

## **RFP001/13/14: INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY ROADMAP (ITIL ROADMAP)**

### **1 INTRODUCTION**

#### **1.1 THE NHLS**

The National Health Laboratory Service (NHLS) is a public health laboratory service with a network of laboratories across South Africa. It was established in 2001 by an Act of Parliament to provide diagnostic pathology laboratory services to the national and provincial health departments. Its activities comprise diagnostic laboratory services, research, teaching and training, reagents and diagnostic media and production of sera for anti-snake venom through the NHLS holding company South African Vaccine Producers.

The NHLS is the largest diagnostic pathology laboratory service in South Africa, employs over 7000 staff. There are 262 laboratories across nine provinces in South Africa serving 80% of the South African population. NHLS trains pathologists and medical technologists in conjunction with the university medical schools and universities of technology.

The NHLS has an IT department which offers a range of IT services that facilitate business outcomes. The IT department constitutes a complement of 126 permanent staff. There is a functional service desk which serves as the single point of contact for IT related incidence and service requests offering first line support. Second line support engineers are distributed nationally to offer second line support to desktop and other peripherals. The majority of IT staff resides at head office in Johannesburg.

#### **1.1 THE SCOPE OF THIS RFP IS:**

ITIL Road Map is meant to align the IT department with ITIL processes to deliver value to customers by facilitating outcomes customers want to achieve. This is part of Continual Service Improvement.

An ITIL maturity assessment will need to be conducted to establish maturity status of our processes which will also form a baseline for future assessments. The “AS IS” and “TO BE” (gap analysis) must be properly defined.

#### **1.2 BUSINESS REQUIREMENTS:**

Define the ITIL road map in with business requirement

The road map will cover and not limited to:

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Conduct consultative workshops with business to get buy in

<b>Business Requirements</b>
<ul style="list-style-type: none"> <li>Define strategy and implementation plan</li> </ul>
<ul style="list-style-type: none"> <li>Reviewing of current processes and updating of the documents</li> </ul>
<ul style="list-style-type: none"> <li>Documentation of additional processes required</li> </ul>
<ul style="list-style-type: none"> <li>Identify and prioritise processes to get quick wins</li> </ul>
<ul style="list-style-type: none"> <li>Implementation and hand holding</li> </ul>
<ul style="list-style-type: none"> <li>Clearly define the RACI and owners for every process</li> </ul>
<ul style="list-style-type: none"> <li>Recommend requirements that will define a suitable tool to automate the processes</li> </ul>
<ul style="list-style-type: none"> <li>The proposed time frame for this exercise</li> </ul>

**1.3 MANDATORY EXPECTATION OF SUPPLIER**

Only suppliers who meet the mandatory requirements below will be shortlisted and called in to do a presentation of their submission

1.3.1 Accredited ITIL consulting organisation- provide proof

1.3.2 Provide list of ITIL experts who will be put forward as consultancies for this exercise - provide proof of qualification

1.3.3 A proven track record and experience of at least 3 similar and reference-able projects (successful ITIL process implementations) with the resources that have been put forward and dates of provision for these services must be indicated.

**1.4 ADDITIONAL REQUIREMENTS**

1.4.1 The Supplier must indicate if they have previously provided any services to the NHLS.

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1.4.2 Familiarity with health sector environment and experience with implementing IT service management ITIL practices in such an environment.

### **1.5 EVALUATION CRITERIA**

The vendors will be evaluated on the following basis.

<b>Evaluation Criteria</b>	<b>No. Of Points</b>
Presentation of Business Requirements (sec 1.2)	18
Accreditation of Organisation and Consultants as ITIL experts (1.3.1 & 1.3.2)	10
Previous track record (sec 1.3.3)	15
Experience with implementing ITIL in health sector (1.4.2)	5
BBBEE	
Pricing	
<b>Total</b>	<b>100</b>

### **1.6 DELIVERY EXPECTATIONS**

All work that is done by the Vendor will be managed and coordinated by the NHLS Manager:

#### **1.6.1 Vendor Consultant Obligations**

Working hours will be an estimated 8 hours a day, 5 days a week unless more is required to reach project deadlines. They will be expected to supply a suitable desktop or laptop to fulfil the function and will load all necessary software. The consultants will be expected to submit timesheets every Monday.

#### **1.6.2 Work Location**

Work will be carried out at the main offices at:

**1 Moddefontein Road  
Sandringham  
EDENVALE**

There may be an expectation to travel to Regions for meetings or workshops.

#### **1.6.3 Methodologies, Standards and Procedures**

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During the delivery of services to the NHLS, the consultant must adhere to all the NHLS Standard Operating Procedures (SOP's) that are published on Q-Pulse and make recommendations for improvement. The consultant must ensure all relevant information is published in the NHLS Project Library. In order to facilitate the transfer of knowledge/skills to NHLS IT resources, the Supplier's resources must publish new ideas/concepts on the NHLS Knowledge Base.

### 1.6.4 Quality Management

There should be a continuous drive to meet and exceed the quality expectations of the NHLS. It is expected that the Supplier comply with Quality Management Standards. This approach needs to be integrated with the NHLS SOP's, Policies and Standards. All deliverables must have a quality element associated with it, which may take on the form of service levels.

### 1.6.5 Compliance

There is an expectation that consultants ensure that all work done meets/anticipates audit requirements.

### 1.6.6 Replacement of Resources

The Supplier must provide a suitable replacement and ensure proper handover procedures are followed, if the need arises. The Supplier will be expected to incur the cost of a handover which must be a minimum of 5 working days. The NHLS must be notified by the Service Delivery Manager should there be a resource change required and a suitable replacement should be found which will be approved by the NHLS Manager: