



**THE INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY
KENYA DIGITAL ECONOMY ACCELERATION PROJECT
ICTA-PROGRAM IMPLEMENTATION UNIT**

Name of Assignment: Development of an E-Learning Portal and Inclusive Content to Support Digital Skills Training for Citizens

REOI Reference No.: KE-ICTA-418124-NC-RFB

Loan No./Credit No./Grant No.: IDA 7289-KE and 7290-KE

Country: Kenya

Date: 2nd December, 2025

To: All Interested Bidders

RE: AMENDMENT OF REQUEST FOR BIDS DOCUMENT THROUGH ADDENDUM NO. 1

In accordance with the ITB 9 (Amendment of Bidding Document), the Client has amended **Section III - Evaluation and Qualification Criteria** as follows:

1. Evaluation of Technical Proposal

2. Technical Mandatory Evaluation Criteria

Modules

1. Training Planning & Budgeting Module		
	Requirement	Bidders Compliance (Yes/No) -Bidder MUST give full description of how they will implement each feature, with supporting documentation.
1	Identify training needs: Should enable assessment and identification of training needs based on digital skills gaps.	
2	Select training courses: Catalog of training courses, allowing trainees to select appropriate courses based on identified needs and learning objectives.	
3	Allocate resources: Facilitate resource allocation, including assigning trainers, scheduling training sessions, and managing training budgets.	
2. Training Content Development Module		
1	Course creation: Provide tools for instructors to create and manage course outlines, develop training materials, and upload multimedia content.	
2	Version control: Should maintain version control for training content, allowing for easy tracking of changes and revisions.	

3	Review and approval: Facilitate a review and approval workflow for training content, ensuring quality control and alignment with organizational standards.	
4	Delivering training online, in person, or in a blended format.	
5	Include filters for sorting courses by relevance, popularity, and skill level.	

3. Training Registration & Enrollment Module

1	Administrators should be able to manage enrollments, including approving or denying enrollment requests.	
2	Users should be able to enroll in courses directly from the portal.	
3	Course search: Public sector and Citizens should be able to search for available training courses based on their interests, skills, and job roles.	
4	Prerequisites and eligibility checks: The system should enforce prerequisites and eligibility rules, ensuring that employees meet the necessary criteria to enroll in specific courses.	
5	Registration process: The system should provide a seamless registration process, allowing public sector and Citizens to enroll in selected courses and receive confirmation of enrollment.	

4. Training, Delivery & Tracking Module

1	Course delivery: Support varied delivery methods, including online courses via SCORM-compliant modules, in-person training, and blended learning formats.	
2	Attendance tracking: Should automatically track trainee attendance, including session logins, completion of modules, and participation in activities.	
3	Assessment: Through quizzes, assignments, providing feedback and scores.	
4	Users should be able to recommend courses to others; track their own progress and set learning goals; earn badges and rewards for completing courses and assessments and able to compare their performance to others on a leaderboard.	
5	Incorporate gamification elements to enhance user engagement.	
6	Introduce badges, leaderboards, and rewards for achievements.	
7	Incorporate a calendar feature for scheduling and viewing upcoming training sessions.	

5. Training Evaluation & Reporting Module

1	Provision of tools for trainers to evaluate the effectiveness of training programs.	
2	Allow trainers to provide feedback on training courses and programs for instance submitting feedback forms and rating training courses.	
3	Generate reports and analytics to track training effectiveness and identify areas for improvement per organization / Job Title/ Sector. ➤ Reports on training registration ➤ Reports on training attendance ➤ Reports on completion rates and ➤ Reports on certification, certificates earned and skills acquired ➤ Reports on training effectiveness, analyzing metrics such as attendance rates, completion rates, and assessment scores. ➤ Identification of improvement areas: The system should help identify areas for improvement in training programs based on feedback, performance data, and comparison with benchmarks. ➤ Provide administrators with reports on user activity, course completion, and assessment results.	

6. Reporting & Visualization Module

	Data Analysis	
1	Training courses or programs that need to be updated or revised: Determined by analyzing training feedback and effectiveness.	
2	Most popular training courses or programs: determined by analyzing training attendance and registration rates.	
3	Most effective training courses or programs by use of training attendance, completion rates, certification rates, and training effectiveness.	
	Visualization	
1	Charts and graphs: Charts and graphs can be used to visualize training attendance, completion rates, certification rates, and training costs.	
2	Maps to visualize training attendance and completion rates by location.	
3	Dashboards can be used to provide a centralized view of key training areas	

FUNCTIONAL REQUIREMENTS

	Customizable Reporting	
1	Training attendance: Should show the number of employees who attended each training course in general and per MCDA.	
2	Training completion rates: Show the percentage of employees who completed each training course in general and per MCDA.	
3	Training certification: Show the number of employees who earned certification for each training course in general and per MCDA.	
4	Training costs: Should show the cost of each training course or program.	
5	Training effectiveness: Show the impact of training on employee e.g. increased productivity, reduced turnover, and improved customer satisfaction.	
6	The portal should provide a variety of assessment tools, such as quizzes, surveys, and polls.	

7	Users should be able to take assessments directly from the portal.	
8	Assessments should be automatically graded and scored.	
9	Administrators should be able to filter and export reports.	
10	Task management and workflows: The system should provide tools for managing training tasks and workflows e.g. tools for assigning tasks, tracking progress, and managing deadlines.	
11	User authentication and authorization: Ensure that only authorized users can access the system and perform specific actions.	
Centralized Communications Hub		
1	Communication and collaboration tools:	
	Features for messaging, file sharing, and scheduling meetings.	
2	Central Repository for Training: Training course outlines, training materials, and training videos.	
3	Training search and discovery tools: Searching by training topic, training provider, and training location.	
4	Training feedback and evaluation tools: The system should provide tools for training stakeholders to provide feedback on training courses and programs. This includes tools for submitting feedback forms and rating training courses.	
5	Real-time notifications: Provide real-time notifications to keep stakeholders informed of important updates. Including notifications about training announcements, task assignments, and upcoming deadlines.	
6	Discussion forums and knowledge sharing: Provide discussion forums and knowledge-sharing tools to foster collaboration among stakeholders e.g. forums for discussing training topics, sharing best practices, and asking questions.	
1	Integration Should be able to integrate with other enterprise systems, such as human resource management (HRM) systems and learning management systems (LMS) and the government portal - ecitizen. The system should incorporate a platform linkage to available opportunities relevant to the different courses and programs. Trainees would be able to view and apply for any available job/contract/gig opportunity put up on the platform. This is integral in also monitoring the success of the platform.	
2	Scalability Should be scalable to accommodate the present and future needs of organizations of all sizes. Scalable to accommodate the organization's growth plans.	
3	Usability. The system should be user-friendly and intuitive, providing a seamless experience for all stakeholders, including training administrators, instructors, managers, and employees Easy to use and navigate for all users. Include all of the features that the organization needs	

	Data-driven decision-making system - providing tools for generating reports on training effectiveness and identifying training needs.	
4	Support Should be supported by a team who can provide training, technical support, and ongoing updates.	
5	Monitoring and Maintenance - Should be easy to - Monitored and ensure that it is performing as expected. - Easy to maintain and update, allowing for regular updates, bug fixes, and integration with new technologies.	
6	Accessibility: The system should be accessible to all employees, regardless of their location, device, or level of technical expertise. Cost Affordable for the organization will vary depending on the size of the organization, the number of users, and the features required.	
8	Security: The system should implement robust security measures to protect sensitive training data, including employee records, assessment results, and intellectual property.	
Repository		
1	Data import: Import training data from varied sources, such as spreadsheets, databases, and learning management systems (LMS).	
2	Data storage: Store training data in a secure and organized manner. This includes storing data on individual employees, training courses, and training programs.	
3	Data search and retrieval: Allow users to search for and retrieve training data e.g. employee name, training course name, and training program name.	
4	Data reporting: Should provide tools for generating reports on training data e.g. reports on training attendance, completion rates, and certification earned.	
5	Data security: The system should protect training data from unauthorized access using encryption among others.	
6	Reliability: Reliable and available to training stakeholders at all times.	
1	The portal should be accessible to users with disabilities. Comply with WCAG 2.1 accessibility standards.	

Note: Copying of the requirements in the compliance section will be considered non-responsive. Detailed description of the features supported by datasheet/literature/will be accepted.

A. Technical Vendor Evaluation

The bidder will be required to meet a minimum of 75 points to proceed to financial evaluation

VENDOR EVALUATION		
A. Project Implementation Key Experts		
1.	Project Lead	Maximum Points
	a) A minimum of Master's degree in Computer Science, Software development Information Technology or a related discipline (5 points) b) At least 10 years of general experience with a focus online learning platform development and management (5 points) c) A minimum of specific experience in leading Four (4) similar assignments in developing countries (5 points) (Provide Evidence in the form of CV, Testimonials and/or contracts)	15
2	Marketing & Communications Expert	
	a) A minimum of Bachelor's degree or higher in Marketing, Economics, Business Administration (2 points) b) At least 7 years of general experience in digital marketing, social media marketing, or content marketing (2 points) c) A specific experience in at least 3 similar assignments (2 points) (Provide Evidence in the form of CV, Testimonials and/or contracts)	6
3	Software Developer	
	a) A minimum of Bachelor's degree in Computer Science or Software Engineering or related field (2 points) b) At least 7 years of general experience in software development, particularly in educational or online platforms(2 points) c) A specific experience in at least 3 similar assignments (2 points) (Provide Evidence in the form of CV, Testimonials and/or contracts)	6
4	Graphics Designer	
	a) A minimum of Bachelor's degree in Graphic Design or a related field (2 points) b) At least 7 years of general experience in creating digital content for educational or professional platforms (2 points) c) A specific experience in at least 3 similar assignments (2 points) (Provide Evidence in the form of CV, Testimonials and/or contracts)	6
5.	Content Creator (Photography, Videography & Video Editing)	
	a) A minimum of Diploma or Bachelor's degree in Media Studies, Communications, or a related field (2 points) b) At least 7 years of general experience in in multimedia tools and platforms (2 points)	6

	c) A specific experience in at least 3 similar assignments (2 points) (Provide Evidence in the form of CV, Testimonials and/or contracts)	
6	Cyber Security Expert	
	a) A minimum of Bachelor's degree in Cybersecurity, Information Technology, or a related field (2 points) b) At least 7 years of general experience in cybersecurity, including designing secure online systems (2 points) c) A specific experience in at least 3 similar assignments (2 points) (Provide Evidence in the form of CV, Testimonials and/or contracts)	6
7	Cloud Computing Expert	
	a) A minimum of Bachelor's degree in Information Technology or related field (4 points) b) At least 7 years of general experience in deploying and managing cloud-based solutions (4 points) c) A specific experience in at least 3 similar assignments (4 points) (Provide Evidence in the form of CV, Testimonials and/or contracts)	12
8	Data Science & Analytics Expert	
	a) A minimum of Bachelor's degree Data Science, Statistics, or related field (4 points) b) At least 7 years of general experience in data analytics, preferably related to education or ICT (4 points) c) A specific experience in at least 3 similar assignments (4 points) (Provide Evidence in the form of CV, Testimonials and/or contracts)	12
9	Quality Assurance Expert	
	a) A minimum of Bachelor's degree in Quality Assurance, Software Engineering, or related field (4 points) b) At least 7 years of general experience in experience in quality assurance, particularly in ERP systems or large-scale ICT projects (4 points) c) A specific experience in at least 3 similar assignments (4 points) (Provide Evidence in the form of CV, Testimonials and/or contracts)	12
B. Specific Experience & Financial Capability		
1	Financial Capability: The Bidder shall submit audited financial statements or, if not required by the law of the Bidder's country, other financial statements acceptable to the Purchaser, for the last three years prior to bid submission deadline, demonstrating the current soundness of the Bidder's financial position. For a joint venture, this requirement shall be met by each member;	6
2	Specific Experience: The Bidder shall demonstrate that it has successfully completed at least two contracts within the	8

	last five years prior to bid submission deadline, each with a value of at least Kes. 50 Million , that have been successfully and substantially completed and that are similar in nature and complexity to the Goods and Related Services under the Contract. For a joint venture, this requirement may be met by all members combined	
3	<u>DELIVERY PERIOD</u> The bidder should be delivered to the project within five (5) months from the date of contract signing. Bidder to provide letter as a commitment	5
	Total Points	100

Note: The minimum score to proceed to financial evaluation is 75 points.

BDS	Original Minimum Requirement	Amended Minimum Requirement
ITB 38.1	The weight to be given for cost is: 60	The weight to be given for cost is: 20

2. Combined Evaluation

The Employer will evaluate and compare the Bids that have been determined to be substantially responsive.

An Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the evaluated cost and the technical merits of each Bid:

$$B \equiv \frac{C_{low}}{C} * X * 100 + \frac{T}{T_{high}} * (1 - X) * 100$$

Where:

C = Evaluated Bid Cost

C_{low} = the lowest of all Evaluated Bid Costs among responsive Bids

T = the total Technical Score awarded to the Bid

T_{high} = the Technical Score achieved by the Bid that was scored best among all responsive Bids

X = weight for Cost as specified **in the BDS**

The Bid with the best evaluated Bid Score (B) among responsive Bids shall be the Most Advantageous Bid provided the Bidder is qualified to perform the Contract.

Note: The proposed bidder will be required to organize for a demonstration of the portal. Successful demonstration and satisfaction of the Authority will determine the award.

This Addendum no. 1 forms part of the issued RFB document. All other terms and conditions of the issued RFB remain unchanged.

Zilpher Owiti, OGW
Ag. Chief Executive Officer
ICT AUTHORITY