

SPECIFIC PROCUREMENT NOTICE – IT SERVICES

Funding source:	Asian Infrastructure Investment Bank (AIIB)
Sector:	Information Technology
Project Name:	IT Service Management (ITSM) System Implementation
Project No.	AIIB REOI – CP00324
Deadline:	November 22, 2018

Date: November 8, 2018

The Asian Infrastructure Investment Bank (AIIB) now invites Expression of Interest (EOI) from qualified firms, to provide service of **ITSM System Implementation**. A shortlist will be prepared following the pre-defined selection criteria for participating in the selection process. The selection will follow AIIB's Corporate Procurement Policy, relevant rules and procedures.

The letter of expression of interest (EOI) should provide information of the company's technical qualifications and experience in undertaking **ITSM System Implementation** related service in the past five (5) years. Please provide the information requested in the Annex A and B.

Firms should submit all related documents as required under Annex A and B to the following Email address in PDF format, before 23:00 PM, November 22, 2018 (Beijing time).

Contact information:

Corporate Procurement Division
E-mail Address: it.procurement@aiib.org
Facilities and Administration Services Department
Asian Infrastructure Investment Bank
B-9 Financial Street, Xicheng District
100033 BEIJING, CHINA

Annex A – Simplified Terms of Reference

Annex B - EOI Form

Annex A

Simplified Terms of Reference

ITSM System Implementation

1. BACKGROUND

Since the establishment of AIIB, the IT Helpdesk and its services are outsourced by Lenovo. Lenovo brought a Remedy based ITSM solution to the Bank. However, as development of AIIB and its target to delivery IT services in high quality, the as-is solution reaches its limit. Consequently, the ITD would need to develop a new comprehensive ITSM solution for business use to deliver suitable IT services throughout the Bank.

2. OBJECTIVES

The objective of this project is to build the bank's IT Service Management System (ITSM) to ensure that the IT Service is managed and delivered with efficient manner and in the processes complied with ITIL.

3. SCOPE OF WORK

The Scope of work of this project is as following:

3.1. Functional requirement

This project is initiated by IT Division and the proposed system will be used by all staff of AIIB.

To be specific, the business requirements are submitted by IT Division to facilitate the current business processes on IT service management, so that it could optimize services provided to all staff of AIIB. Therefore, the proposed system will be deployed in the scope of IT Division along with other existing infrastructure systems. The following areas are included in this project:

- Incident Management
- Request Management
- Problem Management
- Change and Release Management
- Asset Management
- Configuration Management
- Knowledge Management
- Report
- Service Level Management
- Survey and Assessment Management

3.2. Non-functional Requirements

Service Level Management

An amount of 15 pieces of SLA would be defined in service level management service.

Networking

- The lag to connect to the system (opening functions and webpages) via PC and mobile devices should be low, considering the users are located in places of different countries and nations.
- The whole system should be able to serve a number of above 1500 concurrent connections from the AIIB organization via devices such as laptops and mobiles (Based on a situation of 500 staffs with 3 devices per person).
- The preference of data center locations is Hongkong and Singapore for a better performance of network.

Others

- The proposed system should be accessible by various devices, including laptops, pads and mobile phones. A service portal to be accessed by all kinds of users shall be built and customized in terms of the Bank's business requirements. An app shall be built for convenience of pad users and mobile phone users.
- A suitable training regarding the ITIL foundation knowledge should be provided for IT Division.
- 2 training session for operations of end users.
- 1 training sessions for operations of admins.
- 30 days of Hypercare support should be provided within Go-Live stage.
- A trained and educated staff/team capable of supporting the environment is required on a basis of annual contract.

4. TIMELINE AND DELIVERABLES

We expect this project to start from January 15, 2019, the estimated project timeline will be 18 – 20 weeks. Project will be divided in two waves:

Wave 1: Asset and Configuration Management CMDB, Portal, Incident;

Wave 2: Problem, Change, Service Request, Knowledge Base;

The deliverables of this project shall include but not limited to:

Area	Deliverables
Project Management (Initiation)	<ul style="list-style-type: none">• Project Charter
Business Requirement Analysis	<ul style="list-style-type: none">• Business Requirement Specification
ITSM System Implementation	<ul style="list-style-type: none">• System Design (Functional specification and Technical Specification)• Security Matrix• Issue Log• Risk Log
Access and Authentication	<ul style="list-style-type: none">• AD Integration configuration guide

Testing	<ul style="list-style-type: none"> • Unit Test Plan, Cases and Report • UAT Test Plan Cases and Report
Roll out	<ul style="list-style-type: none"> • System roll out plan
Training	<ul style="list-style-type: none"> • ITIL training deck • Operation manual for end users • Operation manual for admins • 1 training session for end user • 1 training session for admins • Training materials
Go-live	<ul style="list-style-type: none"> • Project Final Report • 30 Days Hypercare support

5. REQUIREMENT ON THE RESOURCE

- Demonstrated experience in IT Service Management projects and ITIL best practice implementations for financial institutions.
- Deep understanding with ITIL and its modules such as incident management, request management, knowledge management, asset management, problem management, change and release management, request management, configuration management etc.
- Experience with serving global financial institution or MNCs is preferred.
- Excellent written and oral English skills.

Annex B: EOI Form

[Expressions of interest are subject to a 10-page limit, including any attachments.]

Expression of Interest (EOI) by Firm

Date: [dd/mm/yyyy]

Dear Mr./Ms. [copy the AIIB's representative's name, designation and department as indicated in the EOI],

We have read carefully your Invitation for Expression of Interest for the captioned assignment/project and find the Terms of References (TOR) match our firm's capacity for providing the services required in the TOR. We would like to express our interest for being considered for the Shortlist. We understand that AIIB does not have an obligation that we must be shortlisted.

Our firm's profile and information relevant to this EOI are provided below:

I. Firm Profile

Firm's Name	
Country of Incorporation:	
Firm's Address: (Street name, City, State/Province, Country, ZIP code)	
Fax No.:	
Phone No.:	
Email:	
Website:	

II. Specific Qualifications and Experience

[Highlight the technical qualifications and experiences of your firm in undertaking tasks in the area of focus, as indicated in the EOI].

III. Project References

[Please select at least three of the most relevant projects to demonstrate the firm's technical qualifications and experience, according to the requests in the Sec. 6, TOR (Annex A)]

Period	Client	Project	Country	Role of the Firm (As lead firm or partner?)	Contract Value

V. Eligibility Declaration

We, the undersigned, certify to the best of our knowledge and belief:

- We have read the advertisement, including the generic terms of reference (TOR), for this assignment.
- We confirm that the project references submitted as part of this EOI accurately reflect the experience of our firm.
- We confirm our firm and all the personnel indicated in the EOI have met the requirements of Corporate Procurement Policy of AIIB, which can be found on <https://www.aiib.org/en/opportunities/business/corporate-procurement/index.html>

[Signature:

Name of the firm's authorized representative:

Position]