

Call for suppliers

Digital Kiosk

**World Organisation for Animal Health (WOAH)
Sub-Regional Representation for Eastern Africa**

Supply, Installation, and Maintenance of an Interactive Digital Kiosk

1. Background and Context

The Sub-Regional Representation for Eastern Africa of the **World Organization for Animal Health (WOAH)**, based in Nairobi, Kenya, is seeking to procure an interactive digital kiosk to enhance stakeholder engagement, improve access to institutional information, and support digital communication and service delivery within the organization.

The kiosk will be delivered to the WOAH office located at the Kenya Veterinary Board headquarters in Upper Kabete and must support interactive information sharing, visitor engagement, and secure access to WOAH resources and services.

2. Objective of the Consultation

The objective of this consultation is to identify and contract a qualified supplier for the:

- Supply
- Delivery
- Installation and configuration
- Training and after-sales support

of a network-enabled interactive digital kiosk that meets WOAH operational, branding, security, and communication requirements.

3. Scope of Work

The selected supplier shall:

- Supply one (1) interactive digital kiosk meeting required specifications
- Deliver and install the equipment at WOAH premises
- Configure network connectivity (LAN/WLAN)
- Install and configure kiosk software and content management system
- Integrate with existing WOAH digital platforms where applicable
- Provide user and administrator training
- Ensure secure configuration and compliance with IT security standards
- Provide warranty and after-sales support services
- Proposing optional maintenance solutions

4. Technical Specifications

4.1 Minimum Functional Requirements

The proposed kiosk must meet or exceed the following:

- Interactive touchscreen display (minimum 32 inches)
- Full HD resolution or higher
- Commercial-grade screen suitable for continuous operation
- Lockable kiosk enclosure/cabinet
- Branded exterior design aligned with WOAAH corporate identity
- Embedded or mini-PC processing unit
- Windows or Linux operating system
- Built-in speakers
- Wi-Fi and Ethernet connectivity
- USB ports for maintenance and updates
- Remote content update capability
- Integrated power management system
- UPS or backup power support recommended
- A portable system- with stands for mobility

4.2 Software and Application Requirements

The system must include:

Kiosk Application Interface

- User-friendly touchscreen interface
- Multilingual support (minimum English and French)
- Access to WOAAH publications and resources
- Event information and registration
- Animal health awareness materials
- Interactive maps or project information
- Contact and office information

Content Management System (CMS)

- Remote content updates
- User role management
- Scheduling of content display
- Media upload support (PDF, images, video)

Analytics and Reporting

- Usage statistics dashboard
- Visitor/session tracking
- Content performance monitoring

4.3 Security Requirements

The system must include:

- Secure kiosk mode access restrictions
- Antivirus protection
- Firewall configuration
- User data protection measures
- Administrative password protection
- Encrypted remote access where applicable

4.4 Optional Components

Suppliers may additionally propose:

- QR code scanner
- Document printer
- Webcam/camera
- Visitor badge printing
- Accessibility features (screen reader, high contrast mode, adjustable font sizes)

5. Delivery, Installation and Training

The supplier shall:

- Deliver equipment to WOAHA offices in Nairobi
- Complete installation and network configuration
- Install all required software
- Conduct functionality testing
- Provide:
 - User training
 - Administrator training
- Remove packaging and ensure environmentally responsible disposal

6. Warranty and After-Sales Service

- Suppliers must specify:
- Warranty duration (minimum 12 months preferred)
- Service response time
- Availability of spare parts locally
- Technical support arrangements
- Preventive maintenance option

7. Additional Options (Optional Proposals)

Suppliers are encouraged to provide separate proposals for:

- Maintenance contracts
- Extended warranty packages
- Software licensing options

8. Financial Proposal Requirements

- The financial proposal must:
- Be submitted in KES or EUR
- Be valid for at least 30 days
- Clearly separate:
 - Equipment cost
 - Installation and configuration
 - Training
 - Optional accessories/services
- Indicate pricing exclusive of VAT (WOAHA diplomatic status)

9. Eligibility Criteria

Eligible suppliers must:

- Be legally registered suppliers
- Have proven experience supplying digital kiosks or similar ICT solutions
- Demonstrate installation and support capacity in Kenya
- Provide references for similar assignments

10. Evaluation Criteria

Criteria	Weight
Technical compliance	40%
Financial offer	30%
After-sales service & warranty	15%
Delivery timeline	10%
Supplier experience	5%

11. Submission Instructions

Proposals must include:

- Technical proposal
- Financial proposal
- Company profile
- References

Submission deadline: 18 June 2026

Addressed to:

Dr. Neo Mapitse
WOAH Sub-Regional Representative

Submission options:

Email (only) to: srr.eastern-africa@woah.org

12. Additional Information

- WOAHA reserves the right to accept or reject any proposal
- Clarifications may be requested during evaluation

13. Contact for Clarifications

All inquiries should be submitted in writing to the WOAHA SRR-EA srr.eastern-africa@woah.org office prior to the submission deadline.