



COUNTRY: KENYA

PROJECT: KENYA DIGITAL ECONOMY ACCELERATION PROJECT (KDEAP)

IMPLEMENTING AGENCY: Information and Communications Technology Authority (ICTA)

PROJECT ID: P170941; Credit Numbers 7289-KE and 7290-KE

TERMS OF REFERENCE FOR:

Request for Expression of Interest

Design and Supervision of the Implementation of Huduma Kenya Multichannel Service Delivery Channels (Huduma on Wheels Prototype, Digital Self-Service Kiosk Prototype, User Tutorial Portal, & Digital Assistant) (Consulting Firm)

Contract No: KE-ICTA-401465-CS-QCBS

Issue Date: 30th April 2024

Closing Date: 16th May 2024

Client:

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1. Background

The Government of the Republic of Kenya (GoK) has received financing in the amount equivalent to US\$390 Million from the World Bank towards the cost of the first phase of the Kenya Digital Economy Acceleration Project (thereafter “Project”) and intends to apply part of the proceeds to pay for goods, works, non-consulting services and consulting services to be procured under this project.

The project includes the following components.

Component 1. Digital Infrastructure and Access. The aim of this component is to increase access to high-speed internet for individuals, industry, and government—the ‘foundation of the foundations’ of a digital economy and strengthen Kenya’s role as regional digital leader—while leveraging investments from the private sector

Component 2. Digital Government and Services. This component will invest in the foundational digital services, platforms, architectures, and policies needed to transform the way the Government communicates and conducts its internal operations.

Component 3. Digital Skills and Markets. This component aims to equip young Kenyans with digital skills and strengthen their abilities to access and compete in domestic and regional markets, to study mechanisms to improve access to affordable devices and through enhancing the enabling environment for e-commerce to support Kenya’s role as a regional digital hub.

Component 4. Project Management. This component will support project implementation, coordination, and capacity building for the Project Implementation Unit (PIU) within Information and Communications Technology Authority (ICTA) and for other stakeholders.

Component 5. Contingent Emergency Response Components. This component will be activated in the event of an emergency.

The GoK intends to apply a portion of the proceeds of the Credit to cover activities under sub-components 2.1 (Digitalization of Selected Government Services) that intends to support end-to-end digitization of selected key government services. This includes an activity on assisting the Huduma Kenya Secretariat (HKS) to expand its multichannel service model with improved access for Persons with Disability (PwD) and enhanced customer relationship management. The Huduma Kenya Multichannel Service Delivery Channels include: Huduma on Wheels Prototype, Digital Self-Service Kiosk Prototype, User Tutorial Portal, and Digital Assistant.

2. Objectives of the Assignment

The consulting firm will:

1. Design and develop Huduma on Wheels Prototype.
2. Design and develop Digital Self-Service Kiosk Prototype.
3. Design and supervise the implementation of a Digital Assistant and a User Tutorial Portal.

After the digital assistant and user tutorial designs are finalized, a contractor will execute the implementation of both components, with supervision from the consulting firm.

Huduma on Wheels is a mobile service unit crafted to traverse both urban and remote regions in the country, providing government services. Its primary aim is to prioritize inclusivity by catering to PWDs, individuals with limited digital literacy, and communities in areas with insufficient technology infrastructure.

The Digital Self-Service Kiosk represents an automated version of an ATM, allowing the public to access digitized government services. These kiosks will be strategically stationed at key locations across the country.

The Digital Assistant functions as a chatbot with the purpose of simplifying access to government services that have been digitized. It will utilize interactive features, such as voice commands and text input, specifically designed to accommodate individuals with limited digital literacy and cater to the needs of PWDs.

The User Tutorial portal will be a comprehensive interface providing easily understandable, step-by-step instructions and videos to assist the public in navigating digital services. This undertaking is geared towards guaranteeing a seamless and inclusive experience for all users, with a specific focus on empowering Persons with Disabilities (PWDs).

The bid will be structured as a single procurement with three lots:

- a) Lot 1 Design and develop Huduma on Wheels prototype.
- b) Lot 2 Design and develop a Digital Self-Service Kiosk prototype.
- c) Lot 3 Design and implementation of the Digital Assistant and User Tutorial portal.

4. Scope of Services and Specific Tasks of the Assignment

4.1 Scope of services

The assignment will require a consulting firm to (i) Design and develop functional digital self-service kiosk prototype, (ii) Design and develop a functional Huduma on Wheels prototype, (iii) Design and supervise the implementation for the Digital Assistant and User Tutorial portal. The solutions developed and implemented must prioritize inclusivity for PWDs, considering various types of disabilities encountered while accessing digitized government services.

4.2 Specific task of the assignment

Specifically, the Consulting firm will be required to:

- a) Assess the accessibility of digitized government services, such as ID card and birth certificate issuance, at Huduma Centres, with a focus on inclusivity for PWDs (as well as for people with limited digital literacy).
- b) Define and document user functionalities essential for seamless use of the expanded Huduma Kenya Multichannel Service Delivery Channels to enhance access to government services.
- c) Design and develop Huduma on wheels prototype, incorporating user, hardware, and software features that support PWDs with various disabilities.
- d) Design and develop digital self-service kiosk prototype, incorporating user, hardware, and software features that support PWDs with various disabilities.
- e) Design and supervise the implementation of a digital assistant facilitating access to digitized government services through interactive methods, including voice commands and text input, AI, and accessibility tools for PWDs and individuals with limited digital literacy.
- f) Design and supervise the implementation of a comprehensive user tutorial interface offering clear, step-by-step instructions and videos for accessing digital services, ensuring a smooth and accessible experience for all, including PWDs, with the option of printed materials at Huduma Centres.

- g) Identify nationwide locations for deploying over a hundred digital self-service kiosks, strategically distributed across urban and rural counties.
- h) Prepare routine repair and maintenance schedules and standard operating procedures for the self-service kiosk and user Manuals.
- i) Prepare routine repair and maintenance schedules and standard operating procedures for the Huduma on wheels unit.
- j) Prepare technical specifications for selecting a contractor to implement the digital assistant and user tutorial portal.
- k) Supervise the implementation of the digital assistant and user tutorial portal to ensure successful execution.

The project will be undertaken in two phases.

Phase I will involve the following:

- a) Accessibility assessment of digitized government services at Huduma Centres.
- b) Requirement gathering through stakeholder engagement with Ministries, Counties, Departments, Agencies (MCDAs) and different user groups, including PWDs.
- c) Design and develop a functional digital self-service kiosk prototype.
- d) Design and develop a functional Huduma on wheels prototype.
- e) Design the digital assistant.
- f) Design the user tutorial portal.
- g) Prepare technical specifications for selection of a contractor to implement the digital assistant and user tutorial portal.

During Phase I, the Consulting firm will engage in a variety of essential tasks to evaluate accessibility issues and establish the design framework.

a) Accessibility Assessment

1. Conduct an in-depth evaluation of the current accessibility status of digitized government services at Huduma Centres, considering diverse groups such as PWDs, the elderly, women, refugees, and individuals with limited digital literacy. This will be conducted simultaneously with another assignment focused on the design and supervision of the refurbishment of five (5) Huduma Centres in borderland areas. The selected firm will be asked to work in close collaboration with another firm working on a parallel assignment.
2. Analyze existing technologies, interfaces, and processes to identify barriers and limitations that impede the effective accessibility of digitized government services.
3. Compile a comprehensive report outlining accessibility gaps and suggesting potential areas for improvement.
4. Document user functionalities required for utilizing the Huduma Kenya Multichannel Service Delivery Channels taking into consideration various user groups, including PWDs, elderly, women, refugees, etc.

b) Requirements Gathering and Stakeholder Engagement

1. Collaborate with representative stakeholder groups, including various user groups (such as PWDs), advocacy groups, MCDAs, and UNHCR, to comprehensively collect specific requirements for improving the accessibility of digitized government services.

2. Document specific user needs, challenges, and preferences encountered when accessing digitized government services, incorporating various types of PWDs and individuals with limited digital literacy.
3. Requirement gathering and stakeholder engagement will be carried out concurrently with the borderland consulting. This necessitates coordination between the two consulting firms, as both play crucial roles in collaborating with stakeholder groups to gather specific requirements aimed at enhancing the accessibility of government services.
4. Identify diverse disabilities and ensure that the designs consider a wide spectrum of impairments.
5. Utilize feedback from stakeholders to shape the design and functionality of Huduma Kenya Multichannel Service Delivery Channels.

c) Design and develop Huduma on Wheels prototype

1. Employ a data-driven approach to determine optimal routes and durations of stationing the Huduma on Wheels across the nation.
2. Develop a comprehensive design blueprint for the Huduma on Wheels prototype.
3. Prepare a high-level architectural concept design to visualize the Huduma on wheels interface and functionality.
4. Prepare a detailed concept design for the hardware, peripherals and software including but not limited to technology used, infrastructure and cabling setup, any integrations, power solutions with detailed specifications for each and estimated costs for the items and required works and services.
5. Prepare Low Level Design (LLD) for the Huduma on wheels that will be used for implementation with a detailed technical specification inclusive of itemized Bill of Materials (BoM) of all software and hardware components required.
6. Prepare a detailed description of the proposed solution (architecture, modularity, communication flows between components, numbers of components, etc.) supported by a high-level block diagram and highlighting the key features that make the solution superior/unique compared to other competing solutions and clearly state the unique capabilities offered.
7. Create a detailed user journey map to outline the steps users will take when interacting with the Huduma on wheels.
8. Design an intuitive and user-friendly interface that aligns with best practices in user experience design.
9. Create a comprehensive maintenance plan and standard operating procedure to ensure consistent functionality and accuracy of the Huduma on Wheels over time.
10. Ensure the necessary integration with existing Huduma systems such as Huduma Kenya website, Huduma Mobile, Service by appointment and all Huduma Kenya public facing systems are done and performance is optimized.
11. Identify all the KPI that are required to optimize for best performance of the Huduma on Wheels.
12. Incorporate universal design principles considering accessibility features to ensure the kiosk is usable by individuals with a variety of disabilities such as text-to-speech, high contrast options, and tactile indicators.

13. Outline the physical design, user interface, navigation, input mechanisms, and any auxiliary aids like braille or audio assistance.
14. Integrate security measures, privacy considerations, and user authentication processes into the design.
15. Plan for knowledge transfer, on-site and formal training sessions to equip HKS relevant personnel with the skills necessary for the Huduma on Wheels management and operation.
16. Develop a functional prototype of the Huduma on Wheels based on the design. Site meetings. The Consultant shall:
 - i. Arrange a schedule of monthly meetings, site inspections and other job conferences in liaison with the HKS and notify those expected to attend. In arranging these meetings, he/she is expected to maintain and circulate minutes thereof;
 - ii. Maintain liaison with HKS principally through the HKS' respective work manager to help in the understanding and interpretation of all aspects of the HKS's documentation;
 - iii. Work closely with client staff to ensure that as much knowledge and experience is passed on.
17. Attend the user acceptance tests with HKS to verify that the results reflect the engineering standards.
18. Advice on requests for contract changes as made by HKS.
19. Ensure that the works are performed under the required safety and environmental protection measures as per the relevant Kenyan laws, standards, World Bank Operational Safeguard Policies and best practice.
20. Conduct periodic verification of service quality levels achieved for software performance as per key performance indicators (KPIs).
21. Provide advisory opinions when requested by HKS.
22. Prepare bidding documents following an evaluation of the implemented Huduma on wheel prototype's performance.

d) Design and develop a digital self-service kiosk prototype

1. Employ a data-driven approach to determine optimal deployment sites for the digital self-service kiosks across the nation.
2. Analyze factors such as population density, accessibility, proximity to PWD communities, and existing infrastructure.
3. Create a prioritized list of recommended locations, considering both urban, rural and borderland settings.
4. Develop a comprehensive design blueprint for the prototype of the digital self-service kiosk, leveraging international best practices.
5. Prepare a high-level architectural concept design to visualize the digital self-service kiosk interface and functionality.
6. Prepare a detailed concept design for the hardware, peripherals and software including but not limited to technology used, infrastructure and cabling setup, any integrations, power solutions with detailed specifications for each and estimated costs for the items and required works and services.

7. Prepare Low Level Design (LLD) for the self-service kiosk that will be used for implementation with a detailed technical specification inclusive of itemized Bill of Materials (BoM) of all software and hardware components required.
8. Prepare a detailed description of the proposed solution (architecture, modularity, communication flows between components, numbers of components, etc.) supported by a high-level block diagram and highlighting the key features that make the solution superior/unique compared to other competing solutions and clearly state the unique capabilities offered.
9. Create a detailed user journey map to outline the steps users will take when interacting with the digital self-service kiosk.
10. Design an intuitive and user-friendly interface that aligns with best practices in user experience design.
11. Create a comprehensive maintenance plan and standard operating procedure to ensure consistent functionality and accuracy of the digital self-service kiosk over time.
12. Ensure the necessary integration with existing Huduma systems such as Huduma Kenya website, Huduma Mobile, Service by appointment and all Huduma Kenya public facing systems are done and performance is optimized.
13. Identify all the KPI that are required to optimize for best performance of digital self-service kiosk.
14. Incorporate universal design principles considering accessibility features to ensure the self-service kiosk is usable by individuals with a variety of disabilities such as text-to-speech, high contrast options, and tactile indicators.
15. Outline the physical design, user interface, navigation, input mechanisms, and any auxiliary aids like braille or audio assistance.
16. Integrate security measures, privacy considerations, and user authentication processes into the design.
17. Plan for knowledge transfer, on-site and formal training sessions to equip HKS relevant personnel with the skills necessary for the digital self-service kiosk management and operation.
18. Develop a functional prototype of the digital self-service kiosk based on the design. Site meetings. The Consulting firm shall:
 - i. Arrange a schedule of monthly meetings, site inspections and other job conferences in liaison with HKS and notify those expected to attend. In arranging these meetings, he/she is expected to maintain and circulate minutes thereof;
 - ii. Maintain liaison with HKS principally through the HKS' respective work manager to help in the understanding and interpretation of all aspects of HKS's documentation;
 - iii. Work closely with HKS staff to ensure that as much knowledge and experience is passed on.
19. Attend the user acceptance tests alongside HKS to verify that the results align with the engineering standards.
20. Advice on requests for contract changes as made by HKS.
21. Ensure that the works are performed under the required safety and environmental protection measures as per the relevant Kenyan laws, standards, World Bank Operational Safeguard Policies and best practice.

22. Conduct periodic verification of service quality levels achieved for software performance as per the KPIs.
23. Provide advisory opinions when requested by the HKS.
24. Prepare bidding documents following an evaluation of the implemented digital self-service prototype's performance.

e) Design the digital assistant and user tutorial portal

1. Prepare a high-level concept design to visually represent the interface and functionalities of the digital assistant(chatbot) and user tutorial portal.
2. Prepare a detailed concept design for the hardware and software including but not limited to technology used, any integrations with detailed specifications for each and estimated costs for the items and required works and services.
3. Prepare LLD that serves as a blueprint for implementing the digital assistant and user tutorial portal. This detailed technical specification should feature an itemized Bill of Materials (BoM) for all essential software and hardware components.
4. Prepare an elaborate description of the proposed solution, incorporating architecture, modularity, component communication flows, component count and microservices, etc. Illustrate this with a high-level block diagram and emphasize unique features that set it apart from competing solutions, highlighting its distinct capabilities.
5. Design an intuitive, user-friendly interface adhering to user experience design best practices.
6. Consider accessibility features for individuals with disabilities, such as text-to-speech, high contrast options, and tactile indicators.
7. Identify essential KPIs required to optimize the digital assistants and user tutorial portal performance.
8. Design a user-friendly digital assistant that delivers real-time guidance and assistance for users seeking government services in a digital format.
9. Seamlessly integrate the digital assistant and user tutorial portal into the digital self-service kiosk prototype Huduma on wheels, Huduma Kenya website, Huduma Mobile, Service by appointment and all Huduma Kenya public facing systems ensuring a harmonious interface between them.
10. Create a comprehensive maintenance plan to ensure consistent functionality and accuracy of the digital assistant and user tutorial portal over time.
11. Plan for knowledge transfer and training sessions to equip relevant personnel with the skills necessary for the digital assistant and user tutorial portal management and operation.

f) Prepare technical specifications for selection of a contractor to implement the digital assistant and user tutorial portal.

1. Create and submit the requisite technical specifications and documents essential for facilitating an International Competitive Bidding process. This will be in accordance with the current World Bank Procurement Regulations and will pertain to the anticipated installation of the digital assistant and user tutorial portal.
2. Prepare comprehensive draft terms of references tailored for the project. These documents will contain all necessary details and requirements related to the proposed works.
3. To prepare a comprehensive schedule outlining detailed cost estimates for the entire project. This schedule will provide a thorough breakdown of expenses associated with different aspects of the installation.

Phase II will focus on the supervision of the implementation of the digital assistant and user tutorial portal.

In this phase II, the consulting firm will supervise the contractor's implementation of the designs developed in phase I.

a) Supervise the implementation of the digital assistant and user tutorial portal

1. Undertake supervision activities to cover implementation of the digital assistant and user tutorial portal.
2. Inspect the performance of the installations and ensuring that they are done according to the specifications laid down in the concept design and tender documents and comply with the specifications.
3. Inspect and supervise the contractor's work, notifying the contractor and Huduma Kenya of any defects found and requesting remedy as considered necessary.
4. Ensuring that the works are performed under the required safety and environmental protection measures as per the relevant Kenyan laws, standards, World Bank Operational Safeguard Policies and best practice.
5. Guiding the contractor's team on the project implementation when clarification on the design is required.
6. Ensuring the necessary integration with existing HKS systems are done and performance is optimized.
7. Attending the user acceptance tests with HKS to verify that the results reflect the engineering standards.
8. Review and recommend the Contractor's programme, schedule of tasks and updates thereof.
9. Advice on requests for contract changes as made by either the contractor or Huduma Kenya Secretariat.
10. Periodic verification of service quality levels achieved for software performance as per the KPI's.
11. Review the completion of the works for the purpose of issuance of completion certificates.
12. Provide qualified technical expert teams that will oversee day to day execution and inspection of ongoing tasks.
13. Provide advisory opinions when requested by Huduma Kenya Secretariat.
14. Although the Contractor bears ultimate responsibility for the implementation of the works, the Consultant is required to agree and approve reference levels for digital assistant and user tutorial as proposed by the Contractor to assess whether, once achieved, such levels will be adequate to ensure its long-term durability and stability.
15. The consulting firm is required to make an independent assessment of digital assistant and user tutorial portal.
16. Conditions and the centerlines levels needed to ensure it can be maintained at the required standards through execution of normal routine and periodic maintenance works after the Contractor has completed works needed to achieve those levels.
17. Site meetings. The Consultant shall:
 - i. Arrange a schedule of monthly meetings, progress inspections and other job conferences in liaison with the respective Contractor and notify those expected to attend. In arranging these meetings, he is expected to maintain and circulate minutes thereof;

- ii. Maintain liaison with the Contractors principally through the Contractors' respective work manager and HKS and give assistance in the understanding and interpretation of all aspects of the contract documentation; and
 - iii. Work closely with Huduma Kenya staff to ensure that as much knowledge and experience is passed on.
18. Provide on-site and formal training on all the components of the digital assistant and user tutorial portal to Huduma Kenya Staff.
19. Review of Contractor's Performance, Inspection and Tests. The Consultant shall:
 - i. Conduct on-site observations of the work in progress to determine if the work is proceeding in accordance with the installation contract schedules, and that completed work conforms to the design contract drawings and specifications;
 - ii. Inform the Contractor and HKS when work is to be corrected or rejected or to be uncovered for observation, or special testing, inspection, or approval;
 - iii. Accompany visiting inspectors representing public or other agencies having jurisdiction over the Project, and record the outcome of these inspections and report as appropriate; and
 - iv. Verify that selection and use of materials is in accordance with the specifications.
20. Review of technical documents submitted by the respective Contractor(s). The Consultant shall:
 - i. Render interpretations necessary for the proper execution and progress of work, with reasonable promptness; and
 - ii. Render written decisions within a reasonable time, on all claims, disputes and other matters in question relating to the execution or progress of work or the interpretation of the installation contract documents.
21. Modifications. The Consultant shall:
 - i. Consider and evaluate Contractor's suggestions for modifications in drawings or specifications and report them to the Huduma Kenya Secretariat with recommendations;
 - ii. Examine Contractor's proposals for changes and provide recommendations to the Employer for approval when changes affect cost. Changes which do not affect cost or quality may be approved and recorded in the monthly progress reports. Such changes shall be effected by written orders issued by the Consultant.
22. Records. The Consultant shall:
 - i. Maintain at the project site orderly files for correspondence, reports of site meetings, product and material submissions, reproductions of original installation contract documents including all addenda, variation orders, site instructions, information and drawings issued subsequent to the start of works contract, as well as Consultant's clarifications and interpretations of the contract documents, progress reports and other related documents;
 - ii. Maintain a set of drawings ("as-built" drawings) recording all details of the work as actually executed.
23. Payment Certificates

The Consulting firm shall review applications for payment made by the contractor in accordance with the Conditions of Contract. The Consultant shall ensure that each application details the actual quantities and value of work completed to date compared with the total billed quantity and unit rate for each item in accordance with the Conditions of Contract.

24. Final Completion of Works

The Consulting firm shall review applications for payment made by the contractor in accordance with the Conditions of Contract. The Consultant shall ensure that each application details the actual quantities and value of work completed to date compared with the total billed quantity and unit rate for each item in accordance with the Conditions of Contract.

5. Duration of the Assignment

The assignment is set for a duration of **eighteen (18)** calendar months starting from the contract commencement date. It will be divided into two phases.

Phase I, spanning **six (6)** months, will be to (i) design and develop prototypes for Huduma on Wheels and Digital self-service Kiosk; (ii) design the digital assistant and user tutorial portal.

Phase II will extend for **twelve (12)** months and will be to supervise the implementation of the digital assistant and user tutorial portal. The Consulting firm will advance to Phase II upon the successful implementation of Phase I and the finalization of the digital self-service kiosk prototype.

6. Reporting requirements and timelines for deliverables/reports

6.1 Phase I (Total duration of 6 months):

The consultant shall submit the following reports, designs, and draft bidding documents.

Table 1: Reporting requirements and timelines for deliverables/outputs

Item	Report	Details	Time from date of Commencement of the assignment	Number and format of reports presentation
6.1.1	Inception Report	The Consultant will share the detailed approach, a work plan, sources of information, staffing and working arrangements necessary to complete the assignment. The work plan should anticipate risks and propose mitigation measures.	1 Month	3 hard copies and 1 soft copy
6.1.2	Preliminary Design Report	Overview of the feasibility study data collected and initial descriptive statistics, including preliminary design drawings.	2 Months	3 hard copies and 1 soft copy
6.1.3	Draft Final Design Reports v1	Feasibility report covering the following: i. The feasibility study and current state of accessing digitized government services in Huduma Centres. ii. The design of the proposed Huduma on wheels prototype. iii. The design of the proposed digital self-service kiosk prototype. iv. The design of the proposed digital assistant and user tutorial. v. Draft final design drawings.	3 Months	3 hard copies and 1 soft copy
6.1.4	Draft Bidding Documents	The Bidding Document for the Proposed digital assistant and user tutorial report. i. Including BOQ for Supply of digital assistant and user tutorial portal.	4 Months	3 hard copies and 1 soft copy

Item	Report	Details	Time from date of Commencement of the assignment	Number and format of reports presentation
		<ul style="list-style-type: none"> ii. Technical specifications for the digital assistant and user tutorial portal. iii. Cost estimates of the goods and services expected. 		
6.1.6	Final Design Report & Final Bidding Documents	<p>Incorporating all the feedback and discussion notes in the final report.</p> <ul style="list-style-type: none"> i. The feasibility study and draft Current State of accessing digitized government services in Huduma Centres. ii. The design and user functionalities for utilizing the digital self-service kiosk. iii. The design and user functionalities for utilizing the Huduma on wheels and digital self-service kiosk. iv. The design and user functionalities for utilizing the digital assistant, and the user tutorial portal. v. The design user functionalities for people living with disability to aid access to the Huduma Kenya Multichannel Service Delivery channels including final design drawings. vi. Prepare technical specifications for selection of a contractor tasked with implementing the proposed digital assistant and user tutorial portal. vii. Including final BOQ for the Huduma on wheels and Digital self-service Kiosk prototypes. 	6 Months	3 hard copies and 1 soft copy

6.2 Phase II (Total duration of 12 months):

The consultant will provide the following reports:

Table 2: Reporting requirements and timelines for deliverables/outputs

Item	Report	Details	Time from date of Commencement of the assignment	Output
6.2.1	Inception Report	The Consultant will share the detailed approach, a work plan/implementation plan, sources of information, staffing and working arrangements necessary to complete the assignment. The plan should anticipate risk factors and proposed	1 Month	3 hard copies and 1 soft copy

Item	Report	Details	Time from date of Commencement of the assignment	Output
		mitigation, sustainability measures based on previous reports.		
6.2.2	Monthly Reports	Preparation and submission of monthly reports.	Every month	3 hard copies and 1 soft copy
6.2.3	Quarterly Reports	<ul style="list-style-type: none"> i. Incorporating all the feedback and discussion notes on the monthly reports. ii. The design of the digital assistant and user tutorial iii. Self-service prototype iv. Huduma on wheels prototype v. Draft final design drawings 	Every quarter	3 hard copies and 1 soft copy
6.2.4	Final Report	End of Assignment.	12 Months	3 hard copies and 1 soft copy

All draft and final reports shall be submitted in the prescribed format to:

The Chief Executive Officer,
ICT Authority
Teleposta Towers 12th Floor, Kenyatta Ave
PO Box 27150 – 00100
Nairobi Kenya
Tel: +254 20 2089061/ 2211960 Fax: +254 20 2211960
Email: procurement@ict.go.ke , info@icta.go.ke
Website: www.icta.go.ke

Attention:
The Project Coordinator
KDEAP

The Ag. Secretary/CEO
Huduma Kenya Secretariat
15th Floor, Lonrho Africa House, Standard Street
P.O. Box 47716-00100
Nairobi Kenya
Tel: 020 6900 020
Email: info@hudumakenya.go.ke
Website: www.hudumakenya.go.ke

Upon submission of every report, the consultant is expected to make a presentation of the submitted report to the Client in a scheduled meeting. The acceptance of the report shall be recorded in the minutes of the meeting.

7. Payment Schedule

The proposed payment schedules based on satisfactory performance of the contract which will be negotiated with the successful consultant will be as presented in Table 3 below.

Table 3: Proposed payment schedule for Phase I

Item	Report	Time from date of the Commencement of the assignment	Payment Percentage of for Lump Sum Contract (Phase I- Design)
7.1	Inception Report	1 Month	10%
7.2	Preliminary Design Report	2 Months	10%
7.3	Draft Final Design Reports v1	3 Months	30%
7.4	Draft Bidding Documents	4 Months	30%
7.5	Draft Cost Estimates Report	5 Months	10%
7.6	Final Design Report & Final Bidding Documents	6 Months	10%

8. Minimum Consultant's qualifications and experience requirements

The shortlisting criteria are:

- a) **Core business and years in business:** The firm shall be registered/incorporated as a consulting firm in design and supervision of digital applications and services or related field for a period of at least ten (10) years.
- b) **Relevant experience:** The firm shall demonstrate having successfully executed and completed at least two (2) projects of similar nature both in scope and complexity in similar operating environment in the last ten (10) years. Details of the assignment, name and address of the client, scope, value, and period shall be provided.
- c) **Technical and managerial capability of the consulting firm:** The firm shall demonstrate as having the requisite technical capacity including relevant equipment, tools, software etc. and managerial capacity to undertake the assignment in the submitted company profile(s).

9. Team Composition and Minimum Qualification and Experience Requirements for the Key Experts

The Consultants must engage highly qualified and experienced key experts, ensuring suitability for the successful completion of the project. These key experts should possess the essential resources, including equipment and software, needed to carry out the assignment. The key experts designated by the Consultants for this task include: -

Phase I: Design

The team would be required to accomplish the tasks stated in the TOR of the assignment:

- a) **Project Manager/Team leader**

The Project Manager should have:

1. A minimum of Master's degree in computer science, engineering, management or relevant field from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) years of general experience in the field of Information Technology (IT), digital platforms and digital public services provision.
3. Minimum specific experience of five (5) years in project management and at least two (2) years in similar projects.
4. Professional registration and certification in relevant areas.

b) Solution Engineer

The Solution Engineer should have:

1. A minimum of Master's degree in computer science, engineering or relevant field from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) years of general experience in the field of IT for public platforms and solutions for service delivery.
3. Minimum specific experience of five (5) years as a solution engineer and at least two (2) years in similar projects.
4. Professional registration and certification in relevant areas.

c) Solution Architect

The Solution Architect should have:

1. A minimum of Master's degree in computer science, engineering or relevant field from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) general experience years in the field of IT for public platforms and solutions for service delivery.
3. Minimum specific experience of five (5) years in software development or application architecture and at least two (2) years in similar projects.
4. Professional registration and certification in relevant areas.

d) Graphic Designer

The UX/UI Designer should have:

1. A minimum of Bachelor's degree in graphic design, computer science, engineering or relevant field from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) years of general experience in the field of IT.
3. Minimum specific experience of five (5) years as a UX/UI designer and at least two (2) years in similar projects.
4. Professional registration and certification in relevant areas.

e) Data Governance Specialist

The Data Governance expert should have:

1. A minimum of Bachelor's degree in relevant field such as computer science or information technology from a university recognized in Kenya.

2. Established industry track record of not less than ten (10) years of general experience in the field of IT for public platforms and solutions for service delivery.
3. Minimum specific experience of five (5) years as Data Governance specialist and at least two (2) years in similar projects.
4. Professional registration and certification in relevant areas.

f) Disability Expert

The Disability Expert should have:

1. A minimum of Bachelor's degree in relevant field such as special education, rehabilitation counseling, social work, or psychology from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) years of general experience working in the field of sociology.
3. Minimum experience of five (5) years as a disability expert, including working with PWDs in roles related to disability advocacy or support.
4. Professional registration and certification in relevant areas.

Phase II: Supervision

The team would be required to accomplish the tasks stated in the TOR of the assignment:

a) Project Manager/Team leader

The Project Manager should have:

1. A minimum of Master's degree in computer science, engineering or relevant field from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) years of general experience in the field of IT for public platforms and solutions for service delivery.
3. Minimum specific experience of five (5) years in project management and at least two (2) years in similar projects.
4. Professional registration and certification in relevant areas.

b) Solution Engineer

The Solution Engineer should have:

1. A minimum of Master's degree in computer science, engineering or relevant field from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) years of general experience in the field of IT for public platforms and solutions for service delivery.
3. Minimum specific experience of five (5) years as a Solution Engineer and at least two (2) years in similar projects.
4. Professional registration and certification in relevant areas.

c) Solution Architect

The Solution Architect should have:

1. A minimum of Master's degree in computer science, engineering or relevant field from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) years of general experience in the field of IT for public platforms and solutions for service delivery.

3. Minimum specific experience of five (5) years in software development or application architecture and at least two (2) years in similar projects.
4. Professional registration and certification in relevant areas.

d) Graphic Designer

The UX/UI Designer should have:

1. A minimum of Bachelor's degree in graphic design, computer science, engineering or relevant field from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) years of general experience in the field of IT.
3. Minimum specific experience of five (5) years as a UX/UI designer and at least two (2) years in similar projects.
4. Professional registration and certification in relevant areas.

e) Data Governance Specialist

The Data Governance expert should have:

1. A minimum of Bachelor's degree in relevant field such as computer science or information technology from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) years of general experience in the field of IT.
3. Minimum specific experience of five (5) years as Data Governance specialist and at least two (2) years in similar projects.
4. Professional registration and certification in relevant areas.

f) Disability Expert

The Disability Expert should have:

1. A minimum of Bachelor's degree in relevant field such as special education, rehabilitation counseling, social work, or psychology from a university recognized in Kenya.
2. Established industry track record of not less than ten (10) years of general experience working in the field of sociology.
3. Minimum specific experience of five (5) years as a disability expert, including working with PWDs in roles related to disability advocacy or support.
4. Professional registration and certification in relevant areas.

10. Responsibilities of the Client

The Consulting firm will receive assistance, as needed, through the provision of introductory letters to stakeholders, streamlining data collection and interview processes.

HKS will allocate workspace at the Huduma Kenya Secretariat Offices for the consulting firm to undertake project-related tasks as required during the design phase. Additionally, the HKS will furnish the consulting firm with pertinent project-related documents and collaborate in ensuring their availability.

11. Responsibilities of the Consulting firm

The consulting firm is expected to undertake activities that will ensure that outputs are consistent with the professional and legal requirements. Additionally, the consulting firm is responsible for transport/vehicles and office space during the supervision phase.