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Vision

Kenya becomes a top ten global ICT hub.

Mission

To rapidly and innovatively transform Kenya through promotion of ICT for socio-economic enrichment of our society

REPUBLIC OF KENYA

REQUEST FOR EXPRESSION OF INTEREST FOR

CITIZENS DIGITAL SKILLS TRAINING CONSORTIUM FOR FIVE(5) MILLION CITIZENS

ICT AUTHORITY
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TRANSMISSION DATE : 19TH SEPTEMBER, 2023 AT 10:00AM

CLOSING DATE : 2ND OCTOBER 2023 AT 10:00 AM

Information Communication and Technology Authority
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TERMS OF REFERENCE

1.0. BACKGROUND

The Government of the Republic of Kenya (GoK) has recognized the need to continue leveraging ICT as an enabler through a number of projects to improve public service delivery and enhance citizens' access to information and services. In 2019, the Government launched the digital economy blueprint, which sort to provide a conceptual framework in its quest towards the realization of a successful and sustainable digital economy. The Information and Communication Technology (ICT) Authority is a State Corporation under the Ministry of Information, Communication and the Digital Economy established in August 2013. The Authority's broad mandate entails enforcing ICT standards in Government and enhancing the supervision of its electronic communication, promote ICT literacy, capacity, innovation and ICT enterprise development.

While the Government and the private sector have been investing heavily in the ICT infrastructure, there has been comparatively little investment in the human resources required to design, develop, operate, and utilize this digital infrastructure and the associated digital services.

The ICT Authority through the Ministry of Information Communication and The Digital Economy launched the Kenya National Digital Master Plan 2022-2032. Under the digital skills pillar, the government targets to train 20 million Citizens to enhance their capacity to effectively and efficiently utilize government e-services. In order to facilitate and standardize the trainings outcomes, the government has developed an ICT curriculum with short courses which can be implemented by partners. The curriculums are directly aligned to the Kenya's Digital Masterplan, Digital skills pillar. The curriculums are focused on addressing digital skills gaps, employment and business opportunities and intended to enhance Kenya Citizens competencies in effectively participating in the Digital Economy .

The programme objectives are to: (a) increase the digital literacy of citizens by 50% from the current level to access minimum of 5 services each. (b). Train an adequate workforce to manage ICT services nationally and regionally. (c). Enhance Digital skills inclusion for Special Interest Groups: Senior citizens, women in SMEs, PWDs, youth groups, and other disadvantaged Communities. (d). Develop adequate and competent ICT workforce and enhance the governance and professionalism of the ICT workforce in the Government.

To commence the trainings, the Government through the ICT Authority intends to train 5 million Citizens through a consortium of Kenyan ICT training organisations and institutions from both Public and Private sector, NGOs, and other relevant partners. The training will include Foundation, Basic, Intermediate and Advanced Digital Skills. The first phase of training 5Million will take one (1) year. There will be an online assessment and certificates to be issued by the Kenya Government upon completion through the ICT Authority. The Cost of the training will be facilitated by individual Citizens being trained at a minimal fee and will be conducted at different time slots (morning, afternoon and evening) to be attended either physical or virtual using various platforms and venues.

2.0. INVITATION TO EXPRESSION OF INTEREST(EOI)

ICT Authority invites all Kenyan ICT accredited training organisations and institutions from both Public and Private sector, NGOs, and other relevant partners including Universities, TVETs,Colleagues to an Expression of Interest for the **CITIZENS DIGITAL SKILLS TRAINING CONSORTIUM**.

2.1. LOCATION OF THE PROJECT

The training will be conducted in all parts of Kenya, within venues at the County Headquarters, Sub-counties as well as Wards or where appropriate venues shall be identified and accredited.

2.2. FUNDING

The Cost of the training will be facilitated by individual Citizens being trained and will be provided to the firms upon completion of the training end of each month. Applying organization would be required to facilitate the trainers during the POC.

2.3. APPLICATION

Interested applicants should visit ICT Authority website [https:// www.icta.go.ke/tenders/](https://www.icta.go.ke/tenders/)

to apply. Note the following as you apply:

- (a). Submit a hard and soft copy proposal with delivery strategies and implementation plan for training a minimum of 38,000 citizens geared towards the 5Million target. The duration of the assignment is 14 months with the first 2 months to be delivered on a Proof of concept (POC).
- (b). The initiative is self-funded by citizens and is expected to create direct and indirect jobs inform of trainers, coordinates and other human resources required during the implementation across the 47 counties.
- (c). The EOI is ONLY applicable to Kenya ICT Training Institutions from the Public or Private, firms, NGO accredited and with experience in conducting ICT skills trainings and delivering demand-oriented skills training with appropriate work-place integrated learning opportunities.
- (d). Organizations may associate with other firms to enhance their capability and indicate the same.
- (e). Partnership agreements or commitments from third parties to contribute additional funding are encouraged to support the citizens applying for the training.
- (f). The EOI would be strengthened by leveraging your industry-based networks to establish partnerships to overcome the challenges of youth unemployment, lack of advanced digital skills in the workforce and the mismatch between skills training and labour market demand.

2.4. OBJECTIVES OF THE ASSIGNMENT

The main objective of this consortium is to leverage the combined efforts, strengths, resources, and expertise of multiple partners in order to achieve a shared goal of delivering digital skills training to 20 million citizens.

The Specific objectives of the assignment include the following:

- (a). Jointly train 5 million citizens on 4 curriculars; Foundation, Basic Intermediate and Advanced Digital skills in one (1) year though a consortium of ICT Training organization from public and private sector.
- (b). Mainstream the curriculars beyond the initial phase to assure the sustainability and continuity of the digital skills training to the remaining 15 million citizens

3.0. SCOPE OF WORK

In the first year of implementation, the ICT Authority intends to:

- (a). Train 5 million Citizens in one (1) year through a consortium of ICT training organizations and institutions, with partner project to conduct training to 38,000 trainees or more in 12months divided into Weekly and Monthly.
- (b). Train 500,000 Citizen during a 2months Proof of concept (POC). The training will begin with a POC across the country. Only eligible and qualified Organizations shall be invited to participate in the Proof of concept (POC) and full trainings.

- (c). Conduct training using the Government of Kenya Curriculars for Digital skill (Foundation, Basic, Intermediate and Advanced) developed by the ICT Authority

TARGET

The training targets all Kenya Citizens with more focus on the young people, traders, farmers, SMEs, PWDs, Women, senior citizens, disadvantaged communities and public sector workforce as is defined in the curriculum.

4.0. CONSORTIUM REQUIREMENT

The organizations willing to participate in the consortium shall be required to express their interest on the following requirements. Additionally - fill the Annexed form log to <https://smartacademy.icta.go.ke/eoi-application/>

I: MANDATORY REQUIREMENTS (Qualification)

The organisation applying to undertake the assignment must comply with the following requirements. (Attache legal and mandatory documents as per the organization operations both for public sector organizations and institutions as provided for accreditation):

- (1). Provide accurate general information of the organisation with relevant evidence of conducting ICT training. Name of the organization, mission, and vision statements; Company registration number, Provide details of ownership; Provide Certified copies of organization Certificate of incorporation;
- (2). Be a registered training institution or organization in Kenya with at least 5 years' experience in ICT training ;
- (3). The organization should be reputed in carrying out such assignment in the past and have undertaken the same in the last 5 years. Provide specific experience relevant to the assignment and proof of capacity to provide the services.
- (4). Be accredited to offer training at all proficiency levels (foundation, basic, intermediate and advanced) on ICT and emerging technologies;
- (5). Provide requirements by relevant government bodies validating your operations (e.g. Valid Tax compliance certificate by KRA ,pin and proof for the same).
- (6). Be compliant with data protection regulations.
- (7). Qualifications and experience of key individual personnel who will be involved in this assignment including professional resumes, credentials and certifications. Provide signed curriculum vitae (CV's-specific to the assignment) 1 page CV of key resources positions in the organization(s) and those who will be integral in implementing the project.
- (8). Depending on the Lots you have identified to train, include in the list of resources for the lots and venues identified or classes
 - (a). Lead trainers
 - (b). Assistant trainers
 - (c). Computer lab assistant with technical experience.
 - (d). Training coordinator
 - (e). Key Point of contact person for the organization to lead the overall team.

II. TECHNICAL CAPACITY REQUIREMENTS

4.1. Infrastructure

The training organization shall be required to provide training physical infrastructure in form of venue(s) with relevant ICT devices for conducting the training including but not limited to the following.

4.1.1. Venues within County Headquarters

- (a). For Public and Private Sector institutions (academia) - minimum 100 ICT devices to accommodate the number of trainees registered in a training session.
- (b). For ICT Training Organizations- Minimum 60 ICT devices to accommodate the number of trainees registered in a training session.
- (c). For those facilitating training for Persons with disabilities (PWDs) - Minimum 50 including Assistive Devices and software (e.g., Braille, Sign Interpreter) for both at the training and practice lab)
- (d). Provide GPS coordinates

4.1.2. Venues within **Sub-counties** (Constituencies and wards)

- (a). For Public and Private Sector institutions (academia) -minimum 50 ICT devices to accommodate the number of trainees registered in a training session
- (b). For ICT Training Organizations- Minimum 50 ICT devices to accommodate the number of trainees registered in a training session
- (c). For those facilitating training for Persons with disabilities (PWDs) - Minimum 50 including Assistive Devices and software (e.g., Braille, Sign Interpreter) for both at the training and practice lab)
- (d). Provide GPS coordinates

Organizations may operate in multiple geographical location of across the county. In addition, they may form joint ventures in implementing the training.

4.1.3. **Tools, Resources and relevant devices**

- (a). Provide documented list of resources (materials, equipment, etc.) required to conduct the training
- (b). Dedicated computer lab or training space equipped with modern computers and peripherals as indicated in (3a) and additional dedicated lab(s) to enable trainees willing to get hands-on practice after the training.
- (c). Projection screens: Projectors and audio equipment to facilitate training, presentations, and demonstrations
- (d). Internet: Capacity to provide reliable and high-speed internet connectivity during the period of training and practice and backup solutions
- (e). Web conferencing facility: Capacity to provide licensed web conferencing platforms (e.g., Webex, Microsoft Teams, zoom etc) to facilitate virtual training.
- (f). Capacity to provide relevant technologies, training tools and software for lab simulation (not limited to Whiteboards)
- (g). Capacity to provide reliable sources of power and backup solution.

4.2. **Training, Trainers and Coordinators**

- (a). Provide documented list of resources (Personnel competencies, materials, equipment, etc.) required to conduct the training and Certification
- (b). Capacity, ability and commitment to train 38,000 citizens in period of 1 year. The trainings will be conducted at different time slots (morning, afternoon and evening) to be attended either physical or virtual.
- (c). Provide Lead trainers (Instructor) to facilitate the training to the trainees with diverse cultural backgrounds and age groups. The trainers should be competent enough to organize, coordinate classes and maintain attendance registers
- (d). Provide Assistant trainers to support trainees during and after the training.
- (e). Use the Kenya Government (ICTA) Short course Curriculars to deliver the training
- (f). Ensure trainees undertake relevant project-based assessments and take online exams to get automated certificates
- (g). Conduct pre-assessment and post-assessment on the level of improvement of the trainees
- (h). Deliver training in both physical and virtual settings in three (3) sessions (Morning, Afternoon, and Evening) to reach a wide audience
- (i). Provide additional reference materials and tools including simulation labs
- (j). Provide full time administration of trainings in the venue (center or lab)

- (k). Provide 1 qualified and experienced training coordinator to provide quality assurance to support the training issue escalation and coordination client
- (l). Track trainees' accurate records to facilitate post training payments
- (m). Collaborate in provide training to TOTs on the GOK curriculum

4.3. Create Awareness and Mobilize trainees

The consortium will be required to work jointly to create awareness about the Digital Skills training to drive traffic by engaging with local communities, churches, educational institutions, employers, and other stakeholders at local, regional, and National levels. The following are among the activities to be conducted by the consortium:

- (a). Provide a communication and awareness strategy plan (change management) to drive traffic for trainees to participate in the training through the consortium
- (b). Capacity to mobilize trainees to register and attend the training using various channels (Print, Social, TV, and Radio media)
- (c). Capacity to provide design, branding materials and collaterals to create awareness

4.4. Monitoring, Learning, Accountability and Evaluation

Provide monitoring mechanisms/ framework/plan to support the following:

- (a). Monitor and evaluate the trainees progress to assess the effectiveness and impact of the training
- (b). Monitor the effectiveness of the program by frequently evaluating the performance of the trainings
- (c). Provide feedback, learnings, and outcomes on weekly basis to fast track escalation , and improve the learning and refinement of the training
- (d). Continuously review and refine the curriculum, training methods, and materials, emerging technologies, and industry trends.
- (e). Integrate best practices in the training delivery
- (f). Provide weekly reports on trainees trained and observations

4.5. Post-training -Business and Digital Opportunities

Provide a mechanism or plan on how the organization will support the consortium in the following:

- (a). Capacity to ensure all trainees complete the exams and acquire certificates
- (b). Track records of trainee alumni and have a follow-up mechanism for learners' progress.
- (c). Direct trainees to Business or digital opportunities (including online platforms and mentorship opportunities)

4.6. Social Amenities and security

- (a). Provide social amenities e.g., washrooms and accessibility equipment's for persons with disabilities (PWDS)
- (b). Provide personnel for handling social amenities
- (c). Provide security of the venue and other relevant security systems

5.0 KEY EXPERTS', QUALIFICATIONS & EXPERIENCE REQUIREMENTS

The training organisation shall be required to undertake the assignment as a multidisciplinary team consisting of coordinators, trainers and assistant trainers and additional relevant back-end resources to ensure successful completion of the assignment.

Indicate the resources in place to support the organization in undertaking the training.

5.1 Training Coordinator

The Training Coordinator Expert will be expected to have the following qualifications:

- 5+ years of progressively responsible work experience in coordinating training activities in a training or instructional role.
- Bachelor's degree in a relevant field with capacity to coordinate and manage projects.
- Demonstrated project management skills, monitoring and evaluation ;

- Demonstrated experience in designing, developing, and implementing training programs.
- Excellent and effective written and oral communication skills, including the ability to interact with teams and individual of varied backgrounds
- Ability to manage multiple projects at various stages of completion and resources
- Strong team management and coordination skills;
- Leadership skills and the ability to work collaboratively in a multistakeholder environment
- Proficient in Office productivity, Projects and monitoring tools

5.2 Lead trainer

The Lead trainer Expert will be expected to have:

- 3+ years of progressively responsible work experience in conducting ICT related training in a reputable training organisation.
- A Bachelor's degree in a relevant field Computer Science, Information Technology, Business Information Technology, or a related discipline. Masters' degree in relevant field is typically preferred;
- Demonstrated experience in the field of training.
- Excellent and effective written and oral communication skills,
- Ability to interact with teams and individual with varied backgrounds and age
- Ability to manage multiple tasks, work and training schedules and resources at various stages of completion and resources
- Ability to track trainee progress
- Strong team management and coordination skills;
- Leadership skills and the ability to work collaboratively
- Knowledge on data protection
- Proficient in project and monitoring

6.3. Assistant trainer

The Assistant trainer Expert will be expected to have:

- 2+ years of progressively responsible work experience in conducting ICT related training in a reputable training organisation.
- A Bachelor's degree in a relevant field such as Computer Science, Information Technology, Business Information Technology, or a related discipline.
- Demonstrated experience conducting ICT training programs.
- Excellent and effective written and oral communication skills, including the ability to interact with teams and individual of varied backgrounds
- Ability to manage multiple tasks, work and training schedules and resources at various stages of completion and resources
- Strong team management and coordination skills;
- Leadership skills and the ability to work collaboratively
- Ability to track trainee progress
- Proficient project and monitoring tools
- Strong team player;
- Knowledge on data protection
- Organisational skills and ability to meet deadlines;

6.4 Computer Lab Assistant

- A diploma in ICT related field.
- ICT related certification.
- One year working experience in computer training.
- Should have at least one (1) year experience as a Computer Lab Technician;
- Possess good interpersonal and communication skills;
- A person of high integrity; morally upright and mature;
- Knowledge on data protection
- Ability to work under minimum supervision;

- Flexible and adaptable to work in a multicultural environment.

Professional Staffing Inputs

It is anticipated under **one year, 12 staff - months** of key professional staff stated below and whose qualifications should be as indicated in Section 6 would be required to accomplish the tasks stated in the during the period of the assignment. This will also depend on the number of classes and venues that the organization shall be undertaking the training.

S. No	Key Staff position	Numbers of Staff Required	Approximate Staff Months
1.	Coordinator	1	12.0
2.	Lead trainer	2	12.0
3.	Assistant trainers	2	12.0
5.	Computer Lab Assistant	1	12.0
6.	Cleaning services and security		
	Total		12

The training organisation is expected to have other relevant back-office support personnel and resources not limited to above experts to ensure successful completion of the assignment.

7.0 REPORTING REQUIREMNT:

The training organisation shall report to the Chief Executive Officer administratively and operationally to the Director, Citizen Digital Skills Programme.

8.0 INDICATIVE ASSIGNMENT TIMEFRAME

The initial assignment will be for a period of 14 months beginning with a POC (2 months) and is time-based type of consortium.

9.0. SUBMISSION OF EOI

Expression of interest proposal to be sent to underlisted address on or before 2nd October 2023. Note softcopy of proposal shall be emailed and form Annexed be filled <https://smartacademy.icta.go.ke/eoi-application/>.

The documents should be completed and should be placed in sealed envelope, clearly marked **"EOI CITIZENS DIGITAL SKILLS TRAINING CONSORTIUM FOR 5 MILLION CITIZENS"**

**Addressed to:
THE CHIEF EXECUTIVE OFFICER, ICT AUTHORITY,
12 FLOOR Teleposta Towers- Kenyatta Avenue
P.O. BOX 27150 - 00100, NAIROBI, KENYA**

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