



Network Kenya

## TERMS OF REFERENCE

### WEB MAINTENANCE

Organization	Global Compact Network Kenya ( <a href="http://www.globalcompactkenya.org">www.globalcompactkenya.org</a> )
Project	Website Maintenance
Position type	Consultancy
Duration	12 months with possibility of annual renewal
Reporting to	Executive Director - Global Compact Network Kenya (GCNK)
Working with	Communications & Support Officer, GCNK IT Manager - KAM
Starting date	Immediate
Application deadline	28th February 2023

#### 1. ABOUT GLOBAL COMPACT NETWORK KENYA

The Global Compact Network Kenya (GCNK) is the Local Network of the United Nations Global Compact that is working to accelerate and scale the collective impact of businesses in Kenya by upholding the Ten Principles on Human Rights, Labour, Environment and Anti-corruption and delivering the SDGs through accountable companies and ecosystems that enable change.

Established in 2005, Global Compact Network Kenya has more than 280+ participants in Kenya with over 800 others signed to our local Code of Ethics for Business – an initiative of the Global Compact, Kenya Association of Manufacturers (KAM) and Kenya Private Sector Alliance (KEPSA).

#### 2. MAINTENANCE SCOPE AND GUIDE

Global Compact Network Kenya is inviting bids from reputable and qualified companies with a track record of success in maintaining, designing and producing digital solutions to the current website.

The scope of this covers the provision of support and maintenance services for the website:

1. Fixing all the bugs affecting the website, repairing any malfunction that may arise
2. Ensuring that the website features, layout and content conforms to the set standards.
3. Ensuring that the Content Management System (CMS) used is kept up-to-date to take advantage new patches and/or hot fixes.
  - Drupal Core Upgrade
  - Drupal security patches update
  - Drupal modules updates and assessment
  - Drupal performance optimization
  - Drupal admin theme update
4. Maintaining the existing website features and all the pages.
5. Introducing new features when necessary, as may be agreed upon from time to time. All the new functionalities will be considered as new work request which must be approved by both the client and the service provider in terms of scope, cost and timeline.
6. The service provider shall carry out regular website health audits to determine the issues affecting the website that requires urgent attention.
7. Test and fix any functionality issues
8. Provide Security updates, alerts and advice.
9. Incorporating multimedia files interfaces
10. Website recovery in case of hacking or any other incident affecting availability of the website (the backup copies to be provided by the hosting vendor)
11. General performance and application management.

### **3. REQUIRED SKILLS AND EXPERIENCE**

- Vendor should demonstrate and provide examples of previous experience in the performance of similar services as follows:
- Be a reputable firm with at least 5 years of prior experience designing visually appealing and navigation friendly web sites;
- Familiarity and relevant experience in using different Content Management Systems (CMS), particularly Drupal;
- Have a broad knowledge of current web development technologies and design tools in the field, and new software and other web programming languages and programs including use of HTML, XHTML, CSS, XML, XSLT, Macromedia Flash, Java;

- Have excellent knowledge of recent trends in graphic design, web sites, including online video publishing, and social media networking;
- Demonstrate the ability to create innovative and visually appealing design;

#### **HOW TO APPLY**

Applications should be submitted not later than **Friday, 28 February 2023** and should include:

- A proposal describing the previous work done in this area;
- A portfolio of previous work of webs with similar functionalities developed in Drupal;
- Tax Compliance Certificate
- A financial proposal to address the work.

Applications to be addressed to the Procurement Manager, Kenya Association of Manufacturers, and submitted to [procurement@kam.co.ke](mailto:procurement@kam.co.ke) with subject line “GCNK Website Maintenance”