TERMS OF REFERENCE

Development of the County Investment Dashboard

https://kpmts.kwale.go.ke

PROPOSED COUNTY INVESTMENT DASHBOARD.

(KWALE COUNTY)

Terms of Reference

Release version 1.0.0

Issuing Government Agency	County Government of Kwale
Document Type	Terms of Reference (ToR)
Assignment	Design, Development of County investment Dashboard.
Project Sponsor	County Government of Kwale (KDSP II)
Correspondence Email	info@kwale.go.ke
Primary Domain	www.kwale.go.ke

1. Introduction and Background

The Constitution 2010 ushered in a new system of governance in Kenya comprising of one national government and 47 county governments. Article 176 and the First Schedule of the Constitution created county governments with Kwale being one of them with devolution echoed in the following objectives;

i. Give self-governance to the people and enhance citizen participation in government decisions.
ii. Improve service delivery.
iii. Promote equity and resource sharing.
iv. Protecting marginalized groups.

Kwale County is one of the six counties in the coastal region with a development conscious leadership. Envisioned in efficient and effective services delivery through good governance and servant leadership that will enhance the quality of life of its citizens, the County's development pillar lingers around;

i. Health service delivery improvement.
ii. Access to clean and safe water.
iii. Agricultural production and productivity.
iv. Human Capital development
v. Economic empowerment.

The current County's digital presence echoes around revenue management and online branding with little citizen to government engagement in its scope. With the growing projects' data, manual system of project management and using the data to drive into a concrete decision has posed a great challenge. Key limitations include:

i. Poor access to project information resulting to limited archiving and retrieval systems.
ii. Incoherent project planning data resulting to biased project distribution.
iii. Difficult in project tracking and evaluation.
iv. Limited citizen participation on projects being implemented.
v. Limited methods of project reporting.

Kwale county project/investment dashboard is designed to offer a solution to these challenges and boost the county's digital stage in as far as citizen to government engagement is concerned. In specific, the dashboard will enhance;

i. Access to project information.
ii. Management decision making on project planning and distribution.
iii. Project tracking, monitoring and evaluation.
iv. Public engagement on projects being implemented by the county.
v. Various smart methods and structures of project reporting.

Full implementation of the county's investment dashboard will further enhance oversight, participation and accountability.

2. Scope of Work

The selected service provider will be responsible for the following:

2.1 UI/UX Design

- Create a clean, professional, and empathetic visual design that mimics the county's e-Service portal theme and structures.
- Develop a logical site architecture and intuitive navigation structure.
- Ensure full responsiveness across desktops, tablets, and smartphones.
- Integrate the dashboard into the county's current portal.
- Support content in English language.
- Design wireframes and high-fidelity mockups for County's approval before development commences.

2.2 Functional Requirements

The following core features of the investment dashboard are required;

Feature	Description
Project/Investment Creation	An integrated system for departments to; ❖ Register/create a project with all the predefined project's data (as prescribed in format issued). ❖ Allow bulk upload of project's data initially created off the system with a pre-defined stock take template. ❖ System administrator/ M&E designate to deregister/delete a project entry.
Project Monitoring and Evaluation	The system should allow a user to; ❖ Change/ Modify or update project's data. ❖ Milestone tracking: Display clear project tracking status (not started, on-going, delayed, completed, and stalled) against baselines and timelines. ❖ Capture physical project visit notes by M&E Team, technical persons.
Citizen Engagement	The dashboard is supposed to; ❖ Allow citizens to browse/filter a project depending on selected parameters, view and post a comment/ concern or feedback to the government. ❖ Send, via email to an officer dedicated to receive citizen's feedback. ❖ Triggers projects with public feedbacks that have not been responded to or acted upon conclusively. ❖ Allow a designated project M&E to respond to citizen queries/ feedbacks and send the responses to individual citizen emails. ❖ Generate engagement report on smart view.
Dashboard Reports	The dashboard reports will not be limited to; ❖ Projects status reports with customizable output fields (duration, department, location, project category)

	❖ Departmental performance overview reports. ❖ Generate project geographical distribution report ❖ Project's budget expenditure analysis report including pending bills per specified duration/timelines.
User Management	The dashboard system should allow an administrator to; ❖ Add a user. ❖ Assign or re-assign roles to a user. ❖ Deactivate a user.
Resource Centre	❖ Capture project gallery (photos)
Decision Support Capabilities	The dashboard system should display visual reports not limited to; ❖ Display to the public a summarized graphical status. ❖ Display to M&E /System administrator a summarized graphical card of captured projects. ❖ Display graphical department ranked performance card. ❖ Display a summarized graphical report on projects status. ❖ Display projects geographical distribution summery.
Advanced Search	❖ Internal site search enabling users to find projects easily. Levels of Geographical Search/Filters Level 1: Matuga Sub-County Level 2: Tsimba Golini Ward Level 3-Village Units ▪ GOLINI ▪ MAZUMALUME ▪ KUNDUTSI ▪ MBUGUNI Level 2: Waa-Ng'ombeni Ward Level 3-Village Units ▪ MATUGA ▪ WAA ▪ NG'OMBENI ▪ PUNGU Level 2: Tiwi Ward Level 3-Village Units ▪ SIMKUMBE ▪ MKOYO Level 2: Mkongani Ward Level 3-Village Units

- TIRIBE
- MTSAMVANI
- KIZIBE
- MLAFYENI
- MKOMBA

Level 2: Kubo-South Ward

Level 3-Village Units

- SHIMBAHILLS
- MWALUVANGA
- MAJIMBONI
- LUKORE
- MANGAWANI

Level 1: Msambweni Sub-County

Level 2: Ukunda Ward

Level 3-Village Units

- MKWAKWANI
- MAGUTU
- KILOLAPWA

Level 2: Ramisi Ward

Level 3-Village Units

- SHIRAZI/FUNZI
- MVIMONI
- VINGUJINI
- MILALANI
- KINGWEDE

Level 2: Bongwe-Gombato Ward

Level 3-Village Units

- BONGWE
- GOMBATO
- MVUMONI

Level 2: Kinondo Ward

Level 3-Village Units

- GALU/KINONDO
- GASI

Level 1: Lunga-Lunga Sub-County

Level 2: Kikoneni Ward

Level 3-Village Units

- KIGOMBERO
- WASINI
- MAJORENI
- MZIZIMA

- BUMBANI

Level 2: Dzombo Ward

Level 3-Village Units

- MWANANYAMALA
- MENZAMWENYE
- GANDINI

Level 2: Vanga Ward

Level 3-Village Units

- KIWEGU
- VANGA
- SEGA
- PERANI

Level 2: Mwereni Ward

Level 3-Village Units

- KASEMENI
- MWENA
- KILIMANGODO

Level 1: Kinango Sub-County

Level 2: Kinango Ward

Level 3-Village Units

- KINANGO
- DUMBULE
- KIBANDAONGO
- GANDINI

Level 2: Ndavaya Ward

Level 3-Village Units

- NDAVAYA
- GULANZE
- MWANDIMU
- KIFYONZO

Level 2: Puma Ward

Level 3-Village Units

- MAZOLA
- BUSA
- VIGURUNGANI

Level 2: Macknon Road Ward

Level 3-Village Units

- VINYUNDUNI
- MAKAMINI
- KILIBASI
- TARU

	▪ MACKINON Level 2: Kasemeni Ward Level 3-Village Units ▪ CHIGATO/MNYENZENI ▪ MAZERA/MWAMDUDU ▪ MTAA/MABESHENI ▪ BOFU Level 2: Chengoni/Samburu Ward Level 3-Village Units ▪ CHENGONI ▪ MAJI YA CHUMVI ▪ SILALONI ▪ KINAGONI Level 2: Mwavumbo Ward Level 3-Village Units ▪ MATUMBI ▪ MWATATE ▪ KALALANI ▪ MWABILA

3.0 Specifications for Accessing the dashboard (Non-Functional Requirements)

The selected county investment dashboard system will bear the following specifications:

Technical Specifications

Requirement	Specification
CMS Platform	▪ A robust, user-friendly CMS that county staff can manage and customize reports or input fields without technical expertise. ▪ The consultant must propose and justify their alternative recommended platform though the choice must not lock county into proprietary systems that restrict future development or impose recurring licensing fees without disclosure.
Hosting & Domain	▪ The service provider/consultant will host the system in the county's provided secure and suitable hosting environment with his/her assisting with setup, and ensuring optimal performance. ▪ County will own and pay for the hosting account directly. Domain management (kwale.go.ke) is County's responsibility; the developer must coordinate transfer/DNS changes where required.
SEO Optimization	▪ Implementation of on-page SEO best practices including Meta tags, schema markup, XML sitemap, and robots.txt. Local SEO optimization for Kenya-based search terms.
Security	▪ Secure Security Layer (SSL) certificate installation, web application firewall, DDoS protection, automated daily backups (with off-site copy). ▪ Role-based user access controls. ▪ Compliance with Kenya's Data Protection Act 2019 is mandatory.
Performance	▪ Page load speeds under 5 seconds on a standard mobile connection. Image optimization, lazy loading, caching, and CDN integration are required.
Analytics	▪ Integration of Google Analytics 4 (GA4) and Google Search Console. ▪ An analytics dashboard visible to County's administrators within the CMS.
Browser & Device Compatibility	▪ Full compatibility with current versions of Chrome, Firefox, Safari, Edge, and Samsung Internet. ▪ Full responsiveness on iOS and Android devices.
Accessibility	WCAG 2.1 Level AA compliance that includes; ▪ Includes alt text for all images, keyboard navigability, sufficient color contrast, and screen reader compatibility.
Audit Trail	▪ Track user's activities and operations in the system. ▪ Generate user activity log/report.

Data Protection	▪ The developer/ consultant must implement privacy-by-design principles. ▪ A GDPR/DPA-compliant privacy policy and cookie consent mechanism must be included. ▪ No personal and sensitive data may be stored on third-party servers without County's explicit approval.

4.0 Potential Users

Three potential groups of portal users are expected:

- **Super Users (administrator/master)** - These are global users with all rights to perform any functions on the system. They may include but not limited to the designated County ICT Officers and are responsible for;
    - Managing portal users.
    - Managing County Interactive pages.
    - Managing user roles and permissions.
    - Managing global system settings.
    - Adding or removing categories and subcategories.
- **System administrators (M&E)** –They are the origin of all county data on projects posted on the dashboard. They are responsible for;
    - Creating other system users and assigning them roles and operational location.
    - Creating/uploading projects data and updating project's data metrics/fields.
    - Dissolving/deleting/ deactivating a captured project.
    - Include/Attach monitoring notes or finding during physical project's visits.
    - Generate System reports and departmental customized performance dashboards.
    - Creating/setting up a new departments or geographical location in the system.
- **System Users (Admins and departmental data entry clerks)** –They are responsible for;
    - Creating/ registering a project or uploading a project list.
    - Validating project's status and gallery.
    - Post project physical verification notes/concerns/recommendations.
    - Generate project reports per ward/departments.

5.0 Deliverables

The following deliverables are required at each project milestone:

Ref	Deliverable	Description
D1	Inception Report	Detailed work plan, finalized site map, technology stack justification, and project management approach.
D2	Design Mockups	UI/UX wireframes and high-fidelity prototypes for all key page templates in line with initial paper design issued, submitted for county's approval before development begins.
D3	Beta Version	Fully functional staging site (on a test URL) for County's review, testing, and feedback.
D4	Final dashboard system	Live investment dashboard portal deployed and integrated to the county's domain approved by County.

D5	Staff Training	A minimum one (1) training session for designated County staff on CMS management, content updates, and basic troubleshooting.
D6	User Manual	A comprehensive guide (PDF and/or video) for county's staff on managing and updating the system.

DEVELOPED BY
TECHNICAL TEAM

NO.	NAME	DESIGNATION	SIGNATURE	DATE
1				
2				
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SYSTEM BUSINESS PROCESSES DIAGRAMS
INVESTMENT DASHBOARD SYSTEMS

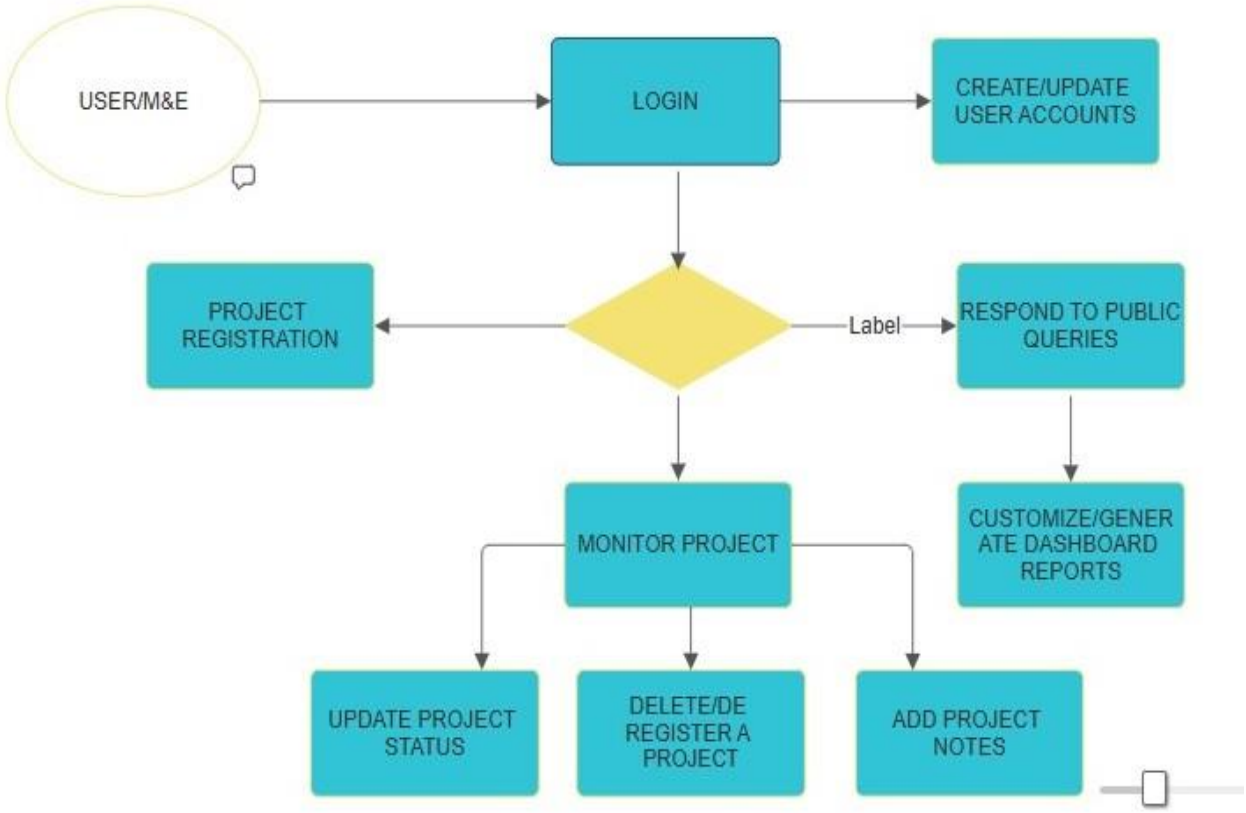


Figure 1: MANAGEMENT PROCESSES

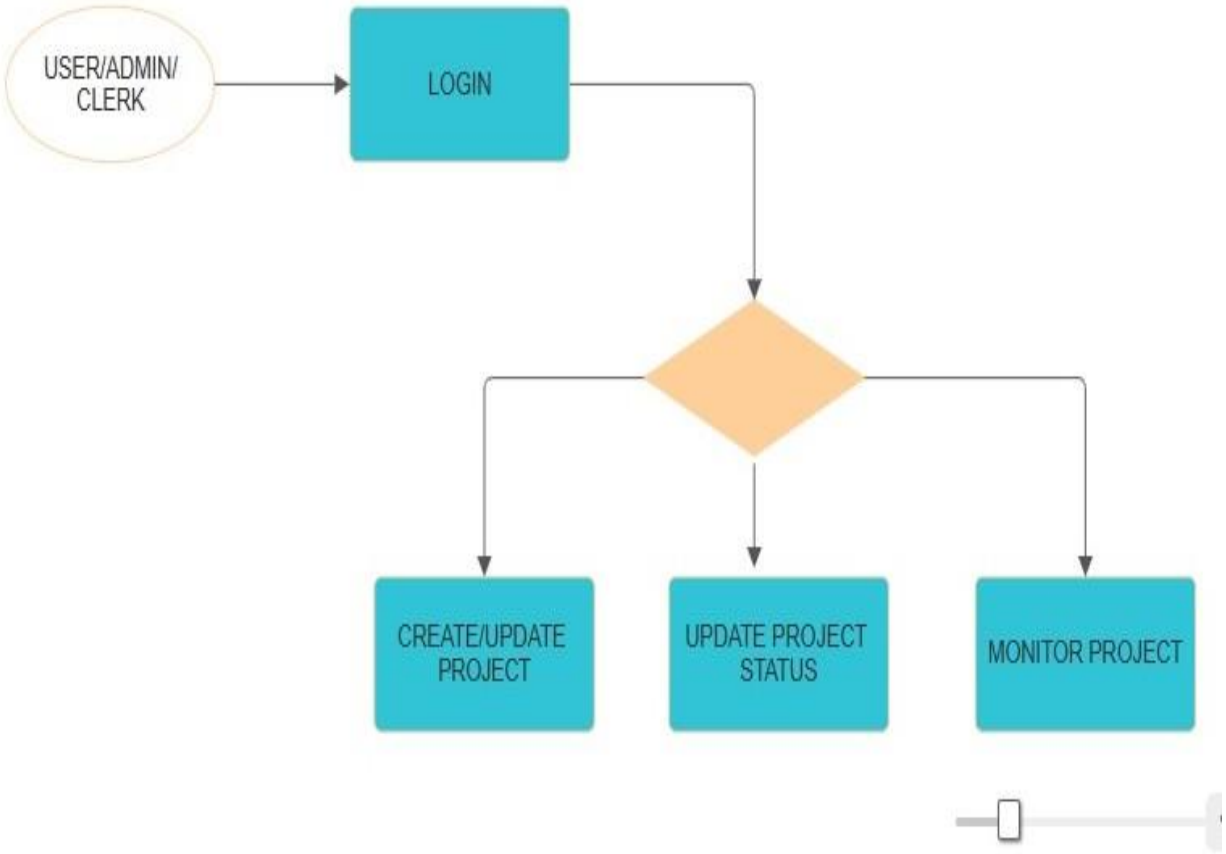


Figure 2: TRANSACTION PROCESSES

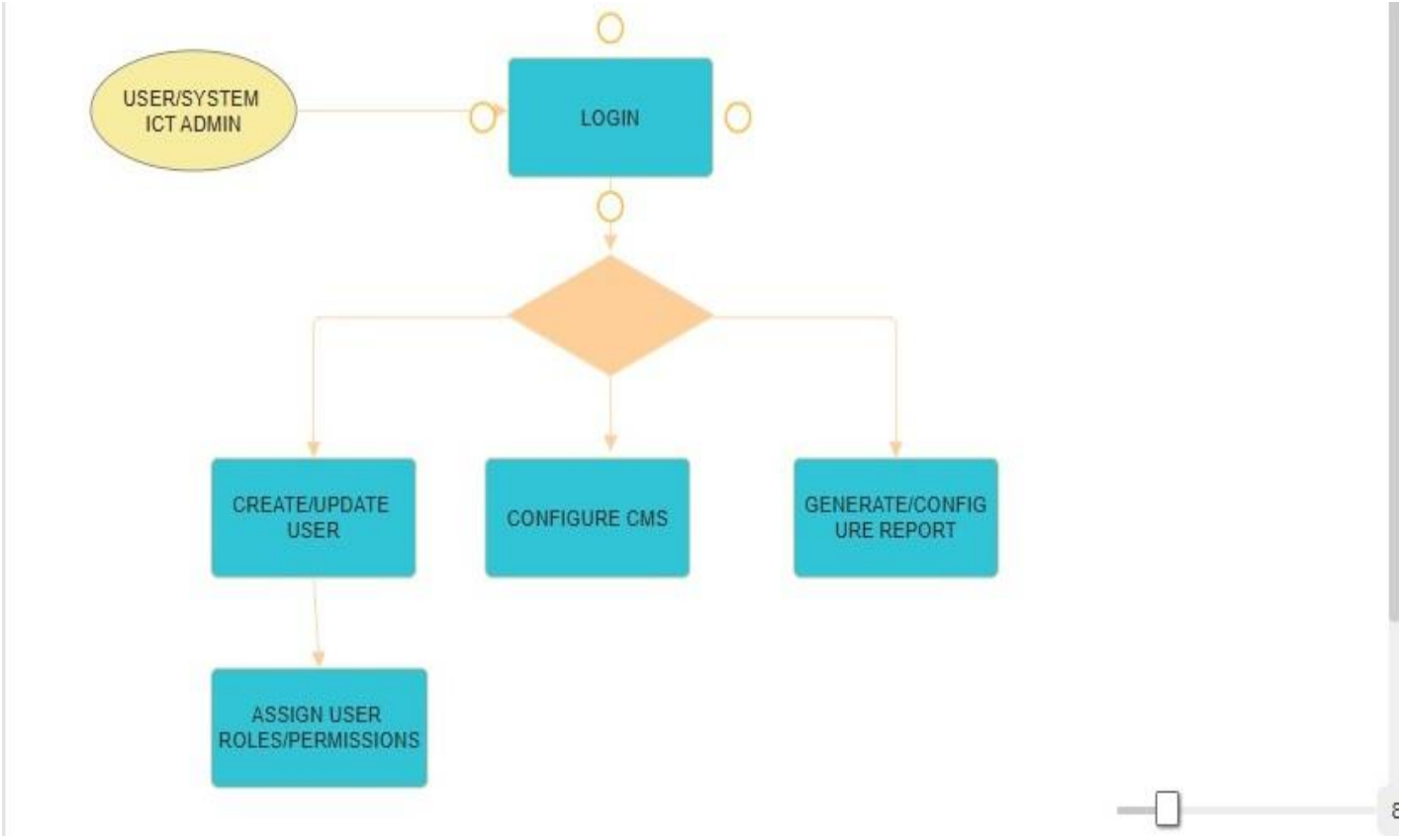


Figure 3: SUPPORT PROCESSES

DEVELOPED BY TECHNICAL TEAM

NO.	NAME	DESIGNATION	SIGNATURE	DATE
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