

**EXPRESSION OF INTEREST (EOI)  
OF COMPUTER HACKING FORENSIC INVESTIGATION,  
CERTIFIED INFORMATION SECURITY MANAGEMENT,  
CERTIFIED IN RISK AND INFORMATION SYSTEMS CONTROL,  
REVENUE ASSURANCE FRAMEWORK, PENETRATION  
TESTING AND ETHICAL HACKING, CYBER SECURITY  
SPECIALIZATION TRAININGS WITH CERTIFICATION**

DOCUMENT RELEASE DATE	LAST DATE RECIPIT PROPOSAL
December 26, 2023.	January 8, 2024, Until 5:00 PM

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**December 2023/ Addis Ababa**

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## INTRODUCTION

Telecom service has been recognized as an enabler for the socio-economic growth of a nation and plays significant role in overall betterment of citizens' life. Ethio telecom has been serving the nation by providing various telecom services such as Fixed Line telephone services, Mobile Services (GSM and CDMA Mobile post-paid and prepaid services, WCDMA) and Internet services (Broad Band Wired Internet (ADSL), CDMA 2000 1x data + Voice, EVDO Data). The company has been working to bring operational excellence, ensure affordable and quality services, enhance strategy execution capability, empower and build leadership and staff capacity.

Ethio telecom is currently soliciting expressions of interest (EOI) proposals from an experienced and well-known training providing international or Local companies who help to provide quality of **Computer hacking forensic investigation, certified information security management, certified in risk and information systems control, revenue assurance framework, Penetration testing and ethical hacking, Cyber security specialization trainings with certification.**

## OBJECTIVE

This Expression of Interest (EOI) is intended to identify experienced and reputable training providers.

## EOI REQUIREMENTS

INDEX	REQUIREMENT	REMARK
1	All training providers should submit their company profile such as year of experience, the current audited report, your staff experts, etc.	Provide documents
2	List of customers and customer reference/testimonial letter for proof of delivered these trainings and supporting documents.	Provide documents
3	All training providers should comply the attached TOR's for all trainings.	Comply/Not comply
4	All training providers should have a valid and renewed trade license.	Attach
5	Training providers should have VAT registration certificate (for local companies).	Attach
6	Attach any additional information that supports your capabilities in this scope	Provide documents



## IMPORTANT INSTRUCTIONS AND SUBMISSION OF RESPONSES

1. Be sure to response the document in paper folder if you submit hard copy on the stated office.
2. The attachments should be submitted in folder properly when your response submitted by e-mail.
3. Interested suppliers should submit their responses to [mintesenot.tezera@ethiotelecom.et](mailto:mintesenot.tezera@ethiotelecom.et) / [afendi.abdi@ethiotelecom.et](mailto:afendi.abdi@ethiotelecom.et) or you can submit your response in person to Ethio Telecom Head Quarter, Churchill road, 3<sup>rd</sup> Floor Room Number 309, not later than Monday 8<sup>th</sup> of January 2024 until 5:00PM.
4. Suppliers who did not work with ethio telecom previously can register on our ERP at [www.ethiotelecom.et](http://www.ethiotelecom.et) supplier portal and Register. Then fill what the template requests and attach the documents that it requests.
5. If you have any clarification and information related to this Expression of Interest (EOI) you can contact via email [mintesenot.tezera@ethiotelecom.et](mailto:mintesenot.tezera@ethiotelecom.et) / [afendi.abdi@ethiotelecom.et](mailto:afendi.abdi@ethiotelecom.et) or Phone No.0911210803.

### Next Steps

- Review of submitted Expressions of Interest.
- Prequalification of shortlisted suppliers.
- Competitive RFQ process for successful suppliers in the EOI.
- Ethio telecom reserves, at its sole discretion the right to select or reject either totally or partially any or all proposals made in the context of this EOI. Any such decisions made will be final and no correspondence will be engaged into other than for the purpose of informing the suppliers for the outcome. 



# ANNEX

## (TOR Documents)

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## 1 Background

- 1.1 Ethio Telecom is a telecommunication service provider in Ethiopia since 1894. The company is resiliently moving forward in realizing the digital Ethiopia. Ethio telecom with a strategic aspiration of being a leading digital solutions provider in the country has been working at its full-scale towards the provisioning of competitive value adding telecom solutions and satisfying customers' expectations with reliable, affordable and custom-made solutions.
- 1.2 In its long journey in the market, Ethio telecom has been working hard to build enhanced customer experience, leading telecom brand, achieve excellence in technology & solutions, achieve operational excellence and ultimately ensure sustainable business growth.
- 1.3 Ethio Telecom in its endeavor has made building its human capacity in knowledge and skills is crucial to achieving its strategy. Since its establishment, the company has been investing in human development whereby different learning and development initiatives capacitate the employees and the management.
- 1.4 The company has around 16, 996 permanents and 21,316 temporary employees. It comprises 21 divisions and 6 zones located in Addis Ababa and 17 Regions.
- 1.5 Hence, Ethio telecom needs to procure Cybersecurity Specialization Training with Certification for the **7(Seven)** Information Security division employees at expert level.

## 2 Objective

The major objective of the training delivery is:

- To fill identified competency gaps of employees.



### 3 Scope of The Services

#### 3.1. Request for Quotation

Ethio Telecom needs to get training proposal on the trainings listed here below and needs to proceed to procurement.

#### 3.2. Training Location

Ethio Telecom has its own training center in Addis Ababa, Ethiopia and all the trainings will be delivered at the training center for face-to-face delivery. On-line delivery will be through vILT (Virtual Instructor Led Training) and trainees will attend from the training center.

#### 3.3. Training Level Definition

**Expert Level:** This training is given for bringing complex knowledge in various contexts so that employees are expert in almost different cases of the domain. They tend to be reference in a total mastering of the domain, processes, methodologies, and tools. Through acquiring this Expert learning, employee is rated at the "I'm expert" level.

### 4 List of Trainings

S/N	Training program	Training Level	No. of Trainees	Duration in days
1	Cybersecurity Specialization Training with Certification	Expert	7	5
<b>Total</b>			<b>7</b>	<b>5</b>

**Training Program No 1: Cybersecurity Specialization for 7 trainees.**

**Course Objective:** - To fill observable skill gaps in cryptography, software/hardware security

**Training Level:** - Expert Level

**Training Duration:** - 5 Full working Days

2



Bringing new possibilities



**No of Trainees / Class: 7**

**Course Content:** The training is expected to cover at least the following contents in its course.

**Module 1:** Usable Security

**Module 2:** Software Security

**Module 3:** Cryptography

**Module 4:** Hardware Security

**Module 5:** Cybersecurity Capstone Project

**Delivery Methodology: -**

- ✓ The training should be vILT (Virtual Instructor Led Training) with Lab requirement(Simulation). And the documentation on the lab session needs to have detailed procedures/steps for each hands-on exercises in the modules.

## **5 Expected Deliverables**

The training provider is expected to;

### **5.1 Assign Professional Trainer**

- Deliver the training with adequate instructors who are professionally and behaviorally skilled. If the feedback of the trainees shows that the training is not delivered with enough quality, the training provider is expected to deliver the training again with another qualified trainer. The training provider may be expected to cover the damage occurred on the purchaser due to low quality training standard.

### **5.2 Provide Training Materials**

- Training materials in hard or soft copy for all the trainees and 2 additional materials to Training and Development Section.

### **5.3 Define Training Schedule**

- Provide the training in a full day schedule (7 hrs. per day)



#### 5.4 Delivery methodology

- The provider should propose :-
  - On-line platform through Virtual Instructor Led Training (vILT) method for all programs.

#### 5.5 Deliver Report, Completion Certificate and Professional Certification

The following reports and requirements are expected, at the end of the training & as per the request of Human and Organizational Development Department.

- Trainees attendance
- Trainees assessment report (Pre and Post assessment)
- Certificate for trainees who successfully complete the training in hard copy
- Trainees are expected to sit for professional Certification exam at the end of the training within the time frame provided by the purchaser.

#### 5.6 Notify the purchaser

- If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and so on).
- The required training facilities to be prepared by the purchaser (if any)

### 6 Requirements for the Technical Proposal

The Service provider is required to:

#### 6.1 Come up with

- ✓ The required materials for the training room preparation.
- ✓ The detailed description of the methodology and training delivery plan.
- ✓ Provide means of avoiding training interruption and backup strategy.

#### 6.2 Inform the purchaser

- ✓ If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and so on).
- ✓ The training facilities to be prepared by the purchaser.



### 6.3 Provide the documents here below

- ✓ The profile (CVs) of each of the instructors including an outline of their recent experience with the supportive document.
- ✓ Any requested certifications as per the detail requirement.
- ✓ Description of the supplier's organization including an outline of the organization recent experience on conducting training of similar nature and references.
- ✓ Present institution work experience showing that the organization had delivered the same trainings for other companies
- ✓ Prepare the training proposal assuming that the training will be delivered at ethio telecom training center.

### 7 Language Requirement

- ✓ English will be the medium of communication



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## 1 Background

- 1.1 Ethio Telecom is a telecommunication service provider in Ethiopia since 1894. The company is resiliently moving forward in realizing the digital Ethiopia. Ethio telecom with a strategic aspiration of being a leading digital solutions provider in the country has been working at its full-scale towards the provisioning of competitive value adding telecom solutions and satisfying customers' expectations with reliable, affordable and custom-made solutions.
- 1.2 In its long journey in the market, Ethio telecom has been working hard to build enhanced customer experience, leading telecom brand, achieve excellence in technology & solutions, achieve operational excellence and ultimately ensure sustainable business growth.
- 1.3 Ethio Telecom in its endeavor has made building its human capacity in knowledge and skills is crucial to achieving its strategy. Since its establishment, the company has been investing in human development whereby different learning and development initiatives capacitate the employees and the management.
- 1.4 The company has around 16, 996 permanents and 21,316 temporary employees. It comprises 21 divisions and 6 zones located in Addis Ababa and 17 Regions.
- 1.5 Hence, Ethio telecom needs to procure **Certified in Risk and Information System Control(CRISC) Training with Certification for 4 (Four) Information Security division employees at expert level.**

## 2 Objective

The major objective of the training delivery is:

- To fill identified competency gaps of employees.

## 3 Scope of The Services

### 3.1. Request for Quotation

Ethio Telecom needs to get training proposal on the trainings listed here below and needs to proceed to procurement.



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### 3.2. Training Location

Ethio Telecom has its own training center in Addis Ababa, Ethiopia and all the trainings will be delivered at the training center for face-to-face delivery. On-line delivery will be through vILT (Virtual Instructor Led Training), and trainees will attend from the training center.

### 3.3. Training with Certification Level Definition

**Expert Level:** This training is given for bringing complex knowledge in various contexts so that employees are expert in almost different cases of the domain. They tend to be reference in a total mastering of the domain, processes, methodologies, and tools. Through acquiring this Expert learning, employee is rated at the "I'm expert" level.

## 4 List of Trainings

S/N	Program Name	Training Level	No. of Trainees	Training Duration in days
1	Certified in Risk and Information Systems Control (CRISC) Training with Certification	Expert	4	5
Total			4	5

**Training Program No 1: Certified in Risk and Information Security Control (CRISC) for 4 trainees.**

➤ **Course Objective: -**

- Identify the IT risk management strategy in support of business objectives and alignment with the Enterprise Risk Management (ERM) strategy.
- Analyze and evaluate IT risk to determine the likelihood and impact on business objectives to enable risk-based decision making.
- Determine risk response options and evaluate their efficiency and effectiveness to manage risk in alignment with business objectives.



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- Continuously monitor and report on IT risk and controls to relevant stakeholders to ensure the continued efficiency and effectiveness of the IT risk management strategy and its alignment with business objectives.

**Training Level: - Expert Level**

**Training Duration: - 5 Full working Days**

**No of Trainees / Class: 4**

**Course Content:** The training is expected to cover at least the following contents in its course.

**Domain 1 – IT risk Identification**

- Risk capacity, risk appetite, and risk tolerance
- Risk culture and communication
- Elements of risk
- Information security risk concepts and principles
- The IT risk strategy of the business
- T concepts and areas of concern for the risk practitioner
- Methods of risk identification
- IT risk scenarios
- Ownership and accountability
- The IT risk register
- RISK awareness

**Domain 2 – IT Risk Assessment**

- Risk assessment techniques
- Analyzing risk scenarios
- Current state of controls
- Changes in the risk environment
- Project and program management
- Risk and controls analysis
- Risk analysis methodologies
- Risk ranking
- Documenting risk assessment

**Domain 3 – Risk Response and Mitigation**

- Aligning risk response with business objectives
- Risk response options
- Analysis techniques
- Vulnerabilities associated with new controls
- Developing a risk action plan



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- Business process review tools and techniques
- Control design and implementation
- Control monitoring and effectiveness
- Type of risk
- Control activities, objectives, practices and metrics
- Systems control design and implementation
- Impact of emerging technologies on design and implementation of controls
- Control ownership
- Risk management procedures and documentation

#### **Domain 4 – Risk and Control Monitoring and Reporting**

- Key risk indicators
- Key performance Indicators
- Data collection and extraction tools and techniques
- Monitoring controls
- Control assessment types
- Results of control assessment
- Change to the IT risk profile

#### **Delivery Methodology: -**

- ✓ The training should be vILT (Virtual Instructor Led Training) with reading materials, manuals, case investigation.

#### **5 Expected Deliverables: The service provider is expected to :**

##### **5.1 Assign Professional Trainer**

- Deliver the training with adequate instructors who are professionally and behaviorally skilled. If the feedback of the trainees shows that the training is not delivered with enough quality, the training provider is expected to deliver the training again with another qualified trainer. The training provider may be expected to cover the damage occurred on the purchaser due to low quality training standard.

##### **5.2 Provide Training Materials**

- Training materials in hard or soft copy for all the trainees and 2 additional materials to Training and Development Section.



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### 5.3 Define Training Schedule

- Provide the training in a full day schedule (7 hrs. per day)

### 5.4 Delivery methodology

- The provider should propose an on-line platform through Virtual Instructor Led Training (vILT) method for the program.

### 5.5 Deliver Report, Completion Certificate and Exam Voucher

The following reports and requirements are expected, at the end of the training & as per the request of Human and Organizational Development Department.

- Trainees attendance
- Trainees assessment report (Pre and Post assessment)
- Certificate for trainees who successfully complete the training in hard copy
- Trainees are expected to sit for professional Certification exam after completion of the training within the time frame provided by the purchaser.

### 5.6 Notify the purchaser

- If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and other eligibility requirements).
- The required training facilities to be prepared by the purchaser (if any)

## 6 Requirements for the Technical Proposal

The Service provider is required to:

### 6.1 Come up with

- The required materials for the training room preparation.
- The detailed description of the methodology and training delivery plan.
- Provide means of avoiding training interruption and backup strategy.

### 6.2 Inform the purchaser

- If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and so on).
- The training facilities to be prepared by the purchaser.



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### 6.3 Provide the documents here below

- The profile (CVs) of each of the instructors including an outline of their recent experience with the supportive document.
- Any requested certifications as per the detail requirement.
- Description of the supplier's organization including an outline of the organization recent experience on conducting training of similar nature and references.
- Present institution work experience showing that the organization had delivered the same trainings for other companies
- Prepare the training proposal assuming that the training will be delivered at ethio telecom training center.

### 7 Language Requirement

- English will be the medium of communication



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## 1 Background

- 1.1 Ethio Telecom is a telecommunication service provider in Ethiopia since 1894. The company is resiliently moving forward in realizing the digital Ethiopia. Ethio telecom with a strategic aspiration of being a leading digital solutions provider in the country has been working at its full-scale towards the provisioning of competitive value adding telecom solutions and satisfying customers' expectations with reliable, affordable and custom-made solutions.
- 1.2 In its long journey in the market, Ethio telecom has been working hard to build enhanced customer experience, leading telecom brand, achieve excellence in technology & solutions, achieve operational excellence and ultimately ensure sustainable business growth.
- 1.3 Ethio Telecom in its endeavor has made building its human capacity in knowledge and skills is crucial to achieving its strategy. Since its establishment, the company has been investing in human development whereby different learning and development initiatives capacitate the employees and the management.
- 1.4 The company has around 16, 996 permanents and 21,316 temporary employees. It comprises 21 divisions and 6 zones located in Addis Ababa and 17 Regions.
- 1.5 Hence, Ethio telecom needs to procure Revenue Assurance Framework Training with Certification for **11(Eleven)** Information Security division employees at expert level.

## 2 Objective

The major objective of the training delivery is:

- To fill identified competency gaps of employees.



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### 3 Scope of The Services

#### 3.1. Request for Quotation

Ethio Telecom needs to get training proposal on the trainings listed here below and needs to proceed to procurement.

#### 3.2. Training Location

Ethio Telecom has its own training center in Addis Ababa, Ethiopia and all the trainings will be delivered at the training center for face-to-face delivery. On-line delivery will be through vILT (Virtual Instructor Led Training), and trainees will attend from the training center.

#### 3.3. Training with Certification Level Definition

**Expert Level:** This training is given for bringing complex knowledge in various contexts so that employees are expert in almost different cases of the domain. They tend to be reference in a total mastering of the domain, processes, methodologies, and tools. Through acquiring this Expert learning, employee is rated at the "I'm expert" level.

### 4 List of Trainings

S/N	Program Name	Training Level	No. of Trainees	Duration in days
1	Revenue Assurance Framework Training with Certification	Expert	11	3
Total			11	3

**Training Program No 1:- Revenue Assurance Framework Training with certification for 11 trainees.**

**Course Objective:** - To provide Revenue Assurance work force with processes and methodologies that help plug the drain on revenue and maximize profits for telecom service providers.



**Training Level: - Expert Level**

**Training Duration: - 3 Full working Days**

**No of Trainees / Class: 11**

**Course Content:** The training is expected to cover at least the following contents in its course.

Module 1 – Understanding Services, Network and Systems

Module 2 – Revenue Assurance concepts and scope

Module 3 – Revenue Assurance Control Framework

Module 4 – Basic Accounting from RA Perspective

Module 5 – Revenue Assurance KPIs and Progress Reporting

Module 6 – Organization, Maturity and Tools

**Delivery Methodology: -**

- The training should be vILT (Virtual Instructor Led Training) with reading materials, manuals, case investigation.

**5 Expected Deliverables: The service provider is expected to:**

#### **5.1 Assign Professional Trainer**

- Deliver the training with adequate instructors who are professionally and behaviorally skilled. If the feedback of the trainees shows that the training is not delivered with enough quality, the training provider is expected to deliver the training again with another qualified trainer. The training provider may be expected to cover the damage occurred on the purchaser due to low quality training standard.

#### **5.2 Provide Training Materials**

- Training materials in hard or soft copy for all the trainees and 2 additional materials to Training and Development Section.

#### **5.3 Define Training Schedule**

- Provide the training in a full day schedule (7 hrs. per day)



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#### 5.4 Delivery methodology

- The provider should propose On-line platform through Virtual Instructor Led Training (vILT) method for the program

#### 5.5 Deliver Report, Completion Certificate and Exam Voucher

The following reports and requirements are expected at the end of the training as per the request of Human and Organizational Development Department.

- Trainees attendance.
- Trainees assessment report (Pre and Post assessment).
- Certificate for trainees who successfully complete the training in hard copy.
- Trainees are expected to sit for professional Certification exam after completion of the training within the time frame provided by the purchaser.

#### 5.6 Notify the purchaser

- If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and other eligibility requirements).
- The required training facilities to be prepared by the purchaser (if any)

### 6 Requirements for the Technical Proposal

The Service provider is required to:

#### 6.1 Come up with

- The required materials for the training room preparation.
- The detailed description of the methodology and training delivery plan.
- Provide means of avoiding training interruption and backup strategy.

#### 6.2 Inform the purchaser

- If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and so on).
- The training facilities to be prepared by the purchaser.



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### 6.3 Provide the documents here below

- The profile (CVs) of each of the instructors including an outline of their recent experience with the supportive document.
- Any requested certifications as per the detail requirement.
- Description of the supplier's organization including an outline of the organization recent experience on conducting training of similar nature and references.
- Present institution work experience showing that the organization had delivered the same trainings for other companies
- Prepare the training proposal assuming that the training will be delivered at ethio telecom training center.

### 7 Language Requirement

- English will be the medium of communication



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## 1 Background

- 1.1 Ethio Telecom is a telecommunication service provider in Ethiopia since 1894. The company is resiliently moving forward in realizing the digital Ethiopia. Ethio telecom with a strategic aspiration of being a leading digital solutions provider in the country has been working at its full-scale towards the provisioning of competitive value adding telecom solutions and satisfying customers' expectations with reliable, affordable and custom-made solutions.
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- 1.4 The company has around 16,996 permanents and 21,316 temporary employees. It comprises 21 divisions and 6 zones located in Addis Ababa and 17 Regions.
- 1.5 Hence, Ethio telecom needs to procure **Computer Hacking Forensic Investigator (CHFI) Training with Certification** for the **5 (Five)** Information Security division employees at expert level.

## 2 Objective

The major objective of the training delivery is:

- To fill identified competency gaps of employees.

## 3 Scope of The Services

### 3.1. Request for Quotation

Ethio Telecom needs to get training proposal on the trainings listed here below and needs to proceed to procurement.



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**Training Level: - Expert Level**

**Training Duration: - 5 Full working Days**

**No of Trainees / Class: 5**

**Course Content:** The training is expected to cover at least the following contents in its course.

- Module 1. Computer forensics in today's world
- Module 2. Computer forensics investigation process
- Module 3. Searching and Seizing Computers
- Module 4. Digital Evidence
- Module 5. First Responder Procedures
- Module 6. Computer Forensics Lab
- Module 7. Understanding Hard Disks and File Systems
- Module 8. Windows Forensics
- Module 9. Data Acquisition and Duplication
- Module 10. Recovering Deleted Files and Deleted Partitions
- Module 11. Forensics Investigation using Access Data FTK
- Module 12. Forensics Investigation Using Encase
- Module 13. Steganography and Image File Forensics
- Module 14. Application Password Crackers
- Module 15. Log Capturing and Event Correlation
- Module 16. Network Forensics, Investigating Logs and Investigating Network Traffic
- Module 17. Investigating Wireless Attacks
- Module 18. Investigating Web Attacks
- Module 19. Tracking Emails and investigating Email Crimes



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Module 20. Mobile Forensics

Module 21. Investigative Reports

**Delivery Methodology: -**

- The training should be vILT (Virtual Instructor Led Training) with reading materials, manuals, case investigation and with simulation lab environment.

**5 Expected Deliverables: The service provider is expected to:**

**5.1 Assign Professional Trainer**

- Deliver the training with adequate instructors who are professionally and behaviorally skilled. If the feedback of the trainees shows that the training is not delivered with enough quality, the training provider is expected to deliver the training again with another qualified trainer. The training provider may be expected to cover the damage occurred on the purchaser due to low quality training standard.

**5.2 Provide Training Materials**

- Training materials in hard or soft copy for all the trainees and 2 additional materials to Training and Development Section.

**5.3 Define Training Schedule**

- Provide the training in a full day schedule (7 hrs. per day)

**5.4 Delivery methodology**

- The provider should propose an on-line platform through Virtual Instructor Led Training (vILT) method for the program delivery.

**5.5 Deliver Report, Completion Certificate and Exam Voucher**

The following reports and requirements are expected, at the end of the training & as per the request of Human and Organizational Development Department.

- Trainees attendance
- Trainees assessment report (Pre and Post assessment)



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- Certificate for trainees who successfully complete the training in hard copy
- Trainees are expected to sit for professional Certification exam after the completion of the training within the time frame provided by the purchaser.

### **5.6 Notify the purchaser**

- If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and other eligibility requirements).
- The required training facilities to be prepared by the purchaser (if any)

## **6 Requirements for the Technical Proposal**

The Service provider is required to:

### **6.1 Come up with**

- The required materials for the training room preparation.
- The detailed description of the methodology and training delivery plan.
- Provide means of avoiding training interruption and backup strategy.

### **6.2 Inform the purchaser**

- If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and so on).
- The training facilities to be prepared by the purchaser.

### **6.3 Provide the documents here below**

- The profile (CVs) of each of the instructors including an outline of their recent experience with the supportive document.
- Any requested certifications as per the detail requirement.
- Description of the supplier's organization including an outline of the organization recent experience on conducting training of similar nature and references.
- Present institution work experience showing that the organization had delivered the same trainings for other companies



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- Prepare the training proposal assuming that the training will be delivered at ethio telecom training center.

## 7 Language Requirement

- English will be the medium of communication



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## 1 Background

- 1.1 Ethio Telecom is a telecommunication service provider in Ethiopia since 1894. The company is resiliently moving forward in realizing the digital Ethiopia. Ethio telecom with a strategic aspiration of being a leading digital solutions provider in the country has been working at its full-scale towards the provisioning of competitive value adding telecom solutions and satisfying customers' expectations with reliable, affordable and custom-made solutions.
- 1.2 In its long journey in the market, Ethio telecom has been working hard to build enhanced customer experience, leading telecom brand, achieve excellence in technology & solutions, achieve operational excellence and ultimately ensure sustainable business growth.
- 1.3 Ethio Telecom in its endeavor has made building its human capacity in knowledge and skills is crucial to achieving its strategy. Since its establishment, the company has been investing in human development whereby different learning and development initiatives capacitate the employees and the management.
- 1.4 The company has around 16, 996 permanents and 21,316 temporary employees. It comprises 21 divisions and 6 zones located in Addis Ababa and 17 Regions.
- 1.5 Hence, Ethio telecom needs to procure Penetration testing and Ethical hacking Training with Certification for the **7(Seven)** Information Security division employees at advanced level.

## 2 Objective

The major objective of the training delivery is:

- To fill identified competency gaps of employees.



### 3 Scope of The Services

#### 3.1. Request for Quotation

Ethio Telecom needs to get training proposal on the trainings listed here below and needs to proceed to procurement.

#### 3.2. Training Location

Ethio Telecom has its own training center in Addis Ababa, Ethiopia and all the trainings will be delivered at the training center for face-to-face delivery. On-line delivery will be through vILT (Virtual Instructor Led Training) and trainees will attend from the training center.

#### 3.3. Training Level Definition

**Advanced Level:** The training will be given to bring a conceptual knowledge so that employees are autonomous in almost different cases of the domain. They tend to have important and diversified experience and be able to coach other people on the current scope of the job line. Through acquiring this advanced learning, employee is rated at the "I'm autonomous" level.

### 4 List of Training

S/N	Training program	Training Level	No. of Trainees	Duration in days
1	Penetration testing and Ethical hacking Training with Certification	Advanced	7	5
<b>Total</b>			<b>7</b>	<b>5</b>



## **Training Program No 1: Penetration testing and Ethical hacking training with certification for 7 trainees**

### **Course Objective: -**

- ✓ To be professional information security specialists in ethical hacking and penetration testing.
- ✓ To fill Observable skill gaps around critical infrastructure and emerging technologies system penetration testing and ethical hacking
- ✓ To proactively identify system weaknesses on the company's information assets through penetration testing and ethical hacking

### **Training Level: - Advanced Level**

### **Training Duration: - 5 Full working Days**

### **No of Trainees / Class: 7**

**Course Content:** The training is expected to cover at least the following contents in its course.

### **Ethical Hacking Professional:**

- Introduction to Ethical Hacking:
- Foot printing and Reconnaissance:
- Scanning Networks:
- Enumeration:
- Vulnerability Analysis:
- System Hacking:
- Malware Threats:
- Sniffing:
- Hacking Web Servers:
- Hacking Web Applications:



- SQL Injection:
- Hacking Wireless Networks:
- Hacking Mobile Platforms:
- Cryptography:
- Social Engineering:

### **Penetration Testing Professional:**

- Introduction to Penetration Testing:
- Penetration Testing Scoping and Engagement:
- Open-Source Intelligence (OSINT):
- Network Penetration Testing internal & external:
- Network Penetration Testing – Perimeter Devices:
- Database Penetration Testing Methodology:
- Web Application Penetration Testing:
- Wireless Penetration Testing:
- IoT Penetration Testing:
- Report Writing and Post Testing Actions:

### **Delivery Methodology: -**

- ✓ The training should be vILT (Virtual Instructor Led Training) with Lab requirement(Simulation). And the documentation on the lab session need to have detailed procedures/steps for each hands-on exercises in the modules.

### **5 Expected Deliverables**

The training provider is expected to;



### 5.1 Assign Professional Trainer

- Deliver the training with adequate instructors who are professionally and behaviorally skilled. If the feedback of the trainees shows that the training is not delivered with enough quality, the training provider is expected to deliver the training again with another qualified trainer. The training provider may be expected to cover the damage occurred on the purchaser due to low quality training standard.

### 5.2 Provide Training Materials

- Training materials in hard or soft copy for all the trainees and 2 additional materials to Training and Development Section.

### 5.3 Define Training Schedule

- Provide the training in a full day schedule (7 hrs. per day)

### 5.4 Delivery methodology

- The provider should propose :-
  - On-line platform through Virtual Instructor Led Training (vILT) method for all programs.

### 5.5 Deliver Report, Completion Certificate and Professional Certification

The following reports and requirements are expected, at the end of the training & as per the request of Human and Organizational Development Department.

- Trainees attendance
- Trainees assessment report (Pre and Post assessment)
- Certificate for trainees who successfully complete the training in hard copy
- Trainees are expected to sit for professional Certification exam at the end of the training within the time frame provided by the purchaser.

### 5.6 Notify the purchaser

- If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and so on).



- The required training facilities to be prepared by the purchaser (if any)

## 6 Requirements for the Technical Proposal

The Service provider is required to:

### 6.1 Come up with

- ✓ The required materials for the training room preparation.
- ✓ The detailed description of the methodology and training delivery plan.
- ✓ Provide means of avoiding training interruption and backup strategy.

### 6.2 Inform the purchaser

- ✓ If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and so on).
- ✓ The training facilities to be prepared by the purchaser.

### 6.3 Provide the documents here below

- ✓ The profile (CVs) of each of the instructors including an outline of their recent experience with the supportive document.
- ✓ Any requested certifications as per the detail requirement.
- ✓ Description of the supplier's organization including an outline of the organization recent experience on conducting training of similar nature and references.
- ✓ Present institution work experience showing that the organization had delivered the same trainings for other companies
- ✓ Prepare the training proposal assuming that the training will be delivered at ethio telecom training center.

## 7 Language Requirement

- ✓ English will be the medium of communication



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## 1 Background

- 1.1 Ethio Telecom is a telecommunication service provider in Ethiopia since 1894. The company is resiliently moving forward in realizing the digital Ethiopia. Ethio telecom with a strategic aspiration of being a leading digital solutions provider in the country has been working at its full-scale towards the provisioning of competitive value adding telecom solutions and satisfying customers' expectations with reliable, affordable and custom-made solutions.
- 1.2 In its long journey in the market, Ethio telecom has been working hard to build enhanced customer experience, leading telecom brand, achieve excellence in technology & solutions, achieve operational excellence and ultimately ensure sustainable business growth.
- 1.3 Ethio Telecom in its endeavor has made building its human capacity in knowledge and skills is crucial to achieving its strategy. Since its establishment, the company has been investing in human development whereby different learning and development initiatives capacitate the employees and the management.
- 1.4 The company has around 16,996 permanents and 21,316 temporary employees. It comprises 21 divisions and 6 zones located in Addis Ababa and 17 Regions.
- 1.5 Hence, Ethio telecom needs to procure **Certified Information Security Manager (CISM)** Training with certification program for **10 (Ten)** Information Security division employees at expert level

## 2 Objective

The major objective of the training delivery is:

- To fill identified competency gaps of employees.

## 3 Scope of The Services

### 3.1. Request for Quotation

Ethio Telecom needs to get training proposal on the trainings listed here below and needs to proceed to procurement.



### 3.2. Training Location

Ethio Telecom has its own training center in Addis Ababa, Ethiopia and all the trainings will be delivered at the training center for face-to-face delivery. On-line delivery will be through vILT (Virtual Instructor Led Training), and trainees will attend from the training center.

### 3.3. Training with Certification Level Definition

**Expert Level:** This training is given for bringing complex knowledge in various contexts so that employees are expert in almost different cases of the domain. They tend to be reference in a total mastering of the domain, processes, methodologies, and tools. Through acquiring this Expert learning, employee is rated at the "I'm expert" level.

## 4 List of Trainings

S/N	Program Name	Training Level	No. of Trainees	Duration in days
1	<b>Certified in Information Security Management (CISM) Training with Certification</b>	Expert	10	5
<b>Total</b>			<b>10</b>	<b>5</b>

**Training Program No 1: Certified in Information Security Management (CISM) training with certification for 10 trainees.**

#### Course Objective: -

- Ensure that risk assessments, vulnerability assessments and threat analyses are conducted consistently, at appropriate times, and to identify and assess risk to the organization's information.
- Identify, recommend or implement appropriate risk treatment/response options to manage risk to acceptable levels based on organizational risk appetite.
- Determine whether information security controls are appropriate and effectively manage risk to an acceptable level.



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**Training Level: - Expert Level**

**Training Duration: - 5 Full working Days**

**No of Trainees / Class: 10**

**Course Content:** The training is expected to cover at least the following contents in its course.

Domain 1: INFORMATION SECURITY GOVERNANCE

Domain 2: INFORMATION RISK MANAGEMENT

Domain 3: INFORMATION SECURITY PROGRAM DEVELOPMENT & MANAGEMENT

Domain 4 – INFORMATION SECURITY INCIDENT MANAGEMENT

**Delivery Methodology: -**

- The training should be VILT (Virtual Instructor Led Training) with reading materials, manuals, case investigation.

**5 Expected Deliverables: The service provider is expected to:**

**5.1 Assign Professional Trainer**

- Deliver the training with adequate instructors who are professionally and behaviorally skilled. If the feedback of the trainees shows that the training is not delivered with enough quality, the training provider is expected to deliver the training again with another qualified trainer. The training provider may be expected to cover the damage occurred on the purchaser due to low quality training standard.

**5.2 Provide Training Materials**

- Training materials in hard or soft copy for all the trainees and 2 additional materials to Training and Development Section.

**5.3 Define Training Schedule**

- Provide the training in a full day schedule (7 hrs. per day)



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#### 5.4 Delivery methodology

- The provider should propose an on-line platform through Virtual Instructor Led Training (vILT) method for the program

#### 5.5 Deliver Report, Completion Certificate and Exam Voucher

The following reports and requirements are expected at the end of the training as per the request of Human and Organizational Development Department.

- Trainees attendance
- Trainees assessment report (Pre and Post assessment)
- Certificate for trainees who successfully complete the training in hard copy
- Trainees are expected to sit for professional Certification exam after completion of the training within the time frame provided by the purchaser.

#### 5.6 Notify the purchaser

- If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and other eligibility requirements).
- The required training facilities to be prepared by the purchaser (if any)

### 6 Requirements for the Technical Proposal

The Service provider is required to:

#### 6.1 Come up with

- The required materials for the training room preparation.
- The detailed description of the methodology and training delivery plan.
- Provide means of avoiding training interruption and backup strategy.

#### 6.2 Inform the purchaser

- If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and so on).
- The training facilities to be prepared by the purchaser.

