nairobi, Kenya, ATI has regional/representative offices in five other countries (Benin, Côte d'Ivoire, Tanzania, Uganda and Zambia) and intends to open new offices in two other countries in the near term.

Due to ATI's growth and increasing complexity of its processes, ATI intends to launch an IT transformation project that is aligned with its corporate strategy, will help support its business growth, will help achieve fully digitalized, automated, synchronized and efficient operations, will ensure data integrity and will have adequate features to mitigate risks.

ATI is therefore seeking for a qualified consultant to advise it on this important project.

#### **Objectives**

The objectives of the assignment are as follows:

- (i) Familiarization with ATI's corporate strategy.
- (ii) Review of all business processes and identification of the inefficiencies.
- (iii) Review all the current systems in place and identification of any system gaps, redundancies and advise on areas to be improved
- (iv) Based on the above, recommend new technologies that will help ATI achieve its strategic goals as mentioned in the "Background" above and that can be supported and integrated into ATI's IT structure.
- (v) Advise on an IT transformation plan:
- (vi) Draft an IT transformation plan:
  - o Provide estimated costs for the implementation of the new technologies which should include but are not limited to: implementation costs, customized training costs, license fees, and maintenance and support fees.
  - o Advise on the necessary resources (both internal & external) to be involved in the project in order to ensure a successful and timely implementation.
  - o Establish realistic implementation timelines.

#### **Deliverables**

- (i) Issue a report laying out the business process inefficiencies and technology gaps.
- (ii) Issue a report listing the technology options for ATI, comparing the pros and cons of the proposed options, and highlighting the recommended option(s).
- (iii) Issue an IT transformation plan based on the recommended option(s).

#### **Tasks**

- (i) Analyze and document all ATI's processes (Accounting, Underwriting, Investment, Procurement and Administration, Human Resources, Membership and Communication)
- (ii) Review and document all modules, system workflows, functionalities and data sets currently in use in the Agency's existing tools.
- (iii) Interview key staff and document all new needs and requirements that are not currently satisfied by the Systems in place.

- (iv) Review the suitable technologies available in the market and recommend the one(s) that will satisfy all the current and future needs of ATI.
- (v) Draft a migration/implementation plan of the proposed new systems/system enhancements.

### **Eligibility**

Interested consultants must provide information indicating that they have requisite experience and qualifications to perform the services:

- (i) Must have a track record in Gathering, Assessment and Documentation of End User System needs and Analysis and Documentation of System Functionalities, Data sets and Process workflows.
- (ii) Must have a track record in overseeing implementations of/ migrations to large enterprise ERP Systems (i.e. SAP or Oracle) in insurance companies.
- (iii) Must provide at least three recommendations based on similar work done in the past.
- (iv) Must have managerial and technical capability

ATI will evaluate expressions of interest and up to six qualified firms will be invited to submit detailed technical and financial proposals.

Interested consultants may obtain further information from ATI, 5<sup>th</sup> Floor, Kenya Re Towers, Upperhill, P.O. Box 10620 – 00100, Nairobi, Kenya, email [procurement@ati-aca.org](mailto:procurement@ati-aca.org) , 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](mailto:procurement@ati-aca.org) or delivered to the address above by **Friday, 2<sup>nd</sup> August 2019 at 17:00 hours** East African time and mention “**EXPRESSION OF INTEREST FOR PROVISION OF CONSULTANCY SERVICES ON IT TRANSFORMATION PROJECT**”.

John Lentaigne  
**A/Chief Executive Officer**