REQUEST FOR PROPOSALS
REVIEW OF MMWCA ICT SYSTEMS

Contents

PART 1: INSTRUCTIONS AND CONDITIONS TO BIDDERS

1.1. INTRODUCTION

The Maasai Mara Wildlife Conservancies Association (MMWCA) is a membership organization of all the Mara conservancies, open to any existing or upcoming wildlife conservancy whose land is part of or integral to the greater Maasai Mara ecosystem. The MMWCA is one of the 12 regional associations forming the Kenya Wildlife Conservancies Association (KWCA) as envisaged in the Wildlife Conservation and Management Act 2013.

MMWCA's Mission is: 'conserving the greater Maasai Mara ecosystem for the prosperity of all: biodiversity and wildlife, the regional Maasai population, recreation and tourism for the nation of Kenya'.

The MMWCA has three key objectives:

1. Provide a space for open discussions, a hub for knowledge sharing and coordination across conservancies, a voice for advocacy, lobbying county and national government and driving policy in the interest of conservancies and conservation related issues.

2. Support the creation and development of conservancies and their neighboring areas across the greater Mara ecosystem, as a sustainable form of land-use and to provide mechanisms for equitable and value-based benefit sharing to sustain land under conservation.

3. Lead or/and implement development and conservation programs across member conservancies to facilitate coordination, collaboration and synergetic action.

1.2. SUMMARY

MMWCA invites your organisation to submit a financial and technical proposal for IT support services. The detailed description of the requirement can be found in Part 2 of this Request for Proposal (RFP).

1.3. PROCUREMENT PROCESS

The following key dates apply to this procurement process:

- RFP issue date: 3rd June 2019
- RFP closing date and time: 20th June 2019, 17:00 EAT
- Estimated contract award date: 28th June 2019

1.4. CONDITIONS

MMWCA is not bound in any way to enter into any contractual or other arrangement with any proposer as a result of issuing this RFP. MMWCA is under no obligation to accept the lowest financials proposal or any proposal. MMWCA reserves the right to terminate the procurement process at any time prior to contract award. By participating in this RFP, proposers accept the conditions set out in this RFP.

1.5. QUERIES AND QUESTIONS DURING THE RFP PERIOD

Proposers are to direct any questions regarding the RFP to the MMWCA contact Rosebell Abwonji rosebell@maraconservancies.org. No other MMWCA personnel are to be contacted in relation to this RFP. Proposers must submit questions no later than 20th June 2019, 17:00 EAT.

As far as possible, MMWCA will share the responses to any questions, suitably anonymized, with all invited proposers. If you consider the content of your question confidential, you must state this at the time the question is posed.

1.6. AMENDMENTS TO RFP DOCUMENTS

MMWCA may amend the RFP document by issuing notices to that effect to all invited proposers and may extend the RFP closing date and time if deemed necessary.

1.7. PROPOSAL LODGEMENT METHODS AND REQUIREMENTS

Proposers must submit their proposal to MMWCA no later than 20th June 2019, 17:00 EAT by email to: procurement@maraconservancies.org . The subject heading of the email should be 'RFP for Assessment of MMWCA ICT Systems by [organizational name].' Electronic copies are to be submitted in PDF, or MS Word, formats. Proposals must be in English.

1.8. LATE AND INCOMPLETE PROPOSALS

Any proposal received by MMWCA later than the stipulated RFP closing date and time, and any proposal that is incomplete, will not be considered. There will be no allowance made by MMWCA for any delays in transmission of the proposal from proposer to MMWCA.

1.9. WITHDRAWALS AND CHANGES TO THE PROPOSAL

Proposals may be withdrawn or changed at any time prior to the RFP closing date and time by written notice to the MMWCA contact. No changes or withdrawals will be accepted after the RFP closing date and time.

1.10. VALIDITY OF PROPOSALS

Proposals submitted in response to this RFP are to remain valid for a period of 90 calendar days from the RFP closing date.

1.11. EVALUATION OF PROPOSALS

The evaluation of proposals shall be carried out exclusively with regards to the evaluation criteria and their relative weights specified in Part 3 of this RFP.

1.12. CONFIDENTIALITY

Any data, documentation or other business information furnished by or disclosed to the contractor shall be deemed the property of MMWCA and must be returned to MMWCA upon request.

1.13. SUBMISSION REQUIREMENTS

All interested person(s)/firm should submit technical and price proposals by the deadline.

Deadline: 17:00 EAT, June 20th 2019

Proposals should be emailed to: procurement@maraconservancies.org and copy to contact@maraconservancies.org

PART 2: REQUIREMENTS

2.1 OBJECTIVES

As an ongoing effort by MMWCA to improve controls, ensure an efficient use of IT systems and align IT strategy with organizational strategies, MMWCA seeks to engage qualified IT professional to conduct an independent review of its email systems, IT infrastructure, user systems, user's capacity and environment, report any significant issues and/or key findings, and make practical recommendations to address deficiencies and mitigate risk.

The focus of the review is to analyze and improve the ICT function of MMWCA. The consultant/firm will propose improvements, which meet the needs of MMWCA and ensure that best value is provided to save money and increase productivity. The review itself is a diagnostic tool - it is expected, from the consultant/firm, to identify strengths, problems/weaknesses and make practical recommendations including recommending alternative systems if required. The consultant/firm will critically examine the current ICT environment and ICT service provision to ensure that ICT systems and services are efficient, effective and aligned to the needs of MMWCA. In addition, the review should result in a roadmap, detailing the necessary steps for MMWCA ICT capacity to become completely self-reliant. Additionally, the consultant/firm will be expected to guide MMWCA in formulating ICT Policy and ICT strategic plan. This assessment shall be carried out in MMWCA's headquarters in Aitong, Maasai Mara, Pardamat Office and Narok town.

2.2 SCOPE OF THE WORK

2.2.1 Specific Objectives

The specific objectives of this assignment include;

   i.   Carry out a high-level technology and information systems review to assess fitness for purpose.
  ii.   Carry out a review of existing procedures and identify gaps and capacity weaknesses
 iii.   Reviewing compliance with administrative regulations and policies
  iv.   Identify areas where ICT Unit can add value and recommend innovative ways of operations to achieve Efficiency, Effectiveness and Turn-around Times.
   v.   Provide recommendation on ICT equipment backup requirements
  vi.   Analysing existing systems and identify areas of software improvement
 vii.   Drawing up specific proposals for modified or replacement systems with limited resources.
viii.   Check whether current network connectivity and bandwidth meets the requirement or need changes.
  ix.   Review the reasons for existing problems and advise MMWCA on how to address them.
   x.   Review the measures against security threats such as hackers' attacks.

xi.   Identify current costs and recommend ways for reducing the operational cost.

xii.   Review the configuration of router & firewall to ensure security of the internal networks & comparison with ICT standards.

xiii.   Review the configuration of Servers & compare it with ICT standards.

xiv.   Review of incident handling, procedure and records.

xv.   Assess the capacity/IT skills of users and IT staff and identify gaps as well as make recommendations for appropriate capacity building.

xvi.   Advise on the extent and number Internet service providers required, to continually support the organization, in the event of limited connections.

xvii.   Review existing system and assess whether they are under-used, miss-used or advise on how they can be put to better use (Internal organization staff compliance)

2.2.2   DELIVERABLES

2.2.2.1   Draft reports for:

- ICT status review report

- Draft MMWCA ICT policy

- Draft MMWCA Strategic Plan policy

2.2.2.2   One-day workshop to present findings, explain recommendations and discuss strategies to address the concerns.

2.2.2.3   Final Reports for:

- ICT status review report

- MMWCA ICT policy

- MMWCA Strategic Plan policy

2.2.3   REPORTING LINE

The firm will directly report to Chief Operations Officer.

2.3 PAYMENT TERMS

A contract of agreement will be issued between MMWCA and the supplier prior to commencing any job.

2.4 STANDARDS AND GUIDANCE

The IT professional who performs this task **must** be governed by fundamental ethical principles with regard to integrity, objectivity, independence, professional competence and due care, confidentiality, professional behaviour and technical standards.

2.5 APPLICATION REQUIREMENTS

Based on these Terms of Reference, the consultant/firm is expected to submit:

i.   Profile: key staff to be involved in the assessment and their relevant experience
ii.   Proposed Methodology / Approach and detailed Timeline with Deliverables
iii. Detailed Cost Breakdown:

PART 3:   EVALUATION OF PROPOSALS

Evaluation of submitted proposals will use a merit-point scoring system and be selected based on technical expertise. The evaluation will be carried out exclusively based on the weights specified in the table below:

The primary and sub-criteria for the technical evaluation are:

Criteria	Points

Company Profile:
  i. Qualifications and experience of key personnel (10 Points)
  ii. KRA PIN, Certificate of Incorporation and other relevant statutory documents (5 Points)
	15 Points

References Specific experience of the IT consultant related to the assignment. The IT consultant shall provide at least 3 referees/ institutions and 3 reference letters where they have undertaken similar assignments successfully.	15 Points
Proposed Work Plan and Methodology Adequacy of the proposed work plan and methodology in responding to the terms of reference. The consultant shall provide in details, the proposed assignment approaches, specific time frames and implementation strategies, in line with the terms of reference.	40 Points
Financial Proposal	30 Points
Total	**100 points**

The contract will be awarded to the proposal with the highest score and documented evidence for all reponses.