

March 6th, 2026,

Addendum No. 1

To All Bidders,

OPEN INTERNATIONAL TENDER FOR SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION AND MAINTENANCE OF A REVENUE ASSURANCE SYSTEM TENDER NO: CA/SCM/IOT/01/2025-2026

Please refer to the above-mentioned tender.

Pursuant to ITT 9.1 of the tender document shared with bidders, the Authority wishes to respond to the clarifications sought out as follows:

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| 1. | <p>Tender Closing Date In order to ensure that our proposal is fully responsive, technically comprehensive, and aligned with the detailed requirements of the tender documents, we kindly request an extension of two (2) weeks to the submission deadline.</p> <p>ITT 25.1 states that the deadline for tender submission is 16th March 2026. Can this be pushed to 16th April 2026 to give tenderers adequate time to prepare and submit their bids? One month appears to be too short given the requirements</p> | <p>The request to extend the tender submission deadline is declined. The tender submission deadline remains March 16th, 2026, 10:30am EAT.</p> |
| 2. | <p>ITT 4.10 states that foreign tenderers are required to source at least forty (40%) percent of their contract inputs (in supplies, subcontracts and labor) from national suppliers and contractors. To this end, a foreign tenderer shall provide in its tender documentary evidence that this requirement is met.</p> <p>Question 1: Other than the hardware and its components, as this project is specialised and noting that there will be training provided to the procuring entity's team by the winning bidder, how will the 40% local rule apply to the software aspect and labour noting the above?</p> | <p>This Procurement is an international tender, therefore, the requirement under ITT 4.10 requiring foreign tenderers to source at least forty percent (40%) of contract inputs from local suppliers does not apply for this tender.</p> |

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| | <p>Question 2: In the technical capacity evaluation stage, the procuring entity requires a tenderer to provide information on its key experts. This is the labour aspect of the tender. How is a tenderer expected to source 40% of such labour from the local labour force if a foreign tenderer is yet to know such experts by virtue of being based outside of Kenya? How will this 40% rule apply in this?</p> <p>Question 3: for the 40% local rule, for can this be applicable post award and prior to contract signing because how will a tenderer that is not based in Kenya identify for example, suppliers at this stage?</p> | |
| 3. | <p>ITT 4.11 defines a foreign tenderer as one that is registered in Kenya and national citizens own less than 51% shareholding</p> <p>What of tenderers/JVs who are not registered in Kenya and are registered and based outside of Kenya?</p> | <p>This Procurement is an international tender, therefore, the requirement under ITT 4.10 requiring foreign tenderers to source at least forty percent (40%) of contract inputs from local suppliers does not apply for this tender.</p> |
| 4. | <p>Section II tender data sheet ITT 23.3 states confirmation of Authorization to sign on behalf of the tenderer shall consist of a power of attorney.</p> <p>For a JV, can this consist of a teaming agreement/JV agreement stipulating the party with the Authority to sign?</p> | <p>A Joint Venture (JV) or Teaming Agreement shall be acceptable for purposes of this tender provided that it:</p> <ul style="list-style-type: none"> • Clearly defines the roles, responsibilities, and scope of work of each party in relation to the assignment; • Explicitly identifies the Lead/Prime Bidder, who shall assume primary responsibility for submission of the bid and for execution and performance of the contract, if awarded; and • Specifies the joint and several liability of the parties. <p>Each party must ensure that its signatory is duly authorized to execute the JV/Teaming Agreement, supported by a valid Power of Attorney, which must be submitted with the bid.</p> <p>The Power of Attorney (Mandatory Requirement No. 13) must be submitted in the prescribed format provided in the tender document.</p> |

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| 5. | <p>Under key features and minimum specifications, number 3 is Revenue Assurance Logic</p> <p>There is no number 4 and it moves to number 5 (Case Management and Resolution)</p> <p>Is this a typo or is there a missing section number 4 under key features and minimum specifications?</p> | <p>The Authority has noted the typographical error and confirms that there is no Section 4 under the Key Features and Minimum Specifications.</p> |
| 6. | <p>Under Technical capacity evaluation stage on page 92 of the tender document, it requests reference letters from 3 clients (regulators/governments). Can you also accept award letters or first or last pages of contracts between the bidder and the clients? Noting the sensitivity of such projects, certain government bodies will not provide reference letters.</p> | <p>Where reference letters are not available due to confidentiality constraints, bidders may submit award letters or copies of the first and last pages of the contracts executed with the clients as evidence of previous engagements.</p> |
| 7. | <p>Clause 23.3 under SECTION I - INSTRUCTIONS TO TENDERERS (ITT) Section I - Instructions to Tenderers states that 23.3 The original and all copies of the Tender shall be typed or written in indelible ink.</p> <p>Clause 2.1 of PRICE SCHEDULE FORMS Notes to Tenderers on working with the Price Schedules, states Prices shall be filled in indelible ink.</p> <p>Noting that the tenders will be submitted bound and in book style, can pricing be typed as opposed to indelible ink as mentioned in section 23.3 of section I instruction to tenderers?</p> | <p>Bidders may submit the tender document either typed or completed in indelible ink, including the Price Schedule Forms.</p> |
| 8. | <p>Incase of a Joint Venture, how do we evaluate the Technical Capacity Requirements</p> | <p>In the case of a Joint Venture, evaluation shall be conducted as follows:</p> <ul style="list-style-type: none"> • At the Mandatory Evaluation Stage, only the Lead/Prime Bidder's documentation will be evaluated. • At the Technical Compliance and Technical Capacity Evaluation Stages, documentation from both the Lead/Prime |

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| | | <p>Bidder and the Joint Venture Partner(s) will be evaluated.</p> <p>Therefore, documentation submitted for technical compliance and technical capacity may be provided by either partner within the Joint Venture.</p> |
| 9. | What will the contract currency be? Will the Authority allow use of USD. | In accordance with ITT 35.1 price quotes MUST be in Kenya Shillings. |
| 10. | For disaster recovery, do we need to provide the capability, if yes, please clarify how many machine rooms we should cover? | <p>The proposed hosting infrastructure must include three (3) physically separate sites, namely:</p> <ul style="list-style-type: none"> • Primary Site • Secondary Site • Disaster Recovery Site <p>All sites must adequately support the proposed system and associated infrastructure.</p> |
| 11. | What's the time requirement for on-site delivery? | Delivery and full implementation of the system shall be completed within twelve (12) months from the date of contract signing. |
| 12. | Are there any requirements for the form of E-learning, public network learning websites or electronic learning files? | The learning requirements must include training and knowledge transfer arrangements for the entire duration of the project lifecycle. |
| 13. | Are there any requirements regarding the number of personnel for the on-site delivery team (the personnel allocation requirements in the tender, some positions do not need to be present at the site)? | The Authority expects all key project personnel considered critical to the implementation of the project to be available on-site as required during the project implementation. |
| 14. | <p>At the technical compliance evaluation stage, it states that if complied, Bidders MUST provide explanation of compliance with reference to datasheet or bill of materials with a hyperlink to the specific page number and section of the reference.</p> <p>While data sheet may not contain each detailed information being asked, is it possible to allow bidder to include a product manual as an option as a reference whereby the bidder will provide explanation of compliance with reference to the respective page in the product manual?</p> | <p>The requirement has been revised to read as follows:</p> <p><i>Bidders MUST provide explanation of compliance with reference to datasheet, product manual or bill of materials, including a hyperlink to the specific page number and section supporting compliance.</i></p> |

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| 15. | <p>Regulatory and Certification Requirements</p> <p>We kindly request a waiver or flexibility with respect to the following requirements: ECSP license and accreditation by the Communications Authority of Kenya CMMI Level 5 certification, Registration as Data Processor in Kenya, Registration as Data Controller in Kenya</p> | <p>Bidders who do not possess the specified accreditations shall be required to provide a written commitment on the company letterhead stating that, if awarded the contract:</p> <ul style="list-style-type: none"> i. Prior to contract signing, the winning bidder will communicate to the Authority the ECSP firm (which is licensed and accredited by the Communications Authority of Kenya) they will partner with for the provision of Multi Factor Authentication (MFA), Identity and Access Management (IAM), Digital Certificate Lifecycle Management (DCLM) and Electronic Signature solutions and services. These will be captured and form part of the Service Level Agreement to be executed by both parties. The list of Electronic Certification Service Providers (ECSPs) licensed and accredited by the Communications Authority of Kenya is available on our website: https://www.ca.go.ke/licensee-register. ii. Immediately after the lapse of the standstill period, the winning bidder should be able to initiate the process for registration as a Data Processor in Kenya. <p>Where a bidder does not possess CMMI Level 5 certification, the Authority will accept ISO 27001 or ISO 27701 certification as an equivalent standard.</p> |
| 16. | <p>Regarding engineering maturity and delivery standards, if the intent of the CMMI Level 5 requirement is to ensure robust development and governance practices, would equivalent evidence be acceptable? For example: Compliance with internationally recognized standards (e.g., ISO 27001 / ISO 27701)</p> <p>Recent independent security audits and penetration testing reports</p> <p>Documented SDLC and QA processes</p> | <p>The Authority will accept ISO 27001 or ISO 27701 certification as equivalent standards in place of CMMI Level 5 for purposes of meeting the engineering maturity and delivery standards requirement.</p> |

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| | <p>Demonstrated project governance frameworks</p> <p>Relevant references from comparable regulatory engagements</p> <p>We would be pleased to provide comprehensive documentation evidencing our mature engineering, security, and delivery capabilities.</p> | |
| 17. | <p>Security and Access Control Framework With respect to IAM / MFA / DCLM requirements, as these are typically enterprise-wide security capabilities, we would appreciate confirmation that it would be acceptable for the proposed Revenue Assurance System (RAS) to be fully compliant with — and integrated into — the Regulator's existing or selected security framework, rather than requiring the implementation of a full enterprise IAM/MFA replacement solution.</p> | <p>Bidders are required to propose a turnkey solution that operates independently of the Authority's existing systems, while ensuring compliance with the security and access control requirements outlined in the tender document.</p> |
| 18. | <p>Data Protection Roles We would also seek confirmation that it would be acceptable for the Regulator to remain the Data Controller, while the selected provider acts strictly as Data Processor, subject to appropriate contractual, technical, and organizational safeguards. This model reflects common international practice in regulatory technology deployments.</p> | <p>The Communications Authority of Kenya will serve as the Data Controller, while the selected service provider will act as the Data Processor.</p> |
| 19. | <p>Financial Turnover Requirement We refer to the minimum annual turnover requirement of USD 15 million over the past four years. While we fully understand the rationale behind this criterion — namely to ensure financial robustness and long-term reliability — we respectfully request consideration of a waiver in our case. Although our revenues do not meet this specific threshold, we are fully confident in our ability to deliver and sustain the project over the long term. We believe turnover alone may not fully reflect operational capability, technical expertise, or financial resilience.</p> | <p>The minimum financial turnover requirement of USD 15 million over the past four (4) years remains unchanged.</p> |

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| | <p>To support this request, we would be pleased to provide alternative evidence demonstrating our stability and capacity, including:</p> <p>Audited financial statements evidencing financial stability and positive cash flow Strong capitalization and/or shareholder backing. Bank support letters or financial guarantees. Proven track record delivering. Long-term client references Demonstrated organizational depth and key expert availability. Performance bonds or contractual guarantees, if required.</p> | |
| 20. | <p>However, we would like to obtain a waiver on elements that are not directly related to Revenue Assurance, such as the requirements on Electronic Signature and Security Management, and more specifically to be:</p> <ul style="list-style-type: none"> - ECSP licensed and accredited by the Communications Authority of Kenya, - CMMI Level 5 certified - Registered Data Processor in Kenya - Registered Data Controller in Kenya <p>If the intent is to ensure mature engineering and delivery practices, would you accept equivalent evidence such as compliance with internationally recognized standards and audits (e.g., ISO 27001/27701, recent penetration testing reports, SDLC controls, documented QA processes, relevant references), rather than requiring CMMI Level 5 specifically?</p> | <p>Bidders who do not possess the specified accreditations shall be required to provide a written commitment on the company letterhead stating that, if awarded the contract:</p> <ol style="list-style-type: none"> i. Prior to contract signing, the winning bidder will communicate to the Authority the ECSP firm (which is licensed and accredited by the Communications Authority of Kenya) they will partner with for the provision of Multi Factor Authentication (MFA), Identity and Access Management (IAM), Digital Certificate Lifecycle Management (DCLM) and Electronic Signature solutions and services. These will be captured and form part of the Service Level Agreement to be executed by both parties. The list of Electronic Certification Service Providers (ECSPs) licensed and accredited by the Communications Authority of Kenya is available on our website: https://www.ca.go.ke/licensee-register. ii. Immediately after the lapse of the standstill period, the winning bidder should be able to initiate the process for registration as a Data Processor in Kenya. <p>Where a bidder does not possess CMMI Level 5 certification, the Authority will accept ISO 27001</p> |

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| | | or ISO 27701 certification as an equivalent standard. |
| 21. | <p>Please provide the number of entities (as per the following classification) expected to be onboard the RAS at go-live, including but not limited to:</p> <ol style="list-style-type: none"> a. Mobile Network Operators (MNO) b. Mobile Money Providers c. ISPs d. Infrastructure providers e. Betting operators f. Others (please indicate) <p>What is the expected number of additional entities within 3–5 years</p> | <p>The proposed system must be scalable to support additional entities throughout the project lifecycle, including but not limited to:</p> <ul style="list-style-type: none"> • Mobile Network Operators (MNOs) • Mobile Money Providers • Internet Service Providers (ISPs) • Infrastructure Providers • Betting Operators • Any additional licensed entrants in the ICT sector <p>The current licensed service providers can be accessed via the Authority's website:</p> <p>https://www.ca.go.ke/licensee-register</p> |
| 22. | <p>Should reconciliation across internal source systems be executed by the central RAS, or should operators remain responsible for internal reconciliation whilst the RAS performing regulatory validation of outputs and declarations?</p> | <p>Bidders are expected to propose a system capable of receiving raw data from the specified data sources in the tender document and independently performing reconciliation.</p> <p>The system should also include functionality for identifying, managing, and resolving disputes or discrepancies between the Authority's system and the operators systems.</p> |
| 23. | <p>Is the project objective to establish a regulatory view of transaction volumes and revenues, or to reconstruct end-to-end subscriber transaction chains within operator platforms? i.e. does the platform need to be customer/subscriber aware?</p> | <p>The objective of the system is both:</p> <ul style="list-style-type: none"> • To establish a regulatory view of transaction volumes and revenues, and • To enable the reconstruction of end-to-end subscriber transaction chains within operator platforms. |
| 24. | <p>Please indicate the priority regulatory use cases within the RAS i.e. revenue visibility, tax base calculation, ecosystem monitoring.</p> | <p>The priority use case is for all. Bidders are therefore expected to propose a comprehensive turnkey solution addressing all requirements specified in the tender document.</p> |
| 25. | <p>Regarding the multi-tenancy requirement: <i>“The Solution architecture & Business Hierarchy shall support multi-tenancy – using the Solution as a centralized platform supporting multiple subsidiaries, each with its own private data space, users, permissions etc. The Solution shall have the option to allow designated privileged users (e.g. group operators) an overall business</i></p> | <p>Bidders are expected to propose a turnkey solution that fully complies with the multi-tenancy requirements specified in the tender document.</p> |

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| | <i>view across the subsidiaries</i> ”, can you please confirm if the requirement here is for the access that would be given to the government entities i.e. CA, KRA, etc. | |
| 26. | Will licensed entities, i.e. telecom operators, etc. have controlled access to dashboards and reports within the RAS, or is the platform intended solely for authority use? | The system shall support role-based access control, where different users will have different privileges and levels of access depending on their roles and responsibilities. |
| 27. | In case of consortium or joint venture submission, please clarify whether technical and qualification evaluation will be performed on the consortium as a whole or on each member individually, and whether a formal teaming agreement is required at submission stage or a letter of intent is sufficient. | <p>A formal Joint Venture Agreement is required at submission stage. A Letter of Intent will not be accepted.</p> <p>Evaluation will be conducted as follows:</p> <ul style="list-style-type: none"> • Mandatory Evaluation: Lead/Prime Bidder documentation only • Technical Compliance and Technical Capacity: Documentation from both JV partners |
| 28. | Please confirm the Authority’s regulatory mandate regarding betting and gaming within the context of the project, specifically whether monitoring is limited to telecommunications and mobile money transaction flows associated with betting activities or extends to direct supervision and data integration with licensed betting/gaming operators. | The system is limited to entities licensed by Communications Authority Kenya. |
| 29. | Please confirm whether the RAS is expected to include a taxation monitoring/calculation capability and, if yes, specify the categories of taxes and levies to be supervised across telecommunications, mobile money, and betting/gaming activities (e.g., VAT, regulatory fees, transaction-based taxes, sector-specific levies). | <p>The proposed system must support tax calculation capabilities, including but not limited to:</p> <ul style="list-style-type: none"> • Value Added Tax (VAT) • Excise Duty • Digital Services Tax (DST) • Significant Economic Presence Tax (SEPT) • Any other taxes as may be prescribed from time to time under the Finance Act and the Tax Procedures Act. |
| 30. | We understand that the RAS is expected to be delivered with a perpetual license initially and then recurring annual fees during the support period covering maintenance, support and upgrades and any required capacity expansion i.e. growth in volume. Kindly confirm whether this reflects the Authority’s expected licensing model. | Bidders must include all software and hardware upgrades, updates, and enhancements during the maintenance and support period in their proposals. |

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| 31. | <p>Section C The request for a signed CV and supporting certificates requires us to share personal information of an individual employee. In light of applicable Personal Data Protection regulations, we need to ensure that any sharing of such information remains compliant. Would it be acceptable to provide a masked version of the CV, with the employee's name and other sensitive personal identifiers redacted, while still demonstrating the required qualifications and experience?</p> | <p>The Authority acknowledges that submission of signed CVs and supporting certificates involves personal data.</p> <p>All information submitted will be:</p> <ul style="list-style-type: none"> • Treated as confidential, • Used solely for purposes of evaluating the tender, and • Handled in accordance with the Kenya Data Protection Act (2019). <p>The Authority is registered with the Office of the Data Protection Commissioner (ODPC). Verification can be done via:</p> <p>https://www.odpc.go.ke/registered-data-handlers/</p> |
| 32. | <p>Section 5.0 & 5.6 System Software Security</p> <p>The system must comply with CA (Communications Authority of Kenya), Kenya Data Protection Act (2019), and GSMA security standards to protect subscriber revenue data. can we get Kenya Data Protection Act (2019) guidelines?</p> | <p>Link to the Data Protection Act and registration requirements https://www.odpc.go.ke/data-protection-laws-kenya/ and https://dataportal.odpc.go.ke/</p> |
| 33. | <p>Section 1.1 Assurance Capabilities Related to the requirement: "Operational integrity in sector licensing and regulation" can you share the list of requirements?</p> | <p>https://www.ca.go.ke/licensing-procedures</p> |
| 34. | <p>Section 2. Data Processing Requirements The ELT layer shall support the following requirements: d) Comply with regulatory & privacy requirements Please share the regulatory & Privacy requirements</p> | <p>https://www.ca.go.ke/licensing-procedures 14. CONDITION 14: PRIVACY AND CONFIDENTIALITY</p> |
| 35. | <p>General Should the maintenance proposal include Managed Services support for L1 and L2 application operations?</p> | <p>The maintenance proposal must cover the entire system, including all components required for its operation.</p> |
| 36. | <p>General. Business Assurance Where are source of QoS parameters?</p> | <p>The QoS parameters are available in the link below; https://www.ca.go.ke/sites/default/files/CA/Consumer%20Protection/Quality-of-Service.pdf</p> |
| 37. | <p>General. Taxation Rules</p> | <p>The applicable taxation rules will be provided to the successful bidder and are defined and updated</p> |

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| | Would the taxation rules for the mentioned Value Added Tax (VAT), Excise Duty, Digital Services Tax and the Significant Economic Presence Tax (SEPT) provided by CAK ? | periodically under the Kenya Finance Act and the Tax Procedures Act. |
| 38. | 2.11 Dimensioning 2.5B CDR mentioned are for network element data, or all sources including charging and billing? Including digital channels? | The 2.5 billion CDR mentioned is for all data sources mentioned in the tender document. |
| 39. | How many operators (MNO) should be considered for scoping & sizing? 3 (Safaricom, Airtel, Telkom) or 4 (Safaricom, Airtel, Telkom, Jamii Telecom)? Is it possible to request each operator to send a normalize/template format for data? Or preference is to use RAW (ASN1, etc) eDRs? | This is an implementational detail that will be agreed upon between the Authority and the successful bidder during the implementation phase. The current licensed service providers are listed on the Authority's website on the link below. https://www.ca.go.ke/licensee-register |
| 40. | Would a probe based system, network vendor agnostic with on premise processing (on CSP premise), be an acceptable part of the solution to cover Digital Platform Services classification & reporting, OTT traffic analysis, overall services analytics, independent usage reporting, KPI reporting, data reporting validation, true real-time triggers and reporting and other requirements? | Bidder to propose a solution that guarantees upstream source data integrity and assurance. |
| 41. | Will both fixed and mobile CSPs be part of the scope of this project? | All licensees of the Authority mentioned in the tender document will be part of the scope for this project. |
| 42. | Can different local organisations propose similar RAS system | Yes |
| 43. | Cloud-Based Solution and Architecture Prescriptiveness The tender mentions a "cloud-based solution" and includes several technology examples and architectural elements (e.g., columnar data warehousing such as Redshift/BigQuery, search/indexing platforms, event-driven messaging layers, disaggregated compute/storage, lakehouse concepts). Given the potential sensitivity of telecom revenue and compliance data and the significant daily ingestion volumes, we seek clarification on: | Bidders may offer innovative capabilities that will be viewed favorably under value-added functionality |

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| | <p>a) Cloud model requirement Please confirm whether "cloud-based" is a strict requirement, or whether a hybrid / private cloud / sovereign deployment (in-country) is acceptable</p> | |
| 44. | Is a DPI a requirement for this platform. In case we are allowed to collect information from Service Provide existing DPI- deep packet inspection. | Bidders may offer innovative capabilities that will be reviewed during evaluation of the tender. |
| 45. | Does the scope of the RAS cover mobile money? | The scope of the system covers mobile money as indicated in the data sources section of the technical requirements. |
| 46. | It was requested to collect Betting and gaming related transaction. Are we allowed under this tender to engage betting operator. | The Solution shall support data sources including but not limited to betting as one of the digital platform services. Therefore, bidders are not restricted to which sources they are supposed to use to get information to bid for this tender. |
| 47. | The RAS will be supporting multiple entities, and the number will be open. Can the price be presented with an initial value and after a additional value per entity to be connected? | The Authority is expecting bidders to propose a turnkey solution that is scalable to accommodate future requirements. |
| 48. | What is the total delivery duration of the project? | 12 months for supply, delivery and commissioning. |
| 49. | As per the tender, the scope mentions reconciliation within the service providers' environment i.e. across the data sources within their networks which is normally done on service providers own RA systems. Typically, reconciliation should be done against a declaration made by service providers. Can you please confirm which approach is being considered in the scope? | Bidders are expected to propose a system that reconciles the licensees' records or transactions against the RAS system. |
| 50. | The transmission costs to centralize all the information must be included in the cost? | Bidders are expected to propose a turnkey solution and cost it accordingly |

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| 51. | In terms of the Bank / Insurance Guarantee will it be possible for the team (CA/SCM) to share a Kenyan list of organizations that they deem acceptable to receive the Guarantee from? | List of insurance firms approved to issue bid securities can be found in the Public Procurement Regulatory Authority Portal, www.ppra.go.ke |
| 52. | Can we understand why CA is requesting a RAS solution that is normally implemented by the CSP itself to assure its own revenues by identifying sources of leakage? If the intent is to implement a Reg-Tech solution for CA to enforce accurate revenue declarations by operators and enforce accurate taxation, a different approach can be followed to reconstitute revenues and reconcile with operator declarations. Can you clarify the intent of an operator-tailored RAS in the context of regulatory revenue assurance? | This initiative is a key part of the government's development agenda to enhance the collection of national revenue. The prime objective of this solution is to establish a comprehensive platform that provides visibility into transactions within the ICT sector. This visibility aims to facilitate regulatory and revenue enhancement activities, which will encompass licensing, surveillance responsibilities, levies and national taxes. |
| 53. | In any related Telecom regulator Reg-Tech platform; usually they are not customer aware. Please confirm it is the case here. | This is a regulatory intervention supported by the ICT sector regulations. |
| 54. | You said you want to get instant revenue assurance . The system will start one day in near future what about the history data for past years? Before system installation. | Bidders are expected to propose a system that will focus from the point of implementation. |
| 55. | Could you confirm the total project cost? | The estimated total cost of ownership (TCO) is Kshs. 4.5 billion being initial cost for deployment, maintenance, and post warranty support for 5 years. Bidders are, however, advised to cost their bids competitively since the lowest total cost evaluated bidder will be considered for award of tender. |
| 56. | In your concept who is responsible when the entities develop techniques to hide some of the need information in their Business Systems? In the telecom operators there are always mediation platforms. To avoid this problem maybe the only way is to go directly to network elements. Are you proposing this network elements connection? | Bidders are expected to propose an innovative solution that addresses these risks and challenges. |

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| 57. | If during the 5 years the entities change their Business systems or the platforms change the supplier will be responsible to made the upgrades to the RAS for free? | Bidders are expected to factor the cost of change of business systems and processes in their proposals |
| 58. | It is well known that the connection a new entity as significant costs on equipment and because the number of entities is open maybe will be difficult to include that in a support cost. | Bidders are expected to factor in the cost of a new entity in their financial proposal. |
| 59. | <p>We understand that the RFP requires real-time transaction processing. However, based on the data flow description, source transactions (raw files) are generated by the platforms themselves with 10–30 minutes delay (some even daily), without guaranteed ordering or de-duplication.</p> <p>Could you please clarify how ‘real-time’ is defined in this context, considering that the upstream data itself is not real-time?</p> <p>Is the primary objective operational monitoring, as the network team of the operator would do, or post-event reconciliation and regulatory verification?</p> | Bidders are expected to propose a system that captures events (CDRs, financial transactions, network events, messages, etc.) the moment they are generated. |
| 60. | Could you please clarify when we talk about upgrade which we will Software & Hardware upgrade cost to need to considered in Managed Services cost? | Bidders are expected to cost for the upgrades and updates for the hardware and software as and when required during the support period. |
| 61. | Can CA guide on the estimated budget for this project as you mentioned? you are working with an estimate for this project which will be refined by engaging prospective bidders. | The estimated total cost of ownership (TCO) is Kshs. 4.5 billion being initial cost for deployment, maintenance, and post warranty support for 5 years. Bidders are, however, advised to cost their bids competitively since the lowest total cost evaluated bidder will be considered for award of tender. |
| 62. | Since the RAS is a joint project between KRA and the CA, can you clarify the category of entities the solution will cover? For example, MNOs, ISPs, PSPs, gaming operators and etc. | The current licensed service providers are listed on the Authority’s website on the link below; https://www.ca.go.ke/licensee-register |

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| 63. | <p>1. In the section, TENDERER'S ELIGIBILITY-CONFIDENTIAL BUSINESS QUESTIONNAIRE: Tenderer's details require information on the Current Trade License Registration Number and Expiring date.</p> <p>Please note that in certain jurisdictions, a business licence is generally required for businesses that need to comply with health and safety regulations.</p> <p>This will not apply in the IT sector.</p> <p>However, a registration documentation and/or a Tax Certificate is mandatory in said jurisdictions.</p> <p>Question: Should we put Not Applicable (N/A) in the section asking for trade licence details or should we provide details of the tax certificate?</p> <p>2. Mandatory Requirement MR1 states: The bid MUST be submitted in book style, well bound, page marked with table of contents and shall not have any loose pages. Bids with Spiral binding or files(spring and box) shall be disqualified</p> <p>Question: Due to the proof of compliance requirement in the technical evaluation, the final document may have too many pages to be properly printed and bound as one document.</p> <p>Are we allowed to print more than one document e.g. Vol 1 and Vol 2?</p> | <p>Bidders are allowed to print more than one document e.g. Vol 1 and Vol 2</p> |
| 64. | <p>This being a solution that is primarily deployed at and for Telcos, please confirm that Telco references will suffice as well</p> | <p>References from Telecommunication Operators (Telcos) will be accepted. These references will also be verified during the due dilligence process prior to contract award for the proposed winning bid.</p> |

ALL other terms and conditions of the tender remain unchanged.

This addendum forms part of the tender document and shall be read together with the original tender document.

Yours Faithfully,


David Mugonyi, EBS
DIRECTOR GENERAL/CEO