INTERGOVERNMENTAL STANDING COMMITTEE ON SHIPPING – ISCOS

TENDER NO: ISCOS/RT/01/WEBSITE/2023-2024

DESIGN, DEVELOPMENT AND MAINTENANCE OF ISCOS WEBSITE
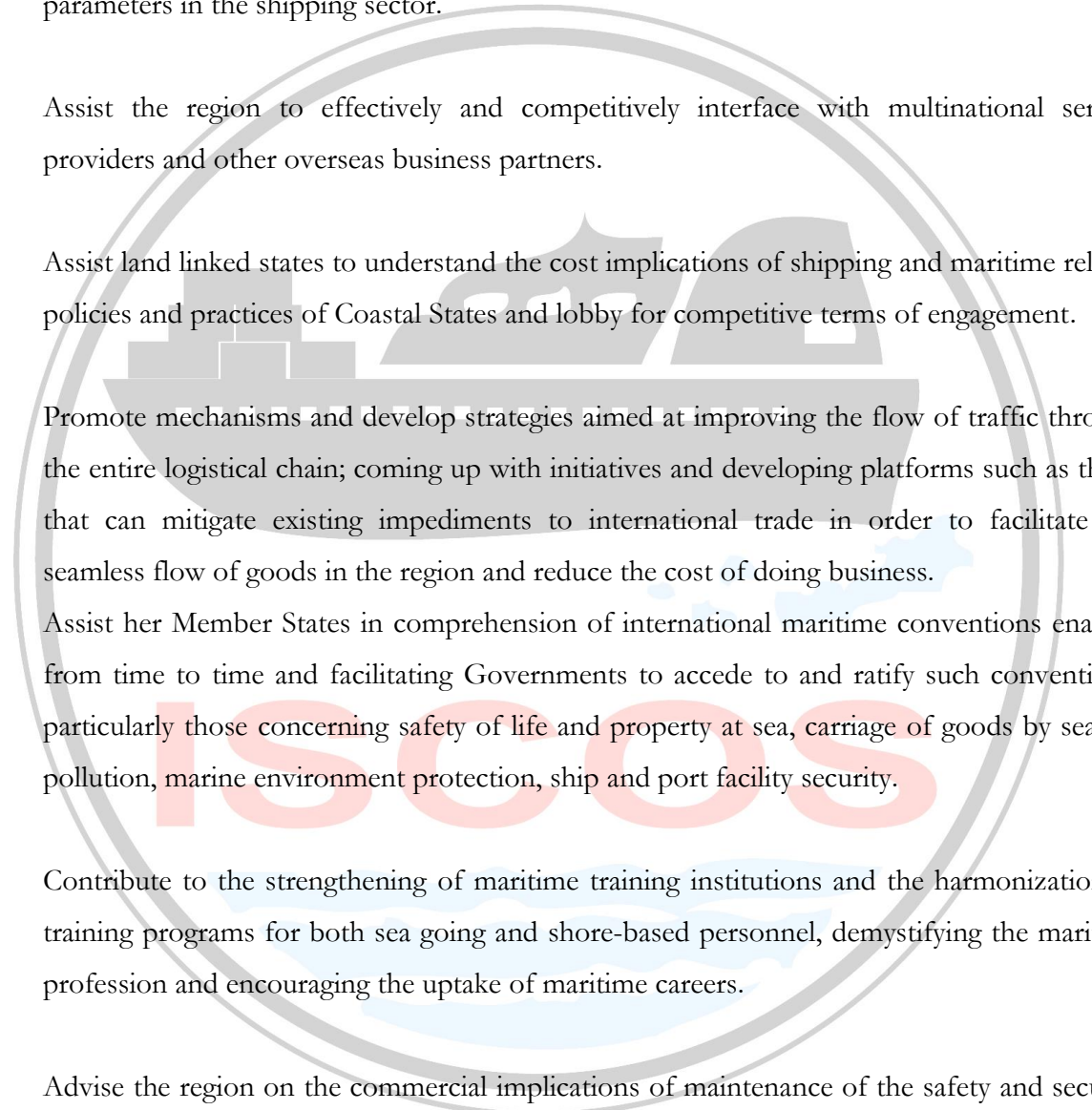
TERMS OF REFERENCE

AUGUST 2023

2 THE ORGANIZATION:

The Intergovernmental Standing Committee on Shipping (ISCOS) is a regional Maritime Organization mandated with the Promotion, Protection and Coordination of the Shipping and Maritime Interests of the Eastern, Southern, and Northern Africa. ISCOS members are the States of the Republic of Kenya, the united Republic of Tanzania, Republic of Uganda, Republic of Zambia and the Democratic Republic of Congo.

3 MANDATE

ISCOS' mandate is to Promote, Protect and Coordinate the Shipping and Maritime Interests of the region and in particular:

i.   Advise on the competitiveness and effectiveness of policies and practices in the Shipping and Maritime Transport logistics for cargo coming and leaving the region.

ii.   Enable structured collaboration and engagement between Governments and players of the region's Shipping and Maritime sector to facilitate the development of the Region's Maritime and shipping sector,

iii. Promote the adoption of universal approaches to common Shipping and Maritime challenges affecting the region to address Maritime issues which involve more than one State.

iv.   Spearhead the harmonization of standards, policies and practices in the region's Shipping and Maritime sector.

v.   Conduct negotiations with shipping conferences, ship-owners, operators of shipping lines and other related bodies concerning freight rates and conditions of maritime transport; and advising Governments and the sector on the best means of containing increases in shipping costs, conditions of marine carriage and other factors related to sea transportation.

vi.   Study and advise on the appropriateness of the Shipping and Maritime policies and practices of the Member States.

vii. Assist regional States to promote Shipping and Trade across the inland lakes.

viii.   Promote and assist in the formation of shippers' councils in the region, capacity-build importers and exporters through structured and coherent delivery of programmes on best practice in international trade.

ix.   Monitor trends in the Shipping industry, carry out research and provide expert Advisories, including the provision of relevant statistics, data and economic analysis on trends of various parameters in the shipping sector.

x.   Assist the region to effectively and competitively interface with multinational service providers and other overseas business partners.

xi.   Assist land linked states to understand the cost implications of shipping and maritime related policies and practices of Coastal States and lobby for competitive terms of engagement.

xii.   Promote mechanisms and develop strategies aimed at improving the flow of traffic through the entire logistical chain; coming up with initiatives and developing platforms such as those that can mitigate existing impediments to international trade in order to facilitate the seamless flow of goods in the region and reduce the cost of doing business.

xiii.   Assist her Member States in comprehension of international maritime conventions enacted from time to time and facilitating Governments to accede to and ratify such conventions, particularly those concerning safety of life and property at sea, carriage of goods by sea, oil pollution, marine environment protection, ship and port facility security.

xiv.   Contribute to the strengthening of maritime training institutions and the harmonization of training programs for both sea going and shore-based personnel, demystifying the maritime profession and encouraging the uptake of maritime careers.

xv.   Advise the region on the commercial implications of maintenance of the safety and security of maritime transport services including advising on matters relating to integrated coast guard services, port state control and joint search and rescue operations, etc.

4 VISION

Africa's centre of excellence on shipping and maritime matters

5 MISSION

ISCOS aims to promote and advocate for efficient and competitive shipping and maritime services for socio-economic development in Eastern, Central and Southern Africa

6 INTRODUCTION OF ASSIGNMENT

The purpose of this document is to outline the functional specifications for the development of a modern theme website i.e., Website that embraces minimalist design, responsive layouts, bold typography, vibrant colors, interactive elements, multimedia integration, user-friendly navigation, social media integration, micro interactions, and AI-powered functionalities with robust secure measures and modern website based on ISO standards for implementation.

7 SCHEDULE OF REQUIREMENTS

7.1. Introduction

In our Strategy, we recognize the need to revamp and enhance our web site, development and maintenance so as to remain vibrant and relevant to our stakeholders and customers as a cardinal strategic objective for attaining our organization's mission.

7.2. Specific Objectives

The web design, development and maintenance will help in:

1. The Design: Upgrade into a user-friendly and vibrant design with new interface that is visually appealing with attractive mix of text, graphics, a unified theme that is easy to navigate, customized icons, image and flashy banners/ animations.

2. Responsive designs: implement the use of micro-sites/grid systems that adjust to different devices-mobile/pc/tablet/ipad.

3. Improve the Usability: Ensure users access information easily by improving the information architecture. Use of call-to-actions for instructing website visitors on what to do within the site.

4. Functional online support: to capture pertinent information with features like on-line feedback forms or enquiry forms.

5. Upgrade the back-end Content Management System -CMS) that is reliable is easy to manage permitting non-technical staff to instantly update the web content and add modules/section easily.

6. Compatibility with social media tools like Twitter, Facebook, Instagram and You-tube.

7. Incorporate the design of a news portal page with a robust CMS that enables easy updates and management of news articles, videos, and photos as part of the website to be used for interactive content, e-magazine uploads with an intuitive user interface.

7.3. Scope of Service

The scope will include planning, requirement gathering, design, development, testing, commissioning and migration of data from the existing site to the new website.

Details of various elements of the scope of work include, but not limited to the following:

- Conduct website needs assessment both at the user, departmental and organizational level.
- Design of the website in terms of layout, look and feel, usability etc.
- Establish a media section, videos and podcast section within the website.
- Design online forms for relevant activities.
- Set up a user-friendly blogging system which can assist with publications and newsletters, latest updates.
- Search engine optimization that will help with ISCOS high online visibility
- Map locations and contacts (HQs and regional offices)
- User training.
- Ensure the website is compatible with all popular browsers and ability to run on handheld mobile devices (IOS and Android) that will allow the website content to flow seamlessly.
- System Design – build the web/CMS system to include all business & technical requirements; ensure clear communication, brand consistency & aesthetic appeal; provide exceptional usability & easy navigation; conduct usability testing.
- Documentation & User Manual – build a system administration and user manual to document how the website/CMS system works and provide reference material to internal system administrator and content managers.
- Analysis & Recommendations – Propose the best web content management tool for use, based on previous experience working with other clients.

- Back-end Integration Services - Connection and integration to external services: staff mail office 365, ISCOS news web portal and ISCOS social media pages.

- Web Analytics Integration – integrate new website/CMS with existing Google web analytics systems to provide accurate reporting on website activity. The vendor may choose to use other web analytics so long as the objective is not lost.

- Database Integration – provide a connection between our back-end databases and front-end website. For example, a website visitor could register to receive newsletters and be added to our email database for upcoming events and other information.

- Search Engine Indexing – submit our new website to Google, Yahoo!, Ask.com, and other popular search engines to ensure we are indexed.

- Meta-Tags, Keywords, & Page Titles – ensure that each web page has the appropriate page title, keywords, or any other meta-tags that are required.

7.4. Work Plan/ Gantt Chart

As part of the response to tender, the bidder should include an elaborate work plan that shall include a detailed description of the milestones to be followed in the website development process.

7.5. Expected lead time:

It is expected that the web design, development and commissioning/ operationalization should be completed within **30 to 45 days** upon execution of the contract by both parties.

8   SECTION VI – DESCRIPTION OF SERVICES

8.1.   Information Content

- The website portal will be hosted on the domain https://www.iscosafricashipping.org or any other sub domains that may deemed necessary.
- Information will be provided by ISCOS, the consultant/contracted party will be required to package the information in a user-friendly format.

8.2.   Compliance with Information Systems Standards:

- The website development process must adhere to relevant ISO standards, including but not limited to ISO 9001 (Quality Management System) and ISO/IEC 27001 (Information Security Management System).

8.3.   User Needs Assessment

- Understand Business Goals & Objectives - discussions with relevant officers in the various departments to be in line with the goals & objectives for the website program and the Vision of the organization.
- Develop internal alignment on role of website/CMS and identify any key risks.
- Analysis of Current Web Systems & Processes – sessions with departmental managers/heads to identify areas for systems & process improvement.
- Analyze gaps in capabilities and workflows to determine where automation can drive efficiencies.
- Discuss any new systems that should be added and the implications.
- Develop Business Requirements – based on business process analysis, work with key internal stakeholders to develop web requirements

8.4.   Website Features

- The portal should have a comprehensive content management system to support a variety of users ranging from Administrators, staff, clients and Guests.
- It should allow the administrator to create user roles and allow the setting up of access rights ranging from entire site to a specific page.

- Design should be flexible to accommodate new/ additional pages which allow for vacancy postings, tenders, video content, list of productions and any other media content.

- The site should have the latest version compatible with a wide range of devices and e-reader software, for high accessibility to readers across different platforms.

- Design should allow changing the interface templates as and when required.

- The portal should be based on international standards like W3C standard for HTML, WAI etc.

- It should be compatible to various browsers and operating systems including IE, Mozilla Firefox, Chrome, Safari, Opera etc. having in mind the right screen resolutions

- Ability to use RSS feeds.

- The portal should allow users to share their views, feedback, solutions and suggestions online through the webmaster or other proposed flow, and also allow podcasts, webcasts and other wikis and forums.

- It should provide a search module for efficient information retrieval using key words or phrasing that will identify content throughout the site.

- The portal should allow for creation of/linking to additional sub webpages or links of interest.

- The portal should support Web 2.0 based tools such as RSS feeds, Blogs, Chats, Podcasts etc.

- The website should incorporate cyber security features against hacking and defacement, phishing etc.

- All logins must operate on secure protocols, it should provide support for website security audit.

- Both files and database should have a backup solution to ensure business continuity as well as data recovery planning.

8.5. Accessibility

ISCOS web content should be accessible to people with disabilities. It should therefore be compliant with the international guidelines for accessible web content. At the very minimum, it must conform to the basic standards recommended by the Web Content Accessibility Guidelines (WCAG) 2.1.

- Accessibility as per ICTA System and Applications standards should be adhered to.

  - Include alt tags on all images, audio file, video and plug in

  - Alt descriptions should describe the purpose of the objects

  - If an image is also used as a link, the alt tag should describe the graphic and the link destination

  - Include audio descriptions (screen reader) and text transcripts

  - Where applicable do not use periods in abbreviations i.e., as I.S.C.O.S rather than ISCOS, IMO

  - Utilize color and contrast control (be wary of using yellow, blue and green close to one another - this is especially difficult for colorblind users) while also adhering to ISCOS corporate branding colors and themes.

  - Allow users to view the website in the color and font sizes in their web browser and operating system.

  - Allow users to specify the text and background colors as well as the font sizes need to see the content on the page.

  - Describe your links

  - Create a link to the video rather than embed it in the website

  - Use text caption, subtitles and transcripts in all videos

  - Get clickable i.e., give the clickable item a wider range so the user can click on it within the item's general area

  - Data tables should have the column and row headers appropriately identified using a tag

  - Table cells should be associated with appropriate headers (with the id, headers, scope or axis HTML attributes)

  - Break the text it into smaller paragraphs

  - Use simple, straightforward language in the active voice

  - Use detailed text descriptions to accompany complex graphics

  - Use descriptive ghost text for forms.

  - When form controls are text input fields, use the LABEL element.

  - Simplify Tasks i.e., limit the number of options available, provide users with a

cohesive and narrow decision structure and avoid the use of simultaneous tasks.

- Provide a link to a disability-accessible page where the plug in can be downloaded.

- Make all PDFs available also in HTML format.

- Include a section that lays out all of the ways the site is accessible.

- Multilingual Support: The website should support multiple languages to cater to a diverse user base, with the ability to switch between languages easily. (English, Swahili and French).

8.6. Hosting

- The vendor is expected to specify the proposed hosting location or provide details of any third-party hosting partner they intend on using.

- The vendor should safeguard the website and provide robust security to maintain the site integrity and confidentiality.

- The following should be adhered to with consideration to the hosting.

    i. Be highly reliable with at least 99.5% service up time.

    ii. Have adequate disaster recovery facilities

    iii. Ensure that security patches are regularly installed in the website and provide proactive defence against malware and other cyber-attacks.

    iv. Provide ability to pro-actively monitor and maintain services to maximum server performance and up time.

    v. Have optimum load time.

    vi. Provide quarterly reports on the health of the website.

    vii. Informational alerts in case of security breach

- ISCOS reserves the right to host the portal 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 ISCOS.

8.7. Content Management System Training

- User Navigation Training to the user department to ensure they are comfortable navigating through the new website.

- The CMS should allow non-technical staff to instantly update web site content on specific pages.

- System administrator training to ensure internal system administrator is fully comfortable managing website/CMS system on a day-to-day basis.

- Content management training to provide training for content managers who will be adding content to the website on a consistent basis.

- Provide simple mechanism for uploading/updating new content, including copy, images, forms, documents, or other materials.

8.8. Website Design and Layout

i. The consultant is expected to develop and present prototype designs to the project team. The designs should be in line with ISCOS as a brand where reference to the current site may be made.

ii. Ease of navigation; The site should be easy to navigate.

iii. Information should be grouped and presented in a logical manner and require no more than three levels of "drill down" for the user to find the desired information.

iv. Visually appealing where the site must have an attractive mix of text and graphics. A neat, uncluttered look and a user-friendly, easy-to-navigate layout. The website should have 'look and feel' as may be required by ISCOS and as per ICTA Systems and Applications Standards.

v. Consistency where the use of flash content, photographs, fonts and layouts should be consistent throughout the site. There should be a common theme where each section of the site should have a common look and feel for consistency in line with ISCOS branding.

vi. The ISCOS logo should be prominently displayed on every page as a common header.

vii. The process of design and layout should take into account the following:

    a. Collection of data and editing as appropriate.

    b. Review of existing literature or information and compilation of the images.

    c. Preparation of data for web delivery - This may involve scanning of hardcopy material and photos, digitizing and conversion of material into appropriate formats.

37

8.9. Quality Control of Content

i. Review for accuracy and determination of ownership/copyright of all data/information or pictures

ii. Creation of Graphics and Navigation Designs.

iii. Before any web authoring is undertaken, sample designs and navigation systems shall have to be prepared, reviewed and approved.

8.10. User Acceptance

• The acceptance by ISCOS will be based on clearly defined milestones.

• Acceptance will only be sanctioned when the ISCOS management have certified that the works are in strict compliance with their defined scope.

• Once the web site has been completed and accepted, the web site design and all of its contents, software and architecture become property of ISCOS.

• Source code handover: Full source code including all developed libraries shall be handed over to ISCOS

8.11. Warranty and Support

• Provide and quote separately for post warranty maintenance contract in the price schedule.

8.12. 11: Website Standards

• The website design should be aligned to ICTA web management and standards in design, Inter-operability, Accessibility, Usability, Web branding, Page elements, Fonts, Links and Pointers, social media, Multimedia, Online visibility and Legal matters.

• Web content, general considerations, web hosting and Monitoring and Evaluation guidelines should be adhered to.

8.13. Search Engine Optimization and Site Analysis

The contracted web development company will ensure the search engine optimization. The SEO work will include:

i. Keyword research & analysis

ii. Site analysis

iii. Competitive analysis

iv. Site content optimization

v. HTML code optimization

vi. Search Engine submission

vii.   Link exchange

viii.   Web ranking report

ix.   Google Analytics tracking installation.

The contracted company will provide a quarterly and detailed reports analyzing progress, trends and areas to be improved. The reports should also include comprehensive and cumulative figures for downloads; as well as a competitor analysis where required.

8.14. Website Maintenance

i.   Facelift of website from time to time.

The bidder should be able to introduce new features, carry out on-demand changes and updates to the website.

ii.   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

iii.   Code maintenance and upgrade on security management.

This include but not limited to: fine tuning of web pages, closure of any existing security threats. The bidder shall carry out proactive security assessment checks using licensed website monitoring tools and provide a quarterly report.

iv.   Website restoration

The bidder shall maintain an up-to-date backup and should be able to restore the website in case of failure or cyber security attacks.

9 EVALUATION CRITERIA

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. ISCOS may invite the best firms for a demonstration before an award.

e. Financial evaluation

f. Due diligence will be conducted to verify the information provided on the reference sites for verification of the information presented. Any false site information shall lead to disqualification of the bidder.

9.1.   Preliminary Evaluation /Mandatory requirements

The submission of the following mandatory requirements will be required in the determination of the completeness of the bid and responsiveness of bidders.

Bids that do not contain all the information required will be declared non-responsive and shall not be evaluated further.

	Requirements
1	Certificate of Registration/Incorporation and CR12
2	Duly filled, signed and stamped Form of Tender in the format provided.
3	Copy of valid Tax Compliance Certificate.
4	Copy of current Business Permit/Trade License issued by the County Government
5	Duly completed, signed and stamped Tender Securing Declaration Form
6	Duly filled, signed and stamped Price Schedule.
7	Duly filled, signed and stamped Confidential Business Questionnaire in the format provided
8	Audited financial accounts for the firm for the past two years
9	Bid documents must be paginated/serialized including all attachments preferably in continuous order from the first to the last page i.e 1,2,3,,4,5,………k where k is the bid document last page.

The evaluation method to be used is Quality and Cost Based Selection (QCBS) which shall involve the following:

i) The technical bid shall contribute 70% while the financial bid shall contribute 30% to the final weighted score.

ii) Preliminary evaluation on a pass/fail basis to determine the eligibility of the bidders and assess their administrative compliance to the Invitation. Non eligible and non-compliant bids will be eliminated from further evaluation.

iii) Detailed evaluation to determine the commercial responsiveness of bids and to assess the technical quality of bids against the criteria in the Terms of Reference in the invitation and to determine their total technical score using a merit point system.

Each bid shall be compared to the minimum technical qualifying mark stated in the invitation and those not meeting the minimum mark or that were not substantially commercially responsive will be eliminated from further evaluation.

iv) Financial bids of bidders who will be substantially responsive and meet the minimum qualifying mark will be opened and a financial comparison carried out to examine financial bids and determine the financial score of each bid.

v) Technical and financial scores will be combined, using the weightings given in the invitation, to give a total score for each bid. The bidder with the highest total score will be ranked first and recommended for contract award, subject to any negotiations if required.

9.2. TECHNICAL REQUIREMENTS

The proposals shall be evaluated on their basis of responsiveness to the Terms of Reference and must comply with the minimum requirements to be considered for further evaluation.

Tenderers to provide detailed sentence responses to each requirement indicating the level of compliance.

Attach datasheets/ brochures/technical specifications/commitments and submit together with the Tender document.

No	Requirement	Description	Tenderer's Response
1	**User Needs Assessment**	• Understand Business Goals & Objectives - discussions with relevant officers in the various departments to be in line with the goals & objectives for the website program and the Vision of the organization • Analyze gaps in capabilities and workflows to determine where automation can drive efficiencies. • Develop Business Requirements – based on business process analysis, work with key stakeholders to develop web requirements	
2	**Website Features**	•Design should allow changing the interface templates as and when required • It should be compatible to various browsers including IE, Mozilla, Firefox, Chrome, Safari, Opera etc. having in mind the right screen resolutions. • Ability to use RSS feeds • The portal should allow users to share their views, feedback, solutions and suggestions online through the webmaster or other proposed flow, and also allow podcasts, webcasts and other wikis and forums. The website should incorporate cyber security features against hacking and defacement, phishing etc , DDOS Protection 24/7/365 - mitigates the impact of distributed denial-of-service (DDoS) attacks on networks attached to the Internet by protecting the target and relay networks. • Both files and database should have a backup solution to ensure business continuity as well as data recovery planning.	
3	**Accessibility**	• Persons with disabilities should be able to use the website. The bidder should state how they will	

		ensure that people with disabilities can perceive, understand, navigate, and interact with the new website. It will be important that the website be accessible in order to provide equal access and equal opportunity to people with disabilities. • Should optimally support the defined number of functions and users concurrently	
4	**Hosting**	• The vendor is expected to specify the proposed hosting location or provide details of any third-party hosting partner they intend on using. • The vendor should safeguard the website and provide robust security to maintain the site integrity and confidentiality. • ISCOS reserves the right to host the portal 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 ISCOS. • At least 1TB storage space • Full Root Access – to allow for full developer level modifications/installations if/when need be	
5	**Content Management System Tracking**	• Provide User Navigation Training for the user department to ensure they are comfortable navigating through the new website. • The CMS should allow non-technical staff to instantly update web site content on specific pages • Provide ssystem administrator training to ensure internal system administrator is fully comfortable managing website/CMS system on a day-to-day basis. • Provide Content management training for content managers who will be adding content to the website on a consistent basis. • Provide simple uploading/updating new content, including copy, images, forms, documents, or other materials.	

6	**Design and Layout**	• The bidder is expected to develop and present prototype designs to the website project team. The designs should be in line with ISCOS as a brand where reference to the current site may be made.	
7	**Quality Control of Content**	• Review for accuracy and determination of ownership/copyright of all data/information or pictures • Creation of Graphics and Navigation Designs. • Before any web authoring is undertaken, any web authoring is undertaken, sample designs and navigation systems shall have to be prepared, reviewed and approved.	
8	**Acceptance**	• The acceptance by ISCOS will be based on clearly defined milestones. • Acceptance will only be sanctioned when the management have certified that the works are in strict compliance with their defined scope. • Once the web site has been completed and accepted, the web site design and all of its contents, software and architecture become property of ISCOS. • The supplier MUST provide the source code of the website, database scripts, all access credentials upon completion and commissioning of the ISCOS website.	
9	**Warranty and Support**	The vendor is to Provide Post-Implementation Support & Maintenance for a period of 2 years	
10	**Website Standards**	• The website should adhere to Legal and Regulatory standards • The website design should be aligned to ICTA web management and standards in design, inter-operability, Accessibility, Usability, Web branding, Page elements, Fonts, Links and Pointers, social media, multimedia, online visibility and legal matters. • Web content, general considerations, web hosting and Monitoring and Evaluation guidelines should be adhered to.	

		• Performance: Fast page loading time, response time, throughput and utilization	
11	**Sample Website Design**	• Tenderers MUST provide one (1), sample design in PDF/JPEG/MP4 for the landing page incorporating the ISCOS official colors. • The sample website design must be presented in Digital format on either portable media drive or uploaded to a digital repository and must be clearly labelled to include the bidder's name.	
12	**Audit of current ISCOS website**	• The bidder is required to analyze the current ISCOS website and provide an itemized recommendation summary of the areas and actions to be taken.	

13	**Training and Knowledge Transfer**	• The Tenderer shall provide an extensive training plan indicating all areas that the training will cover:
		  1) Technical administration (2 users)
		  2) User/Content management (2 users)	

14	**Website Maintenance**		
	1) Facelift of website from time to time.	• The bidder should be able to introduce new features, carry out on-demand changes and regular updates to the website.	
	2) Carry out 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	
	3) Code maintenance and upgrade 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 report.	
	Website restoration	• The bidder shall maintain an up-to-date backup and should be able to restore the website in case of failure/hacking	

15		• The site 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).	
	Availability		
16	**Restricted content interface**	• Ensure content on the website may not be 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.	
17	**Search Engine Optimization**	• The contracted web development company will ensure the Search Engine Optimization (SEO).	
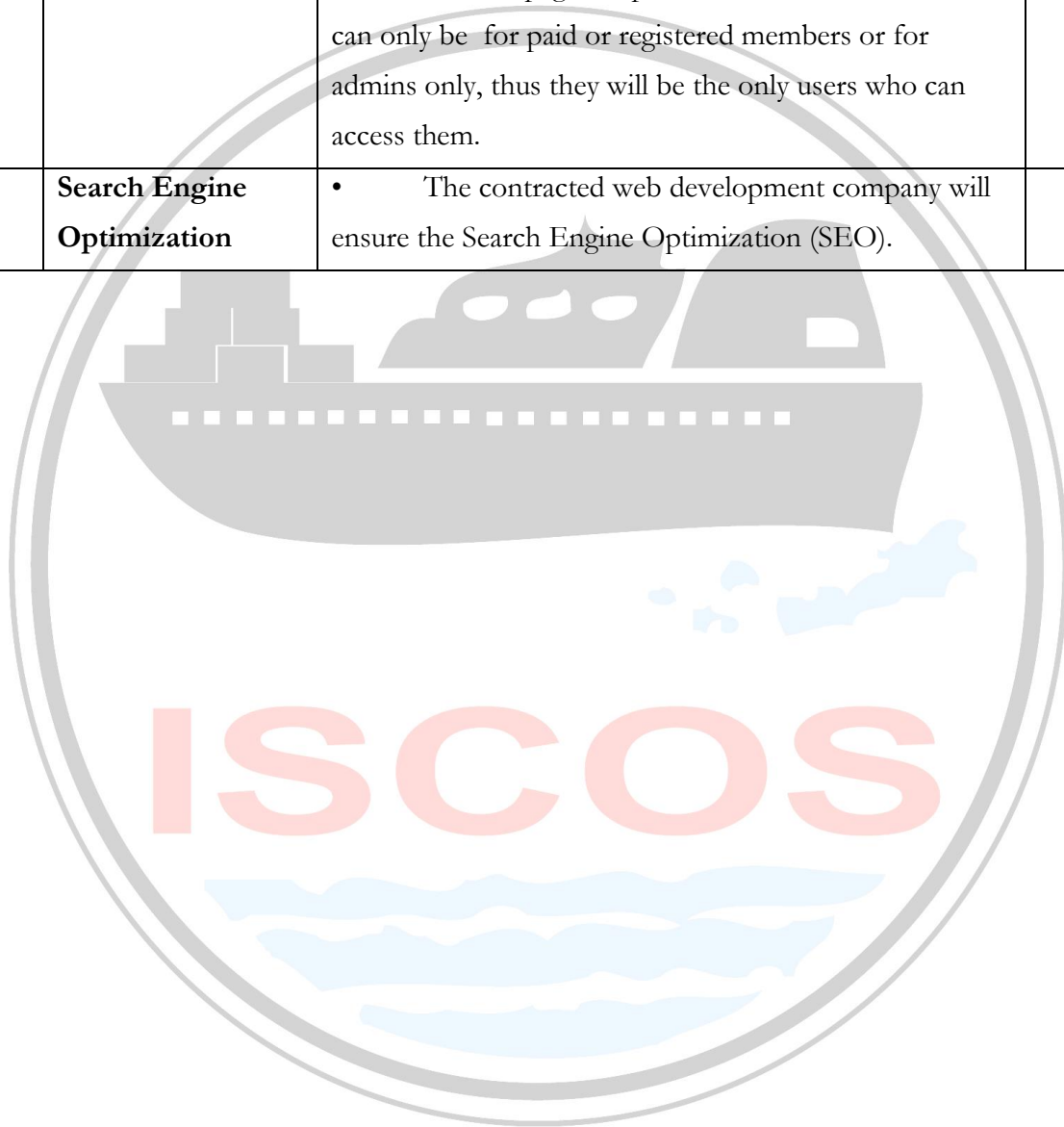
9.3. TECHNICAL EVALUATION CRITERIA

Bids will be evaluated as per the evaluation criteria as follows:

	EVALUATION CRITERIA	SCORE
1	The firms general experience in the field of the assignment. Proof of undertaking at least Five (5) similar assignments in last Five years. Submit evidence of reference letters, LPOs/LSOs, contracts and recommendation. Provide letters of reference of similar assignments in the last three (3) years.(each 4 marks)	20
2	A detailed comprehensive proposal that covers the web design process, Content transfer from the current site and training of the users and a strong delivery plan with wide spectrum of activities and all scope of work. The consultant (s) shall give details on approach and methodology/work plan in carrying out the assignment.	30
3	Qualifications and competence of the key staff for the assignment • Submit CVs of at least 3 lead members of the team with Degree in ICT / relevant ICT certifications in cyber security, web design and professional qualification and at least 5 years' experience in the field (each 10 marks)	30
4	Company profile – Bidders should provide a company profile indicating organizational structure and key management staff documenting key management staff) – Company should have been in existence for more than (5) years.	5
5	Valid accreditation certificates (local ICTA) and solid proof of quality standards with certification from at least one body which is internationally recognized.	10
6	Workplan indicating the proposed duration to complete the assignment, with clear timelines for each activity.	5
	TOTAL SCORE	**100**

10   CONTRACTUAL ARRANGEMENTS AND SUPERVISION

The firm will be hired under ISCOS terms of contract and supervised by the relevant directorate and appointed project team solely for the purpose of delivering the above outputs, within the agreed time frame.

The firm will be required to give a weekly report on the development progress of the website until the completion of the assignment.

ISCOS as the client shall provide necessary support to the firm to execute the assignment during the duration of the website design, testing, and commissioning.

Please note that:

i.   The costs of preparing the proposal and of negotiating the Contract, including any visit to the Client are not reimbursable as a direct cost of the assignment.

ii.   The Client is not bound to accept any of the proposals submitted.

11   APPLICATION MODE

Kindly submit your quotation and any other relevant documents EITHER through the provided e-mail below OR in properly sealed envelopes clearly titled/ marked "**DESIGN, DEVELOPMENT AND MAINTENANCE OF ISCOS WEBSITE**" to:

THE SECRETARY GENERAL
ISCOS SECRETARIAT
Palm Drive, Off Links Road, Nyali
P O Box 89112 – 80100 (GPO)
MOMBASA, KENYA
Tel: +254 20 2332670 / +254 722 207940
Email: opportunities@iscosafricashipping.org

To be received not later than **Friday 1ˢᵗ September 2023, 1700hrs**.

ISCOS is not bound to take the lowest bidder.

Refer to the appendix document: Instructions to Bidders and Tender Mandatory forms for more detailed information.