
**SUBJECT: PROVISION OF CONSULTANCY SERVICES FOR THE CORE BANKING SYSTEM
UPGRADE PROJECT AS A QUALITY ASSURANCE PARTNER**

Introduction

Finance Trust Bank is in the process of upgrading its Core Banking Software (CBS). The bank has already started the project, and is currently at User Acceptance Test stage.

The CBS upgrade carries significant risks from an internal, regulatory and customer perspective. It is on that basis that the bank desires to engage a Quality Assurance (QA) consultant as a partner during the project implementation to ensure that project is implemented as planned. The primary purpose of the quality assurance firm will be to verify that the project is progressing based on the bank's expectations, that the project will bring business value, and that the project will deliver the solution on time and within budget according to the approved project plan. The process ensures that the project is doing the 'Right Thing' in the 'Right Way' to achieve the 'Right Results'. The process emphasizes proactive monitoring, follow-up and corrective actions with the intent to efficiently and effectively resolve issues and implement improvements

Objective

The key objective of the assignment will be to provide quality assurance of the Core Banking Software upgrade implementation and support activities being undertaken by the vendor of the new system. The QA will work with the Bank's Project team, review the processes by which expectations are met and managed, discuss status, issues and risks so that corrective actions can be taken if necessary

QA Approach

The QA approach is focused on ensuring that the CBS Project is delivered to the Bank's expectation. This approach covers all CBS implementation phases which encompass both early deployment activities, as well as, ongoing activities involved before "going live" and eventually the "go-live" readiness. The QA will be required to work alongside the CBS Project Implementation Team to support and provide quality assurance as per the CBS Implementation Project Charter.

The following are activities to be undertaken

INSTRUCTIONS TO BIDDERS

1. Finance Trust Bank Ltd Invites Request for Proposals (RFP) to provide the following consulting services (here in after called "the services"): **PROVISION OF CONSULTANCY SERVICES FOR THE CORE BANKING SYSTEM UPGRADE PROJECT AS A QUALITY ASSURANCE PARTNER.**
2. The bidder shall chronologically serialize all pages of the Request for Proposal documents submitted.
3. It is not permissible to transfer this RFP to any other firm.
4. A firm will be selected under the **Quality and Cost Based Selection (QCBS) Method**
5. Please inform us by 1st Dec 2022 in writing at the address below or by E-mail procurement@financetrust.co.ug
 - That you have received this Request for Proposals; and
 - Whether you intend to submit a proposal alone or intend to enhance your experience by requesting permission to associate with other firms(s)
6. The technical and financial proposals must be submitted on or before 1st Dec 2022 at 3.00 p.m.

TERMS OF REFERENCE

Objective	Brief Description	Success Criteria
Data gathering /User requirement specification	Facilitate data gathering within the bank to establish the key frustrations and expectations of the stakeholders in relation to the core banking system.	Review & Advisory
Action Formulation	Perform upstream implementation and planning activities.	Review & Advisory
Action Plan Implementation	<ul style="list-style-type: none"> a) Provide overall quality assurance in the execution of the implementation project plan. b) Oversee and provide quality assurance in the development and execution of user and system acceptance tests. c) Ensure the successful implementation and execution of the communication, change management and training plans. d) Oversee and provide quality assurance on the overall data migration process. e) Perform baseline preparations for go live including but not limited to user, stakeholder, technical and system readiness to go live. f) Perform post go live review. 	Review & Advisory up to User Acceptance Tests

DELIVERABLES:

#	Stage	Approach and Deliverables/Output Activities
1	Planning & Baseline review	<ul style="list-style-type: none"> • Project Initiation and Planning • Understand strategic initiatives & Co-develop expectations • Current state 'baseline' assessment • Co-Develop Work plan with FTB and Craftsilicon • Define Governance & PMO Templates <ul style="list-style-type: none"> • Project Quality Management Plan (<i>Quality Assurance Inception Report and Work Plan</i>) • Finalized project templates including the findings and recommendations report, management reporting dashboard, risk and issue log, communication plan and communication calendar. • QA project charter, Integrated project plan aligned with the FTB's CBS implementation project plan

#	Stage	Approach and Activities	Deliverables/Output
2	Core Banking Solution Implementation Quality Assurance	<ul style="list-style-type: none"> • Stage gate health check reviews • Targeted “drill down” assessments • Ongoing End to end assurance 	<ul style="list-style-type: none"> • Report for the project champions which includes findings and recommendations to mitigate risks or improve the programme • Provision of issues analysis on significant findings. • Inputs to the gateway entry/exit criteria • Observations/risk log tracking • Health Check Report detailing issues identified impact and proposed recommendations upon completion of the design stage, system installation and integration testing, user acceptance testing, go-live and support. • Report on the functional design specification indicating areas where solution is not in line with leading practice and advice on the degree of fit of the CBS. • Report on achievability of the project and benefits • Analysis and recommendations to improve stage gateway entry and exit criteria.
3	Ongoing Project and Change Management	<ul style="list-style-type: none"> • Ongoing Project Management • Ongoing Change Management 	<ul style="list-style-type: none"> • Project implementation progress reports to Project Steering Committee and the Project Board. • Readiness Assessment reports.
4	Post Implementation Review	<ul style="list-style-type: none"> • Application controls and security design and effectiveness review • Data quality Assurance • Project performance and benefits realization 	<ul style="list-style-type: none"> • Post Implementation Review and Project Completion reports

#	Stage	Approach and Deliverables/Output Activities
		<ul style="list-style-type: none"> • Authorizations and IT general controls review

COMPETENCY OF THE FIRM

The firm is expected have the following;

1. Provide evidence of experience through recommendation letters from institutions where assignments of similar nature have been carried out
2. Demonstrate the professional experience of the team leader by providing evidence using detailed CV and relevant Professional certificates for the team leader
3. Adequacy of resources assigned to this project with relevant experience (Provide evidence using CV and relevant Professional certificates)
4. Previous delivery of similar assignments during the last seven (7) years. (Provide a contact list of at least three (3) major customers, and each project should be of purchase value of NOT less than Ugx. Thirty Million (Ugx. 30,000,000.00). The service provider should avail reference letters from all the three (3) clients served. *FTB may also conduct due diligence to verify the reference information provided*