



...towards a prosperous future together

TENDER DOCUMENT

FOR

REQUEST FOR PROPOSAL (RFP) FOR WEBSITE REDESIGN AND MAINTENANCE SERVICES

RFP NO. ST/PR/09/21

TENDER CLOSING DATE - FRIDAY 9TH JULY, 2021 AT 12:00 NOON.

**ALL TENDERERS ARE ADVISED TO READ CAREFULLY THIS TENDER
DOCUMENT IN ITS ENTIRETY BEFORE MAKING ANY BID**

**STIMA DT SACCO SOCIETY LTD
STIMA SACCO PLAZA
MUSHEMBI ROAD,
PARKLANDS
P.O. BOX 75629-00200,
NAIROBI, KENYA.**

E-Mail: tenders@stima-sacco.com

Website: www.Stima-sacco.com

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1.0 Invitation to tender

- 1.1. Stima DT Sacco invites sealed **Request for proposal (RFP) for Website Redesign and Maintenance Services.**
- 1.2. Further information as pertains to this tender may be obtained Procurement Office, Stima Investment plaza I, 2nd Floor, Mushembi Road, during normal working hours from Monday to Friday (excluding any public or gazetted holiday) between **9.00 a.m. & 12.30 p.m. and 2.00 p.m. & 4.30 p.m.**
- 1.3. Prices quoted should be net inclusive of all taxes, must be in Kenya Shillings and shall remain valid for 120 days from the closing date of the tender.
- 1.4. Proposals must be accompanied by a **Tender Security of Kshs. 100,000.00** valid for **120 days**. Failure to attach the Tender Security will lead to automatic rejection of the tender.
- 1.5. The Technical Proposal and Financial proposal are to be put in different envelopes clearly Marked “**Technical Proposal**” and “**Financial Proposal**” and sealed in one outer envelope. Completed Request for Proposal documents should be deposited in the tender box located on the ground floor of **Stima Sacco Plaza, Mushembi Road, Parklands, Nairobi to be received on or before Friday 9th July, 2021 at 12:00 Noon.**
- 1.6. The Technical Proposal document will be opened immediately after the closing time in the Stima Sacco plaza boardroom, Second floor, Nairobi in presence of the candidates’ representatives who choose to attend. The Financial Proposals for bidders meeting the technical requirements will be opened later during evaluation of bids in the presence of the respective bidders.
- 1.7. Bidders are required to serialize all the pages of the bid document submitted including any addendum, appendixes and attachments.
- 1.8. Bidders must prepare separate proposals for Technical and Financial proposals in separate Envelopes and put inside an outer envelope clearly marked “**ST/PR /09/21- REQUEST FOR PROPOSAL (RFP) FOR WEBSITE REDESIGN AND MAINTENANCE SERVICES.**”
- 1.9 The **original** and **copy** of the tender must be addressed to:

**Chief Executive Officer
Stima DT Sacco Society ltd
Stima Sacco Plaza,
Mushembi Road, Parklands.
P.O. Box 75629, 00200
Nairobi, Kenya**

2.2.0 Preparation of Technical Proposal

2.2.1 The Consultants proposal shall be written in English language

2.2.2 In preparing the Technical Proposal, consultants are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

2.2.3 While preparing the Technical Proposal, consultants must give particular attention to the following:

- (i) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.
- (ii) Proposed professional staff must as a minimum, have the experience as indicated in staff qualification requirements, preferably working under conditions similar to those prevailing in Kenya.
- (iii) Alternative professional staff shall not be proposed and only one Curriculum Vitae (CV) may be submitted for each position.

2.2.4 The Technical Proposal shall provide the following information using the attached Standard Forms;

- (i) A brief description of the firm's organization and an outline of recent experience on assignments of a similar nature. For each assignment the outline should indicate among other things the profiles of the staff involved, duration of the assignment, contract amount and firm's involvement.
- (ii) Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by the Client.
- (iii) A description of the methodology and work plan for performing the assignment.
- (iv) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member and their timing.
- (v) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last five (5) years.

- (vi) Estimates of the total staff input (professional and support staff, staff-time) needed to carry out the assignment supported by bar chart diagrams showing the time proposed for each professional staff team member.
- (vii) A detailed description of the proposed methodology, staffing and monitoring of training, if specified training as a major component of the assignment.

2.2.5 The Technical Proposal shall not include any financial information.

2.3.0 Submission, Receipt, and Opening of Proposals

2.3.1 The original proposal (Technical and financial) shall be prepared in indelible ink or computer printed. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person authorized to sign the proposals.

2.3.2 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date of the stated deadline. Any proposal received after the closing time for submission of proposals shall be returned to the respective consultant unopened.

On Friday 9th July, 2021 at 12:00 Noon and addressed to; and marked original and copy

**Chief Executive Officer
Stima DT Sacco Society Ltd
Stima Sacco Plaza,
Mushembi Road, Parklands.
P.O. Box 75629, 00200
Nairobi, Kenya**

2.3.3 After closing of proposals submissions, the bids shall be opened immediately at the Stima Sacco board Room, Stima Sacco Plaza, Second floor in presence of bidders chooses to attend.

2.4.0 Evaluation Criteria

2.4.1. Evaluation criteria shall include;

- a. Preliminary evaluation / mandatory requirements
- b. Technical evaluation – marks shall be awarded, and max score is 80 marks
- c. Financial evaluation – lowest financials shall score 20 marks

Note.

- **Due diligence will be conducted to verify the information provided**

a. Mandatory requirements

The following mandatory requirements must be met notwithstanding other requirements in the tender document: This stage shall be evaluated on a PASS/FAIL basis.

NO.	DOCUMENTS TO BE SUBMITTED	COMPLIANCE PASS/FAIL
1.	1 Original and 1 copy of Tender document which MUST be paginated/serialized/Numbered sequentially on all pages including attachments from the beginning of the document to the end. This includes ALL the attachments submitted by the bidder and ALL the pages already paginated by Stima DT Sacco.	
2.	Submission of a sealed financial proposal envelope, clearly labelled “financial proposal”	
3.	Submission of “technical proposal” form dully filled and signed	
4.	Submit an original tender security of Kshs 100,000.00 in form of unconditional bank guarantee from a reputable bank registered in Kenya and regulated by the Central Bank valid for 120 days from the date of tender opening.	
5.	Copy of Confirmation of Directors (CR. 12) OR Directors’ Identity Cards for sole proprietor or partnerships.	
6.	Copy of Certificate of Incorporation/Registration	
7.	At least one certificate from affiliated regulatory or accrediting bodies /associations (where applicable)	
8.	Submission of Valid Tax compliance certificate (Expired tax compliance certificates will not be accepted)	
9.	Dully filled, signed and stamped Confidential Business Questionnaire. (Indicate all the directors or partners and respective shares)	
10.	Dully filled, signed and stamped Self Declaration form	
11.	Certified copies of two years audited accounts (2018 & 2019).	

b. Technical evaluation

The proposals shall be evaluated on their basis of responsiveness to the Terms of Reference, and will apply the basis for the evaluation criteria as follows:-

Item	Evaluation parameter and scoring criteria	Weighting Score	Total Score
1.	TECHNICAL SPECIFICATIONS The solution will be evaluated on meeting the detailed technical requirements (compliance) as outlined in the technical specifications.	50 marks for full compliance as per technical requirements.	50
2.	Company profile – Company should have been in existence for more than four (4) years and organizational structure documenting key management staff	1 mark for each year	4
3.	TECHNICAL STAFF At least 4 key Technical staff with specific qualifications and experience to install and support the solution (Submit CVs and certificates of key personnel showing areas of expertise with emphasis on the EDR solution.)	2 marks for each key technical staff.	8
4.	PAST PERFORMANCE Previous handling of 3 similar projects in the last 5 years – Provide a list of major customers where the product has been implemented successfully. (Provide contact details of company/organization, LPO/award letter, Recommendations, project details etc).	2 marks for each project implemented successfully	6
5.	Project implementation plans (execution plan, training plan, test plan, and support plan.)	3 marks for each implementation plan	12
	TOTAL	80	
<i>Bidders must attain a minimum of 50 points out of 80 to proceed to the next section of demonstration/POC.</i>			
5.	Demonstration on Website design, development and tracking.	20 marks	
TOTAL			

Note: The pass mark to proceed for further evaluation stage shall be 70%. Bidders must attain 70% of the total score to proceed to the financial stage.

c. Financial evaluation

Bidders scoring 70% and above in the technical evaluation will be subjected to financial evaluation. The financial evaluation stage entails:

1) Checking whether the following documents have been submitted:-

- i. Financial proposal” form dully filled and signed.
- ii. Price Schedule fully filled and signed.

2) Checking for errors

3) Calculate the financial proposal using the following formulae: -

$$\text{Financial Score} = 20 \times \text{Pm}/\text{P};$$

where: -

Pm: Lowest priced financial proposal

P: Total bid price of the bid under consideration

The bidders will be ranked and the one with the highest combined score will be considered for award. Bidders are required to provide indicative reimbursable expenses that may be applicable in their proposal.

Academic/Professional Qualifications and Experience of Lead web designer, development and maintenance.

Qualification

1. Contractor must be a legal entity registered in Kenya
2. Contractor must be a reputable company with prior rich experience in the field
3. Proven and solid knowledge and experience in providing similar service to reputable organizations
4. Able to provide user training and all documents in English
5. Solid knowledge on web security and website design & hosting service
6. The vendor should provide a proposal include a brief implementation plan
7. The vendor should provide the quotation include below information: (Website redesign and Quotation of maintenance service)

2.4.2. Verification of Business sustainability.

Are you currently involved in any litigation or arbitration (or any other legal process which may result in legal of financial liability)?		
If yes what is the financial exposure as a result of the litigation, arbitration or other legal process and on what basis has this financial exposure been calculated?		
If yes, what other exposure could result from the litigation, arbitration or other legal process and will this financial exposure or other exposure materially prejudice the bidder's financial position or its ability to successfully and timely implement any contract which may be awarded to it pursuant to this tender?		
Have you ever :	Responsible(tick)	
	Yes:	No:
Forfeited any payment on a contract?		
Been declared in default of a contract?		
Negotiated the premature termination of a contract?		
Had an uncompleted contract assigned to another?		

2.4.3. Preparation of Financial Proposal

2.7.4 The Financial Proposal should clearly identify as a separate amount, the local taxes, duties, fees, levies and other charges imposed under the law on the consultants, the sub-consultants and their personnel.

2.7.5 Consultants shall express the price of their services in **Kenya Shillings**.

2.7.6 The Proposal must remain valid for at least **120 days** after the submission date. During this period, the consultant is expected to keep available, at his own cost, the professional staff proposed for the assignment. If the Client wishes to extend the validity period of the proposals, the consultants shall agree to the extension.

2.4.4 Fees and Expenses:

The selected consultant is responsible for any and all costs and expenses incurred while carrying out the terms of the study.

The proposal shall specify and state a firm, not-to-exceed price (including total fees and expenses) in order to complete the project.

The consultant should state the position of taxation on the fees and expenses quoted. The activities listed in the TOR are the minimum requirements to be undertaken.

The consultant may also provide additional requirements that may benefit the Scheme in meeting its goals on web design, development and maintenance of the new website.

2.5.0 Terms of Reference for the web design, development and maintenance of the new website.

2.5.1 Introduction

Technical Requirements (50 marks)

Item no	Domain	Requirement Description	Weighting Score	Bidders Response	Explanation
1.	Design	Ability to create good visual design, colour fusion that help raise the profile and in line with the brand Stima Sacco	5		
		Ability for the website to have application forms with ability to capture pictures, signatures, upload National ID and other Documents which can be integrated with other systems.	6		
		Ability for the website to have automated timely updated news panel section for website visitors	3		
		Ability for the website to have a knowledge center for FAQs	2		
		Ability for the website to capture enquires through a contact form with an interactive Google maps of Stima Sacco Branch network	3		
2.	Interactive	Ability to interact with members online regarding savings and membership drive	5		
		Live chat option, with an option of bots, web banners and front page campaigns			
3.	Access	Developer to use credible and tested web design frameworks (if any) with secure management portal (username, password)	2		

4.	Security	SSL certificate of at least TLS V.2	3		
5.	Security	Provide security exploits mitigation and recovery plan to be enforced in case of an incident e.g., Website defacing because of a successful exploit	5		
6.	Backup	Demonstrate backup plan	3		
7.	Analytics	Ability for the website to drive high quality monthly leads by providing visitors and chartbots reports.	2		
8.	User Experience	Should be responsive to mobile, tablet and desktop versions. Website should have 3 versions	2		
9.	HR	Ability for the website to have a timely updated careers and tender advert section	4		
10	Custom forms	Ability to provide custom made forms on the website on and when they are required with the ability to generate reports and integrate securely with other systems.	5		

Team Composition and task Assignment.

1. Technical/Managerial Staff

Name	Position	Task

Confidentiality:

It is understood that the successful Consultant may be required to retain information and copies of the Findings and Study Report. However, the Findings and Resultant Report is understood to be the property of the Society and shall remain confidential to the successful consultant and the project team. The consultant shall indicate in the proposal that this is agreed to and upon awarding of the proposal may be requested to sign a document agreeing to the same.

I/ We do hereby certify that the above information is correct in all respects:

Full Name:.....
Designation/Position:.....
Signature:.....Date:.....
Company Stamp/ Seal:

TECHNICAL PROPOSAL SUBMISSION FORM

[_____ Date]

To: Stima DT Sacco Society

P. O BOX 75629- 00200

NAIROBI

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for [Request for proposal (RFP) for Website Redesign and Maintenance Services] in accordance with your Request for Proposal dated _____[Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, [and a Financial Proposal sealed under a separate envelope].

We understand you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

_____[Authorized Signature]:

_____[Name and Title of Signatory]:

_____[Name of Firm] :

_____[Address:]

_____[Company Stamp]

FINANCIAL PROPOSAL SUBMISSION FORM

_____ [Date]

To: Stima DT Sacco society

P. O BOX 75629-00200

Nairobi

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for (Request for proposal (RFP) for Website Redesign and Maintenance Services) in accordance with your Request for Proposal dated (_____) [Date] and our Proposal. Our attached Financial Proposal is for the sum of

(_____) [Amount in words and figures] inclusive of the taxes.

We remain,

Yours sincerely,

_____ [Authorized Signature]

_____ [Name and Title of Signatory]:

_____ [Name of Firm]

_____ [Address]

_____ [Company Stamp]

PRICE SCHEDULE

	Scope Description and Specification	Unit Cost (Kshs)	Total Cost (Kshs)
1	Web Design		
2	Hosting		
3	Website Tracking		
4	Training		
5	Annual Maintenance cost (Maintenance proposal). This should include but not limited to: Facelift of website from time to time		
6	Any other related costs		
	Sub Total		
	Add VAT 16%		
	Grand Total taken to financial proposal form		

Note:

Please, you may add other relevant areas which are necessary to the improvement of the web redesign and maintenance with all its costs, such additions must be clearly marked, signed and rubberstamp and attached on this page as additional functions.

Amount in words (Kshs.).....

Name.....Sign.....

Date.....

CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

Part 1 General																					
Business Name..... Location of Business Premises Plot No,Street/Road..... Postal addressTel No.Fax Email Nature of Business Registration Certificate No. Maximum value of business which you can handle at any one time – Kshs..... Name of your bankers Branch																					
Part 2 (a) – Sole Proprietor																					
Your name in full.....Age..... Nationality.....Country of Origin..... Citizenship details																					
Part 2 (b) – Partnership																					
Given details of partners as follows <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Name</th> <th style="width: 30%;">Nationality</th> <th style="width: 30%;">Citizenship details</th> <th style="width: 25%;">Shares</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>2.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>3.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>4.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>		Name	Nationality	Citizenship details	Shares	1.	2.	3.	4.
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1.																		
2.																		
3.																		
4.																		
Part 2 (c) – Registered Company																					
Private or Public State the nominal and issued capital of company Nominal Kshs. Issued Kshs. Given details of all directors as follows <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Name</th> <th style="width: 30%;">Nationality</th> <th style="width: 30%;">Citizenship Details</th> <th style="width: 25%;">Shares</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>2.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>3.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>4.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>		Name	Nationality	Citizenship Details	Shares	1.	2.	3.	4.
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1.																		
2.																		
3.																		
4.																		
Date.....	Signature of Candidate.....																				

SELF DECLARATION FORM

SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT 2015.

I,, of Post Office Box being a resident of in the Republic of do hereby make a statement as follows:-

1. THAT I am the Company Secretary/ Chief Executive/Managing Director/Principal Officer/Director of (insert name of the Company) who is a Bidder in respect of Tender No. for(insert tender title/description) for(insert name of the Procuring entity) and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.
3. THAT what is deponed to hereinabove is true to the best of my knowledge, information and belief.

.....
(Title) (Signature) (Date)

Bidder Official Stamp

TENDER SECURITY FORM

Whereas[name of the tenderer] (hereinafter called “the tenderer”) has submitted its tender dated.....[date of submission of tender]for the provision of.....[name and/or description of the services] (hereinafter called “the tenderer”)KNOW ALL PEOPLE by these presents that WE..... Of.....having registered office at [name of procuring entity] (hereinafter called “the Bank”) are bound unto..... [name of procuring entity] (hereinafter called “Stima DT Sacco”) in the sum of for which payment well and truly to be made to the said Stima DT Sacco, the Bank binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Bank this _____ day of 20 _____.

THE CONDITIONS of this obligation are:

- 1. If the tenderer withdraws its Tender during the period of tender validity specified by the tenderer on the Tender Form; or
- 2.If the tenderer, having been notified of the acceptance of its Tender by the Procuring entity during the period of tender validity:

(a) fails or refuses to execute the Contract Form, if required; or

(b) fails or refuses to furnish the performance security, in accordance with the instructions to tenderers;

we undertake to pay to Stima DT Sacco up to the above amount upon receipt of its first written demand, without Stima DT Sacco having to substantiate its demand, provided that in its demand Stima DT Sacco will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

[signature of the bank]