

UGANDA POST LTD t/a POSTA UGANDA

Notice of Expression of Interest (EOI) for Provision of *ICT Master Plan on behalf of the Company* -

Procurement Reference number: POU/SRVCS/2024 – 2025/00002

1. The *Uganda Post Ltd t/a Posta Uganda* is a government-owned organization offering postal services to the public. In its endeavor to scale up efficiency in its operations, the company now wishes to retain a well experienced consultancy firm to develop an ICT Master Plan as described in TOR appended below. The entity has allocated funds to be used for the consultancy services described below.
2. The Entity now invites eligible consultants to submit sealed expressions of interest for
 - To conduct a current state assessment of the organization's ICT infrastructure, systems and business processes.
 - To undertake a review of the current national, regional and international policies, strategies, laws and protocols that could have direct implications towards the implementation of the ICT masterplan.
 - To undertake key stakeholder engagements to ensure that the Master plan is inclusive and responsive to the different ICT ecosystem drivers.
3. Interested firms should provide information demonstrating that they are eligible, experienced and possess the required qualifications to perform the services supported with relevant documentation.
4. The shortlisting criteria will include:
 - Eligibility of the firm
 - Experience of the firm
 - Technical Capacity in terms of financial and Key personnel.

The detailed EOI Guideline containing the shortlisting criteria can be obtained from the Procurement and Disposal Office, Posta Uganda.

5. Consultants may associate with other firms in the form of a joint venture to enhance their qualifications. The form of association, where applicable, should be indicated in the Expression of Interest.
6. Preference schemes shall apply when evaluating Request for Proposals from the shortlisted consultants.
7. Interested eligible consultants may obtain further information at the address given below from 9:00Am – 4:00PM Monday to Friday.
8. Sealed Expressions of Interest must be delivered to the address below at or before **11:00AM on 19th**

March, 2025.

At the reception Bid

Box, Posta Uganda

Head Office, on Plot

35, Kampala Road

Tel: [0752-570989 and E-mail:donyango@ugapost.co.ug

9. The notice of expression of interest is available at the Entity's website at www.ugapost.co.ug
10. The planned Procurement schedule (Subject to changes) is as follows:

Activity	Date
a. Publication of Notice of Expression of Interest	<i>6^t March, 20205</i>
b. Closing date for receipt of Expression of Interest	<i>19th March, 2025</i>
c. Evaluation of Expressions of Interest	<i>20th March – 4th April, 2025</i>
d. Display of shortlist	<i>7th – 11th April, 2025</i>

Accounting Officer

TERMS OF REFERENCE

Background:

Posta Uganda seeks to develop an ICT Master Plan to align its technology strategy with business objectives, improve ICT efficiency and effectiveness, and support strategic growth.

1.0) Objective:

The objective of this TOR is to outline the scope, approach, and deliverables for developing of an ICT Master Plan that meets the organization's needs.

1.1) Scope of Work:

- a) Conduct a current state assessment of the organization's ICT infrastructure, systems, and business processes.
- b) Undertake a review of the current national, regional and international policies, strategies, laws, and protocols that could have direct implications towards the implementation of the ICT masterplan.
- c) Undertake key stakeholder engagements to ensure that the Master plan is inclusive and responsive to the different ICT ecosystem drivers.
- d) Develop the Master plan putting into consideration but not limited to the following.
 - i. Vision and Mission of the Master plan in line with the business goals and strategies.
 - ii. The future-state ICT architecture with clarity on how business process will be aligned and enhanced to drive operational efficiency.
 - iii. The human capital requirements to execute the Master plan.
 - iv. The implementation plan matrix with clear Service Level Agreements, Key Performance Indicators among others.
 - v. Key applications, services, infrastructure framework
 - vi. Develop and investment plan for the implementation of the Master plan.
 - vii. Change Management plan for adoption and implementation
- e) The Master Plan must include;
 - a. Defined strategic objectives for ICT, aligned with business objectives.
 - b. Designed and developed strategies for Posta Uganda to take over third-party projects such as Citz project
 - c. Created a security and risk management strategy
 - d. An appraised and recommendations for the suitability and standards for DPOs to provide the services of Information Access Centers
 - e. An implementation roadmap and budget plan
- f) Develop the ICT Master plan investment plan.

1.2) Deliverables:

- a) Inception report from consultant outlining methodology and approach to assignment
- b) Situational and gap analysis report (it should include Current state assessment report highlighting strengths, weaknesses, opportunities, and threats.)
- c) ICT Masterplan
- d) Implementation, Investment and Change Management Plans.

1.3) Approach:

- a) Stakeholder engagement: Engage with business leaders, ICT staff, and end-users to ensure the ICT Master Plan meets organizational needs.
- b) Research and analysis: Conduct research and analysis to inform the ICT Master Plan.
- c) Workshops and meetings: Facilitate workshops and meetings to gather input and feedback.
- d) Documentation: Develop comprehensive documentation outlining the ICT Master Plan.

2.0) Timeline:

The development of the ICT Master Plan is expected to be completed within three (3) months.

3.0) Evaluation Criteria:

The success of the ICT Master Plan will be evaluated based on:

- a) Alignment with business objectives
- b) Clarity and comprehensiveness of the plan
- c) Feasibility of implementation
- d) Return on investment

Request to the Management team

The Management team is hereby requested to consider and approve the proposed terms of reference (TOR) for developing an ICT Master Plan and recommend for the procurement of the consultant to proceed.