



REQUEST FOR PROPOSAL (RFP)

FOR

**PROVISION OF CONSULTANCY SERVICES FOR
DESIGN, DEVELOPMENT, IMPLEMENTATION, HOSTING AND SUPPORT OF A
NEW CORPORATE WEBSITE**

KEWI/RFP/003/2018-2019

NOTICE DATE: 7th, MAY, 2019

CLOSING DATE: 21th, MAY, 2019

SECTION I – INVITATION TO RFP

Ref No: KEWI/RFP/003/2018-2019

RFP NAME: (PROVISION OF CONSULTANCY SERVICES FOR INTERNAL AUDIT OF ICT ENVIRONMENT)

Kenya Water Institute is a Public institution established by an Act of Parliament Kenya Water Institute Act 2001. The Institute invites bids from eligible candidates for the Provision of consultancy services for quality management system training.

Interested eligible candidates may obtain further information from and inspect the tender documents at the procurement office, situated at the Kenya Water Institute South C along Ole Shapara Avenue during normal working hours.

Prices quoted should be net inclusive of all taxes and delivery costs, must be in Kenya Shillings. Completed Proposal documents are to be enclosed in plain sealed envelopes, clearly marked with the Proposal number and Proposal name and be deposited in the Tender Box at the **Library block** and be addressed to:-

**The Director
Kenya Water Institute
PO BOX 60013-00200
Nairobi.**

So as to be received on or before Tuesday, 21st May 2019 at 11.00am.

RFP's will be opened immediately thereafter in the presence of candidates representatives who choose to attend at the **Conference room**, at Kenya Water Institute Main Campus.

**The Director
Kenya Water Institute**

SECTION I- LETTER OF INVITATION

To[]Date: 7th May, 2019

Dear Sir/Madam,

- 1.1 The – (*Kenya Water Institute*) invites proposals for the following consultancy services – (quality management system training.). More details of the services are provided in the terms of reference herein.
- 1.2 The request for proposal (RFP) includes the following documents;
 - Section I - Letter of invitation
 - Section II - Information to Consultants
 - Section III - Terms of Reference
 - Section IV - Technical Proposal
 - Section V - Financial Proposal
 - Section VI - Standard Forms

SECTION II-INFORMATION TO CONSULTANTS

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SECTION II - INFORMATION TO CONSULTANTS

2.1 Introduction

2.1.1 The (*Kenya Water Institute*) will select an individual consultant among those invited to submit proposals or those who respond to the invitation for proposals in accordance with the method of selection detailed under this section and consistent with the regulations.

2.1.2 The consultants are invited to submit a technical proposal and a financial proposal for consulting services required for the assignment stated in the letter of invitation (Section I)

2.1.3 In the assignment where the procuring entity intends to apply standard conditions of engagement and scales of fees for professional services, which scale of fees will have been approved by a relevant authority, a technical proposal only may be invited and submitted by the consultants. In such a case the highest ranked individual consultant in the technical proposals shall be invited to negotiate a contract on the basis of the set scale of fees. The technical proposals will be the basis for contract negotiations and ultimately for a signed contract with the selected individual consultant.

2.1.4 The consultants must familiarize themselves with local conditions as regards the assignment and take them into account in preparing their proposals. To obtain adequate information on the assignment and on the local conditions, consultants are encouraged to liaise with the procuring entity regarding any information that they may require before submitting a proposal.

2.1.5 The client will provide the inputs and services specified in the special conditions of contract needed to assist the individual consultant to carry out the assignment.

2.1.6 The cost of preparing the proposal and negotiating the contract including any visit to the procuring entity are not reimbursable as a direct cost of the assignment. The procuring entity is not bound to accept any of the proposals submitted.

2.1.7 The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the Proposal.

2.2 Clarification and amendment to the RFP documents

2.2.1 Individual consultant may request clarification of any of the RFP documents not later than Seven (7) days before the deadline for the submission of the proposals. Any request for clarification must be sent in writing by post, fax or email to the procuring entity's address indicated in the special conditions of contract. The procuring entity will respond by post, fax or email to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all individual consultants invited to submit proposals.

2.2.2 At any time before the deadline for submission of the proposals, the procuring entity may for any reason, either at its own initiative or in response to a clarification requested by an

intended individual consultant amend the RFP. Any amendment shall be issued in writing, fax or email to all invited individual consultants and will be binding on them. The procuring entity may at its discretion extend the deadline for the submission of the proposals.

2.2.3 Clarification of Proposals shall be requested by the tenderer to be received by the procuring entity not later than 7 days prior to the deadline for submission of Proposals.

2.2.4 The procuring entity shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its Proposal.

2.3 Preparation of proposals

2.3.1 The individual consultant's proposal shall be written in English language.

2.3.2 In preparing the Technical proposal, the individual consultants are expected to examine the documents consisting the RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

2.3.3 While preparing the Technical proposal, the individual consultant must give particular attention to the following:

- (a) If an individual consultant considers that he/she does not have all the expertise required for the assignment he/she may suggest in the proposals other individual(s) who will assist in the assignment but they will not be party to the contract for the purpose of the performance of the assignment. An individual consultant will not propose other individual consultants invited to submit proposals for the assignment. Any individual consultant in contravention of this requirement shall automatically be disqualified.
- (b) For all the staff who will be involved in the exercise of the proposals to consultant must indicate their responsibility in the assignment and also the staff time as necessary.
- (c) The curriculum vitae (CV) of the staff proposed must be submitted with the proposal.

2.3.4 The Technical proposal shall provide the following information;

- (a) The individual consultants CV and a brief of any recent experience of assignment of a similar nature. For each assignment the brief should indicate the profiles of staff involved, contract amount and the individual consultants involvement.
- (b) Any comments or suggestions on the Terms of Reference and a list of service and facilities requested to be provided by the procuring entity.
- (c) A description of the methodology and work plan for performing the proposed assignment.
- (d) Any additional information requested in the special conditions of contract.

2.3.5 The Technical proposal shall be separate from the Financial proposal and shall not include any Financial information.

2.4 Financial proposal

2.4.1 In preparing the financial proposal, the individual consultants are expected to take into account the time required in completing the assignment as outlined in the RFP documents. The financial proposal will therefore be quoted in fees per day or month. The financial proposal may also include other costs as necessary, which will be considered as reimbursable.

2.4.2 The Financial proposal should include the payable taxes.

2.4.3 The fees shall be expressed in Kenya Shillings.

2.4.4 The Financial proposal must remain valid for 90 days after the submission date. During this period the individual consultant is expected to keep available at his own cost any staff proposed for the assignment. The procuring entity will make best efforts to complete negotiations within this period. If the procuring entity wishes to extend the validity period of the proposals, the consultants who do not agree, have the right not to extend the validity of their proposals.

2.4.5 The financial proposal must comply with the law governing the profession of the consultant.

2.5 Submission, Receipt and opening of proposals

2.5.1 The technical proposal and the financial proposal (if required) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the individual consultants. Any such corrections must be initialed by the individual consultant.

2.5.2 For each proposal the individual consultants shall prepare the proposals in the number of copies indicated in the special conditions of contract. Each Technical proposal and Financial proposal shall be marked "ORIGINAL" or "COPY" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original shall govern.

2.5.3 The original and all copies of the Technical proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL", and the original and all copies of the financial proposal in a sealed envelope duly marked "FINANCIAL PROPOSAL". Both envelopes shall be placed in an outer envelope and sealed. This outer envelope shall bear the procuring entities address and other information indicated in the appendix to the instructions to consultants and clearly marked "DO NOT OPEN before (Tuesday, 21st May 2019)

2.5.4 The completed Technical and Financial proposals must be delivered at the submission address on or before the time and date of the submission of the proposals indicated in the appendix to the instructions to consultants. Any proposals received later than the closing date for submission of proposals shall be rejected and returned to the individual consultant unopened. For this purpose the inner envelope containing the technical and financial proposals will bear the address of the individual consultant submitting the proposals.

2.5.5 After the deadline for submission of proposals the outer envelope and the technical proposals shall be opened immediately by the opening committee. The financial proposals shall be marked with the individual consultants number allocated at the time of opening the outer envelope and the technical proposals but shall remain sealed and in the custody of a responsible officer of the procuring entity up to the time set for opening them.

2.6 Evaluation of the Proposal (General)

2.6.1 From the time the proposals are opened to the time of the contract award, if any individual consultant wishes to contact the procuring entity on any matter relating to his/her proposal, he/ she should do so in writing at the address indicated in the appendix to the instructions to consultants. Any effort by an individual consultant to influence the procuring entity’s staff in the evaluation of proposals companion proposals or awards of contract may result in the rejection of the individual consultant proposal.

2.6.2 The proposal evaluation committee shall have no access to the Financial Proposal, which in any case will remain sealed, until the technical evaluation is concluded or finalized.

2.7 Evaluation of Technical Proposals

2.7.1 The evaluation committee appointed by the procuring entity to evaluate the proposals shall carry out the evaluation of technical proposals following the criteria set out in the terms of reference based on the following points criteria.

EVALUATION CRITERIA

i. MANDATORY EVALUATION

Must have:

S. No	Requirement	YES/NO
1	Certificate of Incorporation	
2	Valid tax compliance certificate	
3	Valid business permit	
4	Duly filled and stamped confidential business Questionnaire	
5	Audited Financial Accounts for the past 3 years	

ii. TECHNICAL EVALUATION

Functionality	Weight
Profile	10 Mks
Provide company profile that accurately represents the capability and scale of the company complete with information about the company 's structure	
i. An organogram, senior management and primary commercial activities	5
ii. Working URL links to their own official website(s)	5
Personnel competency	15 Mks
Curriculum Vitae for each of the proposed key personnel expected to undertake the assignment with at least three (3) years' of experience. This shall include personnel on:	
i. Project management	5
ii. Web design and development	5
iii. Project Implementation Structure	5
Previous Company relevant experience	40 Mks
Provide a list of assignments of website, systems and application projects completed during the last 3 years with name of clients, project value and description of the project undertaken; Provide proof of awarded contracts	
i. Experience in content development and technical support.	10
ii. Five (5) client engagements valued at over 2 million shillings. Support with reference letters	10
iii. Provide links of five (5) website as above (Government (1), Parastatal (1), Bluechip companies (3))	10
iv. At least one (1) mobile application development project.	10
Proposed methodology, work plan and schedule of activities	35 Mks
Brief and clear proposal indicating clear understanding of the requirements	
a) Methodology and Work Plan	5
The bidder should Provide detailed technical and diagrammatic illustration of KEWI Business process, clearly indicating the areas within the Processes that will be changed/enhanced in order to meet KEWI requirements.	
b) The bidder should provide an elaborate explanation on how the following tasks will be undertaken;	15
i) Analysis and Review of existing KEWI Website and other social sites	
ii) Required Documentation of the Proposed solution	
iii) Additional work beyond the scope relevant to a training institution like KEWI	
Bidders to provide timeliness for each of the activities listed above.	

<p>c) Work Plan The bidder should clearly give the sequence of carrying out the Website development in a work plan (in a Gantt chart) and provide a detailed diagrammatic illustration</p>	<p>15</p>
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Upon request by the Employer, the Bidder undertakes to provide adequate documentation to fully justify his points claim. Failure to provide any justification shall result in the Proposal being rejected. The Employer may evaluate the justification documentation independently and shall in such cases, in his evaluation of the Proposal, determine, at his sole discretion, the quality points applicable.

NB: Only proposals that attain a score equal to or above (75) of the marks applicable to the technical evaluation stage shall proceed to the financial evaluation.

2.7.2 Any proposal which will be examined and found not to comply with all the requirements for submission of the proposals will be declared non responsive. All the proposals found to have complied with all the requirements for submission of proposal shall be declared responsive by the evaluation committee

2.7.3 Each responsive proposal will be given a technical score (ST). Any technical proposal which fails to achieve the total minimum score indicated in the appendix to the information to tenderers shall be rejected at this stage and will not proceed to the next stage of evaluation. The respective financial proposal will be returned to the individual consultant unopened.

2.8 Opening and Evaluation of Financial Proposals

2.8.1 After completion of the evaluation of Technical proposals the procuring entity shall notify the individual consultants whose proposal did not meet the minimum technical score or were declared non responsive to the RFP and terms of reference. The notification will indicate that their financial proposals shall not be opened and will be returned to them unopened after the completion of the selection process and contract award. At the same time, the procuring entity shall simultaneously notify the consultants who have secured the minimum technical score that they have passed the technical qualifications and inform them the date and time set by the procuring entity for opening their financial proposal. They will also be invited to attend the opening ceremony if they wish to do so.

2.8.2 The financial proposals shall be opened by the procuring entity in the presence of the individual consultants who choose to attend the opening. The name of the individual consultant, the technical score and the proposed fees shall be read out aloud and recorded. The evaluation committee shall prepare minutes of the opening of the financial proposals.

2.8.3 The formulae for determining the financial score (SF) unless an alternative formula is indicated in the appendix to the information to tenderers shall be as follows:

$SF = 100 \times FM/F$ where
SF is the financial score
FM is the lowest fees quoted and
F is the fees of the proposal under consideration.

The lowest fees quoted will be allocated the maximum score of 100

2.8.4 The individual consultants proposals will be ranked according to their combined technical score (ST) and financial score (SF) using the weights indicated in the appendix to the instructions to consultants. Unless otherwise stated in the appendix to the instructions to consultants the formulae for the combined scores shall be as follows;

$$S = ST \times T\% + SF \times P\%$$

Where

S, is the total combined scores of technical and financial scores

ST- is the technical score

SF- is the financial score

T - is the weight given to the technical proposal and

P-is the weight given to the financial proposal

Note : $P + T = 1$

: $P=0.2$ and $T= 0.8$

The individual consultant achieving the highest combined technical and financial score will be invited for negotiations.

2.9 Negotiations

2.9.1 Negotiations will be held at the same address indicated in the appendix to the information to consultants. The purpose of the negotiations is for the procuring entity and the individual consultant to reach agreements on all points regarding the assignment and sign a contract.

2.9.2 The negotiations will include a discussion on the technical proposals, the proposed methodology and work plan, staff and any suggestions made by the individual consultant to improve the Terms of reference. The agreed work plan and Terms of reference will be incorporated in the description of the service or assignment and form part of the contract.

2.9.3 The negotiations will be concluded with a review of the draft contract. If negotiations fail, the procuring entity will invite the individual consultant whose proposal achieved the second highest score to negotiate a contract.

2.10 Award of Contract

- 2.10.1 The contract will be awarded before commencement of negotiations. After negotiations are completed the procuring entity will promptly notify the other individual consultants that they were unsuccessful and return the financial proposals of the individual consultants who did not pass technical evaluation.
- 2.10.2 The selected individual consultant is expected to commence the assignment on the date indicated in the appendix to the information to consultants or any other date agreed with the procuring entity.

2.11 Confidentiality

- 2.11.1 Information relating to evaluation of proposals and recommendations of contract award shall not be disclosed to the individual consultants who submitted the proposal or to other persons not officially concerned with the process, until the winning individual consultant has been notified that he/she has been awarded the contract.

SECTION III - TERMS OF REFERENCE (TOR)

TECHNICAL SPECIFICATIONS FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF A NEW CORPORATE WEBSITE

1	General
	The specifications describe the requirements to design, develop, implement and support a new corporate Website
	The bidders are requested to present information along with their offers to conform to all legal, commercial, technical and financial requirements for this Proposal
2	Particulars
	Kenya Water Institute intends to procure the services for the design, development, implementation and support of a new corporate Website.
3	About Kenya Water Institute(KEWI)
	<p>Kenya Water Institute (KEWI) is a state corporation under the Ministry of Water and Irrigation (MWI) established by the Kenya Water Institute Act No 11 of 2001 to promote standards of service in the water sector through human resource development, research and consultancy. The Institute falls under the Environment, Water and Sanitation sector whose goal is to attain “a clean, secure and sustainable environment” by 2030.</p> <p>As the institution charged with the responsibility of capacity building for the water sector, it plays a key role of addressing the human resource needs and provides solutions to challenges facing the sector. Being a public training and research Institution, the Institute is also governed by other legislations and policy guidelines relevant to its nature of business. KEWI currently has four campuses namely, Nairobi, Kisumu, Kitui and Chiakariga campuses located in Nairobi, Kisumu, Kitui, and TharakaNithi Counties, respectively.</p> <p>Mandate The mandate of KEWI as outlined in the Kenya Water Institute Act, No. 11 of 2001 is:</p> <ol style="list-style-type: none"> 1) To provide directly or in collaboration with other institutions of higher learning, services in human resource development, consultancy, research and development in the water sector on a commercial basis to the public sector, state corporations, local authorities, the private sector and all other persons (local or foreign) who may request for such services from the institute; 2) To provide training programmes, seminars and workshops and produce publications aimed at maintaining standards in the water sector; 3) To provide a forum for effective collaboration between the public and private sectors and other interested parties for the development of the water sector; and 4) To conduct examinations and award diplomas, certificates and other awards to successful candidates. <p>Vision A World Class Centre of Excellence in Training, Research and Consultancy in the Water Sector</p>

	<p>Mission To offer Competency-Based Training, Research, Consultancy and Outreach Services in the Water Sector for sustainable development</p> <p>Core Values</p> <ul style="list-style-type: none"> Good Corporate Governance Professionalism Customer focus Innovativeness Inclusivity Patriotism Sustainable Development
4	Introduction
	<p>In today’s business world, the web has increasingly gained prominence as a means for communication. Websites are considered a convenient and efficient way to disseminate information to specific audiences and most organizations maintain at least a Website and/or an Intranet as is the case in KEWI. The KEWI Intranet and Website serve a number of functions, the chief one being a means of communication for both internal and external stakeholders. It also allows the stakeholders to access varied of services.</p> <p>Rapid improvements in technology, proliferation of mobile devices, and reduction of personal computers costs indicates a sharp increase in the number of people who have access to the Internet. This presents KEWI with an opportunity to reach an even larger audience through its owned web presence. A well thought out and modern Website can be utilized to build trust amongst stakeholders by creating an appealing and interactive platform for disseminating and receiving information</p>
5	Current Situation
	<p>KEWI maintains a presence on the internet via a corporate Website for use by staff and students. The Website is used to disseminate information to stakeholders in addition to being an access points for the institute’s online services.</p> <p>Similarly, the Intranet is used to disseminate information to KEWI staff, enhances employee engagement and allows them to access a number of services.</p> <p>The Website was developed many years ago and have remained static in terms of design, functionality, technology and usability rendering them obsolete. The current</p>

	<p>Website does not meet the needs and preferences of both internal and external stakeholders therefore the platforms’ full potential is not realized.</p> <p>Website technology has advanced rapidly thereby driving the need for organizations to implementing appealing, engaging and interactive platforms that can serve diverse functions aside from communication, enabling organizations to meet their objectives. Towards this end, KEWI looks forward to commission the Website Transformation Project that will implement a new, modern Intranet, Website and Content Management System that will drive KEWI’s web presence in offering information and transactional services such as but not limited to:</p> <ul style="list-style-type: none"> a) About KEWI b) Administration c) Academic Programmes d) Campuses e) Admissions f) Research g) Online applications h) Alumni i) Student Portal j) Staff Portal k) Library l) Linkages and Partnerships m) Latest news n) Gallery o) Downloads p) Careers etc
6	Objective of the Proposal
	<p>The objective of this Proposal is to select a suitable vendor for design, development, delivery, implementation and support of a new Corporate Website as specified herein; including provision of post implementation support and warranty services. Generally KEWI expects the bidder to demonstrate:</p> <ul style="list-style-type: none"> • Analysis and Design Discipline: KEWI’s development of the Website is based on KEWI’s Vision, Mission, Core values and strategic goals. • Implementation Discipline • Test Discipline
7	Objectives of the Website Transformation Project
	<p>The main objective of the Website Transformation project is to enhance communication between KEWI and its internal and external stakeholders through the delivery of the Corporate Website. This will afford KEWI a means of engaging its stakeholders on a modern, appealing and interactive platform. The business objectives of the Website Transformation Project are to:</p>

	<p>a) Provide a demand-driven approach to customer service through the Website. This means that instead of overloading a user with all available information and services that KEWI has to offer, the user should be directed to their immediate request based on information needs.</p> <p>b) Improve customer interaction through an enterprise Content Management System and provision of mechanisms to facilitate two-way interaction and feedback between KEWI and its internal and customers i.e. feedback loops, social-media integration, interactive media etc</p> <p>c) Enable customization and personalization of content by allowing user recognition and categorization. The Website should also enable users to indicate their content preferences for future visits.</p> <p>d) Embrace customer self-service for improved user satisfaction. The new platform should be used as first point of contact for customer queries thus reducing human intervention.</p> <p>e) Facilitate information gathering through monitoring and tracking of interactions to allow continuous service improvement and decision-making support. This also includes utilizing both primary and secondary research methods through surveys, focus group discussions, literature reviews, and content analysis amongst others.</p> <p>f) Adopt new web technologies and communication frameworks for a modern experience.</p> <p>g) Support a facilitative communication environment internally and externally by providing relevant content to build knowledge competencies that should enhance management/people performance and voluntary compliance.</p> <p>h) Enhance a modern and progressive look and feel to drive the Institute’s Vision, Mission and Values.</p>
8	Scope
	<p>The proposed scope for the Website Transformation Project covers the design, development, implementation and hosting of a new Corporate Website and an enterprise Content Management System for the Website.</p>
9	Expected Benefits
	<p>The successful implementation of the Website Transformation Project is expected to realize the following benefits:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Improved internal and external communication <input type="checkbox"/> Improved customer service <input type="checkbox"/> Improved compliance levels <input type="checkbox"/> Sharing of resources and effective collaboration amongst staff <input type="checkbox"/> Reduced paperwork <input type="checkbox"/> Improved security and reliability of corporate information <input type="checkbox"/> Ease of publishing information <input type="checkbox"/> Enhanced employee engagement <input type="checkbox"/> Timely delivery of information internally and externally

10	Technical Specifications:
	<p>The Request for Procurement for the design, development, implementation and support of a corporate Website will entail the following format:</p> <ul style="list-style-type: none"> A. Functional Website Requirements (User Requirements) B. Content Management System requirements C. Methodology and Work plan D. Training Knowledge and Skills transfer E. Support and Maintenance
11	Important to Note: Technical Response
	<ul style="list-style-type: none"> i. Bidders are expected to conform to the listed (A-D) requirements. Failure to conform will render the bid non-responsive. Simple statements such as “yes”, “no”, “comply” or any other similar statements will not be considered as a substantial response. ii. Bidders shall demonstrate how the proposed solution will achieve each of the specifications capabilities for all the Technical Requirements. Additionally, bidders shall demonstrate how they will ensure the solution meets these requirements. iii. All documentation, design materials, artifacts, source code, training materials, user manuals/guides and all works related to this project shall be handed over to KEWI.
12	Place of Execution
	Place of Execution shall be: Nairobi, Kisumu, Chiakariga, Kitui

SECTION A: FUNCTIONAL / WEBSITE REQUIREMENTS

Item No	Feature	Requirements	Bidder's Response
The bidder shall demonstrate how the following will be achieved:			
1.	General conditions	<ul style="list-style-type: none"> a) The Content Management System shall provide users with the ability to contribute/generate, edit, publish and manage content. b) The Website shall have a functionality to allow special category users such as visually impaired and partially sighted users to interact with the sites and drive content that they need. c) The Website shall have built-in security features to ensure that users only access (view and modify) the documents they are authorized to. d) Rating - the Website shall have a way for people to point to good sources of information and/or knowledge. e) Customized collections – the Website shall allow users to customize content collections f) The Content Management System shall provide ease in updating knowledge bases g) The Website shall have capabilities for several users to access the sites at the same instance. h) The Website shall have the capability for users to identify and locate KEWI offices. 	
2.	Design and Layout	<ul style="list-style-type: none"> The Website shall be modern minimalist sites that focus on content while balancing aesthetics and functionality. b) The Website layouts shall be easy to read and eye catching. c) When viewing the Website on a mobile device, the design of the site shall minimize the overall interface to avoid clutter. d) The Website shall have banners and pop-ups to promote KEWI's services. e) The colors used on the Website shall contrast well and text shall be readable. f) Text on the Website shall be broken into subheads and bullet points to improve the layout of pages and make the text more scannable 	
3.	Link treatment	<ul style="list-style-type: none"> a) Supporting information links, links to web documents and external links shall open in a new tab on the same window in the Website. b) The Website shall contain links to other relevant websites such as ministry of water and water authorities 	

		among others	
4.	Navigation and information architecture	<p>a) The content on the Website shall fit within a single page when viewed by the user.</p> <p>b) On the Website, links to all available electronic services from KEWI systems shall be made available to internal and external users on demand.</p> <p>c) The Website shall have good site navigation like a GPS that helps users find the relevant content out of the Website.</p> <p>d) Navigation on the Website shall be consistent from page to page to avoid any possible confusion</p>	
5.	Search Engine Optimization	<p>a) The Website shall have tools that improve users' capacity in searching for information or discovering content on the sites.</p> <p>b) The Website shall have a search boxes so visitors can quickly find what they are looking for.</p> <p>c) Searching – integrate different search functions e.g. through a search engine or using a system categorization.</p>	
6.	Speed	<p>a) Users shall not wait too long for a page to load when visiting the Website.</p>	
7.	Communication and Collaboration	<p>a) The Website shall provide proactive interaction where users can have the ability to relay feedback.</p>	
8.	Tracking	<p>a) The sites shall have tracking (analytic) tools embedded to measure performance on usage of the Website.</p> <p>b) Analytic tools shall analyze reach, relevance and impact of content based on user needs and preferences.</p>	
9.	Knowledge Management	<p>a) The Website shall provide a platform for experts to answer questions issued by users about training issues.</p> <p>b) The Website shall have interactive tutorials and user guides to educate internal and external users on water training matters.</p>	
10.	Innovation Management	<p>a) The Website shall have tools that support the recording and management of new ideas.</p> <p>b) The website will e-services for short courses (payments, applications, and acknowledgement)</p>	
11.	Demonstration (Mandatory)	<p>a) Bidder is expected to deliver physical; demonstrations of similar proposed solutions(Website and Enterprise content management system)</p>	

SECTIONB:CONTENT MANAGEMENTSYSTEM REQUIREMENTS

This section presents the business requirements for a Content Management System (CMS) that will be employed to support the optimal functionality of the Website. The Website will comprise several forms of content, including related hyperlinks, categorized, qualified, described, and presented in a variety of different formats, e.g. arranged by topic or alphabetically. It is important to note that the presentation of this content may vary (for example, in a list on a page, and as a clickable image in a sidebar box).

KEWI’s intends to implement a framework for uploading, classifying and modifying content once and effect changes consistently in all areas where the content appears. The solution should facilitate this functionality with minimal customization and technical expertise. KEWI prefers use of a robust and proven open source CMS product.

Clause by Clause Content Management System (CMS) Specifications

Item No	Feature	Requirements	Bidder’s Response
1.	General	<p>Easy content production - Designed with non-technical content editors. All department members even with average knowledge of word processing can create the content easily. No HTML or programming skills required. No Web designers or programmers are needed for every little modification - you are in control of your website.</p> <p>Decentralized maintenance - based on a common web browser. Edit anywhere, anytime.</p> <p>Consistency of design - Content is stored separate from Web design. Presentation is consistent for all pages.</p> <p>Content is stored in a database - Central storage means that content can be reused in many places on the website and formatted for multiple devices (Web browsers, printers, WhatsApp, social media etc.).</p> <p>Navigation is automatically generated - Menus are generated automatically based on the database content. All URLs are rewrite in a clear and human readable way..</p> <p>Configurable access restrictions - Users are assigned roles and permissions that prevent them from touching content in which they are not authorized to change. Each Web page is also assigned with permissions access for users and visitors.</p> <p>Versions - All changes in Web pages are kept in log files with</p>	

		<p>authors and dates. Old versions can be recovered.</p> <p>Search engines - All pages can be found and indexed by common search engines like Google. Pages with the same content but different layout are indexed only one time.</p> <p>Multiple websites production - Within a single software installation, it is possible to create multiples websites with different designs and styles. You save maintenance cost. For example, a unique software installation could be done for a university managing all departments websites.</p> <p>mobile phone also available</p> <p>Cooperation - Members of a group can edit pages that are shared by the groups. This allows faster edition process.</p>	
2.	Standard Modules	<p>Full Text site search - The built-in search engine can index the intranet and the Web pages. This allows to search in specific domains and takes into account visitors permissions. The search can be restricted to particular domains of the CMS.</p> <p>Protected contact formula - The contact form is secured by a challenge question to the visitor.</p> <p>Sitemap - The sitemap (map of all Web pages) is automatically produced and always up to date.</p> <p>Dynamical Menus - The menus and pages are produced dynamically, and the structure is shown dynamically with JavaScript.</p> <p>Printer friendly page - Only the content is printed.</p> <p>Users and groups management - Groups and users can be configured for individual needs. Users can edit only pages of the groups they belong to.</p> <p>Members and mailing list - Members of group are presented in a single page with names and positions. After login, it is possible to have access to the mailing list of the group.</p> <p>Individual pages - Each user can have his/her own web page with personal information and photo.</p> <p>Protected emails - All emails are protected and only shown in clear text after a challenge question to the visitor. So we are sure</p>	

		that the visitor is not a program or a robot.	
3.	Extended Modules	<p>Personal Web pages - Each group member can manage his/her own Web page. When publications, projects or lectures are found, they are automatically linked on the personal Web page.</p> <p>Publications Repository - The publications database system allows to managed a complete bibliographic database. This includes uploading PDF documents, export options, built-in search engine, etc.</p> <p>Projects pages - Projects are typically described in one page with group members added and external collaborators. Images can added and also references to publications from the database. References are automatically linked to their publications.</p> <p>Job module - a job module can be used for advertising open positions and jobs.</p> <p>Events Scheduler and Alerts - Each group members that has editor rights can add seminars or meetings. These events are then displayed on the main Web page and alerts can be send to predefined groups.</p> <p>Lectures Database - All lectures with content and schedules are entered in a database where they can be linked to professors and rooms.</p> <p>Rooms Database - Based on lectures and events schedules, the occupation plan of rooms is automatically done.</p> <p>Online Formula Editor - Formula are edited online and saved in the image GIF format. They are then linked in Web pages. The formula editor supports LaTeX writing.</p> <p>Extension - Extensions can be added. (Possible examples: instrumentations database, experimental process, program archive, news service, etc)</p>	
4.	Navigation	<ul style="list-style-type: none"> a) The CMS shall have the ability to record, retrieve and display creation or modifications made to any content, object, link or URL by one or multiple users (audit of all log changes). b) The user shall have the ability to associate a file or URL with a link. c) The CMS shall support creation, modification and maintenance of standard and fixed component navigations. d) The CMS shall support creation and modification of breadcrumb navigation. 	

5.	Web pages	<ul style="list-style-type: none"> a) The CMS shall have the ability to send notifications to content and page owners on any modifications done or published to their respective pages, content or links. b) The CMS shall create designation of ownership to all content and webpages. c) The CMS shall control the creation, publishing and modification of any content, webpage by allowing authorised persons to do so while conforming to the applicable command structure especially where approvals are applied. d) The CMS shall use standardized design page templates to develop webpages for any content. e) The CMS shall support the ability to embed images, videos, widgets/gadgets, polls, quizzes, slideshows, comment forms, and any other content within a page or associated with a link. f) The CMS shall allow the user to preview any content as it would appear on site before publishing to enable content owners to in-context editing. 	
6.	Usage reports	<ul style="list-style-type: none"> a) The CMS shall support generation of usage statistics reports including but not limited to the following: <ul style="list-style-type: none"> o A comprehensive list of all pages published by the CMS o All pages, with page owners identified o Frequently visited content The user shall have the ability to sort and filter content/metadata of reports to be generated (dynamic reports) b) The CMS shall support exporting of reports into different formats e.g. *.csv format 	
7.	Search Function	<ul style="list-style-type: none"> a) The CMS shall have the ability to search all fields dynamically, that is, a user can specify multiple search operators and parameters. The search results shall display related content. 	
8.	Archiving	<ul style="list-style-type: none"> a) The CMS shall provide users with the ability to archive content/objects complete with its metadata attributes and link designations indefinitely. b) The CMS shall support the user's ability to schedule, publish and remove any content or content type from display to the website visitor, down to the calendar date and clock. 	

9.	Impact assessment	a) In cases where an object, content or link is to be modified or deleted, the CMS shall provide the user with the a statement and display of all pages, links and URLs utilizing the object before allowing the user to proceed.	
10.	Hyper-linking	a) The solution should support hyper linking and cross referencing of different articles and content within the website.	
11.	Licenses	<p>Bidders shall indicate:</p> <ul style="list-style-type: none"> i. The licensing scheme in the event of a proprietary solution or an enterprise solution. ii. Charging schemes, costs and duration iii. How to carry out upgrades, bug mitigation, patches etc. iv. Handling of Intellectual Property rights v. Definition of warranty services vi. License numbers for each module proposed. 	

SECTIONC: METHODOLOGY AND WORKPLAN

The design, development and implementation of the solution will be undertaken in two (2) months while support and maintenance will be continuous for an additional period of six months (6 months). The bidder shall provide a detailed work-plan complete with a Gantt chart to conform to this requirement or provide workable alternatives.

The following are the milestones in this project, which relate to the requirements:

Milestone I – The pre implementation assessment report including the detailed work plan, validated requirements, an assessment of the infrastructure and skills gap.

Milestone II – Design and layout of the web pages of the Website, navigation and information architecture of the website

The strategy and schedule on how the bidder intends to meet the interim and final deliverables shall be assessed as part of the technical evaluation of the tender in terms of rationale, substantiation, overall project management control and standard practices.

Bidders are expected to provide a detailed work plan/demonstrations showing how the following deliverables will be achieved within the said timelines.

Item No	Feature	Requirements	Bidder's Response
	Requirements validation	a) Bidders are expected to validate the requirements as contained in this document; demonstrate that they fully understand the expectations of KEWI and prioritize the implementation of the same.	
	Hardware and software installation	a) The bidder is expected to install and integrate the solution software (if applicable) with identified hardware and other applications and business tools as specified in this document. b) The hosting package should meet the following specifications <ul style="list-style-type: none"> ✓ At least 100GB Web Space ✓ At least 750GB Monthly Bandwidth ✓ At least 5 addon domains ✓ Ultra Fast Hosting ✓ FREE Site builder ✓ 24/7/365 Support ✓ FREE SSL Certificate ✓ 99.9% Service Uptime 	

		<ul style="list-style-type: none"> ✓ Easy to use Control Panel ✓ Free software installer ✓ Unlimited emails ✓ Unlimited Mysql Databases ✓ Unlimited Sub domains ✓ Php5.6 7.0 ✓ Web Mail access ✓ Easy DNS management ✓ Fast Apache-Nginx Web servers ✓ Robust Spam and Virus scanning <hr/> <ul style="list-style-type: none"> ✓ Secure Daily Backups 	
	System Testing	<p>a) The bidder will give evidence of system performance – Build test, Unit test, System test, Integration test, Functionality test, Performance Test and Stress Test. The bidder will therefore be required to give evidence that these tests were performed and the results therein.</p> <p>b) KEWI will carry out quality assurance testing as well as user acceptance testing.</p>	
	Readiness Assessment	<p>a) The bidder is expected to collaborate with the KEWI team in identifying the hosting environment</p>	
	Change, communication, and risk management	<p>a) Bidders shall provide a detailed change, communication and risk management strategy for the project</p>	

SECTION D: TRAINING KNOWLEDGE AND SKILLS TRANSFER

Capacity building is necessary to build competence and ensure the sustainability of the solution internally after implementation.

The bidder should possess experienced trainers to be able to transfer knowledge to KEWI's staff. The bidder should provide a detailed training program and related costing in the bid showing the benefits of each training item and also indicate the capabilities of their trainers. The skills development and training approach should focus on development of internal capacity using several approaches including training of the trainer, on Job Training, coaching and mentoring to ensure sustainability of the deliverables.

To mitigate project risks related to inadequate experience, the KEWI team plans to work with bidder's team during the entire project life cycle.

Item No	Feature	Requirements	Bidder's Response
1.	Technical Skills Assessment	a) The bidder is expected to conduct a training needs assessment for the technical skills required to successfully implement and sustain the Intranet, Website and CMS solutions. This to be undertaken during implementation.	
2.	Methods of Training and Skill Transfer	a) The bidder is expected to demonstrate methods of training and skills transfer that will ensure KEWI has adequate internal capacity to maintain and use the Website and CMS solutions.	
3.	Training to KEWI Project Team	a) The bidder is expected to train at least 3 members of the KEWI project implementation team to enable a common understanding of Website and CMS.	
4.	Training to KEWI Business Users	a) The bidder is expected to provide training for at least 3 users on usability of the solutions and so they can train other end users (Training of Trainers concept). b) The training curriculum shall adhere to the provisions of the requirements.	
5.	IT Technical Training	a)The bidder is expected to provide technical training to at least 2 IT technical users on software management, tools, configuration, technical documentation and optimization for sustainability of the Website and CMS.	
6.	Training Materials	a) The bidder is expected to provide the trainees with training material both soft and hard copies. These should include but not limited to user	

		manuals, guides and step-by-step animations.	
7.	Training Evaluation	a) The bidder is expected to provide a methodology of evaluating training, learning and skills transfer.	
8.	Training facility	All trainings must be provided at a place away from workplace. Bidders shall propose training site and location	
9.	Skills and Knowledge Transfer	a) The bidder MUST provide Skills and Knowledge transfer to the users by the completion of the implementation. The bidder to specify the approach to be used	

SECTION E: BIDDER’S REPUTATION, COMPETENCE AND EXPERIENCE

At the end of the project, KEWI expects the delivery of a fully working solution. To achieve this, it is necessary that the bidder(s) provide management, evaluation and validation services for the project and achieve this end-to-end delivery of the solution. Bidders shall demonstrate how to achieve these activities

SECTION IV - TECHNICAL PROPOSAL (TP)

Notes on the Preparation of Technical Proposal

The technical proposal shall be prepared and submitted by the consultants.

It shall contain the following:-

- (a) Submission letter
- (b) Particulars of the consultant including Curriculum vitae (CV)
- (c) Comments and suggestions of the consultant on the terms of reference, personnel, facility and other requirements to be provided by the procuring entity.
- (d) Description of the methodology and work plan for performing the assignment
- (e) Any proposed staff to assist in the assignment
- (f) Consultancy services activities time schedule.

SECTION V- FINANCIAL PROPOSAL (FP)

Notes on the Preparation Financial Proposal

The financial proposal shall be prepared and submitted by the consultants. It shall contain the following.

- (a) Submission letter indicating total fees.
- (b) Summary of costs
- (c) Breakdown of fees per activity
- (d) Breakdown of reimbursable costs/expenses per activity
- (e) Miscellaneous expenses

PRICE SCHEDULE

PARTICULARS	QTY	TOTAL COST
Cost of complete website designing with all email integration, social media integration, hosting and launching of website,	1	
Annual Maintenance Cost including periodic unlimited updates	1	
Professional Training	5 PAX	
TOTAL COST		

TERMS OF PAYMENT

100% on completion of the consultancy service

STANDARD CONTRACT

The contract form shall be completed by the procuring entity after the award of the contract and negotiation of the contract. It will be signed by both parties pursuant to the information to consultants clause 2.10.2

SECTION VI - STANDARD CONTRACT FORM

1. STANDARD CONTRACT FORM

This Agreement, [hereinafter called “the Contract”) is entered into _____
this [insert starting date of assignment], by and between.

_____ [insert Client’s name] of [or whose
registered office is situated at] _____ [insert Client’s
address] (hereinafter called “the Client”) of the one part AND

_____ [insert Consultant’s name] of [or
whose registered office is situated at] _____ [insert
Consultants address] (hereinafter called “the Consultant”) of the other part.

WHEREAS the Client wishes to have the Consultant perform the services
[hereinafter referred to as “the Services”, and

WHEREAS the Consultant is willing to perform the said Services,

NOW THEREFORE THE PARTIES hereby agree as follows:-

Services (i) The Consultant shall perform the Services specified in
Appendix A, “Terms of Reference and Scope of Service, “which is
made an integral part Of this Contract.

(ii) The Consultant shall provide the personnel listed
Appendix B, “Consultant’s Personnel,” to perform
the Services.

(iii) The Consultant shall submit to the Client the
reports in the form and within the time
periods specified in Appendix C, “
Consultant’s Reporting Obligations.”

(Appendices A, B, and C to be prepared as appropriate)

2. Term The Consultant shall perform the Services during the
period commencing on _____ [insert starting date] and
through to _____ [insert completion date],
or any other period(s) as may be subsequently agreed by

KEWI/RFP/003/2018-2019 Website Design, Implementation & Hosting

the parties in writing.

3. **Payment**
- A. **Ceiling**
For Services rendered pursuant to Appendix A, the Client shall pay the Consultant an amount not to Exceed _____ [insert amount]. This amount has been established based on the understanding that it includes all the Consultant's costs and profits as well as any tax obligation that may be imposed on the Consultant.
- B. **Schedule of Payments**
The schedule of payments is specified below (Modify in order to reflect the output required as described in Appendix C.)
- Kshs. _____ upon the Client's receipt of the Draft report, acceptable to the Client; and
- Kshs. _____ upon the Client's receipt of the Final report, acceptable to the Client.
- Kshs. _____ Total
- C. **Payment Conditions**
Payment shall be made in Kenya Shillings unless otherwise specified not later than thirty (30) days following submission by the Consultant of invoices in duplicate to the Coordinator designated in Clause 4 here below. If the Client has delayed payments beyond thirty (30) days after the due date hereof, simple interest shall be paid to the Consultant for each day of delay at a rate three Percentage points above the prevailing Central Bank of Kenya's average rate for base lending.

4. **Project Administration**
- A. **Coordinator**
The Client designates _____ [insert name] as Client's Coordinator; the

Coordinator will be responsible for the Coordination of activities under this Contract, for acceptance and approval of the reports and of other deliverables, by the Client and for receiving and approving invoices for payment.

B. Reports

The reports listed in Appendix C, “Consultant’s Reporting Obligations,” shall be submitted in the Course of the assignment and will constitute the basis for the payments to be made under paragraph 3.

- 5 Performance Standards** The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the Client considers unsatisfactory.
- 6 Confidentiality** The Consultant shall not, during the term of this Contract and within two years after its expiration Disclose any proprietary or confidential Information relating to the Services, this Contract Or the Client’s business or operations without the Prior written consent of the Client.
- 7 Ownership of Material** Any studies, reports or other material, graphic, software or otherwise prepared by the Consultant for the Client under the Contract shall belong to and remain the property of the Client. The Consultant may retain a copy of such documents and software.

8. **Consultant Not to be Engaged in certain Activities** The Consultant agrees that during the term of this Contract and after its termination the Consultant and any entity affiliated with the Consultant shall be disqualified from providing goods, works or services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.
9. **Insurance** The Consultant will be responsible for taking out any appropriate insurance coverage.
10. **Assignment** The Consultant shall not assign this Contract or sub-contract any portion of it without the Client’s prior written consent.
11. **Law Governing Contract and Language** The Contract shall be governed by the laws of Kenya and the language of the Contract shall be English language
12. **Dispute Resolution** Any dispute arising out of the Contract which cannot be amicably settled between the parties shall be referred by either party to the arbitration and final decision of a person to be agreed between the parties. Failing agreement to concur in the appointment of an Arbitrator, the Arbitrator shall be appointed by the chairman of the Chartered Institute of Arbitrators, Kenya branch, On the request of the applying party.

For the Client

Full name _____

Title _____

Signature _____

Date _____

For the Consultant

Full name _____

Title _____

Signature _____

Date _____

2. CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

You are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2(b) or 2(c) whichever applied to your type of business. You are advised that it is a serious offence to give false information on this form.

Part 1 General

Business Name

Location of Business Premises

Plot No,Street/Road.....

Postal addressTel No.Fax Email

Nature of Business

Registration Certificate No.

Maximum value of business which you can handle at any one time – Kshs.....

Name of your bankers.....

Branch.....

Part 2 (a) – Sole Proprietor

Your name in full.....Age.....

Nationality.....Country of Origin.....

Citizenship details
.....

Part 2 (b) – Partnership

Given details of partners as follows

Name	Nationality	Citizenship details	Shares
1.
2.
3.
4.

Part 2 (c) – Registered Company

Private or Public

State the nominal and issued capital of company

Nominal Kshs.

Issued Kshs.

Given details of all directors as follows

Name	Nationality	Citizenship details	Shares
1.
2.
3.
4.

Date.....Signature of Candidate.....

3.

REQUEST FOR REVIEW FORM

FORM RB 1

**REPUBLIC OF KENYA
PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD**

APPLICATION NO.....OF.....20.....

BETWEEN

.....APPLICANT

AND

.....RESPONDENT (*Procuring Entity*)

Request for review of the decision of the..... (*Name of the Procuring Entity*) of
.....dated the...day of20.....in the matter of Proposal No.....of
.....20...

REQUEST FOR REVIEW

I/We.....the above named Applicant(s), of address: Physical
address.....Fax No.....Tel. No.....Email, hereby request the Public Procurement
Administrative Review Board to review the whole/part of the above mentioned decision on the following
grounds , namely:-

- 1.
- 2.
- etc.

By this memorandum, the Applicant requests the Board for an order/orders that: -

- 1.
- 2.
- etc

SIGNED(Applicant)

Dated on.....day of/...20...



FOR OFFICIAL USE ONLY

Lodged with the Secretary Public Procurement Administrative Review Board on day of
.....20.....

SIGNED
Board Secretary