BANKI KUU YA KENYA

CENTRAL BANK OF KENYA

Haile Selassie Avenue
P.O. Box 60000 - 00200 Nairobi Kenya
Telephone: 2861000/2863000,
Email: supplies@centralbank.go.ke

ADDENDUM NO. 1

TENDER FOR SUPPLY, IMPLEMENTATION, DEPLOYMENT, AND COMMISSIONING OF AN INTEGRATED IT SERVICE MANAGEMENT (ITSM) SOLUTION FOR CENTRAL BANK OF KENYA. TENDER REF NO: CBK/037/2026-2027

The above captioned tender was published on **www.tenders.go.ke** and **www.centralbank.go.ke** on 13th October 2026. In response to clarifications sought by prospective bidders, the Bank is hereby issuing Addendum No. 1 in line with Section 75 of the Public Procurement and Asset Disposal Act 2015 and will form part of the tender document.

S/NO	REQUESTS FOR CLARIFICATIONS	BANK'S RESPONSES
1.	"OEM authorization (MR7): Please confirm whether the manufacturer's authorization letter must reference this specific tender and commit to back-to-back support for the full contract term, and whether an authorization issued by the OEM's regional (e.g. EMEA) office is acceptable	Authorization issued by regional office is also acceptable for as long as it is for this tender.
2.	Reference value (T4): For the minimum project value of KES 10,000,000 per reference, please confirm whether this is measured as total contract value and how references denominated in other currencies will be converted for evaluation	Total value of the contract will be used and other currencies will be converted at the current CBK rates on the date of tender closing/opening
3.	Reference sector (T4ii): Please confirm whether a reference for a central bank, or for a regional/pan-African bank operating across multiple African countries, satisfies the requirement for a "large bank or telco in Africa (beyond Kenya)	Yes it does
4.	SaaS hosting & data residency (TMR1): Please confirm whether there are any data-residency or hosting-location requirements (for example, a requirement that	Data residency is a concern, provide where your solution data centers are, both

S/NO	REQUESTS FOR CLARIFICATIONS	BANK'S RESPONSES
	data remain within Kenya) applicable to the SaaS deployment	Production and DR for evaluation
5.	Due diligence (Stage 5): Please confirm whether the client reference-site visits and the live solution demonstration will be conducted in person in Nairobi, and the expected timing/window, to enable appropriate planning	Yes, they will be in person, location is based on where your reference client is based
6.	Audited accounts (MR8): The requirement refers to "two consecutive accounting years i.e. 2023, 2024, 2025." Please confirm precisely which financial years are required, and whether audited accounts prepared under IFRS and/or in a currency other than Kenya Shillings are acceptable	The audited Accounts are for the last two accounting years and if prepared in any other currency is acceptable
7.	Margin of preference: Please confirm whether any margin of preference for local firms will be applied in this evaluation and, if so, the applicable percentage and basis.	Margin of preference will not be applicable
10	Joint ventures: Where a tenderer forms a joint venture with a locally registered firm, please confirm how the JV is treated for the purposes of the local content requirement and any margin of preference.	Incase of a joint venture, both parties must comply with the local content and margin of preference
11	Request to extended Tender opening/Closing Date	The tender opening/closing date has been extended to **12th November 2026** at **10:30 am**.

All other terms and conditions of the tender remain the same.

P.K. ROTICH
FOR: DEPUTY DIRECTOR/HEAD OF PROCUREMENT
28th OCTOBER 2026