



**TERMS OF REFERENCE FOR THE DESIGN, DEVELOPMENT,  
SUPPLY AND COMMISSIONING OF AN ONLINE FILM  
REGULATORY SYSTEM (OFRS) AND A WEB-BASED ONLINE  
MEDIA MONITORING SYSTEM**

**KFCB**

**KENYA FILM CLASSIFICATION BOARD**

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## 1.0 INTRODUCTION

The Kenya Film Classification Board is established by the *Films and Stage Plays Act, Cap 222* to regulate the *creation, broadcasting, possession, distribution and exhibition* of film and broadcast content with a view to promoting national values and cultural aspirations as well as protecting children from harmful media content. Further, the Board is empowered by Kenya Information and Communications Act, Cap 411A and through the Kenya Communication (Broadcasting) regulations 2009 Section 34 (1) (a) to ensure content which depicts, contains scenes or are of the language intended for adult audience are not aired during the Watershed Period (5a.m. to 10 p.m.)

The Board's mandate is accomplished through licensing of filmmakers, distributors and exhibitors, classification of film/broadcast content and monitoring of the broadcasting and exhibition platforms to ensure compliance with the provisions of the Acts.

To execute its mandate, the Board is seeking to employ use of technology with a view to creating ease of doing business, enhancing efficiency and effectiveness in service delivery to the film industry and, addressing challenges occasioned by technological disruption.

## 2.0 TERMS OF REFERENCE (TORS)

The following are Terms of Reference for the design, development, supply and commissioning of a Web-Based Online Film Regulatory System (OFRS) for film rating, classification, licensing of filmmakers, distributors and exhibitors and, managing bookings for the Nairobi Film Centre (NFC) and a Web-Based Online Media Monitoring System (OMMS).

### 2.1 WEB-BASED ONLINE FILM REGULATORY SYSTEM (OFRS)

#### **Scope of the Assignment**

Develop an integrated software program or system to support the operations of the Technical Departments of the Kenya Film Classification Board by interconnecting the key functional departments. These include Film Examination and Classification, Film Registration, Film Licensing and Nairobi Film Centre (NFC). The system is expected to provide a holistic administrative support with the following operational modules:

- a) Film Rating Module
- b) Classification Module
- c) Film Registration Module

- d) Film Licensing Module
- e) NFC Module

### 2.1.1 FILM RATING MODULE

Film examination and classification department is tasked with examining and classifying all audio-visual content meant for public exhibition and distribution. All classification decisions are based on KFCB film classification guidelines as prescribed by Films and Stage Plays Act Cap 222 laws of Kenya.

There are six thematic areas in the KFCB film classification guidelines, the thematic areas are as follows;

1. Violence and crime
2. Sex nudity and obscenity
3. Drug, Smoking, Tobacco, Solvent and Alcohol
4. Horror and occult
5. Profanity, Religion and Community
6. Hate speech, incitement and Propaganda for war

Classification is the process of assigning age ratings and content advice to film and other audiovisual content to safeguard children from being exposed to content which is not right for them. Classification also empowers parents and guardians to make informed decision for their children in regards to consumption of film and other audiovisual content.

#### **CLASSIFICATION CONSIDERATION**

When assigning age rating to audio-visual content the following are considered.

Theme– This is the overall subject matter of the film or audio-visual content.

Context – This is the manner which the theme, thematic area and elements are presented and treated in the film

The frequency- This is the number times thematic areas and their element is observed in the film or works being classified.

Intensity – This is the degree in which the thematic areas and their elements are presented in the film.

Tone –This how the film feels, i.e. is lighthearted, gloomy, sad

Impact –The effect that a film will cause to its audience, for example will the film cause to be angry, sad, scared etc.

#### **Process of examination and classification of films**

The process of film classification begins when a client makes an application and pay the classification fees. In his application the client provides the following details,

1. Title of the film
2. The year of release
3. Genre of the film
4. The length of the film and the

## 5. Origin of the film

These details are captured by Film Classification Officer or Assistant Film Classification Officer. Once this is done a panel of co-opted or internal film examiners is constituted to review the film. A panel of examiner has a minimum of 3 film examiners.

During the process of content examination, the individual examiners

1. Reviews of the content in totality
2. Establishment of context and the theme of the film/poster/trailer
3. Identifies the thematic area and their elements and awards them score of the scale of between 1-5
4. Take note of frequency in which thematic area and their elements appears in the film
5. Take note of the intensity of the elements observed
6. Adjudicating the tone and impact of the film
7. Generate individual film/poster/trailer examination report.
8. Give individual rating of the film.

### **Film Examination report**

This is the report that is generated by individual film examiner the report contains the following;

1. The name of the individual examiner
2. The title of the film
3. The date in which the film was examined
4. Thematic areas observed and their score awarded
5. The rating of the film
6. Justification of the rating given and
7. The signature of the film examiners

### **Film moderation**

After the film has been reviewed by individual examiner the rating of the film is moderated by the panel and Film classification officer and film classification report is generated. The report is done by the leader of classification panel.

The report has the following;

1. The title of the film
2. The genre of the film
3. The running of the film
4. The origin of the film
5. The date and venue of classification Category of the film i.e. commercial, TV programme
6. The synopsis of the film
7. The rating assigned to the film
8. The justification of the rating assigned
9. The names of classification panel
10. The name of the team leader
11. The name of the moderator and
12. The certificate no for the film

## **THE CURRENT FILM CLASSIFICATION SYSTEM**

Film classification is being currently done manually. To improve the efficiency and accuracy the department is seeking to automate this process. The department is proposing acquisition of film rating software which will assist in examination and classification of content.

## **USER REQUIREMENTS FOR FILM RATING SOFTWARE**

### **Procedure for examination and classification**

1. Eternal examiner logs in into the rating system.
2. The examiners view the Film details displayed on the screen i.e. Title, Genre, Producer/Director, Duration and Category
3. Examiner is able to view and select thematic areas details which the process of examining begins
4. The system gives system generated rating depending on the thematic areas selected, frequency and intensity of highest score.
5. Examiner submits the final rating as per personal analysis
6. The examiner submits the rating to the moderator account

### **Film examination report**

The film rating software should be able to do the following;

1. Allow the individual examiners to set up an account and log in
2. Be able to key in the following:
  - i. The title of the film
  - ii. The genre of the film
  - iii. The date of classification
  - iv. The venue of classification
  - v. Duration of the film
  - vi. Category of the film i.e. commercial, TV programme

During the classification the individual examiner should be able to;

- Key in the thematic areas and their elements
- Use the column provided to describe the elements observed

At the end of reviewing film, the examiners should be able to;

1. Key in plot and the theme of the film
2. Key in synopsis of the film
3. Assign his or her age rating to the film
4. Give justification the rating given to the film
5. Generate Film classification report

### **Film classification report**

After the reviewing of film by individual film examiners, the system should allow the leader of the classification panel to fill in classification report.

The report should contain the following:

13. The title of the film
14. The genre of the film
15. The running of the film
16. The origin of the film
17. The date and venue of classification Category of the film i.e. commercial, TV programme
18. The synopsis of the film
19. The rating assigned to the film

20. The justification of the rating assigned
21. The names of classification panel
22. The name of the team leader
23. The name of the moderator and
24. The certificate no for the film

### **Moderation of the film**

The system should provide the moderation of what classification panel has done, the film moderator should be able to

1. Log into the system with their own secure account
2. View the films details i.e. (film's title genre origin, director/producer date, year of release and client details)
3. View all the individual examiners report
4. View the classification report
5. Generate the final film classification report which include
6. The title of the film
7. The genre of the film
8. The running of the film
9. The origin of the film
10. Category of the film i.e. commercial, TV programme
11. The date and venue of classification
12. The synopsis of the film
13. The thematic areas and the element observed and their description
14. The finale rating assigned to the film
15. The justification of the assigned rating
16. Client/Company details

### **NOTE**

1. Provide time stamp for the observed thematic areas and their element.
2. The system should be able to query films by:
  - i. Rating awarded
  - ii. Tittle
  - iii. Country of Origin
  - iv. Date of Classification
  - v. Genre
  - vi. Category
3. The system should allow for conversion and exportation of data to other formats



**EXAMINATION FORM**

Name of Examiner: .....

Title of Film: .....

Classification Given: ..... Date: .....

***Classifiable elements table***

<b>CLASSIFIABLE ELEMENTS</b>	<b>CHECK BOX</b>	<b>DESCRIPTION OF THE ELEMENTS</b>
Violence		
Crime		
Sex		
Obscenity		
Nudity		
Occult		
Horror		
Drugs		
Alcohol		
Harmful Substance		
Community		
Propaganda for War		
Hate Speech & Incitement		
Language		
<b><i>Consumer Advisory Index</i></b>		

***Thematic area scoring table***

<b>Scores Per Thematic Area</b>	<b>0-1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Violence and Crime					
Sex, Obscenity and Nudity					
Horror and Occult					
Drugs, Smoking, Tobacco, Solvents, and Alcohol					
Profanity, Religion and Community					

**Justification for classification given**

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**NOTE:**

The rating is from 0 to 5 where

- 0-1** means low impact classifiable elements thus **GE**.
- 2** means mild impact classifiable elements thus **PG-ABOVE 10 YEARS**.
- 3** means moderate impact classifiable elements thus **ABOVE16**.
- 4** means strong impact classifiable elements thus **ABOVE18/ADULT**.
- 5** means extreme impact classifiable elements thus **RESTRICTED**.

**Signature**

.....



**CLASSIFICATION FORM**

Film Title: ..... Genre: .....

Origin: ..... Duration: ..... Venue: .....

Classification given: ..... CAI: ..... Date: .....

**Synopsis**.....  
.....  
.....  
.....  
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**Justification for Classification**.....  
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.....

**Team Leader’s Signature**

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

**Members Signature:**

Name	Sign
1.....	.....
2.....	.....
3.....	.....

**Approved by Film Examination and Classification Officer**

Name: ..... Signature: .....

Certificate of Approval of Film NO: .....

Certificate of Approval of Poster NO: .....



## **FILM RATING SOFTWARE SPECIFICATIONS**

Evaluation criteria shall include:

- a. Preliminary Evaluation / Mandatory Requirements
- b. Compliance with Technical Requirements (capability assessment)
- c. Technical Evaluation as per the set criteria
- d. KFCB may invite the best firms for demonstration before an award.
- e. Due diligence will be conducted to verify the information provided.
- f. Provide a Copy of Valid ICTA Network or Applications certification of any level
- g. Provide evidence of implementation in terms of LPO/extracts from the contract, completion/GO LIVE certificate and reference letters

### **Scope of Work**

The scope of work includes:

1. Develop a film rating software
2. Load the developed software on 12No. tablets, ipad, laptops.
3. Supply and installation/setup of the appropriate client software, licenses and kits.
4. Training of 12 Staff members and system administrators(ICT)
5. Provision of warranty after successful installation/configuration.
6. Demonstrate Provision of support after installation.
7. Preparation and timely submission of project reports

### **Deliverables**

1. Tender proposal giving a detailed understanding of the assignment, proposed detailed work plan and costs.
2. Inception Report with agreed methodology and work plan/activities schedule. (i)Work plan ii. Functional Requirement Gathering iii. Development of the Application iv. Coding v. UAT vi. Quality Assurance vii. Data Migration viii. Knowledge Transfer ix. Process discovery and documentation
3. Regular progress/status reports
4. Regular report Training of members of staff/examiners
5. Supply and delivery of tablets, loaded with the software
6. Installed and configured supporting hardware and software systems as applicable.
7. Final project report
8. Warranty of 3 years for software

9. The bidder is expected to demonstrate how to deliver, deploy, test and commission the product on a hybrid environment (cloud and on premise) hosting solution.

### **Project Management**

The vendor is expected to produce a complete project checklist, with milestone markers and delivery dates upon starting the project. The vendor should schedule weekly progress meetings for the duration of the project. The project implementation shall be monitored by the project management team of the Board.

### **Maintenance and Support**

Following the successful completion of the project, the vendor is required to provide the following support information regarding technical support and other vendor services:

- a) Materials describing the process for reporting a system failure in any of the components of the proposed proposal.
- b) The methods available for contacting tech support (phone, email, website, etc.) including escalation procedures.
- c) Standard warranty and maintenance for each of the components proposed.
- d) Upgrade path for the software and any annual support fee.

## **1. MANDATORY/PRELIMINARY EVALUATION CRITERIA**

<b>S/NO.</b>	<b>ITEM DESCRIPTION</b>	<b>PASS/FAIL</b>
1.	The bid <b>MUST</b> be submitted in book style, perfectly bound, serialized and should not have any loose pages. Bids with Spiral binding or files ( <i>spring and box</i> ) shall be disqualified.	
2.	Provide Company Profile (Company History, Contacts and Services)	
3.	Submit a Copy of Certificate of Business Registration/Incorporation (or its equivalent for an International Tenderer)	
4.	Submit a Tax Compliance Certificate valid as at the Tender Closing date. For International firms, submit a Notarized Tax Compliance Certificate or its equivalent issued by the relevant Tax Authority from the Tenderer's domicile country valid as at the Tender Closing date	
5.	Duly filled, signed and stamped Form of Tender on the Firm's Letter Head	
6.	Duly filled, signed and stamped Confidential Business Questionnaire in the format provided in section IV	
7.	Provide a Certificate of Shareholding/CR12 or its equivalent. For joint ventures, the same shall be provided for each firm.	

8.	Submit Complete Sets of financial Audited Accounts for years 2018, 2019 and 2020 (abridged version or group accounts are not acceptable). For joint ventures, the accounts to be submitted shall be for the Lead Firm.	
9.	Duly filled, signed and stamped SD1 form - Declaration of not being debarred to participate in public procurement in Kenya (in the format provided in section IV)	
10.	Duly filled, signed and stamped SD2 form - Anti-Corruption Declaration Commitment/Pledge (in the format provided in section IV)	
11.	Duly filled and signed Certificate of Independent Tender Determination as per the format provided in section IV, <b>including selection of the appropriate option under item 5 in the Form</b>	
12.	Submit Bid Security of <b>Kshs. 1,000,000.00</b> with validity period of 240 days from the date of tender opening in form of a bank guarantee from a recognized financial institution regulated by Central Bank of Kenya	
13.	A duly signed, and stamped power of attorney for the person signing the tender on behalf of the tenderer, which must be certified by a Commissioner for oaths or Notary public	
14.	A statement confirming that the Tenderer is the manufacturer of the proposed System OR Where the bidder is an agent of a manufacturer of the proposed System to be supplied, the manufacturer Must fill in and sign the manufacturer's Authorization form in the format provided in Section IV.	
15.	In the case of a joint venture, the Bidder must provide a joint venture agreement signed by both parties and certified by a Commissioner for Oaths or Notary Public. The joint venture agreement must clearly state the Lead/Prime partner. The joint venture should define the roles and responsibilities of each party in the assignment.	

Bidders who meet all the Mandatory requirements will proceed to the next stage of evaluation (Technical Compliance Evaluation).

S/N	Requirement	Description	Tenderer's response
a)	<b>User Needs Assessment</b>	<ul style="list-style-type: none"> <li>• Understand Business Goals &amp; Objectives - discussions with relevant officers in the various departments to be in line with the goals &amp; objectives for the project and the Vision of the organization.</li> <li>• Analyze gaps in capabilities and workflows to determine where automation can drive efficiencies development of a Project Proposal.</li> <li>• Develop Business Requirements – based on business process analysis, work with key stakeholders to develop detailed system requirements as follows; <ul style="list-style-type: none"> <li>a) Project initiation documentation detailing the business case</li> <li>b) Feasibility study detailing the proposed solution</li> <li>c) Detailed user and technical requirements</li> <li>d) High level and detailed system design documents</li> <li>e) System testing and commissioning documentation</li> <li>f) User and technical training</li> <li>g) User and technical manuals</li> <li>h) Post Implementation Review</li> </ul> </li> </ul>	
b)	<b>System Features</b>	<ul style="list-style-type: none"> <li>• Design should be flexible to accommodate new/ additional pages which allow for, video</li> </ul>	

		<p>content, list of productions and any other media content as provided by the client</p> <ul style="list-style-type: none"> <li>• Design should allow changing the interface templates as and when required.</li> <li>• It should be compatible to various browsers including IE, Mozilla Firefox, Chrome, Safari, Opera etc. having in mind the right screen resolutions</li> <li>• Develop a portal integrated with the current systems</li> <li>• The portal should incorporate cyber security features against hacking and defacement, phishing etc</li> <li>• Both files and database should have a backup solution to ensure business continuity as well as data recovery planning well documented and tested.</li> <li>• Regular reporting of the status provided.</li> </ul>	
c)	<b>Accessibility</b>	<ul style="list-style-type: none"> <li>• Persons with disabilities should be able to use the system. The bidder should state how they will ensure that people with disabilities can perceive, understand, navigate, and interact with the system. It will be important that the system is accessible in order to provide equal access and equal opportunity to people with disabilities.</li> </ul>	
d)	<b>Two factor Authentication</b>	The system should provide for 2FA.	
e)	<b>Hosting</b>	<ul style="list-style-type: none"> <li>• The system shall be hosted on <b>cloud and on premise location</b> and provide details of any</li> </ul>	

		<p>third-party hosting partner they intend on using/ BaaS/DRaaS/SaaS</p> <ul style="list-style-type: none"> <li>• The vendor should provide robust information security to maintain the site integrity and confidentiality.</li> <li>• KFCB reserves the right to host the system on any other server. In such a case, the vendor will be required to provide all other services as mentioned in this document on the server as chosen by KFCB.</li> </ul> <p><b>NB: The Bidder to propose the pricing for both hosting environments and requirements.</b></p>	
f)	<b>Interoperability and system security</b>	<ul style="list-style-type: none"> <li>• Provision for Payment Module Integration</li> <li>• Integration with other existing systems</li> </ul>	
g)	<b>System Training</b>	<ul style="list-style-type: none"> <li>• User Training for the user department to ensure they are comfortable navigating through the rating system.</li> <li>• System administrator training to ensure internal system administrator is fully efficient managing the deployed system on a day-to-day basis.</li> <li>• Content management training to provide training for content managers who will be adding classification content to the system on a consistent basis seamlessly.</li> <li>• Provide user friendly mechanism for uploading/updating new content, including copy, images, forms, documents, or other materials.</li> </ul>	
h)	<b>Design and Layout</b>	<ul style="list-style-type: none"> <li>• The consultant is expected to develop and present a system prototype designs to the</li> </ul>	

	<b>System Prototype Build</b>	evaluation committee. The system design should be strictly in line with KFCB brand colours.	
i)	<b>Quality Control of Content/process</b>  <b>Change management</b>	<ul style="list-style-type: none"> <li>Review for accuracy and determination of ownership/copyright of all data/information</li> <li>Creation of Graphics and Navigation Designs.</li> <li>Before any system authoring is undertaken, sample designs and navigation systems shall have to be prepared, reviewed and approved.</li> </ul>	
j)	<b>System Acceptance</b>	<ul style="list-style-type: none"> <li>The acceptance by the KFCB will be based on clearly defined milestones.</li> <li>Acceptance will only be sanctioned when the KFCB’s ICT Project steering Committee have certified that the works are in strict compliance with their defined scope. <ul style="list-style-type: none"> <li>Once the system has been completed and accepted, the system design and all of its data, contents, software and architecture shall become property of the KFCB.</li> </ul> </li> </ul> <p>The supplier <b>MUST</b> provide the source code of the database scripts, all access credentials <b>and Knowledge Transfer and all project documentation as required</b> upon completion and commissioning of the KFCB system.</p>	
k)	<b>Warranty and Support</b>	<p>Post-Implementation Support &amp; Maintenance at least 3 years, on the product and it’s corresponding software on-boarded licenses</p> <p>The ICT steering committee shall ensure post implementation review report is in place.</p>	

l)	<b>ICTA Standard</b>	The film system development should be aligned to the ICTA Systems and Applications standards and Governance Standard.	
m)	<b>Sample system design layout</b>	Tenderers <b>MUST</b> provide a sample design in PDF/JPEG/MP4 for incorporating the KFCB official colors. → HIGH LEVEL ANALYSIS AND DESIGN  → DETAILED ANALYSIS AND DESIGN	
n)	Portability	Accessible on Android Play/IOS as an app store with authentication  Accessible on desktop/pc/ tab/ipad /android or any other mobile devices The system <b>MUST</b> have a mobile version	
o)	Training of all technical departments and system admins and IT staff	The Tenderer shall provide an extensive training plan indicating all areas that the training will cover Quarterly. 1) Technical/System administration 2) User/Content management 3) System users	
p)	Technical System Administration	1. The system shall allow the administrators to modify the reporting templates and interventions. 2. The system shall also allow administrators to manage the reporting organization Meta data and access rights to the system. 3. System users should be able to access the system using the active directory credentials	
q)	System Security	1. The System <b>MUST</b> have a robust security administration and authorization profiles that assure system access 2. The system <b>MUST</b> execute authority checks in its security administration and authorization profiles to ensure only authorized individuals can access the system or perform specific operations. 3. The system <b>MUST</b> be able to provide audit Trail	
r)	System Auto lock	1. Lock out who do not report within the frame specified.	

		2. Must allow administrator to reopen the system upon request	
s)	Automated email + SMS alerts	The system shall relay: 1. Automatic email alerts and SMS to remind the reporting of impending system lock-out for late reporting 2. Similar automated alerts acknowledging reports submitted 3. Be able send a block email/BLAST Email as well as to individual IPs	
t)	Data Validation	1. The System MUST enable restriction of the value (minimum or maximum values) entered by users during reporting. 2 The system MUST ensure fields that require numeric data cannot capture text characters and vice versa. 3 The System MUST ensure that validation rules are set as per indicator properties and reporting requirements. 4. All certificates Shall contain a unique reference number and Automated Date Stamp	
u)	Certification	System should be able to send an automatic certificate alert to the Clients upon KFCB approval.	
v)	End of Life.	The consultant should indicate the EoL and subject to regular updates where necessary	
<b>System</b>			
w)	Upgrades of the system from time to time.	The bidder should be able to introduce new features, carry out on-demand changes and regular updates of the system. Develop and establish Proper Change Management Process Plan	
x)	Carry out necessary maintenance of the site as per request	This include but not limited to: analysis of access logs, error logs and implementation of solutions to found exceptions	
y)	Code maintenance and upgrade on security management.	This include but not limited to: fine tuning of web pages, closure of any existing security loopholes The bidder shall carry out proactive security assessment checks and provide a quarterly reports.	

z)	System restoration	The bidder shall maintain an up-to-date backup and should be able to restore the system in case of failure/hacking.	
aa)	Availability	<ul style="list-style-type: none"> <li>· High availability Zero downtime</li> <li>· Unlimited scalability</li> <li>· Unrestricted throughput*</li> <li>· Unrestricted SSL transactions*</li> <li>· Seamless license upgrade</li> <li>• The system has to be accessible 24 hours a day, 7 days a week from any part of the world with minimum if not zero downtime (99.5% availability).</li> </ul>	
bb)	Offline Mode and Mobile Version of content upload	<p>System should have provision for offline / online rating uploads</p> <p>The system shall have an offline mode to allow users to input and store data when they are not connected to internet and allow automatic upload when the user get connected to the internet</p>	
cc)	Restricted Content Interface	Ensure content is accessible on need to know basis for everyone, the ability to restrict content based on the <u>user roles</u> or their logged in status. Restrict access to certain content, pages or posts because some of them can only be for <u>paid or registered members</u> or for admins only, thus they will be the only users who can access them.	
dd)	System Optimization	The contracted company will ensure the system Optimization /Reports /search /query etc	
ee)	Administration	<p>Secure, SSH, HTTP and HTTPS for remote access administration</p> <ul style="list-style-type: none"> <li>· Fully configurable using Web User Interface (WUI)</li> <li>· Easy start configuration and maintenance wizards</li> <li>· WebUI-based Help Assistant</li> <li>· Virtual Service Configurations can be edited and tuned</li> </ul>	
ff)	A.I Tech	The system should be able to integrated Artificial Intelligence Technologies in the system modules /process.	

gg)	API	Integrated with API / web based for internal and external systems	
hh)	Throughput	Maximum number of simultaneously logs in	
ii)	Provision for technical documentation / Manuals	Technical documentation/Manuals Provided	
jj)	Hardware	The vendor will be required to supply install and commission the system (server, storage etc) for maximum performance.	
kk)	In built support desk	Ability for users to send errors and get chat assistance or phone support	
ll)	Dashboard	Showing all rated films and posters List all films categorized to ratings PG, GE etc .display using their landing images	
mm)	Comprehensive documentation	<ul style="list-style-type: none"> <li>• Create test cases and test data.</li> <li>• Manage the test environments and associated test data from an applications perspective.</li> <li>• Ensure that all testing activities conform to the requirements of defined in the Change Control procedures.</li> <li>• Perform unit and system testing and document results.</li> <li>• Perform integration, stress, and regression testing and document results.</li> <li>• Review and approve results of all testing activities.</li> <li>• Develop and conduct user acceptance, quality assurance (QA) testing and document results.</li> <li>• Assist in conducting and documenting user acceptance and QA testing.</li> <li>• Review testing results to identify variances between documented requirements and provided functionality and usability.</li> </ul>	

		<ul style="list-style-type: none"> <li>• Review testing results for compliance with policies, procedures, plans, and metrics (e.g. defect rates, progress against schedule, etc.).</li> <li>• Correct defects identified during the testing efforts and document.</li> </ul>	
	<b>Unit Testing:</b>	The vendor will carry out the unit testing in house to make sure each component and system functions have been designed.	
	<b>Integration Testing:</b>	After all functions of the system are developed, integration testing should be carried out to make sure that all functionalities function and perform as expected when working in combination.	
	<b>Load testing:</b>	Since the application will be used by a large number of applications, load testing will be performed to see how the system performs under heavy loads. This may require fine tuning the web server, application, application server, and/or the database server or network configuration and document	
	<b>Recovery Testing:</b>	One of the important aspects of an application is how well it can recover in case of a system failure, server shutdown, or service failure. Tests will be carried out to see how well the system recovers from crashes and hardware failures.	
	<b>Usability Testing</b>	The client will test the navigation between screens, user-friendliness and workflows of each of the screens. Against this, if inconsistencies/defects are identified the interface maybe redesigned during this testing Stage based on feedback from the Client.	
	<b>Functional Testing:</b>	A complete end to end functional testing cycle will run. During the functional test, actual processes, and all key services provided by system will be tested against the business requirement, (end to end) to see if the system meets the requirements as described in the technical specification and stores data and generate reports properly.	
	<b>Acceptance Testing</b>	An end to end functional and quality of service (including security, performance and robustness) will be completed by system user to any system sign off.	

	<b>UAT Test Script</b>	An end to end functional and quality of service (including security, performance and robustness) will be complete by the technical department prior to any system sign off.	
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## 1. TECHNICAL CAPACITY EVALUATION

All the firms that are successful in the Technical Compliance evaluation stage will be subjected to a Technical Capacity evaluation. Firms that attain a pass mark of 75% and above out of 100% will proceed to the next stage of Financial Evaluation. The evaluation at the Technical Capacity Evaluation stage is as detailed below:

No.	Requirement	Criteria Description	Weighting Score	Maximum score
1.	Experience of the firm in Development and installation of ICT system /software	<p>Project Manager</p> <p>1. Masters in Computer Science, Engineering, IT or related degree</p> <p>(S)He should have a minimum of 10 years' experience in IT systems a minimum of 6 years' experience in Project Management</p> <p>2. Professional experience in developing and implementing and managing scalable systems with competencies in ICT Infrastructure design, development and implementation with a bias on server, storage, active equipment, networks and information security management and IT in general. Give a minimum of five projects.</p> <p>3. ICT related certification, PRINCE2/PMI or other equivalent project</p>	10	

No.	Requirement	Criteria Description	Weighting Score	Maximum score
		management certifications an Certified		
		<p>System Engineer</p> <ol style="list-style-type: none"> <li>1. B.SC/ in Computer Science, Engineering or related degree</li> <li>2. Have relevant certifications in Infrastructure development e.g. CCNA, certified system engineering professional (CSEP) etc</li> <li>3. 4+ years of experience in ICT Infrastructure design, development and implementation with a bias on configuring server, networks Give a minimum of four projects, Linux OS Admin Certifications will be added</li> </ol> <p>Advantage</p>	10	
		<p>Network engineers/administrator</p> <ol style="list-style-type: none"> <li>1. B.SC/ in Computer Science, IT or related degree</li> <li>2. Have relevant certifications in Infrastructure/Network development e.g. CCNA, CCNP</li> <li>3. Have 4 years' experience in ICT Infrastructure/network design,</li> </ol>	10	

No.	Requirement	Criteria Description	Weighting Score	Maximum score
		development and implementation with a bias on configuring servers, storage, active equipment to the network (LAN, WAN ,etc)		
2.	Human Resource Capacity	Bidders must submit a list of at least six proposed Project team by specialty, the tasks that would be assigned to each team member and their availability for the duration of the project.	<p>≥ 6 project team members = 6 Marks</p> <p>Others prorated at: No of project team members x 6/ 6</p>	<b>6 Marks</b>
		<p><b>Project Manager</b></p> <p>1. Masters in Computer Science, Engineering, IT or related degree (S)He should have a minimum of 10 years' experience in IT systems a minimum of 6 years' experience in Project Management</p> <p>2. Professional experience in developing and implementing and managing scalable systems with competencies in ICT systems/software design, development and implementation with a bias on server, storage,</p>	<b>2 marks</b> for CV;	<b>2 Marks</b>

No.	Requirement	Criteria Description	Weighting Score	Maximum score
		<p>active equipment, networks and information security management and IT in general. Give a minimum of five projects.</p>	<p>No CV = 0 (Zero) marks</p>	
			<p>≥ Degree certificate = <b>2 marks</b></p> <p>No Degree certificate = 0 (zero) marks</p>	<b>2 Marks</b>
			<p>≥ five (5) years' = <b>2 Marks</b></p> <p>Others prorated at: No of years of experience x 2/5</p>	<b>2 Marks</b>
		<p><b>ii. Technical Personnel</b> <i>(a)</i> Must provide a minimum of <b>five</b> technical personnel, each person with minimum qualifications and competence of a Diploma in a ICT field and three (3) years' experience.</p>	<p>≥ 5 CVs = <b>5 Marks</b></p> <p>Others prorated at: No. of CVs x 5/5</p>	<b>5 Marks</b>
			<p>≥ 5 Certificates = 5 Marks</p> <p>Others prorated at: No. of Certificates x 5/5</p>	<b>5 Marks</b>
			<p>≥ 5 personnel with three (3) years' experience in the implementation and maintenance of ICT projects = <b>10 Marks</b></p>	<b>10 Marks</b>

No.	Requirement	Criteria Description	Weighting Score	Maximum score
			Others prorated at: No of personnel with three years of experience x 10/5	
		<b>(b)</b> Certification in software development	<p>≥ 5 personnel with Certification = <b>5 Marks</b></p> <p>Others prorated at: No of personnel with Certification x 5/5</p>	<b>5 Marks</b>
		<p>Provide a detailed implementation methodology indicating the following, as a minimum:</p> <ol style="list-style-type: none"> <li>1. Tentative project plan               <ol style="list-style-type: none"> <li>(i) Detailed activities and milestones, (i) Timelines, and (iii) Resources required</li> </ol> </li> <li>2. System Test plan</li> <li>3. Training plan inclusive of User and technical Manual</li> <li>4. Configuration and backup strategy</li> <li>5. Cut-over strategy</li> <li>6. Post GO-LIVE support strategy clearly indicating</li> </ol>		<b>30 Marks</b>

No.	Requirement	Criteria Description	Weighting Score	Maximum score
		<p>what is in scope and what shall be out of scope and how out of scope items shall be handled</p>		
		<p>Provide a Draft Service Level Agreement SLA Including Support plan for the licenses, Preventive maintenance done on a quarterly basis, Firmware &amp; Software upgrades and enhancements when available. Indicate the percentage of variance and cost.</p>		
5.	Financial Capacity	<p>The Bidder who scores 80% and above will be deemed to be technically responsive and will be evaluated for responsiveness. The lowest in financials will be recommended for award.</p> <p>The single currency for price conversions is: Kenya Shillings. The source of official selling rates is: Central Bank of Kenya. The date of exchange rates is: the last date on which the proposal will be submitted.</p>		

No.	Requirement	Criteria Description	Weighting Score	Maximum score
	Post Qualification/Due Diligence	Due diligence will be conducted on the bidder who will have emerged a winner. In case the report is not positive, the second lowest responsive bidder will be considered for due diligence.		
			<b>Total</b>	<b>100 Marks</b>

**SERVER TECHNICAL SPECIFICATIONS (TO QUOTE SEPARATELY)**

<b>Processor</b>	Intel® Xeon® Scalable 8100 series
<b>Generation</b>	<b>10<sup>TH</sup> Plus</b>
<b>CPU frequency</b>	3.6GHz,
<b>Number of processor</b>	Minimum <b>6 / Scalable</b>
<b>Processor Cores</b>	18 16 core licenses. /Platinum
<b>Power supply unit</b>	Minimum 2
<b>QPI</b>	9.6GT/s
<b>Maximum memory</b>	6.0 TB with 128 GB DDR4
<b>Memory type</b>	HPE DDR4 SmartMemory and HPE Persistent Memory
<b>Memory standard</b>	6.0 TB (48 X 128 GB) LRDIMM
<b>Drive supported</b>	48 maximum
<b>RAM</b>	128GB
<b>Memory slots</b>	48 DIMMS slots /SSD
<b>Storage</b>	8TB / Expandable
<b>Processor speed</b>	3.5GHz
<b>Expansion slot</b>	32 maximum,
<b>Network controller</b>	Flexible LOM
<b>Storage Controller</b>	HPE Smart Array controllers
<b>Ethernet</b>	1Gigabit
<b>Warranty</b>	3/3/3
<b>Server Operating system - Data Centre/Azure</b>	Installed (2019) Licensed /Windows Server & Azure Advanced, multi-layer security/cloud/azure hybrid capabilities
<b>Platform</b>	Flexible application platform / universal
<b>Protection</b>	Licensed internet Security
<b>SSL</b>	Provided

<b>Hybrid integration</b>	
<b>Hyper-Converged Infrastructure</b>	Unlimited
<b>OSEs/Windows Server Containers with Hyper-V isolation</b>	Unlimited
<b>Windows Server Containers without Hyper-V isolation</b>	provided
	provided
<b>Host Guardian Service</b>	provided
<b>Storage Replica</b>	provided
<b>Shielded virtual machines (VMs)</b>	provided
<b>Software-defined networking</b>	provided
<b>Software-defined storage</b>	provided
<b>Server Rack rails</b>	provided
<b>Additional Ethernet ports</b>	provided
<b>2 power supply</b>	provided

**IPAD SPECIFICATIONS ( TO QUOTE SEPARATELY)**

Storage Capacity: 512 GB *
RAM: 16 GB
Screen Size: 11 “
Screen Resolution: 2048*2732
Display Technology: Liquid Retina XDR mini-LED LCD HDR 10
Screen Refresh Rate: 120 Hz
iPadOS 14.5.1, upgradable to iPadOS 15.3 or later
Rear Camera: Triple Camera (12.0 + 10.0 MP)
Front Camera: 12.0 MP
Chipset: Apple M1 Chip
Bluetooth 5.0, USB Type – C 4 (Thunderbolt 4)
Battery: 40.88-, Fast Charging 18W
Colors: Silver, Space Gray
Face ID, accelerometer, gyro, barometer

Smart keyboard
International Warranty provided

## 2.1.2 CLASSIFICATION MODULE

The Board receives application for classification of films/posters /trailers from different kind of clients, these include

1. Film exhibitors- cinema theaters
2. Film distributors- both online and physical distributors
3. Broadcast stations
4. Film festivals
5. Foreign embassies and high commission
6. Institutions of learning
7. Independent film producers.

### **Application Requirements**

When a client submits application for classification the following information is required

1. The name of the person/company/institution making the application
2. Contacts of the person/company/institution making the application
3. Date of application
4. Title of the film
5. Type of production
6. Genre of the film
7. Length of the film (this is in minutes)
8. Format in which the film will be submitted
9. Proof of payments
10. The preferred venue of classification.
11. The origin of the film
12. Preferred date and venue of classification

The department proposed approach for developing the online registration system has been outlined below.

### **User Requirement for Online Licensing**

The department proposes online system for application film classification which will do the following:

1. Allow the customer to make application online for classification of film
2. Integrate with the Board's film classification rating software system
3. Generate certificate of approval for films classified
4. Generate periodic and customized reports

### **Requirements for Online Application**

The system should enable the customer to log in and apply for classification online by providing functionality for the following;

1. The name of the person/company/institution making the application
2. Contacts of the person/company/institution making the application
3. Date of application

4. Title of the film
5. Type of production
6. Year of release
7. Genre of the film
8. Length of the film (this is in minutes)
9. Format in which the film will be submitted
10. Proof of payments
11. The preferred venue of classification.
12. The origin of the film
13. Preferred date and venue of classification

The client also should be able to apply for:

1. Films only
2. Posters only
3. Trailers only
4. Films, trailers and posters
5. Apply for more than one film at once
6. The system should calculate classification fees (Kshs. 100 per minute) and generate invoice for the client
7. Make payment
8. Edit the application should he notice an error during application
9. Provide a link for the film if it is being submitted online.
10. For programmes and series, the customer should be able to indicate the title of programme/series:
  - a) The title of programme/series
  - b) season
  - c) Which Episodes they are applying for classification

### **Integration**

The online licensing system should be able to integrate with film rating system where by once a customer application for classification is completed the following information is transferred to rating system:

1. Title of the film
2. Type of production
3. Genre of the film
4. Length of the film (this is in minutes)
5. Origin of the film.
6. Year of release

Once the classification is done a classification report is transferred to the online system where certificate of approval is generated. The Certificate for films will reflect either of the following approvals:

- GE (General Exhibition)
- PG (Unsuitable for children under the age of 10)
- 16 (Unsuitable for children under 16)

- 18(unsuitable for persons under 18)
- Restricted (Banned)

## **Reports to Be Generated by Online Licensing System**

After examining and classifying films the department is expected to generate various reports The Online Licensing System should assist in generating the following reports:

1. The number films classified in a given period of time i.e., monthly, quarterly Yearly
2. The ratings that have been given to the film
3. The clients who have applied for classification
4. The origin of the films classified
5. The serial number of certificates of approval for films, trailers and posters
6. The revenue collected of the films classified ‘
7. The genre of films
8. The type of production
9. Films by year of release

## **WORKFLOW**

### **INITIAL APPLICATION FOR CERTIFICATE OF APPROVAL**

To have your content classified the client is supposed to:

1. Make application for classification. In the application the customer is required to give their details which include their names, the name of the production company, and their contacts.
2. They are also required to give details of the content they are submitting for classification, the details entail the title, the genre, the year of production and the number of the length, of the content in minute they are also supposed to indicate if the content has poster and trailers.
3. Once the customer has applied the system calculates payment to be made (KSH 100 per minute) and issue an invoice,
4. For Posters, trailers and commercial the fees are standard which is KSHS 1000
5. The applicant makes payment using the details in the invoice and submits the application for review;
6. The system verifies payment and submits the application to the backend for review;
7. The application is reviewed and approved; if rejected the system should notify the applicant to edit the application as advised and resubmits it for approval;
8. Upon successfully submission the system should notify classification department of the application.
9. Upon approval the system transfers the following information to the film rating system

- a. Title of the film
  - b. Type of production
  - c. Genre of the film
  - d. Length of the film (this is in minutes)
  - e. Origin of the film.
10. After examination of Film a report from the rating software is sent to the online system where certificate of approval and the unique serial no is generated for the film

### Notes

- The system should allow the customer to apply for more than one film, generate invoice and pay for them all at once.
- The system should be able to allow the customer to use other forms of payment other than M-pesa i.e. Cheques, RTGs, Swift, VISA
- The system should be able to seamlessly be integrated with other systems.

The Certificate for posters will reflect either of the following:

- Approved for exhibition
- Not approved for public exhibition
- The system should be able to have:
  - Successful application
  - Pending application
  - Rejected application
    - The system should allow for exporting of reports in editable document formats
    - The system should allow for communication between client and classification officers during application in case of difficulties
    - Allow backend to approve applications
    - Allow the backend to access the application from the clients' portal.

### 2.1.3 FILM REGISTRATION MODULE

The film registration function entails regulating creation of filming activities in Kenya. In this regard, the following services, that should be included in the Online Film Regulation System, are offered by the user department:

1. Registration of Film Agents i.e. issuance of Certificates of Registration of Film Agents
2. Renewal of Certificates of Registration of Film Agents
3. Issuance of Filming Licences to both local and foreign filmmakers
4. Extension of filming licences
5. Reporting
6. Data Retrieval
7. Communication – Messaging

## Functional Requirements

The system should facilitate the following:

1. Creation of Accounts by applicants;
2. Reset of passwords;
3. Submission of applications for Certificates of Registration of Film Agents
4. Submission of applications for Filming Licences for the following subject materials:
5. Generate invoice for applications made;
6. Payment for applications made within the system;
7. Review and approval of applications;
8. Provide application history for all applications made and processed;
9. Generation of Certificates of Registration of Film Agents and Filming Licences in PDF Format;
10. Sending Certificates of Registration of Film Agents and Filming Licences in PDF Format to the applicants' SMS/EMAIL;
11. Generation of customized reports;
12. Retrieval of information in the system using a Search Feature;
13. Sending notifications to applicants of change of password, receipt of applications, application status (approved and rejected applications) via SMS/EMAIL;
14. Sending notifications to staff of incoming applications via SMS/EMAIL;
15. Generation of a List of Film Agents in PDF Format;
16. Generation of a list licensed films in PDF format;
17. Communication between clients and the Board within the system; and
18. Assurance of security of applicants' data.
19. Artificial Intelligence (AI) capabilities.

Specific capabilities of the system include:

1. Client End- Creation of User Account; Sign up and Sign in
2. Client End-Reset of Passwords;
3. Client End- Application Form;
4. Client End – Uploads Section for attaching documents;
5. Client End - Terms and Conditions (T&C's);
6. Client End – Payments;
7. Client End – Application History for all applications made;
8. Backend- Review, rejection or/and approval of applications;
9. Backend-Comments Section for staff before they approve any application;
10. Backend- Two-tier approval process;
11. Backend – Information retrieval;
12. Backend- Reporting Tool for generating customized reports;
13. Client End – Messaging Tool

14. Backend – a feature for updating details of film agents registered manually, if any; and
15. Client and Backend - Clear Icons for various services and User-friendly interface.

### Functional Guidelines

In order to access the services upon logging into their accounts, the applicants must first interact with an interface providing a drop down menu with the option of **Kenyan Citizen/ Company** or **Non-Kenyan Citizen/ Company** from which they will select one.

In case of **Kenyan Citizen/ Company**, a mandatory form will appear requiring them to provide specific details before proceeding to filling the application form for a filming licence for the first time in the system. This is a one-off registration form that applicants will not be required to fill when making subsequent applications for filming licences. There will be no mandatory requirement for Kenyan Citizens/ Companies to be registered as Film Agents or be facilitated by one.

In case of **Non-Kenyan Citizen/ Company**, there will be a mandatory requirement for them to them to be facilitated by a Local Film Agent. In this regard, the **Non-Kenyan Citizen/ Company** will select an agent from the list provided before applying for a Filming Licence. It will be mandatory for the applicant to attach a Letter of Authorization from the Film Agent for the application to be submitted for processing. The system shall notify Film Agents when such applicants select their companies as Film Agents as they begin applying for Filming Licences.

Under the Filming Licence Application Option, there will be two more options namely, Make a New Application (for initial application) and Licence Extension (for extension licences). The system shall only allow extension of valid licences.

There shall be a provision(s) for applicants to attach documents which should be restricted to PDF files only.

The system should decline submission of applications if the mandatory attachments have not been provided.

The system shall provide application history for all applications made by applicants in their accounts.

The system shall provide application history for all applications approved in the respective accounts of the reviewers.

The system should allow effortless sign up and sign in and should send an applicant a notification on email after creating account via SMS/EMAIL.

The system should send an EMAIL/SMS with instructions prompting applicants to reset their passwords after they have initiated the password-reset process;

The system should allow for submission of initial and resubmission of rejected applications;

The system should provide an invoice for every application with clear payment instructions;

Each application should have a unique identifier (**Track Number**);

The system shall notify applicants on email/ SMS after their applications have been approved or rejected;

The system shall send three (3) notifications to the Film Agent - a month to expiry date, a week to expiry date, and upon expiry.

The Certificate of Registration shall be valid for a period of **one (1)** year.

The system shall have an automatically generated list of registered filming Agents.

The system should allow renewal of Certificates of Registration Film Agents, retrieval of the existing application form for the expired certificate, amendment and update of information on the application form as well as uploading of new documents.

There shall be a provision(s) for applicants to attach documents. These should however, be restricted to PDF files only;

The system shall provide application history for all applications made in the applicants' accounts;

The system shall generate a list of film agents that is downloadable in PDF Format;

Applicants must generate an invoice providing them with payment details and instructions.

All applications must be paid for before the system allows for submission to the backend for processing.

## **Payment**

- The system should provide diverse payment modes and a simple payment process.
- The system should provide the following payment modes:
  - a. Card payment – Debit and Credit Visa cards, and Master Card
  - b. Mobile Money – Safaricom, Airtel, Telkom and Equitel.
- The applicant initiates payment by selecting a mode of payment from the list provided, in case of a Visa card (debit or credit card) and Master Card, the system prompts the applicant to enter the card details and SECURITY CODE (CVV) to complete the payment process

and in case of mobile money payment mode(s), the system prompts the applicant to enter PIN to complete payment process;

### **Approval Process**

The system shall provide a Two-tier approval process (Reviewer 1 and Reviewer 2) and names of reviewers for each approved application.

### **Reporting**

The system shall generate customized reports for all applications made in the system.

### **Data Retrieval**

The system shall include a provision for searching and retrieving data in the backend. The Search Feature will provide filters that can be used by the user department to retrieve any information required.

### **Communication**

The system shall include a provision for searching and retrieving data in the backend. The Search Feature will provide filters that can be used by the user department to retrieve any information required.

## **2.1.4 FILM LICENSING MODULE**

The system should be able to allow an applicant to do the following:

- i. Create an account (signs up)
- ii. Log into the system
- iii. Reset a password.
- iv. Apply for:
  - a. Film Exhibition license
  - b. Film Distribution license
  - c. Classification Labels

The system should be able to:

- Populate the following for film exhibition: (Video shows, Play Stations, Virtual Reality Games, Cinema Theaters, Mobile Cinemas, Visual Billboards, Online Exhibitors, Public Service Vehicles)
- Populate the following for film Distribution: (Video Shops, Online Film Distributors, Video Games Distributor)
- v. Ensure that a minimum of 200 Classification labels is applied for.
- vi. Generate invoices for different categories of licenses:

- **Kshs. 5,000** license fees for Video shops and Video games shops application where **ksh 3000** is for licence and **ksh.2000** for Clasification labels. For an online film distributor business, charges are **Ksh 3000**. The applicant should share a link of the online business as proof that the business actually exists and it is not a physical film business.
- **Kshs. 2,000** for Exhibitor application fees: Play Stations, Public Service Vehicles, Video shows.
- **Ksh 10,000** per exhibition Screen. (Cinema Theatres, Virtual reality games, Mobile Cinema Exhibitors, Visual Billboards and Online Exhibitors).
  - Classification Labels cost **Ksh 10** per label.

## **Workflow**

- i. The applicant fills a Film License Application Form in the Online Licensing System (OLS)
- ii. The applicant verifies information in the application form.
- iii. The applicant must agree with the terms and conditions (T&C) before the application is submitted.
- iv. Terms and conditions should have a dropdown menu on the same and the applicant should read before agreeing. The dropdown menu should be very specific to Cap222.
- v. For applicants applying for labels only, the system should create an application page that will capture all the applicant's details.
- vi. The system generates an invoice. Whether the application is for different businesses or not one invoice is generated prompting a single payment which needs to be issued with separate licenses.
- vii. The applicant makes payment using the details in the invoice and submits the application for review.
- viii. To make payment, the system should provide the applicant with different modes of payment. Namely:
  1. Visa (Credit or Debit Cards)
  2. Master card
  3. Mobile Money services (Safaricom, Airtel, Equitel, Telkom)
- ix. The applicant selects the preferred mode of payment and follows the system prompts. For Mobile money services, the applicant selects the preferred pay service and upon selection the system prompts them to enter their pin to make payment and complete the transaction.
- x. The applicant submits the application for review.

- xi. The system verifies payment and submits the application to the backend for review.
- xii. The system should send an alert message to the approving officer for action.
- xiii. If approved or rejected, the applicant gets feedback.
- xiv. If rejected, the applicant edits the application as advised and resubmits it for approval.
- xv. Upon approval the system processes the film licence or licences.
- xvi. The applicant should be able to download separate certificates for the multiple film businesses.
- xvii. The Licence should start to be operational from the time it was approved and NOT from the time it was generated.
- xviii. The system should provide a message section where an applicant can give feedback.

**a. System Administration**

**The system should be able to allow:**

- i. An application to reviewed.
- ii. Request for approvals from different categories of film businesses
- iii. An approving officer to access an applicant’s website once the link to the website is clicked.
- iv. An alert message to be sent to the applicant in case of approval or rejection.
- v. Provision of applicant’s history for all applications made in their accounts.

**b. Notifications**

- i. The system should be able to notify Film Applicants of expiry of their licenses one month before expiry.
- ii. The system should be able to notify applicants where appropriate, on where to collect their classification labels. This will be informed by the county the applicant indicates. The system should isolate the applications in reference to nearest KFCB office and send a notification to the officer in charge for approval.

**c. Reporting**

- i. The system should be able generate reports for approved, rejected, complete and pending applications.
- ii. The system should be able to generate comprehensive reports with details in the application forms for film license applications.
- iii. The system should be able to provide filters for filtering data in the backend e.g. Date, month, region, subject material, company etc.

**d. Data Retrieval**

The system should be able to provide a provision for searching and retrieving data in the backend through the following: ID, license no, applicant's names, code, business and company names.



## TECHNICAL SYSTEM REQUIREMENTS

### Evaluation criteria shall include:

- a. Preliminary Evaluation / Mandatory Requirements
- b. Compliance with Technical Requirements (capability assessment)
- c. Technical Evaluation as per the set criteria
- d. KFCB may invite the best firms for demonstration before an award.
- e. Due diligence will be conducted to verify the information provided.
- f. Provide a Copy of Valid ICTA Network or Applications certification of any level
- g. Provide evidence of implementation in terms of LPO/extracts from the contract, completion/GO LIVE certificate and reference letters
- h. Pre Bid

### Scope of Work

The scope of work includes:

1. Load the developed software on tablets,ipad,laptops.
2. Supply and installation/setup of the appropriate client software, licenses and kits.
3. Training of Staff members and system administrators(ICT)
4. Provision of warranty after successful installation/configuration.
5. Demonstrate Provision of support after installation.
6. Preparation and timely submission of project reports

### Deliverables

1. Tender proposal giving a detailed understanding of the assignment, proposed detailed work plan and costs.
2. Inception Report with agreed methodology and work plan/activities schedule.(i)Work plan ii. Functional Requirement Gathering iii. Development of the Application iv. Coding v. UAT vi. Quality Assurance vii. Data Migration) viii. Knowledge Transfer ix. Process discovery and documentation
3. The Vendor should describe in details in their proposal the testing environment and methodology to be used prior to handing over the system for client user acceptance testing (UAT).

4. Regular progress/status reports
5. Regular report Training of members of staff/examiners
6. Supply and delivery of tablets, loaded with the software
7. Installed and configured supporting hardware and software systems as applicable.
8. Hand-over report – to detail configuration parameters that KFCB sys-admins can tweak for purposes of optimization to the environment.
9. Warranty of 3 years for software
10. The bidder is expected to demonstrate how to deliver, deploy, test and commission the product on a hybrid environment (cloud and on premise) hosting solution.
11. Once the system has been completed and accepted, the system design and all of its data, contents, software and architecture shall become property of KFCB.

### **INSPECTION AND QUALITY CONTROL TESTS/CHECK**

1. Purchaser has the right to inspect, test and where necessary, reject the goods after the goods' arrival at the destination shall in no way be limited or waived by reason of the goods having previously been inspected, tested, and passed by Purchaser or its representative prior to the goods' shipment from the place of origin.

2. Nothing stated herein above shall in any way release or discharge the Bidder from any warranty or other obligations / liabilities under and in accordance with this Contract.

### **MANUALS**

1. The Bidder must along with the licenses, supply all relevant manuals for the systems delivered / installed. The manuals shall be in English.

2. Unless and otherwise agreed, the license(s) shall not be considered to be completely delivered for the purpose of taking over, until such manuals as may be necessary are provided to the Purchaser.

3. System manuals should include the specifications of the product licenses supplied.

### **ACCEPTANCE CERTIFICATES**

On successful completion of acceptability test, receipt of deliverables, etc., and after the Purchaser (which shall not be deemed to be an obligation on the Purchaser) is satisfied with the deployment, the Acceptance Certificate shall be issued by the purchaser, The date on which such certificate is signed shall be deemed to be the date of successful implementation of the of the solution.

## **SUCCESSFUL BIDDER'S OBLIGATIONS**

1. The Successful Bidder is obliged to work closely with Purchaser's staff, act within its own authority and abide by directives / instructions issued by Purchaser from time to time. The Successful Bidder will abide by the job safety measures prevalent and will free / indemnify Purchaser from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Successful Bidder will pay all indemnities arising there from and will not hold Purchaser responsible or obligated.
2. The Successful Bidder would be required to install and implement the requisite support and information technology infrastructure to enable the Purchaser to meet the operational objectives.
3. The Successful Bidder is responsible for managing the activities of its personnel and / or personnel working pursuant to its instructions and will hold itself responsible for any misdemeanors. The Successful Bidder will treat as confidential all data and information about Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of Purchaser.

## **START OF INSTALLATION**

Prior to taking up installation of any major component of work, the Bidder shall submit to Purchaser his proposed procedures and obtain Purchaser's approval in writing.

## **REPORTING PROGRESS**

1. The Successful Bidder shall monitor progress of all the activities specified in the program of works and submit free of cost weekly progress report about various aspect of the works/Services to the Purchaser.
2. The Bidder will have to participate in weekly meetings with the Purchaser to discuss project progress, various issues relates to efficient and timely execution of the order. If at any time it should appear to the Purchaser that the actual progress of work does not conform to the approved programme the Bidder shall produce at the request of the Purchaser a revised programme showing the modification to the approved programme necessary to ensure completion of the work within the stipulated time for

completion of work.

3. In case during execution of work/Services the progress falls behind schedule then the Bidder should notify the Purchaser in writing about the same with proper causes for the delay and recovery procedures mentioned. Bidder shall deploy extra manpower, resources to make up the progress. Programme for deployment of extra man power/ resources will be submitted to the Purchaser for its review and approval. All time and cost effect in this respect shall be borne, by the Bidder.

### **SPECIFICATION AND SCOPE OF WORK**

The bidder is expected to design, develop, test, deploy and commission the product in an hybrid hosting *environment -web-based solution*.

#### **Project Management**

The vendor is expected to produce a complete project checklist, with milestone markers and delivery dates upon starting the project. The vendor should schedule weekly progress meetings for the duration of the project. The project implementation shall be monitored by the project management team of the Board.

#### **Maintenance and Support**

Following the successful completion of the project, the vendor is required to provide the following support information regarding technical support and other vendor services:

- a) Materials describing the process for reporting a system failure in any of the components of the proposed proposal.
- b) The methods available for contacting tech support (phone, email, website, etc.) including escalation procedures.
- c) Standard warranty and maintenance for each of the components proposed.
- d) Upgrade path for the software and any annual support fee.

### **1. MANDATORY/PRELIMINARY EVALUATION CRITERIA**

<b>S/NO.</b>	<b>ITEM DESCRIPTION</b>	<b>PASS/FAIL</b>
1.	The bid <b>MUST</b> be submitted in book style, perfectly bound, serialized and should not have any loose pages. Bids with Spiral binding or files ( <i>spring and box</i> ) shall be disqualified.	
2.	Provide Company Profile (Company History, Contacts and Services)	
3.	Submit a Copy of Certificate of Business Registration/Incorporation (or its equivalent for an International Tenderer)	

4.	Submit a Tax Compliance Certificate valid as at the Tender Closing date. For International firms, submit a Notarized Tax Compliance Certificate or its equivalent issued by the relevant Tax Authority from the Tenderer's domicile country valid as at the Tender Closing date	
5.	Duly filled, signed and stamped Form of Tender on the Firm's Letter Head as provided	
6.	Duly filled, signed and stamped Confidential Business Questionnaire in the format provided in	
7.	Provide a Certificate of Shareholding/CR12 or its equivalent. For joint ventures, the same shall be provided for each firm.	
8.	Submit Complete Sets of financial Audited Accounts for years 2018, 2019 and 2020 (abridged version or group accounts are not acceptable). For joint ventures, the accounts to be submitted shall be for the Lead Firm.	
9.	Duly filled, signed and stamped SD1 form - Declaration of not being debarred to participate in public procurement in Kenya (in the format provided in section IV)	
10.	Duly filled, signed and stamped SD2 form - Anti-Corruption Declaration Commitment/Pledge (in the format provided in section IV)	
11.	Duly filled and signed Certificate of Independent Tender Determination as per the format provided	
12.	A duly signed, and stamped power of attorney for the person signing the tender on behalf of the tenderer, which must be certified by a Commissioner for oaths or Notary public	
13.	A statement confirming that the Tenderer is the manufacturer of the proposed System OR Where the bidder is an agent of a manufacturer of the proposed system/software to be supplied, the manufacturer Must fill in and sign the manufacturer's Authorization form in the format provided in Section IV.	
14.	In the case of a joint venture, the Bidder must provide a joint venture agreement signed by both parties and certified by a Commissioner for Oaths or Notary Public. The joint venture agreement must clearly state the Lead/Prime partner. The joint venture should define the roles and responsibilities of each party in the assignment.	

Bidders who meet all the Mandatory requirements will proceed to the next stage of evaluation (Technical Compliance Evaluation).

No	Requirement	Description	Tenderer's response
1	User Needs Assessment	<ul style="list-style-type: none"> <li>Understand Business Goals &amp; Objectives - discussions with relevant officers in the various departments to be in line with the goals &amp; objectives for the project and the Vision of the organization.</li> </ul>	

		<ul style="list-style-type: none"> <li>• Analyze gaps in capabilities and workflows to determine where automation can drive efficiencies development of a Project Proposal.</li> <li>• Develop Business Requirements – based on business process analysis, work with key stakeholders to develop detailed system requirements as follows; <ul style="list-style-type: none"> <li>a) Project initiation documentation detailing the business case</li> <li>b) Feasibility study detailing the proposed solution</li> <li>c) Detailed user and technical requirements</li> <li>d) High level and detailed system design documents</li> <li>e) System testing and commissioning documentation</li> <li>f) User and technical training</li> <li>g) User and technical manuals</li> <li>h) Post Implementation Review</li> </ul> </li> </ul>	
2	System Features/ Flexibility	<ul style="list-style-type: none"> <li>• Design should be flexible to accommodate new/ additional pages which allow for, video content, list of productions and any other media content as provided by the client</li> <li>• Design should allow changing the interface templates as and when required.</li> <li>• It should be compatible to various browsers including IE, Mozilla Firefox, Chrome, Safari, Opera etc. having in mind the right screen resolutions</li> <li>• Develop a portal integrated with the current systems</li> <li>• The portal should incorporate cyber security features against hacking and defacement, phishing etc</li> <li>• Both files and database should have a backup solution to ensure business continuity as well as data recovery planning well documented and tested.</li> <li>• Regular reporting of the status provided.</li> <li>• Addition of new features should be a seamless process and documented</li> </ul>	

4	User friendly /Accessibility	<ul style="list-style-type: none"> <li>• Persons with disabilities should be able to use the system. The bidder should state how they will ensure that people with disabilities can perceive, understand, navigate, and interact with the system. It will be important that the system is accessible in order to provide equal access and equal opportunity to people with disabilities.</li> <li>• The application user interface should be simple and user friendly including font type, font size and theme.</li> </ul>	
	Compatibility	<p>The system should be compatible with all popular Operating systems, Browsers and Mobile Devices as broken down below:</p> <ul style="list-style-type: none"> <li>• Operating Systems: Windows, Apple, Unix/Linux</li> <li>• Browsers: Firefox, Chrome, Edge, Opera, Safari, Internet Explorer</li> <li>• Mobile Devices: Android, iOS</li> </ul>	
	Scalability	<p>The system should be modular based and can be implemented in phases.</p>	
	Two factor Authentication	<p>The system should provide for 2FA.</p>	
4	Hosting	<ul style="list-style-type: none"> <li>• The system shall be hosted on <b>cloud and on premise location</b> and provide details of any third-party hosting partner they intent on using/ BaaS/DRaaS/SaaS</li> <li>• The vendor should provide robust information security to maintain the site integrity and confidentiality.</li> <li>• KFCB reserves the right to host the system on any other server. In such a case, the vendor will be required to provide all other services as mentioned in this document on the server as chosen by KFCB.</li> </ul> <p><b>NB: The Bidder to propose the pricing for both hosting environments and requirements.</b></p>	
5.	Interoperability and system security	<ul style="list-style-type: none"> <li>• Provision for Payment Module Integration</li> <li>• Integration with other existing systems</li> </ul>	

6.	System Training	<ul style="list-style-type: none"> <li>• User Training for the user department to ensure they are comfortable navigating through the rating system.</li> <li>• System administrator training to ensure internal system administrator is fully efficient managing the deployed system on a day-to-day basis.</li> <li>• Content management training to provide training for content managers who will be adding classification content to the system on a consistent basis seamlessly.</li> <li>• Provide user friendly mechanism for uploading/updating new content, including copy, images, forms, documents, or other materials.</li> </ul>	
7.	Design and Layout SYSTEM PROTOTYPE BUILD	<ul style="list-style-type: none"> <li>• The consultant is expected to develop and present prototype designs to the evaluation committee. The designs should be in line with KFCB as a brand.</li> </ul>	
8.	Quality Control of Content/process  Change management	<ul style="list-style-type: none"> <li>• Review for accuracy and determination of ownership/copyright of all data/information Creation of Graphics and Navigation Designs.</li> <li>• Before any system authoring is undertaken, sample designs and navigation systems shall have to be prepared, reviewed and approved.</li> </ul>	
	User Training & Documentation	<p>Comprehensive training for both end users and system administrators should be provided. The following sets of documentation (both soft and hard copy) should be provided alongside the application: -</p> <ol style="list-style-type: none"> <li>a) System Technical Documentation (ERDs, DFDs-Database structure, Use Cases and schematic diagrams)</li> <li>b) User Manual – Self-explanatory for all available modules</li> </ol> <ul style="list-style-type: none"> <li>•</li> </ul>	
9.	System Acceptance	<ul style="list-style-type: none"> <li>• The acceptance by the KFCB will be based on clearly defined milestones.</li> <li>• Acceptance will only be sanctioned when the KFCB’s ICT Project steering Committee have certified that the works are in strict compliance with their defined scope. <ul style="list-style-type: none"> <li>• Once the system has been completed and accepted, the system design and all of its</li> </ul> </li> </ul>	

		<p>data, contents, software and architecture shall become property of the KFCB.</p> <p>The supplier <b>MUST</b> provide the source code of the database scripts, all access credentials <b>and Knowledge Transfer and all project documentation as required</b> upon completion and commissioning of the KFCB system.</p>	
10.	Warranty and Support	<p>Post-Implementation Support &amp; Maintenance at least 3 years, on the product and it corresponding software on-boarded licenses</p> <p>The ICT steering committee shall ensure post implementation review report is in place.</p>	
11.	ICTA Standard	The film system development should be aligned to the ICTA Systems and Applications standards and Governance Standard.	
12.	Sample system design layout	<p>Tenderers <b>MUST</b> provide a sample design in PDF/JPEG/MP4 for incorporating the KFCB official colors.</p> <ul style="list-style-type: none"> <li>• HIGH LEVEL ANALYSIS AND DESIGN</li> <li>• DETAILED ANALYSIS AND DESIGN</li> </ul>	
13.	Portability	<p>Accessible on Android Play/IOS as an app store with authentication</p> <p>Accessible on desktop/pc/ tab/ipad /android or any other mobile devices</p> <p>Mobile technologies should be part and parcel of the system (encompass SMS system for sending SMS, etc)</p> <p><b>NB: The system MUST have a mobile version</b></p> <p><b>can the application developed be used in an operating systems other than the one</b></p> <p><b>in which it was created without requiring major rework.</b></p>	
14.	Training of all technical departments and system	<p>The Tenderer shall provide an extensive training plan indicating all areas that the training will cover Quarterly.</p> <ol style="list-style-type: none"> <li>1. Technical/System administration</li> </ol>	

	admins and IT staff	<ol style="list-style-type: none"> <li>2. User/Content management</li> <li>3. System users (Hqs and Regional Offices)</li> </ol>	
15	Technical System Administration	<ol style="list-style-type: none"> <li>1. The system shall allow the administrators to modify the reporting templates and interventions.</li> <li>2. The system shall also allow administrators to manage the reporting organization Meta data and access rights to the system.</li> <li>3. System users should be able to access the system using the active directory credentials</li> </ol>	
16	System Security	<ol style="list-style-type: none"> <li>1. The System <b>MUST</b> have a robust security administration and authorization profiles that assure system access (client facing and backend)</li> <li>2. The system <b>MUST</b> execute authority checks in its security administration and authorization profiles to ensure only authorized individuals can access the system or perform specific operations.</li> <li>3. The system <b>MUST</b> be able to provide audit Trail-Complete audit trail able to answer 5W+1H (Whom, Where, When, Which, What and How) activities in the system.</li> </ol>	
17	System Auto lock	<ol style="list-style-type: none"> <li>1.Lock out who do not report within the frame specified.</li> <li>2. Must allow administrator to reopen the system upon request</li> </ol>	
18	System Dashboard	System analytics - all logged activities	
19	Automated email + SMS alerts	<p>The system shall relay:</p> <ol style="list-style-type: none"> <li>1. Automatic email alerts and SMS to remind the reporting of impending system lock-out for late reporting</li> <li>2. Similar automated alerts acknowledging reports submitted</li> <li>3. Be able send a block email/BLAST Email as well as to individual IPs</li> </ol>	
20	Data Validation	<ol style="list-style-type: none"> <li>1. The System <b>MUST</b> enable restriction of the value (minimum or maximum values) entered by users during reporting.</li> <li>2 The system <b>MUST</b> ensure fields that require numeric data cannot capture text characters and vice versa.</li> <li>3 The System <b>MUST</b> ensure that validation rules are set as per indicator properties and reporting requirements.</li> </ol>	

		4. All certificates Shall contain a unique reference number and Automated Date Stamp	
21	Certification	System should be able to send an automatic certificate alert to the Clients upon KFCB approval.	
22	End of Life.	The consultant should indicate the EoL and subject to regular updates where necessary	
23	System		
24	Upgrades of the system from time to time.	The bidder should be able to introduce new features, carry out on-demand changes and regular updates of the system. Develop and establish Proper Change Management Process Plan	
25	Carry out necessary maintenance of the site as per request	This include but not limited to: analysis of access logs, error logs and implementation of solutions to found exceptions	
26	Code maintenance and upgrade on security management.	This include but not limited to: fine tuning of web pages, closure of any existing security loopholes The bidder shall carry out proactive security assessment checks and provide a quarterly reports.	
27	System restoration	The bidder shall maintain an up-to-date backup and should be able to restore the system in case of failure/hacking.	
28	Availability	<ul style="list-style-type: none"> <li>· High availability Zero downtime</li> <li>· Unlimited scalability</li> <li>· Unrestricted throughput*</li> <li>· Unrestricted SSL transactions*</li> <li>· Seamless license upgrade</li> <li>• The system has to be accessible 24 hours a day, 7 days a week from any part of the world with minimum if not zero downtime (99.5% availability).</li> </ul>	
29	Offline Mode and Mobile Version of content upload	System should have provision for offline / online rating uploads The system shall have an offline mode to allow users to input and store data when they are not connected to internet and allow automatic upload when the user get connected to the internet	
30	Restricted Content Interface	Ensure content is accessible on need to know basis for everyone, the ability to restrict content based on the user roles or their logged in status. Restrict access to certain content, pages or posts because some of them can only be for paid or registered members or for admins only, thus they will be the only users who can access them.	

31	System Optimization	The contracted company will ensure the system Optimization /Reports /search /query etc	
32	Administration	Secure, SSH, HTTP and HTTPS for remote access administration · Fully configurable using Web User Interface (WUI) · Easy start configuration and maintenance wizards · WebUI-based Help Assistant · Virtual Service Configurations can be edited and tuned	
33	A.I Tech	The system should be able to integrated Artificial Intelligence Technologies in the system modules /process.	
34	Application Interface (APIs)	The system should provide Integration with API for a web API functionality that will enable communication and data interchange between external/internal systems where applicable/necessary.	
35	Throughput	Maximum number of simultaneously logs in	
36	Provision for technical documentation / Manuals	Technical documentation/Manuals Provided	
37	Hardware	The vendor will be required to supply install and commission the system (server, storage etc) for maximum performance.  The vendor will be required to give the specification of the hardware they require (server, storage etc) IF ANY for maximum performance. The purchaser will provide the required hardware.	
38	Communication plan	The contractor will be required to provide maintenance and support to system administrators. This should also include a comprehensive helpdesk support and communication plan.  Ability for users to send errors and get chat assistance or phone support	
39	Dashboard	Showing all rated films and posters List all films categorized to ratings PG, GE etc .display using their landing images	

40		<b>Database</b>	
		Application software, systems software and application development software shall be acquired in consideration of information sharing, user satisfaction, compatibility, unified support, Interoperability, scalability, quality and improved staff productivity	
		Version /It should be ensured that source code ownership is defined before engagement with the developer.	
<b>SYSTEM TESTING</b>			
41	Comprehensive documentation	<ul style="list-style-type: none"> <li>• Create test cases and test data.</li> <li>• Manage the test environments and associated test data from an applications perspective.</li> <li>• Ensure that all testing activities conform to the requirements of defined in the Change Control procedures.</li> <li>• Perform unit and system testing and document results.</li> <li>• Perform integration, stress, and regression testing and document results.</li> <li>• Review and approve results of all testing activities.</li> <li>• Develop and conduct user acceptance, quality assurance (QA) testing and document results.</li> <li>• Assist in conducting and documenting user acceptance and QA testing.</li> <li>• Review testing results to identify variances between documented requirements and provided functionality and usability.</li> </ul>	
		<ul style="list-style-type: none"> <li>• Review testing results for compliance with policies, procedures, plans, and metrics (e.g. defect rates, progress against schedule, etc.).</li> <li>• Correct defects identified during the testing efforts and document.</li> </ul>	

	Unit Testing:	The vendor will carry out the unit testing in house to make sure each component and system functions have been designed.	
	Integration Testing:	After all functions of the system are developed, integration testing should be carried out to make sure that all functionalities function and perform as expected when working in combination.	
	Load testing:	Since the application will be used by a large number of applications, load testing will be performed to see how the system performs under heavy loads. This may require fine tuning the web server, application, application server, and/or the database server or network configuration and document	
	Recovery Testing:	One of the important aspects of an application is how well it can recover in case of a system failure, server shutdown, or service failure. Tests will be carried out to see how well the system recovers from crashes and hardware failures.	
	Usability Testing	The client will test the navigation between screens, user-friendliness and workflows of each of the screens. Against this, if inconsistencies/defects are identified the interface maybe redesigned during this testing Stage based on feedback from the Client.	
	Functional Testing:	A complete end to end functional testing cycle will run. During the functional test, actual processes, and all key services provided by system will be tested against the business requirement, (end to end) to see if the system meets the requirements as described in the technical specification and stores data and generate reports properly.	
	Acceptance Testing	An end to end functional and quality of service (including security, performance and robustness) will be completed by system user to any system sign off. To ensure that the deployed product conform with the mandatory requirement	
	UAT Test Script	An end to end functional and quality of service (including security, performance and robustness) will be complete by the technical department prior to any system sign off.	

## 1. TECHNICAL CAPACITY EVALUATION

All the firms that are successful in the Technical Compliance evaluation stage will be subjected to a Technical Capacity evaluation. Firms that attain a pass mark of 75% and above out of 100% will proceed to the next stage of Financial Evaluation. The evaluation at the Technical Capacity Evaluation stage is as detailed below:

No.	Requirement	Criteria Description	Weighting Score	Maximum score
1	Experience of the firm in Development and installation of ICT system /software	<p>Project Manager</p> <p>1. Masters in Computer Science, Engineering, IT or related degree (S)He should have a minimum of 10 years' experience in IT systems a minimum of 6 years' experience in Project Management</p> <p>2. Professional experience in developing and implementing and managing scalable systems with competencies in ICT Infrastructure design, development and implementation with a bias on server, storage, active equipment, networks and information security management and IT in general. Give a minimum of five projects.</p> <p>3. ICT related certification, PRINCE2/PMI or other equivalent project management certifications an Certified EDMS</p>	10	
		<p>System Engineer</p> <p>1. B.SC/ in Computer Science, Engineering or related degree</p>	10	

No.	Requirement	Criteria Description	Weighting Score	Maximum score
		<p>2. Have relevant certifications in Infrastructure development e.g. CCNA, certified system engineering professional (CSEP) etc</p> <p>3. 4+ years of experience in ICT Infrastructure design, development and implementation with a bias on configuring server, networks Give a minimum of four projects, Linux OS Admin Certifications will be added Advantage</p>		
		<p>Network engineers/administrator</p> <p>1. B.SC/ in Computer Science, IT or related degree</p> <p>2. Have relevant certifications in Infrastructure/Network development e.g. CCNA, CCNP</p> <p>3. Have 4 years' experience in ICT Infrastructure/network design, development and implementation with a bias on configuring servers, storage, active equipment to the network (LAN, WAN ,etc)</p>	10	
2	Human Resource Capacity	Bidders must submit a list of at least six proposed Project team by specialty, the tasks that would be assigned to each team member and their availability for the duration of the project.	<p>≥ 6 project team members = 6 Marks</p> <p>Others prorated at: No of project team members x 6/ 6</p>	<b>6 Marks</b>



No.	Requirement	Criteria Description	Weighting Score	Maximum score
		<p><b>ii. Technical Personnel</b></p> <p>Must provide a minimum of <b>five</b> technical personnel, each person with minimum qualifications and competence of a Diploma in a ICT field and three (3) years' experience.</p>	<p>≥ 5 CVs= <b>5 Marks</b></p> <p>Others prorated at: No. of CVs x 5/ 5</p>	<p><b>5 Marks</b></p>
			<p>≥ 5 Certificates = 5 Marks</p> <p>Others prorated at: No. of Certificates x 5/ 5</p>	<p><b>5 Marks</b></p>
			<p>≥ 5 personnel with three (3) years' experience in the implementation and maintenance of ICT projects = <b>10 Marks</b></p> <p>Others prorated at: No of personnel with three years of experience x 10/5</p>	<p><b>10 Marks</b></p>
		<p>(b) Certification in software development</p>	<p>≥ 5 personnel with Certification = <b>5 Marks</b></p> <p>Others prorated at: No of personnel with Certification x 5/5</p>	<p><b>5 Marks</b></p>

No.	Requirement	Criteria Description	Weighting Score	Maximum score
		<p>Provide a detailed implementation methodology indicating the following;</p> <p>Tentative project plan</p> <ul style="list-style-type: none"> <li>(i) Detailed implementation plan outlining activities and milestones, (i)</li> <li>Timelines, (iii)</li> <li>Resources required (iv)</li> <li>relevant stakeholders, roles and responsibilities</li> </ul> <ul style="list-style-type: none"> <li>a) System Test plan</li> <li>b) Training plan inclusive of User and technical Manual</li> <li>c) Configuration and backup strategy</li> <li>d) Cut-over strategy</li> <li>e) Post GO-LIVE support strategy clearly indicating what is in scope and what shall be out of scope and how out of scope items shall be handled</li> </ul>		<b>30 Marks</b>
		<p>Provide a Draft Service Level Agreement SLA Including Support plan for the licenses,</p> <p>Preventive maintenance done on a quarterly basis, Firmware &amp; Software upgrades and enhancements when available.</p> <p>Indicate the percentage of variance and cost.</p>		

No.	Requirement	Criteria Description	Weighting Score	Maximum score
5.	Financial Capacity	<p>The Bidder who scores 80% and above will be deemed to be technically responsive and will be evaluated for responsiveness. The lowest in financials will be recommended for award.</p> <p>The single currency for price conversions is: Kenya Shillings. The source of official selling rates is: Central Bank of Kenya. The date of exchange rates is: the last date on which the proposal will be submitted.</p>		
	<b>POST QUALIFICATION/ DUE DILIGENCE</b>	<b>Due diligence will be conducted on the bidder who will have emerged a winner. In case the report is not positive, the second lowest responsive bidder will be considered for due diligence.</b>		
			<b>Total</b>	<b>100 Marks</b>

## SERVER TECHNICAL SPECIFICATIONS

<b>Processor</b>	Intel® Xeon® Scalable 8100 series
<b>Generation</b>	<b>10<sup>TH</sup> Plus</b>
<b>CPU frequency</b>	3.6GHz,
<b>Number of processor</b>	Minimum <b>6 / Scalable</b>
<b>Processor Cores</b>	18 16 core licenses. /Platinum
<b>Power supply unit</b>	Minimum 2
<b>QPI</b>	9.6GT/s
<b>Maximum memory</b>	6.0 TB with 128 GB DDR4
<b>Memory type</b>	HPE DDR4 SmartMemory and HPE Persistent Memory
<b>Memory standard</b>	6.0 TB (48 X 128 GB) LRDIMM

<b>Drive supported</b>	48 maximum
<b>RAM</b>	128GB
<b>Memory slots</b>	48 DIMMS slots /SSD
<b>Storage</b>	8TB / Expandable
<b>Processor speed</b>	3.5GHz
<b>Expansion slot</b>	32 maximum,
<b>Network controller</b>	Flexible LOM
<b>Storage Controller</b>	HPE Smart Array controllers
<b>Ethernet</b>	1Gigabit
<b>Warranty</b>	3/3/3
<b>Server Operating system - Data Centre/Azure</b>	Installed (2019) Licensed /Windows Server & Azure Advanced, multi-layer security/cloud/azure hybrid capabilities
<b>Platform</b>	Flexible application platform / universal
<b>Protection</b>	Licensed internet Security
<b>SSL</b>	Provided
<b>Hybrid integration</b>	
<b>Hyper-Converged Infrastructure</b>	Unlimited
<b>OSEs/Windows Server Containers with Hyper-V isolation</b>	Unlimited
<b>Windows Server Containers without Hyper-V isolation</b>	provided
	provided
<b>Host Guardian Service</b>	provided
<b>Storage Replica</b>	provided
<b>Shielded virtual machines (VMs)</b>	provided
<b>Server Rack rails</b>	provided
<b>Additional Ethernet ports</b>	provided
<b>2 power supply</b>	provided

	REQUIREMENT	
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	<p>Past Performance</p> <p>Three (3) projects completed of similar nature and magnitude in the last 3 years. For each project the vendor must include a project summary. 2mks per project</p> <p><i>The firm should attach award letters/LPOs/LSO's or completion certificates as proof of past performance</i></p>	
	<p>Four years of experience in web application software development</p>	

Experience of Key Staff

REQUIREMENT		Marks
<p>Qualifications and Experience of Key Staff</p> <p>The firm must propose a credible team for the assignment with demonstrated achievement in similar assignments. The team must comprise of all the team members as specified in Section below:</p> <p><i>Provide copies of academic certificates</i></p>		
Team Leader		
Key Experience	<p>Minimum of 15 years' experience in serving as a software development project manager</p> <p>10 similar assignment implemented within the last</p> <p>5 years</p>	

	Key Qualification	Master degree in computer science or Information Technology. Bachelor's degree in computer science or Information Technology or Information Systems or any other relevant field.	
Software Developer 1			

	Key Experience	Minimum of 3 years' experience in serving as developing user requirements, system selection consultancy, a software development 3 similar assignment implemented within the last 3 years	
	Key Qualification	Bachelor's degree in computer science or Information Technology or Information Systems or any other relevant field.	
Software Developer			
	Key Experience	Minimum of 3 years' experience in serving as developing user requirements, system selection consultancy, a software development 3 similar assignment implemented within the last 3 years	
	Key Qualification	Diploma in computer science or Information Technology or Information Systems or any other relevant field.	

### 2.1.5 NFC FACILITY BOOKING MODULE

The system should facilitate the following:

1. Creation of accounts by clients
2. Reset of passwords
3. Sending notifications to clients of change of password via SMS/Email.
4. Sending notifications to staff of incoming requests via SMS/Email
5. Submission of request letters for NFC booking.

6. Review and approval of requests.
7. Sending approval notifications via SMS/Email (approved and rejected booking requests)
8. Generate invoice for requests made.
9. Payment for requests made within the system.
10. Generation of receipt of payments.
11. Provide history for all requests made and processes.
12. Generation of customized reports (pre and post event evaluation) for refund purposes.
13. Retrieval of information in the system using a search feature.
14. Assurance of security of clients' data.

Specific capabilities of the system include:

1. Client end- creation of User Account; sign up and sign in
2. Client End- Reset of password.
3. Client End- booking form
4. Client end- uploads section for attaching documents;
5. Client end- terms and conditions
6. Client end- payments
7. Client end- application history for all requests made
8. Back end – Review, rejection or/ and approval of booking requests
9. Back end- Comment section for staff before they approve any booking request
10. Back end- two tier approval process
11. Back end – information retrieval
12. Back end- reporting tool for generating booking status report ie. Events booked, payment made, event cancelled, refunds made/not made, available booking dates, incurred damages, client attendance.
13. Client end- messaging tool
14. Client and backend- clear user friendly interface.

## Functional Guidelines

In order for the client to access the booking service they need to create an account, reset password and log in to enable them to fill in the booking form.

The system should show available spaces in pictorial form and include multiple bookings.

The system should automatically generate a calendar to choose the available dates that they want to host an event and if the dates are already booked the system should notify the client available dates.

The system should provide the client a mandatory form which will appear requiring clients to provide specific client and event details before proceeding to payment.

The system should be able to provide different categories of events.

The system should provide a two tier approval process (Reviewer 1 and Reviewer 2) and names of reviewers. Once approved or rejected the system should send notifications via SMS/ Emails to the client.

The system should automatically generate an invoice for the client to transact payment and should have two options:

- a. Pay now. If **yes**, the system automatically generates an invoice
- b. Pay later. The system should generate an invoice and notify the client to pay within **72 hours** upon booking or be canceled (Reminder generated automatically)

The system should provide diverse payment modes and a simple payment process. The system should provide the following payment modes:

- a. Mobile money transfer – Safaricom, Airtel, Telkom and Equitel
- b. Electronic Fund Transfer

The system should generate a receipt to acknowledge payment. (**The receipt can indicate the amount, time and code**).

The system should be able to generate and send notifications to client on deadline submissions.

The system should have an uploading attachment to upload post event analysis to ease refund processes.

## 2.2 WEB-BASED MEDIA MONITORING SYSTEM (WMMS)

### 2.2.1: Introduction

Kenya Film Classification Board is mandated by Films and Stage Plays Act Cap 222, Laws of Kenya to regulate the creation, **broadcasting**, possession, distribution and exhibition of films in the country with a view to protect children from age-inappropriate and potentially harmful content as well as promoting national values, culture and morality. Section 12 (2) of this Act states that “No film or class of film shall be distributed, exhibited or **broadcast**, either publicly or privately, unless the Board has examined it and issued a certificate of approval in respect thereof”.

Further, the Board is empowered by Kenya Information and Communications Act, Cap 411A and through the Kenya Communication (Broadcasting) regulations 2009 Section 34 (1) (a) to ensure content which depicts, contains scenes or are of the language intended for adult audience are not aired during the watershed period (5a.m. to 10 p.m.)

In view of this mandate, and in enforcing compliance, the Board has a Broadcast Compliance Department whose main function is to monitor broadcasters’/exhibitors’ compliance with the regulatory requirements regardless of the exhibition/distribution platform. This is aimed at:

- a. Indicating the broadcasters’ level of compliance to the laws cited above and other related legislation in regard to acquisition of filming licenses, content classification, exhibition of classified content bearing the right ratings and advisories and adherence to watershed period principle
- b. Informing the compliance enforcement and enhancement strategy

Increased internet connectivity and affordable mobile telephony in the country has led to the influx of content in the digital space and eased access to the same. Consequently, the Board is required to enhance its capacity to monitor content on the various social media platforms for compliance.

The Broadcast Compliance Department hereby desires to acquire a social media monitoring software/solution to enable effective monitoring of the online content on the various online TVs, radios and digital/social media.

### 2.2.2: Objectives

The objectives of the social media monitoring solution is to enable:

1. Monitoring, analyzing and evaluation of content on the various social media platforms for compliance enforcement;
2. Gathering media intelligence that would inform policy on audio visual content regulation;
3. The Board to collect information on its various consumer awareness campaigns;
4. The Board to enhance its public complaints resolution mechanisms.

### 2.2.3: Description of The Solution

The proposed social media monitoring system shall comprise a software that employs Artificial Intelligence-based algorithm to achieve media monitoring, social listening, social community management, social analytics and subsequent reports generation.

The works to be carried out will include configuring and setting up social media monitoring solution as described in the technical specifications to enable monitoring of the different areas of interest on the following social media platforms:

1. Social media sites that include Facebook, Instagram, WhatsApp, TikTok, Twitter, YouTube, Vimeo, Wikipedia, FlixU and others.
2. Blogs, websites and electronic media i.e. online news media, both local and international as well as local and international blogs.

#### 2.4: Technical Specifications

Parameters	Requirement	Bidders Response
Monitor/ View	Social Media monitoring for live and recorded content	
	Ability to identify top performing content and channels on the social media platforms	
	Combine data from all channels in a single dashboard	
	Real-time multi-viewer display	
	Smart and simple Graphic User Interface	
Tracking	Ability to track brand name (KFCB mentions), stakeholders, projects and any topic of interest in real-time	
	Track actionable social metrics matter relevant to KFCB	
	Track and report on top-performing posts and optimize content using impressions, engagements, video views, etc. on the various social media platforms.	
Scope	Unlimited searches across all major social networks including but not limited to YouTube, Tiktok, Facebook, Twitter, LinkedIn, Telegram, Instagram and YouTube	
Keywords Search	Unlimited keyword monitoring and results, including advanced search & filter capability.	
	Employ multiple simultaneous searches for spoken words, define keywords, and receive keywords alerts so as to automatically identify the number of times that specific words are used during the specified duration.	
	Search on keywords irrespective of language, location and author with Unlimited ad hoc keyword tracking	
	Perform advanced searching capabilities, content tagging, and metadata.	
	Results are instant - no data backfills	

Access	Remote monitoring	
	Simultaneous remote access for real-time and recorded content	
	User Access via Desktop, Laptop and Mobile	
Share	Cross-channel content scheduling & publishing across Facebook, Twitter, LinkedIn, Instagram and YouTube	
	Simple, cost-effective and fast distribution	
	Content, reports can be shared across various platforms such as email and social media platforms, websites, newsfeeds, and newsletters with live links	
Work flow	Ability to customize the workflow of the Board for management of the users of the system.	
	Combine data from all channels in a single dashboard	
	Internal workflow including: notes, tags, collision detection, "marked as complete" & conversation history	
Analytics	Compare metrics across social channels, and share with others through PDF reports & sharable dashboards	
	Identify top performing content and channels	
	Automatic alerts on keywords and images on email or on application	
	Ability to evaluate stakeholder-focused metrics like total fans, new fans, audience insights	
Fingerprinting	Fingerprinting technology for automatic content, logo and ads detection	
Transcription	Ability to convert speech to text to facilitate key words monitoring and searches	
Compatibility	User Access via Desktop and Mobile Application or Web based. IOS, Windows and Android compatible	
System Health Alerts	Send real time alerts on the health of system via dashboard, log, email, SMS	
Artificial Intelligence	Algorithm to achieve media monitoring, social listening, social community management, social analytics & subsequent reporting.	
Reports	Allows for customised reports for the analyzed content in among other categories: <ul style="list-style-type: none"> <li>i. Content for a specific platform</li> <li>ii. Film Classification Guidelines Thematic areas</li> <li>iii. Flag out monetized content</li> <li>iv. New program and film trailers alerts</li> <li>v. Information on a specific content creator</li> <li>vi. Most shared/ Most forwarded/ Most viewed/ Most liked</li> <li>vii. Viral videos on trending topics across social media platforms</li> </ul>	

	Flexible reports generator	
	Actionable reporting	
	Report on top-performing posts and optimize content using impressions, engagements, video views, etc.	
Storage	Configuration to allow for storage of data from social media monitoring solution to cloud server or a Network Attached Storage	
Number of Users	At least 10 user accounts	
	Scalability in terms of number of users, locations and social networks	
System Support	24/7 access to support service	
Other	Uncapped data - no restrictions on the volume	

#### 2.4.1: Additional Technical specifications

Description	Specifications	Response
Time Stamp	The system should date and time stamp recorded content	
Security	Provide a detailed information on the security of the system. Provide a 2FA for users log in.	
Networking	To be installed in a networked environment to enable remote configuration, monitoring and playback over a LAN and WAN environment.	
Content retrieval and display of played content	Recorded content is available locally and remotely for play-back & export	
	Remote playback over LAN and WAN or a secure URL	
	Desktop application-based player allowing for instant access to any part of the recordings by selecting, keying or scrolling to seconds, minutes, hour and days	
	Browser based web-player allowing for instant access to any part of the recordings on computers and mobile devices (IOS and Android), by selecting, keying or scrolling to seconds, minutes, hour and days	
Multi-viewer Display	The system should output to multiple displays (multi-viewer display) for the display Monitors	
	The system should provide for searching and selection of any part of content recorded, clipping of any sections required and exported complete with	

Export content of	date and time stamp to local or external storage media	
	Minimum of the following Export Formats: Video MPEG-TS, MP4, WMV Audio: AAC, MP3, WAV compatible format	
	The system should have capability to export content to Network Access Storage or cloud-based storage	
Accessories	Provide all the required accessories as required for the number of users	
System Brochure	Must attach brochure(s)/detailed datasheet. The brochure/datasheet should be in the original equipment Manufacturer's Format (Logo and Text) and should not be altered by the bidder.	
System Description	Provide detailed system architecture including diagram(s) for the design, setup, configuration and operation of the users and user manuals	
Play Back /Clipping	Provide for Playback and clipping to Cloud or onsite storage.	
Social Media System Description	Provide detailed explanation including diagram(s) of how the system will be set up, configured to allow for analysis of content, fingerprinting, search and report generation will be achieved	
Hardware and Software	Provide appropriate Hardware and Software to carry out content analysis, fingerprinting, Features Recognition, Reporting and multi-viewer display, deployed On-premise	
Features Recognition	The system should be capable of features (such as facial) detection and recognition allowing for searching of video content based on specified features as required.	
	The system should be able to search for features or combination of features appearing in one or more recorded video content.	
<b>Reporting Tool</b>	<b>The reporting tool should have the capability to generate the following reports and features</b>	
Reports	24 hour system Log report where each log should be automatically labelled and allow provision for scalability	
	Report on Keywords, frequency of occurrence and time as per the user request e.g. smoking & alcoholism, sex, obscenity & nudity.	
	Provision for frequent Custom reports by the User	
	Data reports - graphs, pie charts	
	Attach sample reports of the above and any other value addition reports	

	The reports should be able to be exported in at least PDF, and CSV file formats	
Fingerprinting and SM Reports Analysis description	Provide detailed explanation on how the recorded content will be analyzed fingerprinted, searched and the report generation will be achieved and archived.	
Training	At least 10 days for the initial and quarterly training for users of the system to be conducted at Headquarters for the users and ICT technical staff	
	Attach draft training schedules for each category of staff.	
Installation configuration and set up	Installation and set-up of the Social Media system to users' desktop computers, laptops or mobile devices	
Documentation	A complete user's manuals shall be supplied describing all the elements, operating and use of the system, including installation diagrams and connections.	
Compatibility	Should ensure Compatibility with the existing infrastructure	
Manufacturer's Authorization	Manufacturer's Authorization letters for the social media system in the format provided. Where the bidder is an agent of a manufacturer of the system to be supplied then, the manufacturer must fill in and sign the manufacturer's Authorization form(s).	
Warranty	12 months or more to begin after installation and acceptance	
Delivery Period	Delivery Schedule for Installation within 4 weeks	
SLA	Attach a detailed sample SLA	
<b>Remarks</b>		