Terms of reference (TOR)

Consultancy for EPROK Full-stack website development

Organization	Electronic-waste Producer Responsibility Organization of Kenya
Project	Bubble.io Responsive Website development
Position type	Consultancy
Consultancy objective	To develop a full-stack responsive website on a no-code platform to meet the scope of work.
Duration	90 days (90days0
Reporting to	Electronic-waste Producer Responsibility Organization Website (technical committee) and relevant assigned officers
Starting & ending date	May 2024
Application deadline	19th April 2024

Introduction to EPROK

EPROK -Electronic Waste Producer Responsibility Organization of Kenya is embedded in the National Sustainable Waste Management Act 2022. PROs are meant to engage stakeholders in the E-waste is one of the items that has been identified to be managed under this approach. This is to address the increasing e-waste in Kenya as a result of rapid technological innovations in the Electrical and Electronic Equipment (EEE) and low sustainable E-waste management in the country.

The PRO is mandated to engage the stakeholders in the electronic and electric value chain to pull resources through its membership & EPR (extended producer responsibility) fees to increase national awareness to protect Kenya's natural environment from waste pollution by providing incentives and subsidies that will improve the growth, efficiency & viability of the waste collection, segregation & recycling sector.

EPROK will purpose to accelerate the growth of our recycling economy, leading to a circular economy for the sake of our future generations & our natural environment, that is embedded within the environmental laws and legal framework of Kenya.

- EPROK will operate on the principles of the following core values: EPROK's operations are funded purely by fees collected from members (annual membership and monthly EPR fees). The annual membership fees and EPR fees from assemblers, manufacturers, importers of electronic, electric and electrical equipment are used to build & run the EPROK organization, while the EPR Fee from assemblers and manufacturers of shall be used to support the growth , efficiency & viability of the waste collection, segregation and recycling sector. The EPR fees is based on the monthly volume declared by assemblers and importers.

Introduction to EPR

An EPR (extended producer responsibility)is defined by the Organization for economic co-operation and Development (OECD) as " an environmental policy approach in which a producer's responsibility for a product is extended to the post-consumer stage of a product's life cycle" the Ellen Mac Arthur Foundation (a global partnership of leading stakeholders in the value chain to develop & promote the idea of & transition to a circular economy) outlines three key principles that define the circular economy which include , designing out waste and pollution, keeping products and materials in use, and regeneration of natural systems.

Objective of the website development contract

In its mandate to manage EPR schemes in Kenya for stakeholders in electronic, electrical, and electric value chain, EPROK seeks to engage a full stack responsive website development firm to enable stakeholders facing functions to be managed through the website.

The objective of the terms of engagement is to seek firms that have a proven track record to develop a full-stack responsive website on the bubble.io platform to meet the scope of work.

Scope of work

The scope of work will cover the following areas;

- Understand the full requirements of EPROK's purpose for a full-stack responsive website & provider user journey, wire flows, database design and relevant APIs to perform functions required by the full-stack responsive website, for approval before the development stage is approved.

- Develop in weekly sprints & handover a fully functioning full stack responsive website within a maximum 90 calendar days period including current data onboarding.

- Develop & handover documentation that would allow the EPROK team to maintain & update the website.
- Provide technical support to EPROK team & carry out requests based on a monthly retainer.

Expected outputs.

Upon awarding of the contract, the consultant will be expected to develop and share a detailed concept note outlining timelines for the expected outputs (i.e., week 1, week 2, month 1, etc.).

EPROK will provide the consultant with the necessary support and grant access to the current database including all documents and website, plugins, themes, and any additional files where required.

The following are the expected outputs from the full stack responsive website:

Home Page – Visual explanation of EPROK model, process & stakeholders; Call to Action (to join EPROK); EPROK Events (including Registration to Attend); Highlighting Member Achievements; Headline News (pulled fromEPROK Social Media Assets - YouTube, LinkedIn, Facebook, Instagram, Twitter)

- Floating Search (using text, image, QR & Barcode scanning) to enter one or more of the package details (manufacturer of packaging, packaging user company or brand name, scan QR or Barcode on the package, scan brand logo on the package) and show a result which indicates if the company/brand is a paid-up EPROK member or not. In either case populate a database showing the element scanned/entered, geo-location from where the search was done, the resulting outcome (i.e., Member or not), and group by the company (to show how many times a search has been done for each company). This should **generate a monthly report.**

Resources Page – Downloadable/Viewable Content organized by category & timeline.

Contact Us Page – Searchable FAQ, Inquiries for Vacancies, Partnerships, TORs, Contact Details, etc.

Member Portal – Sign Up or Log In to enter the member portal.

I. Sign Up requires a new user to complete the online application form which requires conditional branches & question piping, payment integration to allow the new user to pay for a 1-year membership (and provide for changes in the membership tier/payment

debit/credit if the actual membership category & tier is different than what was selected). Users may also add additional sub-users to access the same account. Password reset & OTP verification using mobile phone numbers should be built in.

II. Log In allows paid-up members to access & update company details (but not change membership tier – that can only be done by EPROK Manager); see monthly reports on search results for their company/brand, and quarterly reports of their defined packaging material fraction recovery (collection & sorting) & recycling rates; enter monthly declaration of packaging volume sold/procured/recovered/recycled (the data required depends on what is the member category) based on which an EPR Invoice is generated & option to pay is provided.

III. QR Code generator for Packaging User – for each brand, pack size & material fraction registered by the Packaging User, a unique QR code should be generated for the convertor & packaging user to print on the packaging to support Search for compliance.

IV. QR Code generator for Waste Collector – Waste Collector sign-up should generate a unique QR code for each high-level material fraction (e.g., Paper, plastic, glass, etc..), and for each sub-fraction (e.g., Plastic Recyclable Flexible), and further subfractions in the future. When Waste Collectors collect the waste, they should be able to scan using the Search Function (which will only register the read if the current user is linked to that waste collection company as an associate member) to track waste collected by collector, location, and fraction.

V. Log In for someone who used to be a paid-up member would send them to the renewal of payment, after which access is granted.

VI. Generate reminders for upcoming reporting and payment renewal for Annual Membership Feeand EPR (monthly).

Admin Portal – Super Admin & Manager Access

a) Super Admin would have access to everything including setting Annual Membership Fees for each member category & tier & add/change/delete member categories & tiers and add Manager Level Users. Super Admin would also have access to monthly Individual Member EPR declarations and reconciliation reports. Whenever Super Admin Accesses Individual Member EPR declaration and reconciliation reports, a dual log-in must be required with an external appointed auditor to monitor the Super Admin activity to ensure that these reports and details are not leaked from the system.

b) Manager Level Users would have access to everything except the ability to set Annual Membership Fees for each member category & tier & add/change/delete member

categories & tiers and except the ability to view Individual Member EPR declarations and reconciliation reports.

c) Membership Reports - Monthly & Quarterly Reports should be generated for an aggregated number of members who are paid up, not renewed, and upcoming for renewal in 3 months & 1 month(s).

d) Aggregated EPR Reconciliation Reports – Monthly & Quarterly Reports should be generated for aggregated declared volumes of material from each declaring Member Category (i.e., Convertor, Packaging User, Waste Collector, Sorter & Recycler) - the report should allow aggregation & drill down based on the material fraction (e.g. Paper, Plastic, Glass, etc.) and sub-fraction (e.g., Plastic Recyclable Flexible, Plastic Non-Recyclable Flexible) and in future further sub-categories. These reports should NOT show the disaggregated details by individual members as that needs to remain confidential to all except the Super Admin.

e) Search Reports – Weekly & Monthly Reports showing compliant & non-compliant results by company/brand & location. These should be both tabular with drill-down, and geographic points & heat map.

Database Design should allow for a fully configurable system that will evolve with time without any hardcoded variable elements (including the ability to use this across multiple countries & currencies)

a) Users (Super Admin, Manager, Member, Associate Member).

b) Member Category, Tiers & Annual Membership Fees Monthly EPR fees

c) Member Paid Period & Expiry Period (for Annual Membership Fee)

d) Member Company & associated Brands linked to that company (i.e., Brand IP is registered to that company). Each brand, pack size, and any associated material fraction(s) should be added and linked to a single unique system-generated QR code which will be printed on the packaging by the convertor.

e) Brand images & Barcode can be uploaded for search verification, besides using Member Company Trade or Brand Name as well for search verification.

f) Member Company can be in multiple stakeholder roles – e.g. A Company could be a Convertor and Packaging User, or Packaging User and Retailer, or Convertor & Recycler, or Waste Collector, Sorter & Recycler. In such cases, the Annual Membership Fee applicable is the highest of any applicable member category/tier.

Timeframe

The service provider will work under the overall supervision of the Electronic-waste Producer Responsibility Organization of Kenya Website Taskforce and relevant assigned Officers. The service is to be performed for 90 calendar days, **starting in the month of May/June** with the possibility of ongoing support retainer subject to meeting the Scope of Work and Expected Outputs.

Application and Qualifications of the Service Provider

To be eligible to respond to this offer, the service provider Firm must demonstrate that they or the principals assigned to provide the services are fully qualified and licensed to do work of this nature.

Criteria for Evaluation

Qualifications of the Consultant

The consultant must be a Firm with extensive experience in full-stack web design and development.

I.   Educational Qualifications of the Lead consultant (s) in the Firm must represent full-stack web and/or Bubble.io platform.

II.   Professional Experience of the Lead consultant (s) in the Firm must represent:

a) Minimum of 3 years experience in developing full-stack websites using Bubble.io including plug-ins and APIs for functionality such as payments and map integration, and UI/ UX development.

b) Experience working with membership organizations would be an added advantage.

c) Product and project management processes in place to deliver client outcomes on time and within budgets.

Manner of submission

Your proposal shall be prepared in the English Language. Your proposal shall comprise the following documents:

- **Overview Component**
- **Technical Component**
- **Financial Component**

Each copy will be on a separate envelope clearly marked and indicating the name of the firm and whether the proposal is the overview and development or financial.

2 copies of proposals shall be submitted and marked "Original" on one and the second one "Copy".

Please attach a copy of your Certificate of Incorporation, up-to-date proof of Tax compliance, and copy of CR12 in the respective country of operation.

Vendors based outside Kenya will be required to mail in their proposals to the email address provided in Section 8 .0.

Content of Proposal

Overview Component

Narrative Proposal providing a brief description of your Firm, understanding of the Terms of Reference, suitability of your Firm to deliver a successful outcome, what capacity & resources are available to deliver the outcome, location from where the services are rendered, any risks you foresee that could compromise the delivery of the outcome as expected & what mitigation measures you will take, and any other relevant details you may wish to share.

Technical Component

- Description of the firm/consultant qualifications; Refer to Section 7.1

- Detailed project planning & execution approach and methodology

- Project plan activities with timelines & frequency & format of progress reports.

- Evidence of past related experience (give contact details of past clients and attach awards contracts)

- Proposed team structure: showing detailed profiles & CVs of proposed project team members with the minimum qualifications as per Section ….

Financial (Price Component)

The price component shall have a cover letter wherein your firm/institution's authorized representative affirms the following:

- A summary of the commercial fees

- The period of its validity

- Applicable taxes

- Other costs if any (indicating nature and breakdown)

- Currency in which payment is required

In addition, the price component must cover all the services to be provided and must itemize the following:

Note: Quote should be in Kenya Shillings (KES) and USD$ or Euro equivalent

Technical component

Certificate of Incorporation of your Firm	Full-stack responsive website development full-time experience of at least 2 years	At least five projects of equivalent scope complexity as this project, along with client contacts for reference checking
Company Profile including Org Chart of key roles ensuring the successful delivery of this project	Demonstrate a clear understanding of the project with a proposed project Gantt chart & key deliverable milestone	Signed declaration that intellectual property for this concept is the sole ownership of EPROK & will not be used as a solution for anyone else in Kenya

Financial Component

Financial Proposal setting out the price cost implications for the period provided to offer the said services.

Deliverables	Duration (Days)	KES Amount	USD $ or Euro Equivalent
Pre-development stage			
Development stage			
Monthly support retainer			

Other costs			

 Please ensure 100% *of ALL costs including software subscription, taxes, etc. are reflected above.*

Deadline for Submission

Interested service providers are requested to submit technical and financial proposals to the following addresses not later than **19th April 2024** stating "EPROK BUBBLE.IO RESPONSIVE WEBSITE DEVELOPMENT":

> Physical Address: EPROK Procurement
>
> KAM House, 5th Floor
>
> Mwanzi Road, Opposite Westgate Mall P.O Box 30225 - 00100
>
> Nairobi, Kenya

Electronic copies of the same are to be sent via email to procurement@kam.co.ke with the subject line "EPROK BUBBLE.IO RESPONSIVE WEBSITE DEVELOPMENT" by **19th April 2024 at 4PM**

Payment terms (provisions)

Electronic-waste Producer Responsibility Organization (EPROK) policy is to pay for contractual services based on the performance of contractual services rendered.

Evaluation of proposals

A two-stage procedure will be utilized in evaluating the proposals, with an evaluation of the Overview Component & Technical Component being completed prior to any Financial Component.

Scores will be awarded for the first stage & only those firms who pass a score of over 70% will be shortlisted for the second stage where the Financial Component will be evaluated, along with reference checks.