



**REQUEST FOR PROPOSALS**  
REVIEW OF MMWCA ICT SYSTEMS

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## 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 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 IT Firms or Consortium to submit financial and technical proposal review of our existing IT support Systems, processes and any other ICT 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: 22<sup>nd</sup> July 2019
- RFP closing date and time: 5<sup>th</sup> August 2019, 17:00 EAT
- Estimated contract award date: 16<sup>th</sup> August 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 Patrick Waringa [Patrick@maraconservancies.org](mailto:Patrick@maraconservancies.org). No other MMWCA personnel are to be contacted in relation to this RFP. Proposers must submit questions no later than 5<sup>th</sup> August 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 5<sup>th</sup> August, 2019, 17:00 EAT by email to: [procurement@maraconservancies.org](mailto: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, August 5<sup>th</sup> 2019

Proposals should be emailed to: [procurement@maraconservancies.org](mailto:procurement@maraconservancies.org) and copy to [contact@maraconservancies.org](mailto:contact@maraconservancies.org)

## **PART 2:**

# REQUIREMENTS

## 2.1 OBJECTIVES

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

The focus of the review is to analyse and improve the ICT function of MMWCA. The IT Firms or Consortium will propose improvements, which meet the needs of MMWCA and ensure that best practices are adhered to in order to add value, save money and increase productivity. The IT Firms or Consortium will identify strengths, problems/weaknesses and make practical recommendations including recommending alternative systems if required. The IT Firms or Consortium 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 be a basis for MMWCA ICT roadmap and strategy for the next four years, detailing the necessary steps for MMWCA ICT capacity to become completely self-reliant. Additionally, the IT Firms or Consortium will be expected to guide MMWCA in formulating ICT Policy document and ICT Four-year strategic plan. This assessment shall be carried out in MMWCA's headquarters in Aitong, Pardamat Conservation Area Office and Narok town office.

## 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, information systems and software review to assess fitness for purpose, areas of improvement and linkages.
- ii. Carry out a review of existing procedures, problems and identify gaps and capacity weaknesses as well as advise MMWCA on how to address them.
- 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. Drawing up specific proposals for modified or replacement systems with limited resources.
- vii. Check whether current network connectivity and bandwidth meets the requirement or need changes.
- viii. Review the measures against security threats such as hackers' attacks.
- ix. Identify current costs and recommend ways for reducing the operational cost.

- x. Review the configuration of router & firewall to ensure security of the internal networks & comparison with ICT standards.
- xi. Review the configuration of Servers & compare it with ICT best practises and standards.
- xii. Review of incident handling, procedure and records.
- xiii. Assess the capacity/IT skills of users and IT staff and identify gaps as well as make recommendations for appropriate capacity building.
- xiv. Advise on the extent and number Internet service providers required, to continually support the organization, in the event of limited connections.
- xv. 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 document
- Draft MMWCA ICT Strategic Plan for 4 years

### **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 document
- MMWCA ICT Strategic Plan for 4 years

## **2.2.3 REPORTING LINE**

The IT Firm or Consortium will directly report to Chief Operations Officer.

## **2.3 PAYMENT TERMS**

Payment for the consultancy shall be made upon satisfactory execution of the services. Payment shall be done in four phases:

Phase 1: Mobilization fee – 10%

Phase 2: Delivery of an inception report -10%

Phase 3: Delivery of the draft reports, policy and strategic plan - 40%

Phase 4: Acceptance of the final reports and project closure - 40%.

## **2.4 STANDARDS AND GUIDANCE**

The IT Firm or Consortium 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 IT Firms or Consortium is expected to submit:

- i. Profile: key staff to be involved in the assessment and their relevant experience outlining:
  - The team leader's credentials (education, relevant experience and other relevant certifications)
  - The other team member's credentials (education, relevant experience and other relevant certifications)
  - Demonstrated experience in managing and auditing IT systems for Finance, Human Resources, Project Management, Procurement, Logistics, Administration etc
- ii. Proposed Methodology / Approach and detailed Timeline with Deliverables. This should also outline the methods and tools for measuring and monitoring effectiveness of the Audit.
- iii. A detailed financial proposal which should also cover any transport and accommodation costs. These costs should be broken down by activity/milestone. It should also clearly identify as a separate amount if any, the local taxes, and other charges imposed under the law on the consultants and their personnel if any.

## 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
<b>Appropriateness of the methodology and work schedule and the completeness of the description of the same in relation to the TORs:</b> <ol style="list-style-type: none"> <li>i. Quality &amp; completeness of response (5 Points)</li> <li>ii. Bidders' understanding of the terms of reference (10 Points)</li> <li>iii. Appropriateness and Adequacy of the methodology (10 Points)</li> <li>iv. Appropriateness and adequacy of the work plan (5 Points)</li> </ol>	30 Points
<b>Experience and Qualification of the IT Firms or Consortium:</b> <ol style="list-style-type: none"> <li>i. Firm Experience in similar assignment – (5 points)</li> <li>ii. Team leader -(10 Points) <ul style="list-style-type: none"> <li>▪ Academic and Professional qualifications of the Team Leader</li> <li>▪ Team leader's experience – depth and relevance</li> </ul> </li> <li>iii. Team members – (15 Points) <ul style="list-style-type: none"> <li>▪ Academic and Professional qualifications of the Team Members</li> <li>▪ Team Member's experience – depth and relevance</li> <li>▪ Team's diversity of profession &amp; skills</li> </ul> </li> </ol> <p><b>Please attach certificates, c.vs and testimonials</b></p>	30 Points
<b>References</b> The IT Firms or Consortium provides reference letters from where they have undertaken similar assignments successfully in the past five years	10 Points
<b>Financial Proposal</b> Alignment of the budget and proposed costs with the proposed activities and the deliverables	30 Points
<b>Total</b>	<b>100 points</b>

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