



REQUEST FOR QUOTATION (RFQ)

RFQ Reference: RFQ 05-10-2021--UNDP-ICTA Huduma Whitebox Upgrade- GrEYAP	Date: 19 October 2021
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SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for upgrade of Huduma Whitebox as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Issued by

Signature: Margaret Mbugua

Name: Margaret Mbugua

Title: Head of Procurement

Date: 19 October 2021

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p>
Deadline for the Submission of Quotation	<p>5.00 PM (Kenyan Time EAT+3.00) on Wednesday 3 November, 2021</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input type="checkbox"/> E-tendering</p> <p><input checked="" type="checkbox"/> Dedicated Email Address</p> <p><input type="checkbox"/> Courier / Hand delivery</p> <p><input type="checkbox"/> Other Click or tap here to enter text.</p> <p>Bid submission address: bids.ke@undp.org</p> <ul style="list-style-type: none"> File Format: PDF File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. All files must be free of viruses and not corrupted. Max. File Size per transmission: 20 MB Mandatory subject of email RFQ 05-10-2021--UNDP-ICTA Huduma Whitebox Upgrade- GrEYAP Multiple emails must be clearly identified by indicating in the subject line "email no. X of Y", and the final "email no. Y of Y." It is recommended that the entire Quotation be consolidated into as few attachments as possible. The bidder should receive an email acknowledging email receipt. <p>[For eTendering method, click the link https://etendering.partneragencies.org and insert Event ID information]</p> <ul style="list-style-type: none"> Insert BU Code and Event ID number <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</p>
Cost of preparation of quotation	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
Supplier Code of Conduct, Fraud, Corruption,	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p>

	<p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti</p>
Gifts and Hospitality	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p>
Conflict of Interest	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
General Conditions of Contract	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p>Select the applicable GTC:</p> <p><input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions for Contract.</p> <p><input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p><input type="checkbox"/> General Terms and Conditions for Works</p> <p>Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy</p>
Special Conditions of Contract	<p><input type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by [indicate number of days]</p> <p><input type="checkbox"/> Others [pls. specify]</p>
Eligibility	<p>A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative</p>
Currency of Quotation	<p>Quotations shall be quoted in Kenya Shillings (Kes)</p>

Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Duties and taxes	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices must:</p> <ul style="list-style-type: none"> <input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> be exclusive of VAT and inclusive of other taxes
Language of quotation	<p>English</p> <p>Including documentation including catalogues, instructions and operating manuals.</p>
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input type="checkbox"/> Company Profile. <input type="checkbox"/> Registration certificate; <input type="checkbox"/> List and value of projects performed for the last 3 years plus client's contact details who may be contacted for further information on those contracts; <input type="checkbox"/> List and value of ongoing Projects with UNDP and other national/multi-national organization with contact details of clients and current completion ratio of each ongoing project; <input type="checkbox"/> Statement of satisfactory Performance (Certificates) from the top XXXX clients in terms of Contract value in similar field; <input type="checkbox"/> Completed and signed CVs for the proposed key Personnel;
Quotation validity period	<p>Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.</p>

Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted If permitted, an alternative quote may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, Click or tap here to enter text. reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as “Main Quote” and “Alternative Quote”
Payment Terms	<input type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input checked="" type="checkbox"/> Other As per deliverables
Conditions for Release of Payment	<input type="checkbox"/> Passing Inspection [specify method, if possible] Complete Installation <input type="checkbox"/> Passing all Testing [specify standard, if possible] <input type="checkbox"/> Completion of Training on Operation and Maintenance [specify no. of trainees, and location of training, if possible] <input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements
Contact Person for correspondence, notifications and clarifications	E-mail address: undp.kenya.procurement@undp.org Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified. Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Clarifications	Requests for clarification from bidders will not be accepted any later than three (3) days before the submission deadline. Responses to request for clarification will be communicated by email by 29 October 2021
Evaluation method	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other Click or tap here to enter text.
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Minimum warranty period of 1 year <input checked="" type="checkbox"/> Earliest Delivery /shortest lead time <input type="checkbox"/> Others Click or tap here to enter text.
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, UNDP Kenya reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
Type of Contract to be awarded	<input checked="" type="checkbox"/> Purchase Order <input type="checkbox"/> Contract Face Sheet (Goods and-or Services) (this template is also utilised for Long-Term Agreement) and if an LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input checked="" type="checkbox"/> Contract for Works <input type="checkbox"/> Other Type/s of Contract [pls. specify]

Expected date for contract award.	12 November 2021
Publication of Contract Award	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.

ANNEX 1: SCHEDULE OF REQUIREMENTS

As per attached terms of reference.

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: FINANCIAL OFFER

Bidders are requested to complete this form, sign it and return it as part of their bid along with Annex 2: Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Description	Quantity	Unit Cost (Exclusive of VAT) (Kshs)	Total cost (Exclusive of VAT) (Kshs)
Deliverable 1			
Deliverable 2			
Deliverable 3			
Deliverable 4			
Total Amount (Kes)			

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Schedule of Requirements	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Availability of Facilities at the given date	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements <i>[pls. specify]</i>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
Exact name and address of company Company Name Click or tap here to enter text. Address: Click or tap here to enter text. Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: _____ Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.

TERMS OF REFERENCE

PROCUREMENT OF CONSULTANCY SERVICES FOR THE UPGRADE OF HUDUMA WHITEBOX TO INCREASE CAPACITY TO SUPPORT INNOVATIONS UNDER THE GREEN ECONOMY YOUTH ACTIVATION PROGRAMME (GREYAP)

Project Name: Green Economy Youth Activation Programme (GrEYAP)

Country of Assignment: Kenya

Duration: 45 Days

1. Background

Kenya's Innovation ecosystem has experienced tremendous growth over the last decade primarily supported by improvement in key development indicators such as increased number of innovation hubs across the country (standing at 48 according to a GSMA 2019 report), increased broadband connectivity, increased funding and investments and government and private sector efforts towards decentralization and local capacity building. Furthermore, the support from government through the establishment of initiatives, such as, Blue Print for digital economy and national ICT policy, Ajira Centres for online jobs; Konza Technopolis (a world class technology hub); and Huduma Whitebox (a platform for sourcing innovations aligned to government development priorities) and the development of the national fibre optics, attest to the aspiration by government to transform the country into an intercontinental hub for ICT, e-commerce, and digital services.

The Innovation Ecosystem, however, remains fragmented and run the risk of duplication and saturation of focus. There is also poor distribution of hubs and resources in locations outside Nairobi, especially as you move towards the rural areas. Innovation spaces are insufficiently differentiated and have sustainability challenges with their business models and there is a limited funding and entrepreneurship support as well as insufficient collaboration and coordination between Stakeholders. While the sector has grown organically in the last decade, over time, there is increased intervention by the Government and Development partners including the introduction of the Value-Added Tax (VAT) (Digital Marketplace Supply) Regulations, 2020. The extent and value add of these interventions is yet to be unpacked

Huduma Whitebox is an initiative of the Government of Kenya through the Ministry of ICT, Innovation and Youth Affairs (MOICTYA) and the ICT Authority (ICTA), geared towards

catalysing the successful growth of local ventures to global, world-class status. The main objective of this initiative is to create a channel for anyone who wants to sell/suggest a product/idea to Government, in line with the government focus on the Big 4 Agenda and help address Government development priorities and challenges.

The Whitebox is a one-stop-shop for anyone who wants to present/sell an idea, innovation, invention, or solution. It addresses submissions on a need, and case by case basis whilst creating opportunities for financial support, office facilities, technical support, advisory services, access to market, networking opportunities and access to incubation and accelerator facilities/programs through the extensive partner ecosystem.

UNDP Kenya is implementing the project Green Economy Youth Activation Programme (GrEYAP) whose main objective is to harness the engagement of the youth in the green economy in line with the National Youth Development Policy and mobilize and build capacity of youth to establish and strengthen viable business and entrepreneurship models in the forestry and agroforestry value chains that leverages on digital technology. One of the objectives of GREYAP project is to address the barriers that limit young innovators and start-ups from transiting into growth stage enterprises and thriving commercial entities. These barriers include shortage of equity investment, shortage of commercial management, shortage of skills for the development and marketing phase, as well as lack of tailored support for mentorship, coaching and linkages.

The Whitebox provides a structured mechanism to eliminate the silos between startup enablers and start-ups and support the shepherding of ideas, prototyping, and graduation to post-revenue stage.

2. Objectives of the Assignment

The purpose of this procurement is to contract an IT Company, hereafter referred to as “the company” which will support the upgrade of the Whitebox to provide instructive and supportive environment for start-ups engaged in all stages of invention, innovations, and product/solution design.

This objective will be achieved by improving the Whitebox capacity in three broad ways:

- Capacity to receive, evaluate and facilitate growth of viable Kenyan innovators to scale
- Capacity to introduce qualified innovations to government for adoption and investment by investors
- Capacity to provide instructive and supportive environment in all stages of invention, innovations, and product/solution design

Specifically, the company will be required to improve the Whitebox website to enable access to:

- i. Sign-up process that asks relevant questions about the entrepreneur’s and start-up’s profile and stage, to match start-ups with learning, partner, mentor, investor, or business opportunities as well as specific government services
- ii. E-learning: an extensive library of contextualized, curated content for entrepreneurs at every stage of the entrepreneurship journey, building on the wide array of localised content that already exists for Kenyan entrepreneurs but is hard to find or access

- iii. Enable a community of advisors, coaches, mentors, experienced entrepreneurs, industry experts, investors, Whitebox alumni and private and public partners to interact

3. Scope of Service

The aim of the improved Whitebox is to provide easy-to-access free learning content and an online support community to entrepreneurs regardless of their location, background, or the stage of their start-up through a countrywide government platform, enable more entrepreneurs from all over the country to launch and meaningfully grow their start-ups and contribute to employment in their communities and the overall economy.

The **deliverables** for this consultancy include:

- a) Innovators successfully submit and track their innovations
- b) Innovators communicate with the evaluating team
- c) Innovators can undertake e-learning
- d) The evaluating team evaluates the submitted solutions at different stages and offers feedback on the solutions provided
- e) The evaluating team can communicate with the innovators through messaging via email, or chat
- f) The evaluating team can post events, training and other activates for the innovators to participate
- g) The secretariat can follow-up on innovators and their activities though a Monitoring and evaluation framework.
- h) The evaluating team can generate different reports on demand from the platform

4. Quality Assurance

- The Service provider will ensure a high quality of service for the developed product. Since WhiteBox is a live system, and some of the modules already exist on the platform, Agile Methodology will be used for development.
- The new modules and functionality will be developed off the production server and tested thoroughly before the changes are implemented on the live environment.
- Service provider will provide documentation in the form of detailed system documentation, user manuals for administrators and normal users, Installation Guide, Training Manuals and System Credentials that will help in the setting up and usage of the system.

5. Requirements of the firm

The assignment requires the services of an IT company with wide experience. The company should demonstrate this by providing support documents :

- capability in executing the assignment. It should have qualified personel and adequate infrastructure and must fulfill the following minimal requirements:
 - Detailed company profile.

- Minimum five years of professional experience in the development of software applications, database management, analytics, research, data analysis and visualization, IT strategy, and client support
- Strong background and expertise in development and delivery of e-portals on national level assignments
- Knowledge and understanding of the innovations ecosystem in Kenya
- Proof of registration with an independent and reputable monitoring firm
- Audited accounts for the last three years (2017, 2018, 2019). In the event of a joint venture, a duly notarized Agreement among the legal entities, shall be submitted along with the Offer; and the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all entities that comprise the joint venture.
- Company registration
- Certificates of tax compliance
- Proven media distribution capacities
- Proof of membership-affiliation with professional association
- References of at least three clients.

6. Education, skills and competence of key individuals forming the project team

Project Leader

- The Project Leader should have at least a Degree in Computer Science, IT, software development and/or business management or any other relevant field; Master's degree is an added advantage
- The Project Leader should have at least 10-years prior experience working with software development, Database management, IT management and live support.
- The Project Leader should have strong interpersonal skills and demonstrable delivery track record in similar projects.
- Good command of the English language.
- Appreciation of the innovations ecosystem in Kenya;
- Understanding of the whitebox concept or prior work experience with development of e-portals

Project Team Members

- Three Project Team Members should have a Degree or Diploma in Information Technology; be fully literate in terms of software programming, data analysis and visualisation, research, and training skills.
- The Project Team Members should have strong interpersonal skills and demonstrable delivery track record in similar projects.
- Good command of the English language.
- Appreciation of the innovations ecosystem in Kenya; and

- Understanding of the Sustainable Development Goals or prior work experience with a development agency an advantage.

7. Evaluation Criteria

TECHNICAL REQUIREMENTS			
MODULE	FEATURES		Points
Innovator	<p>Innovator's account can only submit one innovation at a time</p> <p>The platform should allow innovators to attach documents when submitting an innovation</p> <p>Innovator to have a dashboard that shows the progress of his innovation from one stage to another</p>		4 Points
Innovator dashboard	<p>Only accessible by the innovator.</p> <p>The user will be able to view upcoming events, request feedback/help</p>	<p>1. Interactive menu with links to</p> <ul style="list-style-type: none"> • Events • Opportunities available • Capacity building materials • Investors linked <p>2. Progress tracker</p> <p>Allows the innovator to monitor the status of assigned tasks</p> <p>1. Table with all the innovations and stage of the innovation as per the feedback from the admins/secretariat</p>	6 points
Evaluation	<p>Evaluation team Menu</p> <p>1st level evaluation</p>	<p>1. Evaluation team should be able to Ask innovators evaluation questions and send auto generated email notifications to innovators to respond to questions- with reminders (every 2 weeks)</p> <p>2. The system should send notifications to evaluating team informing them that an innovator has responded to questions.</p> <p>3. Evaluation team should be able to view attached documents</p>	5 Points
	<p>Executive team Menu</p> <p>2nd level evaluation</p>	<p>1. The evaluation team should be able to assign the innovator a task (e.g. Develop business plan, fill out business model canvas)</p> <p>2. The tasks should be tracked and once the innovator completes one task he moves to another.(sequential)</p> <p>3. The evaluation team should be able to track the progress of the innovator on the tasks assigned.</p> <p>4. Once the innovator has completed the tasks, a notification is send to the evaluation team to review the innovators information.</p>	5 Points

		5. The Evaluation team should be able to comment on the innovators submitted assignments. 6. Innovators should be able to edit and review the assignment information.		
Secretariat Menu	Send emails	The secretariat should be able to email innovators- Customise sending of emails e.g. select one, all or some recipients to email	2 points	
	Events and News	Include Forms to post events, opportunities and news- to be viewed by innovators on the platform A table to allow communications to add edit events and news, share content	2 Points	
	Referrals	Provide a list of all innovations that need to be shared with various partners, investors Should include; 1. A table showing all innovations, referral details and action buttons. 2. A table showing the list of partners/investors 3. A link button- to link innovators and partners/mentors/investors 4. Email notifications to innovators and investor on linkage	5 Points	
Monitoring and Evaluation Menu	Track innovators progress once they are linked to various programs and partners The tool should 1. Request innovators to submit a monthly report on their current status (send Notifications to innovators via email) 2. Generate a report on innovators progress		6 points	
Reports	Generation of statistics e.g. number of submitted innovations, evaluated innovation, classification of innovation based on levels. User generated reports- Reports should be customizable based on filters which one can use to query the data base		5 points	
Dashboards	Manager Dashboard	This dashboard will be used by top level management to view reports generated by the system	View of all executive reports but not allowed to edit or delete information. Send mail to secretariat concerning report feedback.	2 points
	Investor's dashboard	Investors should be able to create an account, submit their data and view innovations forwarded to them.		3 points
Public site	Menu items	The media page should be linked to the listing by the secretariat on opportunities, news and events	2 points	

		<p><i>New Menu Items</i></p> <p>Success stories: A page that will showcase innovator stories</p> <p>Training: The menu item should be linked to the training page</p>	
	Capacity building	<p>Provide a capacity building where innovators will have self paced e-learning on different topics about innovation.</p> <p>The innovator should be required to register prior to accessing e-learning content.</p> <p>The capacity building module should have a menu showing</p> <ol style="list-style-type: none"> List of Available Training with options to; <ul style="list-style-type: none"> Join a class – Innovator can view various Courses being offered and is provided with a link to join a class. Self-study- Innovator can view various Courses being offered and access course content (study materials, videos; that the innovator can view online or download) to study at their own pace. Peer chat rooms: Innovators can meet peers/other innovators in the platform and share ideas Links to ongoing or future webinars Request for mentors Link to mentors provided Innovators should participate in a Post-training survey after completing a course <p><u>Secretariat Component</u></p> <p>The secretariat should be able to</p> <ol style="list-style-type: none"> Generate a report on courses offered and progress of each attendee <ol style="list-style-type: none"> Generate a report on Post training survey results 	6 points

	Chat box	Allows real time communication between innovators and the secretariat	2 points
Documentation	1. Backup management 2. Create documents and guides for day-to-day use of the system by end users. 3. On-going support, user management and system administration 4. On-going maintenance of the entire platform and related applications 5. Provide information for updating technical documentation		5 points
Security	Modern threat protection, customizable content controls and an intuitive web-based console Provide system's security driven by roles, to reduce the number of security profiles that need to be maintained?		5 points
Business continuity:	Scheduled backup Provide Detailed Operational and Maintenance Manuals and On-line Reference Manual. Training Operators on daily operations of the system.		5 points
Total			70 points

8. Whitebox innovation Platform Upgrade Functional Specifications Per Module

FUNCTIONAL REQUIREMENTS		
MODULE	FEATURES	
Innovator	Innovator's account can only submit one innovation at a time The platform should allow innovators to attach documents when submitting an innovation Innovator to have a dashboard that shows the progress of his innovation from one stage to another	
Innovator dashboard	Only accessible by the innovator. The user will be able view upcoming events, request feedback/help	1. Interactive menu with links to <ul style="list-style-type: none"> Events Opportunities available Capacity building materials Investors linked 2. Progress tracker Allows the innovator to monitor the status of assigned tasks 3. Table with all the innovations and stage of the innovation as per the feedback from the admins/secretariat

Evaluation	Evaluation team Menu 1 st level evaluation	<ol style="list-style-type: none">1. Evaluation team should be able to Ask innovators evaluation questions and send auto generated email notifications to innovators to respond to questions- with reminders (every 2 weeks)2. The system should send notifications to evaluating team informing them that an innovator has responded to questions.3. Evaluation team should be able to view attached documents	
	Executive team Menu 2 nd level evaluation	<ol style="list-style-type: none">1. The evaluation team should be able to assign the innovator a task (e.g. Develop business plan, fill out business model canvas)2. The tasks should be tracked and once the innovator completes one task he moves to another.(sequential)3. The evaluation team should be able to track the progress of the innovator on the tasks assigned.4. Once the innovator has completed the tasks, a notification is send to the evaluation team to review the innovators information.5. The Evaluation team should be able to comment on the innovators submitted assignments.6. Innovators should be able to edit and review the assignment information.	
Secretariat Menu	Send emails	The secretariat should be able to email innovators- Customise sending of emails e.g. select one, all or some recipients to email	
	Events and News	Include Forms to post events, opportunities and news-to be viewed by innovators on the platform A table to allow communications to add edit events and news, share content	
	Referrals	Provide a list of all innovations that need to be shared with various partners, investors Should include; <ol style="list-style-type: none">5. A table showing all innovations, referral details and action buttons.6. A table showing the list of partners/investors7. A link button- to link innovators and partners/mentors/investors8. Email notifications to innovators and investor on linkage	
Monitoring and Evaluation Menu	Track innovators progress once they are linked to various programs and partners The tool should <ol style="list-style-type: none">1. Request innovators to submit a monthly report on their current status (send Notifications to innovators via email)2. Generate a report on innovators progress		
Reports	Generation of statistics e.g. number of submitted innovations, evaluated innovation, classification of innovation based on levels. User generated reports- Reports should be customizable based on filters which one can use to query the data base		
Dashboards	Manager Dashboard	This dashboard will be used by top level management to view reports generated by the system	View of all executive reports but not allowed to edit or delete information.

			Send mail to secretariat concerning report feedback.
	Investors dashboard	Investors should be able to create an account, submit their data and view innovations forwarded to them.	
Public site/Landing Page	Menu items	The media page should be linked to the listing by the secretariat on opportunities, news and events <i>New Menu Items</i> Success stories: A page that will showcase innovator stories Training: The menu item should be linked to the training page	
	Capacity building	Provide a capacity building where innovators will have self paced e-learning on different topics about innovation. The innovator should be required to register prior to accessing e-learning content. The capacity building module should have a menu showing <ol style="list-style-type: none">List of Available Training with options to;<ul style="list-style-type: none">Join a class – Innovator can view various Courses being offered and is provided with a link to join a class.Self-study- Innovator can view various Courses being offered and access course content (study materials, videos; that the innovator can view online or download) to study at their own pace.Peer chat rooms: Innovators can meet peers/other innovators in the platform and share ideasLinks to ongoing or future webinarsRequest for mentorsLink to mentors providedInnovators should participate in a Post-training survey after completing a course <u>Secretariat Component</u> The secretariat should be able to <ol style="list-style-type: none">Generate a report on courses offered and progress of each attendeeGenerate a report on Post training survey results	
	Chat box	Allows real time communication between innovators and the secretariat	
	Documentation	<ol style="list-style-type: none">Backup managementCreate documents and guides for day-to-day use of the system by end users.On-going support, user management and system administrationOn-going maintenance of the entire platform and related applicationsProvide information for updating technical documentation	
Security	Modern threat protection, customizable content controls and an intuitive web-based console Provide system's security driven by roles, to reduce the number of security profiles that need to be maintained?		
Business continuity:	Scheduled backup Provide Detailed Operational and Maintenance Manuals and On-line Reference Manual. Training Operators on daily operations of the system.		

CURRENT HARDWARE AND SYSTEM CONFIGURATION

Processor and Storage	CPU Speed: 2.60Hz CPUs: 2(Duo core) Hard Disk: 500 GB
Installed Software	Lamp Server PhpMyAdmin 7.2 CentOS 7
Apache Configuration	Apache Version: 2.4.6-90.317

9. Scope of Proposal Price and Schedule of Payments

	Deliverables <i>[list them as referred to in the RFQ]</i>	Percentage of Total Price <i>(Weight for payment)</i>
1.	To enable the platform, provide sign-up process and allow innovators to submit, communicate through messaging, chats etc, and the Whitebox team to address questions about the start-up's profile and stage, match start-ups with learning, partner, mentor, investor, or business opportunities as well as post events and other activities for innovators to participate	30%
2.	Develop E-learning capacity through extensive library of contextualized, curated content for entrepreneurs at every stage of the entrepreneurship journey, building on the wide array of localised content that already exists for Kenyan entrepreneurs but is hard to find or access	30%
3.	Enable a community of advisors, coaches, mentors, experienced entrepreneurs, industry experts, investors, Whitebox alumni and private and public partners to interact, and evaluate submitted solutions at different stages and offer feedback on the solutions	20%
4.	Develop and train Huduma Whitebox staff on a monitoring and evaluation framework for the Whitebox; as well enable them to generate different reports on demand from the platform	20%

10.Quotation submission

Your quotation with requested documentation should be received on or before **5.00 P.M on 2 November, 2021** and should be submitted to **bids.ke@undp.org**

Please ensure that your quotation is appropriately marked as per reference: **RFQ 05-10-2021-
-UNDP-ICTA Huduma Whitebox Upgrade- GrEYAP**

Please do not copy anyone else to avoid disqualification.

Please address your quotation to:

**Deputy Resident Representative/ Operations
United Nations Development Programme (UNDP) Kenya**