

Hon. Yussuf Mohamed Farah, MP.

Wajir West Constituency

Member: Agriculture & Livestock Committee

Member: Public Investments Committee

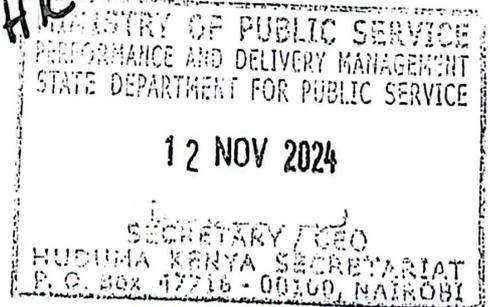
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11th November 2024

Principal Secretary
Ministry of Public Service, Gender, and
Affirmative Action
State Department for Public Service
P.O. Box 30050-00100
Nairobi

CEO/HK



Dear Principal Secretary,

RE: REQUEST FOR THE ESTABLISHMENT OF A HUDUMA CENTRE IN WAJIR WEST CONSTITUENCY

I am writing to request the establishment of a Huduma Centre in Wajir West Constituency to provide accessible government services. Currently, residents must travel long distances to reach the nearest Huduma Centres, which poses a significant burden, especially for those from remote areas.

With a growing population and limited local infrastructure, Wajir West would greatly benefit from a Huduma Centre that offers essential services such as ID registration, social services, business permits, and health insurance. This facility would promote equitable access to services, stimulate local development, and align with Kenya's Vision 2030 goals.

Yours faithfully,

**HON YUSSUF MOHAMED FARAH, MP
WAJIR WEST CONSTITUENCY.**



THE REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE AND HUMAN CAPITAL DEVELOPMENT
Office of the Principal Secretary

Telegraphic Address: 'Personnel', Nairobi
Telephone: NAIROBI 227411
Telex: 23125
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When replying please quote.

P.O. Box 30050 -00100
NAIROBI

Ref: HKS/OP/008/164

Date: 11th November, 2024

Hon. Yussuf Mohamed Farah, MP

Member of Parliament
Wajir West Constituency
P.O Box 41842-00100
Nairobi, Kenya

Dear

**RE: REQUEST FOR ESTABLISHMENT OF HUDUMA CENTER IN WAJIR WEST
CONSTITUENCY**

Reference is made to your letter dated **11th November, 2024** on the above subject matter.

The Huduma Kenya Service Delivery program (HKSDP) is a vision 2030 flagship project established vide Kenya gazette notice **No. 2177 of 4th April, 2014** mandated to **transform public service delivery** in order to ensure **efficient, effective, accessible** and **citizen-centric services** through Huduma Kenya Service Delivery One-stop-shop platforms.

The platforms include 57 Huduma Centers (HCs) spread across the 47 counties in Kenya, Huduma Contact Centre, Huduma Mashinani Outreach Program and Huduma Electronic and Mobile platform. Collectively, the Service Delivery platforms serve an average of sixty thousand (60,000) customers every day, the bulk of which is served through HCs. The program is managed by the Huduma Kenya Secretariat (HKS) and one of the objectives of the program is to establish and sustain partnership, collaborations and linkages for Huduma Kenya Integrated Service Delivery Platforms.

There are currently three models of Huduma Centres with different Bills of Quantities (BQ) costs namely the Huduma Jitume Digital Centres, a high-rise building with a digital hub and learning centre; the Standard Huduma Centre and a smaller version Huduma Centre costing approximately **Ksh. 89 million, Ksh. 50 million and Ksh. 30 million respectively**. HKS will share samples of Bill of Quantities for the establishment and completion of all three models through your email yussuffarah29@gmail.com to help you make an informed decision.

The HKS at the moment has budgetary constraints and may not fund the proposed project to completion. To fast actualize the Huduma Centre in your constituency, it is proposed that the National Government Constituency Development Fund (NGCDF) collaborates with the HKS by setting up the physical building, branding, purchasing a back-up generator, and furniture. The HKS will equip the facility with ICT and security equipment as well as train staff on Customer service excellence standards as per the schedule of requirements attached herein (Annex 1)

The purpose of this letter, therefore, is to:

1. Acknowledge the receipt of your letter dated **11th November, 2024** requesting for the establishment of a Huduma Centre in Wajir West Constituency, Wajir County.
2. Inform you of our willingness to support the establishment of a Huduma Centre through a collaboration between NG-CDF and HKS as discussed above.
3. Share with you the standard specifications for the establishment, completion and operationalization of the proposed Huduma Center (Annex 1) and to,
4. Request that your office plans a joint survey visit with HKS to the proposed site to assess suitability, after which a report will be generated outlining the way forward.

The contact person for this engagement is the **SECRETARY/CEO- Huduma Kenya, Mr. Ben Kai Chilumo** who can be reached through mobile: **0722868717** or email: **bchilumo@hudumakenya.go.ke** on any matter towards actualization of the proposed project.

Your support towards transformation of Public Service delivery is highly appreciated

Yours

Sincerely,


Amos N. Gathecha, EBS 'ndc', (K)
PRINCIPAL SECRETARY

Encl.



LIST OF REQUIREMENTS/ SPECIFICATIONS

FOR HUDUMA CENTRE OPERATIONALIZATION

ANNEX 1

(HUDUMA KENYA STANDARDS)

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Huduma Kenya Secretariat
15th Floor, Lonrho House, Standard Street, Nairobi
P.O. Box 47716-00100, Nairobi Telephone 0206900010
www.hudumakenya.go.ke

A) PROPOSED AREAS TO BE UNDERTAKEN OR FUNDED BY NATIONAL GOVERNMENT CONSTITUENCY DEVELOPMENT FUND (NG-CDF)

1. PHYSICAL AND FACILITY SPECIFICATIONS

To be done by National Government Constituency Development Fund (NG-CDF)

#	ITEM DESCRIPTION	REMARKS
1.	Size of the Huduma Centre facility hall	To be set up by the National Government Constituency Development Fund (NG-CDF) A sample BQ will be provided by the Huduma Kenya Secretariat.
2.	Standard counter partitioning including information desk	
3.	Floor tiling and Ceiling finishes	
4.	Facility Ventilation and lighting	
5.	Cyber facility provision and partitions	
6.	Server room	
7.	Staff break out room	
8.	Security control room	
9.	Centre managers office	
10.	Backup power generator	
11.	Staff and customer washrooms	
12.	Facility fencing and sentry room	
13.	Separated entrance and exit	
14.	Walking ramps (main entrance and customer washrooms)	
15.	General compound landscaping	

2. BILL OF QUANTITIES (BQ)

The sample Bill of Quantities shall be provided by the Huduma Kenya Secretariat.



3. BRANDING

To be done by the NG-CDF

No.	Item	Description	Quantity (To be advised based on the size of the proposed facility)	Remarks
1.	Road Sign	2400 x 2400mm, 18 Gauge steel sheet, painted white both sides, supported 6 feet above ground, cemented on ground with 2 faces of retro-reflective vinyl cut sign		To branding to be done by the NG-CDF
2.	Facial light box sign	5000 x 500mm, Light weight LED light box, slim profile, one sided, displaying the name of the Centre		
3.	Counter signs	1000 x 500mm, printed PVC sticker, showing the counter number, name and service offered		
4.	Door signs	500 x 500 mm, name engraved on aluco bond material showing the various offices including cyber cafe, ICT room, Centre Manager's office, washrooms		
5.	Reception Branding	50 sqm Reception desk branding with logo frosted glass barrier, and Entry & Exit signs		
6.	Wall mural	30 sqm Digital printed sticker including conceptualization of artwork		
7.	3D Huduma logo	1,500 x 750 mm, reception and entry logo (2No.), molded into 3D with LED lighting with the tagline in 2D Perspex die cut		
8.	Interior & exterior wall branding	25 sqm, paint using all weather vinyl / matt paints with Huduma signage including parking labels for PWD and staff		



4. GENERATOR

To be provided by the NG-CDF

No.	Item Description	Generator Model (s)	Description	Remarks
1.	Uninterrupted power supply. (Backup power generator)	<ul style="list-style-type: none">PerkinsVolta engineAksa engineCumminsElecto Watt	The generator should have the following components; <ul style="list-style-type: none">ATS Automatic Transfer SwitchDeep sea control unitCharging system alternator and trickle chargersThe AVR (Automatic Voltage Regulator)The engine itself	To be provided by NG-CDF

5. FURNITURE AND ACCESSORIES

To be provided by the NG-CDF

	Item Description	Quantity (To be advised based on the size of the proposed facility)	Remarks
1.	Metallic Cabinets 4 drawer cabinets		To be equipped by NG-CDF
2.	Metallic fireproof 4 drawer cabinet safe with keypad		
3.	Customer low back chairs (black)		
4.	Staff ergonomic high back chairs (black)		
5.	Office desks		
6.	Executive Chairs for offices		
7.	Raised staff ergonomic chairs (black)		
8.	Raised armless/backless chairs		
9.	Metal link chairs 4-seaters		
10.	General supplies, stationery and water dispenser		
11.	Fridge and microwave		
12.	Paper shredder		
13.	2 burner gas cookers with cylinder		

B) PROPOSED AREAS TO BE UNDERTAKEN/FUNDED BY HUDUMA KENYA SECRETARIAT (HKS)

6. ICT REQUIREMENTS

Proposed to be provided by the Huduma Kenya Secretariat

Local Area Network			
	Item	Quantity (To be advised based on the size of the proposed facility)	Remarks
A	Structural Cabling		Proposed to be provided by the Huduma Kenya Secretariat
	CAT 6 UTP Cable Roll		
	Cat 6 single angled RJ45 outlet modules installed on Single gang face plates		
	UTP CAT 6 4-pair Patch cable 3 m		
	UTP CAT 6 4-pair Patch cable 1 m		
	22U 600mm by 600 mm free standing cabinet with glass door		
	9U 19" wall mount cabinet with glass door		
	48 port patch panel, 2U, Flat		
	Cable manager 1U		
	Allow sum for fixing accessories		
B	Cable Path Way		
	Powder coated metal Trunking 100x50mm		
	Powder coated metal Trunking 200x50mm		
	Powder coated Cable Trunking mounting Plates Single outlets for data points		
	Powder coated Cable Trunking mounting Plates Double outlets for electrical points		
	Allow sum for fixing accessories		
C	Active Devices		
	48 Port LAN Switch		
	LAN/WAN Router		



7. IP TELEPHONY

Proposed to be provided by the Huduma Kenya Secretariat

IP Telephony		
Item	Quantity (To be advised based on the size of the proposed facility)	Remarks
Manager IP Phone		Proposed to be provided by the Huduma Kenya Secretariat
Standard IP Phone		

8. NETWORK PRINTER

Proposed to be provided by the Huduma Kenya Secretariat

Network Printer		
Item	Quantity	Remarks
Type 1 Local Area Network Printer	2	Proposed to be provided by the Huduma Kenya Secretariat

9. CLOUD/COMPUTER ACCESS (VDI WORKSTATIONS)

Proposed to be provided by the Huduma Kenya Secretariat

Cloud		
Item	Quantity	Remarks
Thin Clients	40	Proposed to be provided by the Huduma Kenya Secretariat

10. WAN LINKS*

Proposed to be provided by the Huduma Kenya Secretariat

WAN Links*			Remarks
Item	Estimated Unit Price	Quantity	Proposed to be provided by the Huduma Kenya Secretariat
Primary Link		10 mbps	
Secondary link		10 mbps	



11. SECURITY

Proposed to be provided by the Huduma Kenya Secretariat

Huduma Centre Security Requirements		
Equipment	Quantity	Remarks
Camera	6	Proposed to be provided by the Huduma Kenya Secretariat
Mini PC	1	
Biometric Access control	3	
Walkthrough Metal detector	1	
Hand held scanner	2	

12. POWER

Proposed to be provided by HKS

Uninterrupted Power Supply			
	Item	Quantity (To be advised based on the size of the proposed facility)	Remarks
A	Clean Power		
	20 KVA UPS True On-Line Double conversion, Input 415V / Output 415V		Proposed to be provided by the Huduma Kenya Secretariat
	63 amps External UPS manual bypass switch		
	12-way TPN UPS Distribution board		
	MCB 32 AMPS SP		
	MCB 15 AMPS SP		
	MCB 10 AMPS SP		
	4Core X 16.00 mm Sq. PVC SWA PVC		
	Cable lugs 16x8mm		
	Cable glands for 16mm cable		
	Radial circuit wired by 3 x 2.5 mm sq PVC cable from UPS to the 13 Amps Socket out lets in user desks and TV power points.		
	RED 13Amps twin socket outlet screwless, MK, Maximus Crab Tree or equal and approved for ups circuits		
B	Raw Power		
	10-way TPN Raw Power Distribution board complete with the following MCB's for ups power		
	MCB 32 AMPS SP		
	MCB 15 AMPS SP		
	MCB 10 AMPS SP		



Uninterrupted Power Supply			
	Item	Quantity (To be advised based on the size of the proposed facility)	Remarks
	MCB 63 AMPS TP		
	Normal 13Amps twin socket outlet screwless MK, MAXIMUS, Crabtree or equal and approved for raw power sockets		
	Twin/Single pattress Boxes for power and Data to the TV Screens		
	Signage power point complete with photocell and contactors		
	AC power point wired in 2.5mm 3 core PVC/PVC cable in conduit or Trunking		
	isolator 32 amps for the AC power point		
	Allow sum for circuit and power boards labeling		
	Allow sum for fasteners, cable ties, cable lugs, cable glands		

13. TRAINING OF STAFF

Proposed to be done by Huduma Kenya Secretariat

No.	Item	No. of Days Estimated Pax	Remarks
1	Staff Training (inclusive of accommodation and conference facilities)	(To be advised based on the number of services deployed)	Proposed to be facilitated by the Huduma Kenya Secretariat

