



CALL FOR PROPOSALS - DEVELOPMENT OF AGGREGATOR EVALUATION & MANAGEMENT TOOL (AEMT)
[RE-ADVERTISED]
REFERENCE NO. KE-ZEP-RE-304028-GO-RFQ

Instructions to Bidders (ITB):

ITB Reference	Data Sheet	
1.	Assignment	Development of Aggregator Evaluation & Management Tool (AEMT)
2.	Issued by	Zep-Re (PTA Reinsurance Company) – The Client Address: ZEP-Re Place Longonot Road, Upper Hill P.O Box 45277 - 00100 Nairobi, Kenya Website: https://zep-re.com
3.	RFQ Issue Date	January 9, 2025
4.	Point of contact for clarifications, questions and amendments	Procurement Desk Email: procurement@zep-re.com Copy: azimba@zep-re.com Andrew Zimba, Digital Solutions Manager.
5.	Deadline for Answering questions and clarifications	January 20 2025, at 1400 hours, East African Time
6.	Amendments to RFQ Documents	At any time prior to the deadline for submission of proposals, ZEP-RE may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFQ documents by amendment. The amendments will be communicated to all interested firms through email.
7.	Language of Proposals	The proposals prepared by the bidder and all correspondence and documents relating to the proposal shall be written in English .
8.	Conflict of Interest	The bidder must confirm that, based on their current best knowledge, there are no real or potential conflicts of interest involved in rendering Services for ZEP-RE.
9.	Cost of Preparation of Proposal	The bidder shall bear all costs associated with the preparation and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the bidder.
10.	Pre-Bid Meeting	A pre-bid meeting will not be conducted.

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11.	Documents Comprising the Proposal	<p><i>1st Envelope: Technical Proposal:</i></p> <ul style="list-style-type: none"> a) Eligibility documents in accordance with ITB No. 25.1. b) Company Profile and Information on a minimum of three comparable assignments, including the project name, country of assignment, client contacts and contract amount. c) Proposal that outlines the methodology and work plan for the assignment's completion. d) CVs of the required resource in accordance with section 7 of the terms of reference e) Evidence of completed work. Certificate of project completion and recommendation letters from previous clients. <p><i>2nd Envelope: Financial Proposal:</i></p> <ul style="list-style-type: none"> a) Provide rate per resource per week in Kenya shillings. Rate should be inclusive of tax. <table border="1" data-bbox="676 898 1453 1234"> <thead> <tr> <th>Resource Type</th> <th>Junior</th> <th>Middle</th> <th>Senior</th> </tr> </thead> <tbody> <tr> <td>Business Analyst</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Software Developer</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Systems Analyst</td> <td></td> <td></td> <td></td> </tr> <tr> <td>UI/UX Designer</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Quality Assurance (QA) Engineer</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Integration Specialist</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Resource Type	Junior	Middle	Senior	Business Analyst				Software Developer				Systems Analyst				UI/UX Designer				Quality Assurance (QA) Engineer				Integration Specialist			
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12.	Proposal Validity Period	Proposals must remain valid for 90 days from proposal submission deadline.																												
13.	Extension of Validity Period	The Client will make its best effort to complete the negotiations and award the contract within the proposal's validity period. However, should the need arise, the Client may request, in writing, all Bidders who submitted Proposals prior to the submission deadline to extend the Proposals' validity.																												
14.	Email Address for submission of Proposals	<p>To: Procurement Desk Email: procurement@zep-re.com</p> <p>Please include the subject line "KE-ZEP-RE-304028-GO-RFQ" of the email.</p>																												
15.	Deadline for Submission of Proposals	January 30, 2025, at 1400 hours, East African Time																												
16.	Selection Method	Request for Quotation (RFQ)																												
17.	Public opening of proposals	Not Applicable																												

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18.	minimum qualifying score for the technical Proposals	65 points
19.	- Weigtage	- Technical proposal is 80% - Financial proposal is 20%
20.	Type of bidder	Only Firms Are Eligible
21.	Contract Type	Time-Based Contract
22.	Price Adjustment	Not applicable.
23.	Joint venture/Sub-contracting	- Joint venture of a maximum of 2 firms is allowed, provided submission of a joint venture agreement and appointment of the lead firm. A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member's authorized representative. - The Bidder shall not subcontract more than 25% of the Services.
24.	Submission and Marking of Proposals	The Bidder shall submit a signed and complete Proposal in accordance of ITB 10 (Documents Comprising Proposal).
25.	Proposals Evaluation Criteria	The Client's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFQ, applying below evaluation criteria. 25.1. Eligibility Requirement 15 points (a) Operating license, certificate of incorporation as applicable. (b) TAX compliance certificates (c) Confirmation that the firm is not sanctioned or blacklisted by any government or institution 25.2. Technical Proposal a) Core business of the firm and relevant experience of not less than 5 years 20 points b) Adequacy and Quality of the proposed Methodology and approach 15 points c) Detailed work plan with deliverables and timelines considering scope of assignment 10 points d) Proof of previous similar assignments..... 10% points e) Key Experts' qualifications, competences, as per section 7 of the ToR 30 points

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TERMS OF REFERENCE (TOR): DEVELOPMENT OF AGGREGATOR EVALUATION & MANAGEMENT TOOL

PROJECT: SUPPORTING DE-RISKING, INCLUSION AND VALUE ENHANCEMENT OF PASTORAL ECONOMIES IN THE HORN OF AFRICA PROJECT (DRIVE)

1. INTRODUCTION

ZEP-RE (also called PTA Reinsurance Company) is a leading reinsurer in Africa and a specialized institution of the Common Market for Eastern and Southern Africa (COMESA). The company was established in 1990 under the then Preferential Trade Area, a precursor to COMESA, to develop the insurance and reinsurance industries and support capacity building. ZEP-RE, which opened in 1993, is headquartered in Nairobi, Kenya, and has regional hubs/ offices in Nairobi, Harare, and Abidjan. In addition to these regional hubs, the company has country offices in six other countries: Zambia, Ethiopia, Uganda, Rwanda, Democratic Republic of Congo, and Sudan.

Zep-Re (PTA Reinsurance Company) is contracted by Kenya, Ethiopia, and Somalia to implement component one of the Horn of Africa De-Risking, Inclusion, and Value Enhancement of Pastoral Economies (DRIVE) project and intends to apply part of the proceeds for this procurement.

2. BACKGROUND

Pastoralists represent between 33 and 65 percent of the population in the Horn of Africa (HoA). Overreliance on rainfed agricultural activities makes them particularly vulnerable to climate shocks, including droughts, and they are one of the poorest communities in the region. Pastoralists tend to keep large herds as protection for anticipated drought shocks. Yet when drought hits, the animals either die, lose value or are sold at rock bottom prices to fund immediate needs. Emergency response can be subject to leakages or arrives too late after the animals have perished. Furthermore, pastoralists are currently at the bottom of the livestock value chains and are not providing livestock in the required quality and quantity to livestock processors/exporters.

In this context, the World Bank Group (WBG) is supporting De-Risking, Inclusion and Value Enhancement of pastoral economies in the Horn of Africa Project (DRIVE), a regional International Development Association (IDA) project implemented in Djibouti, Ethiopia, Kenya, and Somalia. The Project will support the climate adaptation of pastoralists and help them extract greater value addition from their livestock. It will protect them against drought with enhanced access to financial services, strengthen their inclusion in the livestock value chain, and facilitate the regional livestock trade. The Project Development Objectives (PDO) are to enhance pastoralists' access to financial services for drought risk mitigation, include them in the value chains, and facilitate the livestock trade in the Horn of Africa.

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3. OBJECTIVE OF THE ASSIGNMENT

To solicit proposals from qualified software development firms to provide software developers and business analysts to design, develop, and implement a comprehensive software solution tailored to our specific business needs and extend our internal software development team. The selected firm will demonstrate expertise in delivering innovative, scalable, and user-friendly software applications, ensuring high performance, security, and maintainability. This assignment aims to identify a partner who can provide skilled staff to work with the ZEP-RE software and business development team that can develop end-to-end digital solutions for the DRIVE project, including requirements analysis, system design, coding, testing, deployment, and ongoing support. The ultimate goal is to enhance our operational efficiency, improve user experience, and drive the growth of the DRIVE project through the deployment of a robust and reliable digital inclusivity platform.

4. SCOPE OF WORK

The bidder will be required to perform the following key tasks:

Development integrations of Application, Selection, and Onboarding Processes:

- Integrate and implement a streamlined application process for stakeholders, including aggregators, groups, farmers, off-takers (e.g. abattoirs), suppliers (e.g. fodder suppliers), transporters, and village champions.
- Develop a robust selection process to evaluate and approve stakeholders.
- Improve the existing DI Platform for onboarding of stakeholders through the initial setup and integration with the Aggregator Evaluation & Management Tool (AEMT) system.

Tracking of Subsidy Disbursement:

- Implement functionalities to track the disbursement of subsidies to stakeholders.
- Ensure accurate and transparent tracking of subsidy amounts, dates, and recipients.

Monitoring Stakeholder Activities:

- Develop features to monitor and log stakeholder activities, including the number of tasks, dates, outcomes, and outputs.
- Ensure that activity monitoring is comprehensive and provides actionable insights.

Data Visualization and Reporting:

- Create capabilities to view and analyze data related to stakeholder activities.
- Develop dashboards and reports that present data in a user-friendly manner, facilitating decision-making and performance evaluation.

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Support for Awareness Activities:

- Customize the Aggregator Evaluation & Management Tool (AEMT) system to manage and track awareness activities conducted by stakeholders.
- Ensure that awareness activities are integrated into the overall stakeholder management framework, providing visibility into their impact and reach.

The requirements are not exhaustive and will be refined as part of the business analysis work.

5. BIDDER'S DELIVERABLES AND TIMELINE (EXPECTED OUTPUTS)

Project Kick-off and Requirement Analysis (Week 1-2):

- Detailed project plan and timeline.
- Comprehensive requirement analysis report.

Design and Prototyping (Week 3-6):

- System design documents.
- Prototypes for the new components and integrations.

Application, Selection, and Onboarding Development (Week 7-10):

- Implemented application process for stakeholders.
- Developed selection and onboarding processes.

Subsidy Disbursement Tracking (Week 11-14):

- Functionalities for tracking subsidy disbursement.
- Transparent reporting mechanisms for subsidy distribution.

Monitoring Stakeholder Activities (Week 15-18):

- Features to monitor and log stakeholder activities.
- Tools for tracking the number of tasks, dates, outcomes, and outputs.

Data Visualization and Reporting (Week 19-22):

- Capabilities for data visualization and analysis.
- Dashboards and reports for stakeholder activity data.

Support for Awareness Activities (Week 23-26):

- Customized Aggregator Evaluation & Management Tool (AEMT) system to manage awareness activities.

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- Integration of awareness activities into the stakeholder management framework.

Testing and Quality Assurance (Week 27-30):

- Comprehensive testing of all new features and integrations.
- Quality assurance reports.

Deployment and Training (Week 31-34):

- Deployment of the enhanced Aggregator Evaluation & Management Tool (AEMT) system.
- Training sessions for end-users and stakeholders.
- User manuals and training materials.

Post-Deployment Support (Week 35-38):

- Ongoing support and issue resolution.
- Final project report and documentation.

6. DURATION OF THE ASSIGNMENT

Based on the outlined scope of work and the deliverables, the assignment is estimated to take approximately 38 weeks (around 9 months). This timeline includes time for requirement analysis, design, development, testing, deployment, training, and post-deployment support. Here is a breakdown of the duration for each phase:

- i. Project Kick-off and Requirement Analysis: 2 weeks
- ii. Design and Prototyping: 4 weeks
- iii. Application, Selection, and Onboarding Development: 4 weeks
- iv. Subsidy Disbursement Tracking: 4 weeks
- v. Monitoring Stakeholder Activities: 4 weeks
- vi. Data Visualization and Reporting: 4 weeks
- vii. Support for Awareness Activities: 4 weeks
- viii. Testing and Quality Assurance: 4 weeks
- ix. Deployment and Training: 4 weeks
- x. Post-Deployment Support: 4 weeks

This detailed breakdown provides a comprehensive timeline for each phase, ensuring that all aspects of the project are adequately addressed and implemented.

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7. CONTRACT FORM AND PAYMENT SCHEDULE

Time and Material Contract:

- A time and material contract is required for this project, given its fluid scope and deliverables. This contract type allows for variability in scope as the requirements gathering progress.

Key Elements of the Contract:

- **Scope of Work:** Detailed description of all tasks, deliverables, and timelines.
- **Deliverables:** Clear definition of all expected outputs and their acceptance criteria.
- **Payment Terms:** Breakdown of the payment schedule linked to project milestones.
- **Timelines:** Detailed project schedule with start and end dates for each phase.
- **Change Management:** Procedures for handling any changes in scope or requirements.
- **Confidentiality:** Terms to protect sensitive information shared during the project.
- **Intellectual Property Rights:** Ownership and usage rights for the developed software and related materials.
- **Termination Clause:** Conditions under which either party can terminate the contract.
- **Dispute Resolution:** Methods for resolving any disputes that may arise during the project.

8. KEY PERSONNEL (QUALIFICATIONS AND EXPERIENCE)

Business Analyst:

- **Qualifications:**
 - Bachelor's degree in business administration, Information Technology, Computer Science, or a related field.
 - Certification in Business Analysis (e.g., CBAP, CCBA) is a plus.
- **Experience:**
 - Strong experience in requirements gathering, documentation, and stakeholder management.
 - Proficiency in business analysis tools and methodologies (e.g., SWOT analysis, PEST analysis, BPMN).
 - Experience with project management software (e.g., JIRA, Confluence, MS Project).
 - Excellent analytical and problem-solving skills.
 - Strong communication and interpersonal skills to effectively collaborate with stakeholders and the project team.

Software Developer:

- **Qualifications:**
 - Bachelor's degree in computer science, Software Engineering, or a related field.
- **Experience:**
 - Expertise in relevant programming languages and technologies (e.g., Java, Python, .NET, etc.).

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- Experience with system integration and API development.
- Strong problem-solving and debugging skills.

Systems Analyst:

- **Qualifications:**
 - Bachelor's degree in information systems, Computer Science, or a related field.
- **Experience:**
 - Experience with requirements gathering, process modeling, and documentation.
 - Strong analytical and critical thinking skills.
 - Experience with stakeholder engagement and translating business needs into technical requirements.

UI/UX Designer:

- **Qualifications:**
 - Bachelor's degree in graphic design, Computer Science, Human-Computer Interaction, or a related field.
- **Experience:**
 - Experience in UI/UX design.
 - Proficiency in design tools (e.g., Adobe XD, Sketch, Figma).
 - Experience with user research, wireframing, prototyping, and usability testing.
 - Strong portfolio showcasing previous design work.

Quality Assurance (QA) Engineer:

- **Qualifications:**
 - Bachelor's degree in computer science, Information Technology, or a related field.
- **Experience:**
 - Experience in software quality assurance.
 - Experience with manual and automated testing methods.
 - Familiarity with testing tools (e.g., Selenium, JIRA, TestRail).
 - Strong attention to detail and analytical skills.

Integration Specialist:

- **Qualifications:**
 - Bachelor's degree in computer science, Information Technology, or a related field.
- **Experience:**
 - Experience in system integration.
 - Expertise in integrating different software systems and data sources.
 - Experience with middleware and API development.
 - Strong understanding of data mapping and transformation.

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9. CLIENT OBLIGATIONS (SERVICES TO BE PROVIDED BY THE CLIENT)

- There are 6 roles required for the project. However, this will not be required throughout the project. Therefore, they will be called upon as the project progresses.
- Contractor will provide resources as requested for the project, and bill based on actual weeks spent on the project.
- The contractor should quote the rate per week, as well as the total cost based on the week's estimates below.

Resource Type	Junior	Middle	Senior
Business Analyst	5 weeks	5 weeks	28 weeks
Software Developer	5 weeks	5 weeks	28 weeks
Systems Analyst	5 weeks	5 weeks	28 weeks
UI/UX Designer	5 weeks	5 weeks	28 weeks
Quality Assurance (QA) Engineer	5 weeks	5 weeks	28 weeks
Integration Specialist	5 weeks	5 weeks	28 weeks

10. REPORTING REQUIREMENTS

Project Kick-off Report:

- **Content:** Detailed project plan, timeline, scope, roles and responsibilities, and initial risk assessment.
- **Frequency:** Once, at the start of the project.
- **Audience:** Project sponsor, steering committee, and key stakeholders.

Weekly Status Reports:

- **Content:** Progress summary, completed tasks, upcoming activities, issues and risks, and any changes in the timeline.
- **Frequency:** Weekly.
- **Audience:** CTO, project team, and relevant stakeholders.

Monthly Progress Reports:

- **Content:** Comprehensive update on project milestones, key achievements, progress against timeline, budget status, and updated risk assessment.
- **Frequency:** Monthly.
- **Audience:** Project sponsor, steering committee, and key stakeholders.

Requirement Analysis Report:

- **Content:** Detailed documentation of business requirements, system requirements, stakeholder needs, and functional specifications.
- **Frequency:** Once, at the end of the requirement analysis phase.

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- **Audience:** Project team, stakeholders, and development team.

Design and Prototyping Report:

- **Content:** System design documents, wireframes, prototypes, and feedback from stakeholders.
- **Frequency:** Once, at the end of the design and prototyping phase.
- **Audience:** Project team, stakeholders, and development team.

Development and Customization Reports:

- **Content:** Updates on the development progress, customization details, integration status, and any issues or changes.
- **Frequency:** Bi-weekly.
- **Audience:** CTO, Digital manager, development team, and key stakeholders.

Testing and Quality Assurance Reports:

- **Content:** Test plans, test case results, bug reports, quality metrics, and corrective actions taken.
- **Frequency:** Weekly during the testing phase.
- **Audience:** CTO, Digital manager, Project team, QA team, and key stakeholders.

Deployment and Training Reports:

- **Content:** Deployment status, training schedules, user feedback, and any deployment issues encountered.
- **Frequency:** Bi-weekly during the deployment phase.
- **Audience:** CTO, Digital manager, Project team, end-users, and stakeholders.

Post-Deployment Support Reports:

- **Content:** Support activities, issues resolved, user feedback, system performance, and any ongoing support needs.
- **Frequency:** Weekly during the post-deployment support phase.
- **Audience:** CTO, Digital manager, Project team, support team, and stakeholders.

Project Closure Report:

- **Content:** Final project summary, achievements, lessons learned, final budget report, and project success evaluation.
- **Frequency:** Once, at the end of the project.
- **Audience:** Project sponsor, steering committee, project team, and stakeholders.

Ad-hoc Reports:

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- **Content:** Specific information or updates requested by stakeholders or the project team.
- **Frequency:** As needed.
- **Audience:** Requesting parties.

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