KDEAP KENYA DIGITAL ECONOMY ACCELERATION PROJECT

Vision

Tranforming Lives

To digitally empower the society through provision of quality ICT services, application of best practices and harnessing digital technologies and capabilities to unlock limitless opportunities

delivery of public service for the public office and public service.

Request for Proposal

Information Systems Design, Supply and Delivery and Installation (Without prequalification)

Procuring Agency: The Information and Communications Technology Authority

Country: Kenya

Name of Project: Kenya Digital Economy Acceleration Project (KDEAP)

Procurement of:
Supply, Design, Delivery, Installation, Configuration, Testing, Commissioning and Maintenance Of an Integrated Government Resource Platform (IGRP) in Three (3) Lots:

LOT 1: Integration and Interoperability Platform
LOT 2: Identity and Access Management Federation Services
LOT 3: Digital Signing and Trust Services

RFP No: KE-ICTA-571739-NC-RFP

Loan No./Credit No./Grant No.: 7289-KE and 7290-KE

RFP Issued On: 10/11/2026

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Specific Procurement Notice – Request for Proposals without Prequalification

Request for Proposal
Information Systems
(Design, Supply and Installation)
(Without Prequalification)

Purchaser**: The Information and Communications Technology Authority**

Project**: Kenya Digital Economy Acceleration Project**

Contract title**: Supply, Design, Delivery, Installation, Configuration, Testing, Commissioning And Maintenance Of an Integrated Government Resource Platform (IGRP) in Three (3) Lots**

Country**: Kenya**

Loan No. /**Credit No. / Grant No.: 7289-KE and 7290-KE**

RFP No: **KE-ICTA-571739-NC-RFP**

Issued on: **10th November 2026**

1. The Government of Kenya has received financing from the World Bank toward the cost of the Kenya Digital Economy Acceleration Project and intends to apply part of the proceeds toward payments under the contract [1]for Supply, Design, Delivery, Installation, Configuration, Testing, Commissioning and Maintenance of an Integrated Government Resource Platform (IGRP). This is in Three (3) Lots:
   LOT 1: Integration and Interoperability Platform
   LOT 2: Identity and Access Management Federation Services
   LOT 3: Digital Signing and Trust Services

2. The Information and Communications Technology Authority now invites sealed Proposals from eligible Proposers for Supply, Design, Delivery, Installation, Configuration, Testing, Commissioning and Maintenance of an Integrated Government Resource Platform (IGRP**)** in Three (3) Lots:

Lots Number	**Description**	**Quantity**	**Delivery Period from Commencement Date**	**Location**
Lot 1	Integration and Interoperability Platform	1	12 Months	The services and systems shall be delivered at the ICT Authority and participating Government Ministries, Departments and Agencies (MDAs), including Government-provided hosting (provided by the Purchaser at no cost to the Supplier), Agency Node and Shared Government Node environments, as applicable and as specified/confirmed during implementation.
Lot 2	Identity and Access Management Federation Services	1	12 Months	
Lot 3	Digital Signing and; Trust Services	1	12 Months	

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3. The procurement process will be conducted through international competitive procurement using Request for Proposals (RFP) as specified in the World Bank's "Procurement Regulations for IPF Borrowers" First Published July 2016 and Revised Fifth Edition September 2023. ("Procurement Regulations"), and is open to all eligible Proposers as defined in the Procurement Regulations.

4. Proposals will be evaluated in accordance with the evaluation process set out in the request for proposals document. The following weightings shall apply: Rated Criteria (including technical and non-price factors) – 80%; cost – 20%.

5. Interested eligible Proposers may obtain further information from The Information and Communications Technology Authority, Deputy Director Supply Chain Management , procurement@ict.go.ke and inspect the request for proposals document during office hours 0800hrs-1700hrs at the address given **at the end of this RFP.**

6. The Request for Proposal document in English may be downloaded by interested Proposers from the ICTA's website https://www.icta.go.ke/tenders or Public Procurement Information Portal website https://www.tenders.go.ke. Proposers who download the Proposal documents are invited to notify the purchaser by e-mail with full contact details if they intend to participate, as this will facilitate issuance of notifications by the Purchaser during the procurement process, to all bidders where necessary**.**

7. Proposals must be delivered to the **address at the end of this RFP** on or before **1000Hrs EAT 23rd December 2026**. Electronic procurement **will not** be permitted. Late Proposals will be rejected. The outer Proposal envelopes marked "ORIGINAL PROPOSAL", and the inner envelopes marked "TECHNICAL PART" will be publicly opened in the presence of the Proposers' designated representatives and anyone who chooses to attend, at the address at the end of this RFP on the 12th Floor Boardroom on the same date at 1000Hrs East Africa Time. All envelopes marked "FINANCIAL PART" shall remain unopened and will be held in safe custody of the Purchaser until the second public Proposals opening.

8. All Proposals must be accompanied by a "**Proposal-Security of:**

LOTS	PROPOSAL SECURITY(KES)
Lot 1	**12,000,000.00**
Lot 2	**7,000,000.00**
Lot 3	**8,000,000.00**

or equivalent in a freely convertible currency

9. Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful Proposer's beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the request for proposal document.

10. The address referred to above is:

JESSY K. MARUTI
CHIEF EXECUTIVE OFFICER

THE INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY

TELPOSTA TOWERS KENYATTA AVENUE

P O BOX 27150-00100

NAIROBI KENYA

info@ict.go.ke/procurement@ict.go.ke

www.icta.go.ke

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PART 1 – REQUEST FOR PROPOSALS PROCEDURES

SECTION I - INSTRUCTIONS TO PROPOSERS (ITP)

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Section I - Instructions to Proposers
A. GENERAL

1. Scope of Proposal

1.1. The Purchaser, as indicated in the PDS, or its duly authorized Purchasing Agent if so specified in the PDS (interchangeably referred to as "the Purchaser" issues this request for proposals document for the supply and installation of the Information System as specified in Section VII, Purchaser's Requirements. The name, identification and number of lots (contracts) of this RFP are specified in the PDS.

1.2. Unless otherwise stated, throughout this request for proposals document definitions and interpretations shall be as prescribed in the Section VIII, General Conditions of Contract.

Throughout this request for proposals document:

(a) the term "in writing" means communicated in written form (e.g. by mail, e-mail, fax, including if specified in the PDS, distributed or received through the electronic-procurement system used by the Purchaser) with proof of receipt;

(b) if the context so requires, "singular" means "plural" and vice versa; and

(c) "Day" means calendar day, unless otherwise specified as "Business Day". A Business Day is any day that is an official working day of the Borrower. It excludes the Borrower's official public holidays.

(d) "ES" means environmental and social (including Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH));

(e) "Sexual Exploitation and Abuse" "(SEA)" means the following:

Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;

Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

(f) "Sexual Harassment" "(SH)" is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by the Supplier's

Personnel with other Supplier's Personnel or Purchaser's Personnel.

(g) "Supplier's Personnel" is as defined in GCC Clause 1.1; and

(h) "Purchaser's Personnel" is as defined in GCC Clause 1.1.

A non-exhaustive list of (i) behaviors which constitute SEA and (ii) behaviors which constitute SH is attached to the Code of Conduct form in Section IV

2. Source of Funds

2.1. The Borrower or Recipient (hereinafter called "Borrower") indicated in the PDS has applied for or received financing (hereinafter called "funds") from the International Bank for Reconstruction and Development or the International Development Association (hereinafter called "the Bank") in an amount specified in the PDS toward the project named in the PDS. The Borrower intends to apply a portion of the funds to eligible payments under the contract(s) for which this request for proposals document is issued.

2.2. Payments by the Bank will be made only at the request of the Borrower and upon approval by the Bank in accordance with the terms and conditions of the Loan (or other financing) Agreement between the Borrower and the Bank (hereinafter called the Loan Agreement), and will be subject in all respects to the terms and conditions of that Loan (or other financing) Agreement. The Loan (or other financing) Agreement prohibits a withdrawal from the loan account for the purpose of any payment to persons or entities, or for any import of equipment, materials or any other goods, if such payment or import is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Borrower shall derive any rights from the Loan (or other financing) Agreement or have any claim to the funds.

3. Fraud and Corruption

3.1. The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in Section VI.

3.2. In further pursuance of this policy, Proposers shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit the Bank to inspect all accounts, records and other documents relating to any initial selection process, prequalification process, bid submission, proposal submission

and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.

4. Eligible Proposers

4.1. A Proposer may be a firm that is a private entity, a state-owned enterprise or institution subject to ITP 4.6, or any combination of such entities in the form of a joint venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the procurement process and, in the event the JV is awarded the Contract, during contract execution. Unless specified in the PDS, there is no limit on the number of members in a JV.

4.2. A Proposer shall not have a conflict of interest. Any Proposer found to have a conflict of interest shall be disqualified. A Proposer may be considered to have a conflict of interest for the purpose of this procurement process, if the Proposer:

(a) directly or indirectly controls, is controlled by or is under common control with another Proposer; or

(b) receives or has received any direct or indirect subsidy from another Proposer; or

(c) has the same legal representative as another Proposer; or

(d) has a relationship with another Proposer, directly or through common third parties, that puts it in a position to influence the Proposal of another Proposer, or influence the decisions of the Purchaser regarding this procurement process; or

(e) any of its affiliates participates as a consultant in the preparation of the design or technical specifications of the Information System that are the subject of the Proposal; or

(f) or any of its affiliates has been hired (or is proposed to be hired) by the Purchaser or Borrower as Project Manager for the Contract implementation; or

(g) would be providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of the project specified in the PDS ITP 2.1 that it provided or were provided by any affiliate that directly or indirectly

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controls, is controlled by, or is under common control with that firm; or

(h) has a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who: (i) are directly or indirectly involved in the preparation of the request for proposals document or specifications of the Contract, and/or the Proposal evaluation process of such Contract; or (ii) would be involved in the implementation or supervision of such Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Bank throughout the procurement process and execution of the Contract.

4.3. A firm that is a Proposer (either individually or as a JV member) shall not participate as a Proposer or as JV member in more than one Proposal except for permitted alternative Proposals. Such participation shall result in the disqualification of all Proposals in which the firm is involved. However, this does not limit the participation of a Proposer as subcontractor in another Proposal or of a firm as a subcontractor in more than one Proposal.

4.4. A Proposer may have the nationality of any country, subject to the restrictions pursuant to ITP 4.8. A Proposer shall be deemed to have the nationality of a country if the Proposer is constituted, incorporated or registered in and operates in conformity with the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case may be. This criterion also shall apply to the determination of the nationality of proposed sub-contractors or sub-consultants for any part of the Contract including related Services.

4.5. A Proposer that has been sanctioned by the Bank, pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework as described in Section VI paragraph 2.2 d., shall be ineligible to be initially selected for, prequalified for, bid for, propose for, or be awarded a Bank-financed contract or benefit from a Bank-financed contract, financially or otherwise, during such period of time as the Bank shall have determined. The list of debarred firms and

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individuals is available at the electronic address specified in the PDS.

4.6. Proposers that are state-owned enterprises or institutions in the Purchaser's Country may be eligible to compete and be awarded a Contract(s) only if they can establish, in a manner acceptable to the Bank, that they (i) are legally and financially autonomous (ii) operate under commercial law, and (iii) are not under supervision of the Purchaser.

4.7. A Proposer shall not be under suspension from bidding or submitting proposals by the Purchaser as the result of the operation of a Bid–Securing Declaration or Proposal-Securing Declaration.

4.8. Firms and individuals may be ineligible if so indicated in Section V and (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of goods or the contracting of works or services required; or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's country prohibits any import of goods or contracting of works or services from that country, or any payments to any country, person, or entity in that country.

4.9. This request for proposal process is open for all eligible Proposers, unless otherwise specified in ITP 15.2.

4.10. A Proposer shall provide such documentary evidence of eligibility satisfactory to the Purchaser, as the Purchaser shall reasonably request.

4.11. A firm that is under a sanction of debarment by the Borrower from being awarded a contract is eligible to participate in this procurement, unless the Bank, at the Borrower's request, is satisfied that the debarment; (a) relates to fraud or corruption, and (b) followed a judicial or administrative proceeding that afforded the firm adequate due process.

5. Eligible Goods and Services

5.1. The Information Systems to be supplied under the Contract and financed by the Bank may have their origin in any country in accordance with Section V, Eligible Countries.

5.2. For the purposes of this request for proposals document, the term "Information System" means all:

(a) the required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that the Supplier is required to design, supply and install under the Contract, plus all associated documentation, and all other materials and goods to be designed, supplied, installed, integrated, and made operational; and

(b) the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Proposer and as specified in the Contract.

5.3. For purposes of ITP 5.1 above, "origin" means the place where the goods and services making the Information System are produced in or supplied from. An Information System is deemed to be produced in a certain country when, in the territory of that country, through software development, manufacturing, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

B. CONTENTS OF THE REQUEST FOR PROPOSALS DOCUMENT

6. Sections of the Request for Proposals Document

6.1. The request for proposals document consists of Parts 1, 2, and 3, which include all the sections indicated below, and should be read in conjunction with any Addenda issued in accordance with ITP 8:

PART 1 - Request for Proposals Procedures

Section I - Instructions to Proposers (ITP)

Section II - Proposal Data Sheet (PDS)

Section III - Evaluation and Qualification Criteria

Section IV - Proposal Forms

Section V - Eligible Countries

Section VI - Fraud and Corruption

PART 2 - Purchaser's Requirements

Section VII - Requirements of the IS, including:

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- Technical Requirements
- Implementation Schedule
- System Inventory Tables
- Background and Informational Materials

PART 3 - Contract

Section VIII - General Conditions of Contract

Section IX -Special Conditions of Contract

Section X - Contract Forms

6.2. The Specific Procurement Notice – Request for Proposals (RFP) issued by the Purchaser is not part of this request for proposals document.

6.3. Unless obtained directly from the Purchaser, the Purchaser is not responsible for the completeness of the document, responses to requests for clarification, the Minutes of the pre-Proposal meeting (if any), or Addenda to the request for proposals document in accordance with ITP 8. In case of any contradiction, documents obtained directly from the Purchaser shall prevail.

6.4. The Proposer is expected to examine all instructions, forms, terms, and specifications in the request for proposals document and to furnish with its Proposal all information or documentation as is required by the request for proposals document.

7. Clarification of Request for Proposals Document, Site Visit, Pre-Proposal Meeting

7.1. A Proposer requiring any clarification of the request for proposals document shall contact the Purchaser in writing at the Purchaser's address specified in the PDS or raise its enquiries during the pre-Proposal meeting if provided for in accordance with ITP 7.4. The Purchaser will respond in writing to any request for clarification, provided that such request is received prior to the deadline for submission of Proposals within a period specified in the PDS. The Purchaser's shall forward copies of its response to all Proposers who have acquired the request for proposals document in accordance with ITP 6.3, including a description of the inquiry but without identifying its source. If so specified in the PDS, the Purchaser shall also promptly publish its response at the web page identified in the PDS. Should the Purchaser deem it necessary to amend the request for proposals document as a result of a request for clarification, it shall do so following the procedure under ITP 8 and ITP 23.2.

7.2. The Proposer may wish to visit and examine the site where the Information System is to be installed and its surroundings and obtain for itself on its own responsibility all information that may

be necessary for preparing the Proposal and entering into a contract. The costs of visiting the site shall be at the Proposer's own expense.

7.3. The Proposer and any of its personnel or agents will be granted permission by the Purchaser to enter upon its premises and lands for the purpose of such visit, but only upon the express condition that the Proposer, its personnel, and agents will release and indemnify the Purchaser and its personnel and agents from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of the inspection.

7.4. The Proposer's designated representative is invited to attend a pre-Proposal meeting and/or a site visit, if provided for in the PDS. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.

7.5. The Proposer is requested, as far as possible, to submit any questions in writing, to reach the Purchaser not later than one week before the meeting.

7.6. Minutes of the pre-Proposal meeting, including the text of the questions raised without identifying the source, and the responses given, together with any responses prepared after the meeting, will be transmitted promptly to all Proposers who have acquired the request for proposals document in accordance with ITP 6.3. Any modification to the request for proposals document that may become necessary as a result of the pre-Proposal meeting shall be made by the Purchaser exclusively through the issue of an Addendum pursuant to ITP 8 and not through the minutes of the pre-Proposal meeting.

7.7. Nonattendance at the pre-Proposal meeting will not be a cause for disqualification of a Proposer.

8. Amendment of Request for Proposals Document

8.1. At any time prior to the deadline for submission of Proposals, the Purchaser may amend the request for proposals document by issuing addenda.

8.2. Any addendum issued shall be part of the request for proposals document and shall be communicated in writing to all who have obtained the request for proposals document from the Purchaser in accordance with ITP 6.3. The Purchaser shall also promptly publish the addendum on the Purchaser's web page in accordance with ITP 7.1.

8.3. To give prospective Proposers reasonable time in which to take an addendum into account in preparing their Proposals, the Purchaser

may, at its discretion, extend the deadline for the submission of Proposals, pursuant to ITP 23.2.

C. PREPARATION OF PROPOSALS

9. Cost of Proposals

9.1. The Proposer shall bear all costs associated with the preparation and submission of its Proposal, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Request for Proposals process.

10. Language of Proposal

10.1. The Proposal, as well as all correspondence and documents relating to the Proposal exchanged by the Proposer and the Purchaser, shall be written in the language specified in the PDS. Supporting documents and printed literature that are part of the Proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the PDS, in which case, for purposes of interpretation of the Proposal, such translation shall govern.

11. Documents Comprising the Proposal

11.1. The Proposal shall comprise two Parts, namely the Technical Part and the Financial Part. These two Parts shall be submitted simultaneously in two separate sealed envelopes (two-envelope procurement process). One envelope shall contain only information relating to the Technical Part and the other, only information relating to the Financial Part. These two envelopes shall be enclosed in a separate sealed outer envelope marked "Original Proposal'.

11.2. The Technical Part shall contain the following:

(a) **Letter of Proposal**-Technical Part, prepared in accordance with ITP 12;

(b) **Proposal Security or Proposal-Securing Declaration** in accordance with ITP 20;

(c) **Alternative Proposal**- Technical Part**:** if permissible, in accordance with ITP 13, the Technical Part of any Alternative Proposal;

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(d) **Authorization:** written confirmation authorizing the signatory of the Proposal to commit the Proposer, in accordance with ITP 21.3;

(e) **Eligibility of Information System:** documentary evidence established in accordance with ITP 14.1 that the Information System offered by the Proposer in its Proposal or in any alternative Proposal, if permitted, are eligible;

(f) **Proposer's Eligibility and qualifications:** documentary evidence in accordance with ITP 15 establishing the Proposer's eligibility and qualifications to perform the contract if its Proposal is accepted;

(g) **Conformity:** documentary evidence established in accordance with ITP 16 that the Information System offered by the Proposer conform to the **request for proposals** document;

(h) **Subcontractors:** list of subcontractors, in accordance with ITP 16.4;

(i) **Intellectual Property**: a list of: Intellectual Property as defined in GCC Clause 15;

(i) all Software included in the Proposal, assigning each item to one of the software categories defined in GCC Clause 1.1 (c):

a. System, General Purpose, and Application Software; or

b. Standard and Custom Software;

(ii) all Custom Materials, as defined in GCC Clause 1.1 (c), included in the Proposal;

All Materials not identified as Custom Materials shall be deemed Standard Materials, as defined in GCC Clause 1.1 (c);

Re-assignments among the Software and Materials categories, if necessary, will be made during the implementation of the Contract according to GCC Clause 39 (Changes to the Information System); and

(j) any other document required **in the PDS.**

11.3. **The Financial Part shall contain the following:**

(a) Letter of Proposal – Financial Part: prepared in accordance with ITP 12 and ITP 17;

(b) Schedule: Price Schedules completed in accordance with ITP 12 and ITP 17;

(c) Alternative Proposal - Financial Part: if permissible in accordance with ITP 13, the Financial Part of any Alternative Proposal; and

(d) any other document required in the PDS.

11.4. The Technical Part shall not include any information related to the Proposal price. Where material financial information related to the Proposal price is contained in the Technical Part the Proposal shall be declared non-responsive.

11.5. In addition to the requirements under ITP 11.2, Proposals submitted by a JV shall include in the Technical Part a copy of the Joint Venture Agreement entered into by all members indicating at least the parts of the Information System to be executed by the respective members. Alternatively, a letter of intent to execute a Joint Venture Agreement in the event of a successful Proposal shall be signed by all members and submitted with the Proposal, together with a copy of the proposed Agreement indicating at least the parts of the Information System to be executed by the respective members.

11.6. The Proposer shall furnish in the Letter of Proposal - Financial Part information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this procurement process.

12. Letters of Proposal and Price Schedules

12.1. The Letter of Proposal - Technical Part, Letter of Proposal-Financial Part and Price Schedules shall be prepared using the relevant forms furnished in Section IV, Proposal Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITP 21.3. All blank spaces shall be filled in with the information requested.

13. Alternative Proposals

13.1. The PDS indicates whether alternative Proposals are allowed. If they are allowed, the PDS will also indicate whether they are permitted in accordance with ITP 13.3, or invited in accordance with ITP 13.2 and/or ITP 13.4.

13.2. When alternatives to the Time Schedule are explicitly invited, a statement to that effect will be included in the PDS, and the method of evaluating different time schedules will be described in Section III, Evaluation and Qualification Criteria.

13.3. Except as provided under ITP 13.4 below, Proposers wishing to offer technical alternatives to the Purchaser's requirements as described in the request for proposals document must also provide: (i) a price at which they are prepared to offer an Information System meeting the Purchaser's requirements; and (ii) all information necessary for a complete evaluation of the alternatives

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by the Purchaser, including drawings, design calculations, technical specifications, breakdown of prices, and proposed installation methodology and other relevant details. Only the technical alternatives, if any, of the Proposer with the Most Advantageous Proposal conforming to the basic technical requirements shall be considered by the Purchaser.

13.4. When Proposers are invited in the PDS to submit alternative technical solutions for specified parts of the system, such parts shall be described in Section VII, Purchaser's Requirements. Technical alternatives that comply with the performance and technical criteria specified for the Information System shall be considered by the Purchaser on their own merits, pursuant to ITP 32.

14. Documents Establishing the Eligibility of the Information System

14.1. To establish the eligibility of the Information System in accordance with ITP 5, Proposers shall complete the country of origin declarations in the Price Schedule Forms, included in Section IV, Proposal Forms.

15. Documents Establishing the Eligibility and Qualifications of the Proposer

15.1. To establish its eligibility and qualifications to perform the Contract in accordance with Section III, Evaluation and Qualification Criteria, the Proposer shall provide the information requested in the corresponding information sheets included in Section IV, Proposal Forms.

15.2. In the event that prequalification of potential Proposers has been undertaken as stated in the PDS, only Proposals from prequalified Proposers shall be considered for award of Contract. These qualified Proposers should submit with their Proposals any information updating their original prequalification applications or, alternatively, confirm in their Proposals that the originally submitted prequalification information remains essentially correct as of the date of Proposal submission.

15.3. Any change in the structure or formation of a Proposer after being prequalified and invited to submit Proposals, if applicable, (including, in the case of a JV, any change in the structure or formation of any member and also including any change in any specialized subcontractor whose qualifications were considered to prequalify the Applicant) shall be subject to the written approval of the Purchaser prior to the deadline for submission of Proposals. Such approval shall be denied if (i) a Proposer proposes to associate with a disqualified Proposer or in case of a disqualified joint venture, any of its members; (ii) as a consequence of the change, the Proposer no longer substantially meets the

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qualification criteria; or (iii) in the opinion of the Purchaser, the change may result in a substantial reduction in competition. Any such change should be submitted to the Purchaser not later than fourteen (14) days after the date of the notice for RFP sent to the prequalified Proposers.

16. Documents Establishing Conformity of the Information System

16.1. Pursuant to ITP 11.2 (g), the Proposer shall furnish, as part of its Proposal, documents establishing the conformity to the request for proposals documents of the Information System that the Proposer proposes to design, supply and install under the Contract.

16.2. The documentary evidence of conformity of the Information System to the request for proposals documents including:

(a) Preliminary Project Plan describing, among other things, the methods by which the Proposer will carry out its overall management and coordination responsibilities if awarded the Contract, and the human and other resources the Proposer proposes to use. The Preliminary Project Plan must also address any other topics specified in the PDS. In addition, the Preliminary Project Plan should state the Proposer's assessment of what it expects the Purchaser and any other party involved in the implementation of the Information System to provide during implementation and how the Proposer proposes to coordinate the activities of all involved parties;

(b) written confirmation that the Proposer accepts responsibility for the successful integration and inter-operability of all components of the Information System as required by the request for proposals documents;

(c) an item-by-item commentary on the Purchaser's Technical Requirements, demonstrating the substantial responsiveness of the Information System offered to those requirements. In demonstrating responsiveness, the Proposer should use the Technical Responsiveness Checklist (or Checklist Format) in the Sample Proposal Forms (Section IV). The commentary shall include explicit cross-references to the relevant pages in the supporting materials included in the Proposal. Whenever a discrepancy arises between the item-by-item commentary and any catalogs, technical specifications, or other preprinted materials submitted with the Proposal, the item-by-item commentary shall prevail;

(d) support material (e.g., product literature, white papers, narrative descriptions of technologies and/or technical approaches), as required and appropriate; and

(e) any separate and enforceable contract(s) for Recurrent Cost items which the PDS ITP 17.2 requires Proposers to propose.

16.3. References to brand names or model numbers or national or proprietary standards designated by the Purchaser in the request for

proposals documents are intended to be descriptive and not restrictive. Except as specified in the PDS for specific items or standards, the Proposer may substitute alternative brand/model names or standards in its Proposal, provided that it demonstrates to the Purchaser's satisfaction that the use of the substitute(s) will result in the Information System being able to perform substantially equivalent to or better than that specified in the Technical Requirements.

16.4. For major items of the Information System as listed by the Purchaser in Section III, Evaluation and Qualification Criteria, which the Proposer intends to purchase or subcontract, the Proposer shall give details of the name and nationality of the proposed subcontractors, including manufacturers, for each of those items. In addition, the Proposer shall include in its Proposal information establishing compliance with the requirements specified by the Purchaser for these items. Quoted rates and prices will be deemed to apply to whichever subcontractor is appointed, and no adjustment of the rates and prices will be permitted.

16.5. The Proposer shall be responsible for ensuring that any subcontractor proposed complies with the requirements of ITP 4, and that any goods or services to be provided by the subcontractor comply with the requirements of ITP 5 and ITP 16.1.

17. Proposal Prices

17.1. All Goods and Services identified in the Supply and Installation Cost Sub-Tables in System Inventory Tables in Section VII, and all other Goods and Services proposed by the Proposer to fulfill the requirements of the Information System, must be priced separately and summarized in the corresponding cost tables in the Sample Proposal Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below.

17.2. Unless otherwise specified in the PDS, the Proposer must also propose Recurrent Cost Items specified in the Technical Requirements, Recurrent Cost Sub-Table of the System Inventory Tables in Section VII (if any). These must be priced separately and summarized in the corresponding cost tables in the Sample Proposal Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below:

(a) if specified **in the PDS,** the Proposer must also propose separate enforceable contracts for the Recurrent Cost Items not included in the main Contract;

(b) prices for Recurrent Costs are all-inclusive of the costs of necessary Goods such as spare parts, software license renewals, labor, etc., needed for the continued and proper operation of the Information

System and, if appropriate, of the Proposer's own allowance for price increases;

(c) prices for Recurrent Costs beyond the scope of warranty services to be incurred during the Warranty Period, defined in GCC Clause 29.4 and prices for Recurrent Costs to be incurred during the Post-Warranty Period, defined in SCC Clause 1.1. (e) (xiii), shall be quoted as Service prices on the Recurrent Cost Sub-Table in detail, and on the Recurrent Cost Summary Table in currency totals.

17.3. Unit prices must be quoted at a level of detail appropriate for calculation of any partial deliveries or partial payments under the contract, in accordance with the Implementation Schedule in Section VII), and with GCC and SCC Clause 12 – Terms of Payment. Proposers may be required to provide a breakdown of any composite or lump-sum items included in the Cost Tables

17.4. The price of items that the Proposer has left blank in the cost tables provided in the Sample Proposal Forms (Section IV) shall be assumed to be included in the price of other items. Items omitted altogether from the cost tables shall be assumed to be omitted from the Proposal and, provided that the Proposal is substantially responsive, an adjustment to the Proposal price will be made during Proposal evaluation in accordance with ITP 34.1.

17.5. The prices for Goods components of the Information System are to be expressed and shall be defined and governed in accordance with the rules prescribed in the edition of Incoterms specified in the PDS, as follows:

(a) Goods supplied from outside the Purchaser's country:

Unless otherwise specified **in the PDS**, the prices shall be quoted on a CIP (named place of destination) basis, exclusive of all taxes, stamps, duties, levies, and fees imposed in the Purchaser's country. The named place of destination and special instructions for the contract of carriage are as specified in the SCC for GCC 1.1 (e) (iii)**.** In quoting the price, the Proposer shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Proposer may obtain insurance services from any eligible source country;

(b) Locally supplied Goods:

Unit prices of Goods offered from within the Purchaser's Country, shall be quoted on an EXW (ex-factory, ex works, ex warehouse or off-the-shelf, as applicable) basis, including all customs duties, levies, fees, sales and other taxes incurred until delivery of the Goods, but excluding all VAT or sales and other taxes and duties/fees incurred for the Goods at the time of invoicing or sales transaction, if the Contract is awarded;

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(c) Inland transportation.

17.6. Unless otherwise stated in the PDS, inland transportation, insurance and related local costs incidental to the delivery of the Goods to the designated Project Sites must be quoted separately as a Service item in accordance with ITP 17.5, whether the Goods are to be supplied locally or from outside the Purchaser's country, except when these costs are already included in the price of the Goods, as is, e.g., the case, when ITP 17.5 (a) specifies CIP, and the named places of destination are the Project Sites.

17.7. The price of Services shall be separated into their local and foreign currency components and where appropriate, broken down into unit prices. Prices must include all taxes, duties, levies and fees whatsoever, except only VAT or other indirect taxes, or stamp duties, that may be assessed and/or apply in the Purchaser's country on/to the price of the Services invoiced to the Purchaser, if the Contract is awarded.

17.8. Unless otherwise specified in the PDS, the prices must include all costs incidental to the performance of the Services, as incurred by the Supplier, such as travel, subsistence, office support, communications, translation, printing of materials, etc. Costs incidental to the delivery of the Services but incurred by the Purchaser or its staff, or by third parties, must be included in the price only to the extent such obligations are made explicit in these request for proposals documents (as, e.g., a requirement for the Proposer to include the travel and subsistence costs of trainees).

17.9. Unless otherwise specified in the PDS, prices quoted by the Proposer shall be fixed during the Proposer's performance of the Contract and not subject to increases on any account. Proposals submitted that are subject to price adjustment will be rejected.

18. Currencies of Proposal and Payment

18.1. The currency(ies) of the Proposal and currencies of payment shall be the same. The Proposer shall quote in the currency of the Purchaser's Country the portion of the Proposal price that corresponds to expenditures incurred in the currency of the Purchaser's Country, unless otherwise specified in the PDS.

18.2. The Proposer may express the Proposal price in any currency. If the Proposer wishes to be paid in a combination of amounts in different currencies, it may quote its price accordingly but shall use no more than three foreign currencies in addition to the currency of the Purchaser's Country.

19. Period of Validity of Proposals

19.1. Proposals shall remain valid until the date specified in the PDS or any extended date if amended by the Purchaser in accordance with ITP 8. A Proposal that is not valid until the date specified in the PDS, or any extended date if amended by the Purchaser in accordance with ITP 8, shall be rejected by the Purchaser as nonresponsive.

19.2. In exceptional circumstances, prior to the date of expiry of the Proposal validity, the Purchaser may request Proposers to extend the date of validity until a specified date. The request and the responses shall be made in writing. If a Proposal Security is requested in accordance with ITP 20, it shall also be extended for twenty-eight days (28) beyond the deadline of the extended validity period. A Proposer may refuse the request without forfeiting its Proposal Security. A Proposer granting the request shall not be required or permitted to modify its Proposal, except as provided in ITP 19.3.

19.3. If the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial Proposal validity specified in accordance with ITP 19.1, the Contract price shall be determined as follows:

(a) in case of fixed price contracts, the contract price shall be the Proposal price adjusted by a factor or factors specified **in the PDS**;

(b) in the case of an adjustable price contracts, no adjustments shall be made;

(c) in any case, Proposal evaluation shall be based on the Proposal Price without taking into consideration the applicable correction from those indicated above.

20. Proposal Security

20.1. The Proposer shall furnish as part of the Technical Part of its Proposal, either a Proposal-Securing Declaration or a Proposal Security as specified in the PDS, in original form and, in the case of a Proposal Security, in the amount and currency specified in the PDS.

20.2. A Proposal-Securing Declaration shall use the form included in Section IV, Proposal Forms.

20.3. If a Proposal Security is specified pursuant to ITP 20.1, the Proposal security shall be a demand guarantee in any of the following forms at the Proposer's option:

(a) an unconditional guarantee issued by a non-bank financial institution (such as an insurance, bonding or surety company);

(b) an irrevocable letter of credit;

(c) a cashier's or certified check; or

(d) another security indicated **in the PDS,**

from a reputable source from an eligible country. If an unconditional guarantee is issued by a non-bank financial institution located outside the Purchaser's Country the issuing non-bank financial institution shall have a correspondent financial institution located in the Purchaser's Country to make it enforceable unless the Purchaser has agreed in writing, prior to Proposal submission, that a correspondent financial institution is not required. In the case of a bank guarantee, the Proposal Security shall be submitted either using the Proposal Security Form included in Section IV, Proposal Forms or in another substantially similar format approved by the Purchaser prior to Proposal submission. In either case, the form must include the complete name of the Proposer. The Proposal Security shall be valid for twenty-eight (28) days beyond the original date of expiry of the Proposal validity, or beyond any extended date if requested under ITP 19.2.

20.4. If a Proposal Security or a Proposal-Securing Declaration is specified pursuant to ITP 20.1, any Proposal not accompanied by a substantially responsive Proposal Security or Proposal-Securing Declaration shall be rejected by the Purchaser as non-responsive.

20.5. If a Proposal Security is specified pursuant to ITP 20.1, the Proposal Security of unsuccessful Proposers shall be returned as promptly as possible upon the successful Proposer's furnishing of the Performance Security pursuant to ITP 48.

20.6. The Proposal Security of the successful Proposer shall be returned as promptly as possible once the successful Proposer has signed the Contract and furnished the required Performance Security.

20.7. The Proposal Security may be forfeited:

(a) if a Proposer withdraws its Proposal prior to the expiry date of Proposal validity specified by the Proposer on the Letter of Proposal or any extended date provided by the Proposer; or

(b) if the successful Proposer fails to**:**

(i) sign the Contract in accordance with ITP 47; or

(ii) furnish a performance security in accordance with ITP 48.

20.8. The Proposal Security or the Proposal-Securing Declaration of a JV shall be in the name of the JV that submits the Proposal. If the JV has not been legally constituted into a legally enforceable JV at the time of submission of Proposals, the Proposal Security or the Proposal-Securing Declaration shall be in the names of all future members as named in the letter of intent referred to in ITP 4.1 and ITP 11.5.

20.9. If a Proposal Security is not required in the PDS, and;

(a) if a Proposer withdraws its Proposal prior to the expiry date of the Proposal validity specified by the Proposer on the Letter of Proposal, or any extended date provided by the Proposer; or

(b) if the successful Proposer fails to: sign the Contract in accordance with ITP 47; or furnish a Performance Security in accordance with ITP 48;

the Purchaser may, if provided for **in the PDS**, declare the Proposer disqualified to be awarded a contract by the Purchaser for a period of time as stated **in the PDS**.

21. Format and Signing of Proposal

21.1. The Proposer shall prepare one original and copies/sets of the documents comprising the Proposal as described in ITP 11 and Proposer22.

21.2. Proposers shall mark as "CONFIDENTIAL" information in their Proposals which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information.

21.3. The original and all copies of the Proposal shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Proposer. This authorization shall consist of a written confirmation as specified in the PDS and shall be attached to the Proposal. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Proposal where entries or amendments have been made shall be signed or initialed by the person signing the Proposal.

21.4. In case the Proposer is a JV, the Proposal shall be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

21.5. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.

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D. SUBMISSION OF PROPOSALS

22. Submission, Sealing and Marking of Proposals

22.1. The Proposer shall deliver the Proposal in two separate, sealed envelopes (the Technical Part and the Financial Part). These two envelopes shall be enclosed in a separate sealed outer envelope marked "Original PROPOSAL". In addition, the Proposer shall submit copies of the Proposal in the number specified in the PDS. Copies of the Technical Part shall be placed in a separate sealed envelope marked "COPIES: TECHNICAL PART". Copies of the Financial Part shall be placed in a separate sealed envelope marked "COPIES: FINANCIAL PART". The Proposer shall place both of these envelopes in a separate, sealed outer envelope marked "PROPOSAL COPIES". In the event of any discrepancy between the original and the copies, the original shall prevail.

22.2. If alternative Proposals are permitted in accordance with ITP 14, the alternative Proposals shall be submitted as follows: the original of the alternative Proposal Technical Part shall be placed in a sealed envelope marked "ALTERNATIVE PROPOSAL – TECHNICAL PART" and the Financial Part shall be placed in a sealed envelope marked "ALTERNATIVE PROPOSAL – FINANCIAL PART" and these two separate sealed envelopes then enclosed within a sealed outer envelope marked "ALTERNATIVE PROPOSAL – ORIGINAL", the copies of the alternative Proposal will be placed in separate sealed envelopes marked "ALTERNATIVE PROPOSAL – COPIES OF TECHNICAL PART", and "ALTERNATIVE PROPOSAL – COPIES OF FINANCIAL PART" and enclosed in a separate sealed outer envelope marked "ALTERNATIVE PROPOSAL - COPIES.

22.3. The envelopes marked "ORIGINAL PROPOSAL" and "PROPOSAL COPIES" (and, if appropriate, a third envelope marked "ALTERNATIVE PROPOSAL") shall be enclosed in a separate sealed outer envelope for submission to the Purchaser.

22.4. The inner and outer envelopes shall:

(a) bear the name and address of the Proposer;

(b) be addressed to the Purchaser in accordance with ITP 23.1;

(c) bear the specific identification of this request for proposals process indicated in accordance with ITP 1.1; and

(d) bear a warning not to open before the time and date for Proposal opening.

22.5. If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the Proposal.

23. Deadline for Submission of Proposals

23.1. Proposals must be received by the Purchaser at the address and no later than the date and time indicated in the PDS. When so specified in the PDS, Proposers shall have the option of submitting their Proposals electronically. Proposers submitting Proposals electronically shall follow the electronic Proposal submission procedures specified in the PDS.

23.2. The Purchaser may, at its discretion, extend this deadline for submission of Proposals by amending the request for proposals documents in accordance with ITP 8, in which case all rights and obligations of the Purchaser and Proposers will thereafter be subject to the deadline as extended.

24. Late Proposals

24.1. The Purchaser shall not consider any Proposal that arrives after the deadline for submission of Proposals, in accordance with ITP 23. Any Proposal received by the Purchaser after the deadline for submission of Proposals shall be declared late, rejected, and returned unopened to the Proposer.

25. Withdrawal, Substitution, and Modification of Proposals

25.1. A Proposer may withdraw, substitute, or modify its Proposal after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITP 21.3, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Proposal must accompany the respective written notice. All notices must be:

(a) prepared and submitted in accordance with ITP 21 and ITP 22 (except that withdrawals notices do not require copies), and in addition, the respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," "MODIFICATION;" and

(b) received by the Purchaser prior to the deadline prescribed for submission of Proposals, in accordance with ITP 23.

25.2. Proposals requested to be withdrawn in accordance with ITP 25.1 shall be returned unopened to the Proposers.

No Proposal may be withdrawn, substituted, or modified in the interval between the deadline for submission of Proposals and the date of expiry of the Proposal validity specified by the Proposer on the Letter of Proposal or any extended date thereof.

E. PUBLIC OPENING OF TECHNICAL PARTS OF PROPOSALS

26. Public Opening of Technical Parts of Proposals

26.1. Except as in the cases specified in ITP 24 and ITP 25.2, the Purchaser shall conduct the Proposal opening in public, in the presence of Proposers` designated representatives and anyone who chooses to attend, and at the address, date and time specified in the PDS. Any specific electronic Proposal opening procedures required if electronic submission of proposals is permitted in accordance with ITP 23.1, shall be as specified in the PDS.

26.2. First, envelopes marked "Withdrawal" shall be opened and read out and the envelope with the corresponding Proposal shall not be opened but returned to the Proposer. No Proposal withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at Proposal opening.

26.3. Next, envelopes marked "Substitution" shall be opened and read out and exchanged with the corresponding Proposal being substituted, and the substituted Proposal shall not be opened, but returned to the Proposer. No Proposal substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at Proposal opening.

26.4. Envelopes marked "Modification" shall be opened and read out with the corresponding Proposal. No Proposal modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Proposal opening. Only Proposals that are opened and read out at Proposal opening shall be considered further.

26.5. Next, all other envelopes marked "Technical Part" shall be opened one at a time. All envelopes marked "Second Envelope: Financial Part" shall remain sealed and kept by the Purchaser in safe custody until they are opened at a later public opening, following the evaluation of the Technical Part parts of the Proposals. On opening the envelopes marked "Technical Part" the Purchaser shall read out: the name of the Proposer, the presence or the absence of a Proposal Security, or Proposal-Securing Declaration, if required, and whether there is a modification; and Alternative Proposal - Technical Part; and any other details as the Purchaser may consider appropriate.

26.6. Only Technical Parts of Proposals and Alternative Proposal - Technical Parts that are read out at Proposal opening shall be considered further for evaluation. The Letter of Proposal-Technical Part and the separate sealed envelope marked "Second Envelope: Financial Part" are to be initialed by representatives of

the Purchaser attending Proposal opening in the manner specified in the PDS.

26.7. The Purchaser shall neither discuss the merits of any Proposal nor reject any Proposal (except for late Proposals, in accordance with ITP 24.1).

26.8. The Purchaser shall prepare a record of the Proposal opening that shall include, as a minimum:

(a) the name of the Proposer and whether there is a withdrawal, substitution, or modification;

(b) any alternative Proposals; and

(c) the presence or absence of a Proposal Security or a Proposal-Securing Declaration.

26.9. The Proposers' representatives who are present shall be requested to sign the record. The omission of a Proposer's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Proposers.

F. Evaluation of Proposals- General Provisions

27. Confidentiality

27.1. Information relating to the evaluation of the Technical Part shall not be disclosed to Proposers or any other persons not officially concerned with the procurement process until the notification of evaluation of the Technical Part in accordance with ITP 33. Information relating to the evaluation of Financial Part, the evaluation of combined Technical Part and Financial Part, and recommendation of contract award shall not be disclosed to Proposers or any other persons not officially concerned with the RFP process until the Notification of Intention to Award the Contract is transmitted to Proposers in accordance with ITP 42ProposerProposer.

27.2. Any effort by a Proposer to influence the Purchaser in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal.

27.3. Notwithstanding ITP 27.2, from the time of Proposal opening to the time of Contract award, if any Proposer wishes to contact the Purchaser on any matter related to the procurement process, it should do so in writing.

28. Clarification of Proposals

28.1. To assist in the examination, evaluation, and comparison of the Proposals, and qualification of the Proposers, the Purchaser may, at its discretion, ask any Proposer for a clarification of its Proposal. Any clarification submitted by a Proposer that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing. No change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the evaluation of the Proposals, in accordance with ITP 35.

28.2. If a Proposer does not provide clarifications of its Proposal by the date and time set in the Purchaser's request for clarification, its Proposal may be rejected.

29. Deviations, Reservations, and Omissions

29.1. During the evaluation of Proposals, the following definitions apply:

(a) "Deviation" is a departure from the requirements specified in the request for proposals document;

(b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the request for proposals document; and

(c) "Omission" is the failure to submit part or all of the information or documentation required in the request for proposals document.

29.2. Provided that a Proposal is substantially responsive, the Purchaser may waive any nonmaterial nonconformities in the Proposal.

Provided that a Proposal is substantially responsive, the Purchaser may request that the Proposer submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the Proposal related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the Proposal. Failure of the Proposer to comply with the request may result in the rejection of its Proposal.

G. Evaluation of Technical Part of Proposals

30. Determination of Responsiveness

30.1. The Purchaser's determination of the Technical Part's responsiveness shall be based on the contents of the Proposal, as specified in ITP 11.

30.2. Preliminary examination of the Technical Part shall be carried out to identify proposals that are incomplete, invalid or substantially nonresponsive to the requirements of the request for proposals documents. A substantially responsive Proposal is one that materially confirms to the requirements of the request for proposals document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that,

(a) if accepted, would:

(i) affect in any substantial way the scope, quality, or performance of the Works specified in the Contract; or

(ii) limit in any substantial way, inconsistent with the request for proposals document, the Purchaser's rights or the Proposer's obligations under the proposed Contract;or

(iii)limit in any substantial way, inconsistent with the request for proposals document, the Purchaser's rights or the Proposer's obligations under the proposed Contract; or

(b) if rectified, would unfairly affect the competitive position of other Proposers presenting substantially responsive Proposals.

30.3. If the Technical Part is not substantially responsive to the requirements of the request for proposals document, it shall be rejected by the Purchaser and may not subsequently be made responsive by correction of the material deviation, reservation, or omission.

31. Eligibility and Qualifications of the Proposer

31.1. The Purchaser shall determine to its satisfaction whether the Proposers that have been assessed to have submitted substantially responsive Proposals are eligible, and either continue to meet (if prequalification applies) or meet (if prequalification has not been carried out), the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.

31.2. The determination shall be based upon an examination of the documentary evidence of the Proposer's eligibility and qualifications submitted by the Proposer, pursuant to ITP 15. The

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determination shall not take into consideration the qualifications of other firms such as the Proposer's subsidiaries, parent entities, affiliates, subcontractors (other than Specialized Subcontractors if permitted in the request for proposals document), or any other firm.

31.3. Prior to Contract award, the Purchaser will verify that the successful Proposer (including each member of a JV) is not disqualified by the Bank due to noncompliance with contractual SEA/SH prevention and response obligations. The Purchaser will conduct the same verification for each subcontractor proposed by the successful Proposer. If any proposed subcontractor does not meet the requirement, the Purchaser will require the Proposer to propose a replacement subcontractor.

31.4. Only substantially responsive Proposals submitted by eligible and qualified Proposers shall proceed to the detailed technical evaluation specified in ITP 32.

31.5. The Purchaser's evaluation of Technical Part will be carried out as specified in Section III, Evaluation and Qualification Criteria.

32. Detailed Evaluation of Technical Part

32.1. The scores and weightings to be given to Rated Criteria (including technical and non-price factors and sub factors) are specified in the PDS.

H. NOTIFICATION OF EVALUATION OF TECHNICAL PARTS AND PUBLIC OPENING OF FINANCIAL PARTS

33. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts

33.1. Following the completion of the evaluation of the Technical Parts of the Proposals, the Purchaser shall notify in writing those Proposers whose Proposals were considered substantially non-responsive to the request for proposals document or failed to meet the eligibility and qualification requirements, advising them of the following information:

(a) the grounds on which their Technical Part of Proposal failed to meet the requirements of the request for proposals document;

(b) their envelopes marked "SECOND ENVELOPE: FINANCIAL PART" will be returned to them unopened after the completion of the selection process and the signing of the Contract; and

(c) Option 1: when BAFO or negotiations is not to be applied notify them of the date, time and location of the public opening of the envelopes marked 'Financial Part", or;

Option 2: **when BAFO or negotiations apply as specified in the PDS,** notify them that: (i) the envelopes marked 'Financial Part' will not be opened in public, but in the presence of a probity auditor appointed by the Purchaser, and that (ii) the announcement of the names of the Proposers whose Financial Parts will be opened and the total Proposal prices will be deferred to the time that the Notification of Intention to Award the contract is issued.

33.2. The Purchaser shall, simultaneously, notify in writing those Proposers whose Technical Part have been evaluated as substantially responsive to the request for proposals document and met the eligibility and qualification requirements, advising them of the following information:

33.3. their Proposal has been evaluated as substantially responsive to the request for proposals document and met the eligibility and qualification requirements;

33.4. Option 1: when BAFO or negotiations is not to be applied notify them of the date, time and location of the public opening of the envelopes marked 'Financial Part", or;

Option 2: when BAFO or negotiations apply as specified in the PDS, notify them that: (i) the envelopes marked 'Financial Part' will not be opened in public, but in the presence of a probity auditor appointed by the Purchaser, and that (ii) the announcement of the names of the Proposers whose Financial Parts will be opened and the total Proposal prices will be deferred to the time that the Notification of Intention to Award the contract is issued**.**

33.5. When BAFO or negotiations do not apply as specified in the PDS, the Financial Part of the Proposal shall be opened publicly in the presence of Proposers' designated representatives and anyone who chooses to attend.

33.6. The opening date shall be not less than ten (10) Business Days from the date of notification of the results of the technical evaluation, specified in ITP 33.1 and 33.2. However, if the Purchaser receives a complaint on the results of the technical evaluation within the ten (10) Business Days, the opening date shall be subject to ITP 50.1.

33.7. At this public opening, the Financial Parts will be opened by the Purchaser in the presence of Proposers, or their designated representatives and anyone else who chooses to attend. Proposers who met the eligibility and qualification requirements and whose Proposals were evaluated as substantially responsive will have

their envelopes marked "SECOND ENVELOPE: FINANCIAL PART" opened at the second public opening. Each of these envelopes marked "SECOND ENVELOPE: FINANCIAL PART" shall be inspected to confirm that they have remained sealed and unopened. These envelopes shall then be opened by the Purchaser. The Purchaser shall read out the names of each Proposer, the technical score and the total Proposal prices, per lot (contract) if applicable, including any discounts and Alternative Proposal - Financial Part, and any other details as the Purchaser may consider appropriate.

33.8. Only envelopes of Financial Part of Proposals, Financial Parts of Alternative Proposals and discounts that are opened and read out at Proposal opening shall be considered further for evaluation. The Letter of Proposal – Financial Part and the Price Schedules are to be initialed by a representative of the Purchaser attending the Proposal opening in the manner specified in the PDS.

33.9. The Purchaser shall neither discuss the merits of any Proposal nor reject any envelopes marked "SECOND ENVELOPE: FINANCIAL PART" at this public opening.

33.10. The Purchaser shall prepare a record of the Financial Part of the Proposal opening that shall include, as a minimum: (a) the name of the Proposer whose Financial Part was opened; (b) the Proposal price, per lot (contract) if applicable, including any discounts; and (c) if applicable, any Alternative Proposal – Financial Part.

33.11. The Proposers whose envelopes marked "SECOND ENVELOPE: FINANCIAL PART" have been opened or their representatives who are present shall be requested to sign the record. The omission of a Proposer's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Proposers.

33.12. When, as specified in the PDS, BAFO or negotiations apply the Financial Parts will not be opened in public and will be opened in the presence of a probity auditor appointed by the Purchaser.

33.13. At the opening each of the envelopes marked "Financial Part" shall be inspected to confirm that they have remained sealed and unopened. These envelopes shall then be opened by the Purchaser. The Purchaser shall record the names of each Proposer, and the total Proposal prices and any other details as the Purchaser may consider appropriate. The Letter of Proposal - Financial Part and the Price Schedules are to be initialed by a representative of the Purchaser attending the opening and by the probity auditor.

33.14. The Purchaser shall prepare a record of the opening of the Financial Part envelopes that shall include, as a minimum:

(a) the name of the Proposers whose Financial Part was opened;

(b) the Proposal prices including any discounts. and

(c) The Probity Auditor's report of the opening of the Financial Part.

33.15. The probity auditor shall sign the record. The contents of the envelopes marked 'Financial Part' and the record of the opening shall be kept in safe custody by the Purchaser and not disclosed to anyone until the time of the transmission of the Notification of Intention to Award the contract.

I. EVALUATION OF FINANCIAL PART OF PROPOSALS

34. Adjustments for Non-material Noconformities

34.1. Provided that a Proposal is substantially responsive, the Purchaser shall rectify quantifiable nonmaterial nonconformities related to the Proposal Price. To this effect, the Proposal Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component by adding the average price of the item or component quoted by substantially responsive Proposers. If the price of the item or component cannot be derived from the price of other substantially responsive Proposers, the Purchaser shall use its best estimate.

35. Correction of Arithmetic Errors

35.1. In evaluating the Financial Part of each Proposal, the Purchaser shall correct arithmetical errors on the following basis:

(a) where there are errors between the total of the amounts given under the column for the price breakdown and the amount given under the Total Price, the former shall prevail and the latter will be corrected accordingly;

(b) where there are errors between the total of the amounts of Schedule Nos. 1 to 5 and the amount given in Schedule No. 6 (Grand Summary), the former shall prevail and the latter will be corrected accordingly; and

(c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

35.2. Proposers shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with ITP 35.1, shall result in the rejection of the Proposal.

36. Evaluation of Proposals Financial Part

36.1. To evaluate the Financial Part, the Purchaser shall consider the following:

(a) the Proposal price, excluding provisional sums and the provision, if any, for contingencies in the Price Schedules;

(b) price adjustment for correction of arithmetic errors in accordance with ITP 35.1;

(c) price adjustment due to discounts offered in accordance with ITP 26;

(d) price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITP 34.1;

(e) converting the amount resulting from applying (a) to (c) above, if relevant, to a single currency in accordance with ITP 36.2; and

(f) the evaluation factors indicated in the PDS and detailed in Section III, Evaluation and Qualification Criteria.

36.2. For evaluation and comparison purposes, the currency(ies) of the **Proposal** shall be converted into a single currency **as specified in the PDS**.

36.3. No margin of domestic preference shall apply**.**

36.4. If price adjustment is allowed in accordance with ITP 17.7, the estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in Proposal evaluation.

36.5. If this request for proposals document allows Proposers to quote separate prices for different lots (contracts), each lot will be evaluated separately to determine the Most Advantageous Proposal using the methodology specified in Section III, Evaluation and Qualification Criteria. Discounts that are conditional on the award of more than one lotor slice shall not be considered for Proposal evaluation.

36.6. The Purchaser will evaluate and compare the Proposals. The evaluation will be performed assuming either that:

(a) the Contract will be awarded to the Most Advantageous Proposal for the entire Information System; or

(b) if specified **in the PDS**, Contracts will be awarded to the Proposers for each individual Subsystem, lot, or slice defined in the Technical Requirements whose Proposals result in the Most Advantageous Proposal/Proposals for the entire System.

In the latter case, discounts that are conditional on the award of more than one Subsystem, lot, or slice may be offered in Proposals. Such discounts will be considered in the evaluation of Proposals as specified **in the PDS**.

37. Abnormally Low Proposals

37.1. An Abnormally Low Proposal is one where the Proposal price in combination with other constituent elements of the Proposal appears unreasonably low to the extent that the Proposal price raises material concerns as to the capability of the Proposer to perform the Contract for the offered Proposal Price.

37.2. In the event of identification of a potentially Abnormally Low Proposal, the Purchaser shall seek written clarifications from the Proposer, including detailed price analyses of its Proposal price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the request for proposals document.

37.3. After evaluation of the price analyses, in the event that the Purchaser determines that the Proposer has failed to demonstrate its capability to perform the Contract for the offered Proposal Price, the Purchaser shall reject the Proposal.

38. Unbalanced or Front Loaded Proposals

38.1. If the Proposal that is evaluated as the lowest evaluated cost is, in the Purchaser's opinion, seriously unbalanced or front loaded the Purchaser may require the Proposer to provide written clarifications. Clarifications may include detailed price analyses to demonstrate the consistency of the Proposal prices with the scope of information systems, installations, proposed methodology, schedule and any other requirements of the request for proposals document.

38.2. After the evaluation of the information and detailed price analyses presented by the Proposer, the Purchaser may:

(c) accept the Proposal; or

(d) if appropriate, require that the total amount of the Performance Security be increased, at the expense of the Proposer, to a level not exceeding twenty percent (20%) of the Contract Price; or

(e) reject the Proposal.

J. Evaluation of Combined Technical and Financial Parts, Most Advantageous Proposal And Notification of Intention To Award

39. Evaluation of combined Technical and Financial Parts, Most

39.1. The Purchaser's evaluation of responsive Proposals will take into account technical factors, in addition to cost factors in accordance with Section III Evaluation and Qualification Criteria. The weight to be assigned for the Technical factors and cost is specified in

Advantageous Proposal

the PDS. The Purchaser will rank the Proposals based on the evaluated Proposal score (B).

39.2. Best and Final Offer (BAFO): After completion of the combined technical and financial evaluation of proposals, If specified in the PDS, the Purchaser may invite those Proposers to submit their BAFOs. The procedure for submitting BAFOs will be specified in the PDS. BAFO is a final opportunity for Proposers to improve their Proposals without changing the specified business function and performance requirements in accordance with the invitation to Submit Second Stage Combined Technical and Financial Proposals, Proposers are not obliged to submit a BAFO. Where BAFO is used there will be no negotiation after BAFO**.**

39.3. BAFO will apply a two envelope procurement process. The submission of BAFOs, opening of the Technical Parts and Financial Parts and the evaluation of Proposals will follow the procedures described for the Technical, Financial and Combined evaluation above, as appropriate**.**

39.4. The Purchaser shall determine the Most Advantageous Proposal. The Most Advantageous Proposal is the Proposal of the Proposer that meets the Qualification Criteria and whose Proposal has been determined to be substantially responsive to the request for proposals document and is the Proposal with the highest combined technical and financial score.

39.5. If specified in the PDS, the Purchaser may conduct negotiations following the evaluation of the proposals and before the final contract award. The procedure of the negotiations will be specified in the PDS.

39.6. Negotiations shall be held in the presence of probity auditor appointed by the Purchaser.

39.7. Negotiations may address any aspect of the contract so long as they do not materially change the specified business function and performance requirements.

39.8. The Purchaser may negotiate first with the Proposer that has the Most Advantageous Proposal. If the negotiations are unsuccessful the Purchaser may negotiate with the Proposer that has the next best Most Advantageous Proposal, and so on down the list until a successful negotiated outcome is achieved.

39.9. Unless otherwise specified in the PDS, the Purchaser will NOT carry out tests prior to Contract award, to determine that the performance or functionality of the Information System offered meets those stated in the Technical Requirements. However, if so

specified in the PDS the Purchaser may carry out such tests as detailed in the PDS.

39.10. Proposer.

39.11. Prior to Contract award, the Purchaser may carry out visits or interviews with the Proposer's clients referenced in its Proposal and site inspections.

39.12. The capabilities of the manufacturers and subcontractors proposed by the Proposer that is determined to have offered the Most Advantageous Proposal for identified major items of supply or services will also be evaluated for acceptability in accordance with Section III, Evaluation and Qualification Criteria. Their participation should be confirmed with a letter of intent between the parties, as needed. Should a manufacturer or subcontractor be determined to be unacceptable, the Proposal will not be rejected, but the Proposer will be required to substitute an acceptable manufacturer or subcontractor without any change to the Proposal price. Prior to signing the Contract, the corresponding Appendix to the Contract Agreement shall be completed, listing the approved manufacturers or subcontractors for each item concerned.

40. Purchaser's Right to Accept Any Proposal, and to Reject Any or All Proposals

40.1. The Purchaser reserves the right to accept or reject any Proposal, and to annul the procurement process and reject all Proposals at any time prior to contract award, without thereby incurring any liability to Proposers. In case of annulment, all Proposals submitted and specifically, Proposal securities, shall be promptly returned to the Proposers.

41. Standstill Period

41.1. The Contract shall not be awarded earlier than the expiry of the Standstill Period. The Standstill Period shall be ten (10) Business Days unless extended in accordance with ITP 46. The Standstill Period commences the day after the date the Purchaser has transmitted to each Proposer the Notification of Intention to Award the Contract. Where only one Proposal is submitted, or if this contract is in response to an emergency situation recognized by the Bank, the Standstill Period shall not apply.

42. Notification of Intention to Award

42.1. The Purchaser shall send to each Proposer the Notification of Intention to Award the Contract to the successful Proposer. The Notification of Intention to Award shall contain, at a minimum, the following information:

(a) the name and address of the Proposer submitting the successful Proposal;

(b) the Contract price of the successful Proposal;

(c) the total combined score of the successful Proposal;

(d) the names of all Proposers who submitted Proposals, and their Proposal prices as readout and as evaluated prices and technical scores;

(e) a statement of the reason(s) the Proposal (of the unsuccessful Proposer to whom the notification is addressed) was unsuccessful;

(f) the expiry date of the Standstill Period; and

(g) instructions on how to request a debriefing or submit a complaint during the standstill period;

K. AWARD OF CONTRACT

43. Award Criteria

43.1. Subject to ITP 40, the Purchaser shall award the Contract to the successful Proposer. This is the Proposer whose Proposal has been determined to be the Most Advantageous Proposal..

Proposer.

44. Purchaser's Right to Vary Quantities at Time of Award

44.1. The Purchaser reserves the right at the time of Contract award to increase or decrease, by the percentage(s) for items as indicated in the PDS.

45. Notification of Award

45.1. Prior to the date of expiry of the Proposal validity and upon expiry of the Standstill Period, specified in ITP 41.1 or any extension thereof, and, upon satisfactorily addressing any complaint that has been filed within the Standstill Period, the Purchaser shall notify the successful Proposer, in writing, that its Proposal has been accepted. The notification letter (hereinafter and in the Contract Forms called the "Letter of Acceptance") shall specify the sum that the Purchaser will pay the Supplier in consideration of the execution of the Contract (hereinafter and in the Conditions of Contract and Contract Forms called "the Contract Price").

45.2. Within ten (10) Business days after the date of transmission of the Letter of Acceptance, the Purchaser shall publish the Contract Award Notice which shall contain, at a minimum, the following information:

(a) name and address of the Purchaser;

(b) name and reference number of the contract being awarded, and the selection method used;

(c) names of all Proposers that submitted Proposals, and their Proposal prices as read out at Proposal opening, and as evaluated;

(d) name of Proposers whose Proposals were rejected and the reasons for their rejection;

(e) the name of the successful Proposer, the final total contract price, the contract duration and a summary of its scope; and

(f) successful Proposer's Beneficial Ownership Disclosure Form.

45.3. The Contract Award Notice shall be published on the Purchaser's website with free access if available, or in at least one newspaper of national circulation in the Purchaser's Country, or in the official gazette.

45.4. Until a formal contract is prepared and executed, the Notification of Award shall constitute a binding Contract.

46. Debriefing by the Purchaser

46.1. On receipt of the Purchaser's Notification of Intention to Award referred to in ITP 42, an unsuccessful Proposer has three (3) Business Days to make a written request to the Purchaser for a debriefing. The Purchaser shall provide a debriefing to all unsuccessful Proposers whose request is received within this deadline.

46.2. Where a request for debriefing is received within the deadline, the Purchaser shall provide a debriefing within five (5) Business Days, unless the Purchaser decides, for justifiable reasons, to provide the debriefing outside this timeframe. In that case, the standstill period shall automatically be extended until five (5) Business Days after such debriefing is provided. If more than one debriefing is so delayed, the standstill period shall not end earlier than five (5) Business Days after the last debriefing takes place. The Purchaser shall promptly inform, by the quickest means available, all Proposers of the extended standstill period.

46.3. Where a request for debriefing is received by the Purchaser later than the three (3) Business Day deadline, the Purchaser should provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of Public Notice of Award of contract. Requests for debriefing received outside the three (3)-day deadline shall not lead to extension of the standstill period.

46.4. Debriefings of unsuccessful Proposers may be done in writing or verbally. The Proposer shall bear their own costs of attending such a debriefing meeting.

47. Signing of Contract

47.1. The Purchaser shall send to the successful Proposer the Letter of Acceptance including the Contract Agreement, and a request to submit the Beneficial Ownership Disclosure Form providing additional information on its beneficial ownership. The Beneficial Ownership Disclosure Form shall be submitted within eight (8) Business Days of receiving this request.

47.2. The successful Proposer shall sign, date and return to the Purchaser, the Contract Agreement within twenty-eight (28) days of its receipt.

47.3. Notwithstanding ITP 47.2 above, in case signing of the Contract Agreement is prevented by any export restrictions attributable to the Purchaser, to the country of the Purchaser, or to the use of the Information System to be supplied, where such export restrictions arise from trade regulations from a country supplying those Information System, the Proposer shall not be bound by its Proposal, always provided, however, that the Proposer can demonstrate to the satisfaction of the Purchaser and of the Bank that signing of the Contract Agreement has not been prevented by any lack of diligence on the part of the Proposer in completing any formalities, including applying for permits, authorizations and licenses necessary for the export of the Information System under the terms of the Contract.

48. Performance Security

48.1. Within twenty-eight (28) days of the receipt of the Letter of Acceptance from the Purchaser, the successful Proposer shall furnish the performance security in accordance with the General Conditions, subject to ITP 38.2 (b), using for that purpose the Performance Security Form included in Section X, Contract Forms, or another form acceptable to the Purchaser. If the Performance Security furnished by the successful Proposer is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Proposer to be acceptable to the Purchaser. A foreign institution providing a Performance Security shall have a correspondent financial institution located in the Purchaser's Country.

48.2. Failure of the successful Proposer to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal Security. In that event the Purchaser may award the Contract to the Proposer offering the next Most Advantageous Proposal.

Official Use Only

49. Adjudicator

49.1. Unless the PDS states otherwise, the Purchaser proposes that the person named in the PDS be appointed as Adjudicator under the Contract to assume the role of informal Contract dispute mediator, as described in GCC Clause 43.1. In this case, a résumé of the named person is attached to the PDS. The proposed hourly fee for the Adjudicator is specified in the PDS. The expenses that would be considered reimbursable to the Adjudicator are also specified in the PDS. If a Proposer does not accept the Adjudicator proposed by the Purchaser, it should state its non-acceptance in its Proposal Form and make a counterproposal of an Adjudicator and an hourly fee, attaching a résumé of the alternative. If the successful Proposer and the Adjudicator nominated in the PDS happen to be from the same country, and this is not the country of the Purchaser too, the Purchaser reserves the right to cancel the Adjudicator nominated in the PDS and propose a new one. If by the day the Contract is signed, the Purchaser and the successful Proposer have not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed, at the request of either party, by the Appointing Authority specified in the SCC clause relating to GCC Clause 43.1.4, or if no Appointing Authority is specified there, the Contract will be implemented without an Adjudicator.

50. Procurement Related Complaint

50.1. The procedures for making a Procurement-related Complaint are as specified in the PDS.

SECTION II - PROPOSAL DATA SHEET (PDS)

The following specific data for the Information System to be procured shall complement, supplement, or amend the provisions in the Instructions to Proposers (ITP). Whenever there is a conflict, the provisions in the PDS shall prevail over those in ITP.

ITP Reference	A. General
ITP 1.1	The reference number of the Request for Proposals is: **KE-ICTA-571739-NC-RFP** The Purchaser is: **The Information and Communications Technology Authority** The name of the RFP is: **The Supply, Design, Delivery, Installation, Configuration, Testing, Commissioning and Maintenance of An Integrated Government Resource Platform (IGRP) in Three (3) Lots** This procurement is divided into three (3) distinct lots as follows: • **LOT 1: Integration and Interoperability Platform** • **LOT 2: Identity and Access Management Federation Services** • **LOT 3: Digital Signing and Trust Services** Proposers may bid for one or more Lots. Each Lot will be evaluated and awarded separately, in accordance with Section III. Any limit on the number of Lots that may be awarded to one Proposer is stated in the PDS under ITP 36.5.
ITP 1.3 (a)	Electronic Procurement ***shall not*** be applicable to this procurement. The Purchaser shall use the following electronic-procurement system to manage this procurement process: ***not applicable.*** The electronic-procurement system shall be used to manage the following aspects of the Procurement process: ***"not applicable".***
ITP 2.1	The Borrower is: *Government of Kenya* Loan or Financing Agreement amount:***US$390 Million*** The name of the Project is: *Kenya Digital Economy Acceleration Project*
ITP 4.1	Maximum number of members in the JV shall be: **Three (3)**
ITP 4.5	A list of debarred firms and individuals is available on the Bank's external website: http://www.worldbank.org/debarr.
	B. Request for proposals Document
ITP 7.1	For Clarification of Proposal purposes only, the Purchaser's address is: Attention: ***Deputy Director, Supply Chain Department*** Address: ***P O Box 27150***

	Floor/ Room number*: **12th Floor Telposta Tower*** City: ***Nairobi*** Postal Code: ***00100*** Country: ***Kenya*** Telephone: ***020 2211961/0202211962*** Electronic mail address: ***procurement@ict.go.ke*** Requests for clarification should be received by the Purchaser no later than: ***14 days*** *prior to the deadline for submission of Proposals in accordance with ITP 23.*
ITP 7.1	Web page: ***www.icta.go.ke***
ITP 7.4	A Pre-Proposal meeting ***shall*** take place at the following date, time and place: Date: **3rd December 2026** Time:**10.00AM East African Time** Address: **P O Box 27150-00100** Floor/ Room number*:* **12th Floor Telposta Towers** City: **Nairobi** Country: **Kenya** A site visit conducted by the Purchaser ***shall be*** organized.
C. Preparation of Proposals	
ITP 10.1	The language of the Proposal is: **"English"** All correspondence exchange shall be in **English** language. Language for translation of supporting documents and printed literature is **English**
ITP 11.2 (j)	The Proposer shall submit with its Proposal the following additional documents the Technical Part of its Proposal: **Code of Conduct for Supplier's Personnel (ES)** The Proposer shall submit its Code of Conduct that will apply to the Supplier's Personnel (as defined in GCC Clause 1.1) employed in the execution of the Contract at the Project Site/s to ensure compliance with the Supplier's Environmental and/or Social obligations under the Contract, as applicable. The Proposer shall use for this purpose the Code of Conduct form provided in Section IV. No substantial modifications shall be made to this form, except that the Proposer may introduce additional requirements, including as necessary to consider specific Contract issues/risks. **Management Strategies and Implementation Plans (MSIP) to manage the (ES) risks** The Proposer shall submit Management Strategies and Implementation Plans (MSIPs) to manage the following key Environmental and Social (ES) risks: **Sexual Exploitation, and Abuse (SEA) prevention and response action plan;**

	"Cyber security management strategies and implementation plans The Proposer shall submit method statement, management strategies and implementation plans and innovations to manage cyber security risks."
ITP 11.3(d)	The Proposer shall submit the following additional documents in the Financial Part of its Proposal: **One Original copy**
ITP 13.1	***"Alternative Proposals are not permitted".***
ITP 13.2	Alternatives to the Time Schedule ***are not*** permitted.
ITP 13.4	Alternative technical solutions shall be permitted for the following parts of the Information System: ***"not applicable"***.
ITP 15.2	Prequalification ***"has not"*** been undertaken.
ITP 16.2 (a)	In addition to the topics described in ITP Clause 16.2 (a), the Preliminary Project Plan must address the following topics: i. ***Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format);*** ii. ***Implementation Sub-Plan;*** iii. ***Training Sub-Plan;*** iv. ***Testing and Quality Assurance Sub-Plan;*** v. ***Warranty Defect Repair and Technical Support Service Sub-Plan*** vi. ***Identity, Security and Trust Services Sub-Plan*** vii. ***Deployment, Go-Live and Hypercare Sub-Plan*** viii. ***Handover, Transition and Project Closure Sub-Plan***
ITP 16.3	In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Proposers shall offer the following items: ***Not applicable – no specific brand names, models or standards are required. Any brand references in Section VII are descriptive and followed by "or equivalent" (ITP 16.3).***
ITP 17.2	The Proposer "must" propose Recurrent Cost Items for the Warranty Period (Lot 1 – 24 months; Lots 2 and 3 – 12 months), as listed in the Recurrent Cost Sub-Table and Annex D. These items form part of the main Contract and of the evaluated Proposal price.
ITP 17.2	The Proposer ***"must not" propose separate contracts*** for Recurrent Cost Items not included in the main Contract. Post-warranty services (Section VII 13.4; SCC 7.3) are optional, shall be quoted separately and shall not be evaluated.
ITP 17.5	The Incoterms edition is: *Incoterms 2020*
ITP 17.5 (a)	Named place of destination is: **ICT Authority, Telposta Towers, Kenyatta Avenue, Nairobi, Kenya (or the Government-designated hosting site notified by the Purchaser).**
ITP 17.6	Named place of final destination (or Project site) is: **The services and systems shall be delivered at the ICT Authority and participating Government Ministries, Departments and Agencies (MDAs),**

	including designated hosting, Agency Node and Shared Government Node environments, as applicable and as specified/confirmed during implementation
ITP 17.8	ITP 17.8 is modified as follows: ***"There are no modifications to ITP 17.8"]***
ITP 17.9	The prices quoted by the Proposer ***"shall not*** be subject to adjustment during the performance of the Contract.
ITP 18.1	The Proposer ***"is"*** required to quote in the currency of the Purchaser's Country the portion of the Proposal price that corresponds to expenditures incurred in that currency.
ITP 19.1	The Proposal shall be valid until: **13th May 2027**
ITP 19.3 (a)	The Proposal price shall be adjusted by the following factor(s): **Not Applicable**
ITP 20.1	A *Proposal Security* ***"shall be"*** required. The amount and currency of the Proposal Security shall be ***Kenya Shillings*** **Lot 1-Kes.12 Million** **Lot 2-Kes.7 Million** **Lot 3-Kes. 8 Million**
ITP 20.3 (d)	Other types of acceptable securities: **Not Applicable**
ITP 20.9	Not applicable. A Proposal Security (not a Proposal-Securing Declaration) is required under PDS ITP 20.1.
ITP 21.3	The written confirmation of authorization to sign on behalf of the Proposer shall consist of: **The Power of Attorney shall be drawn up by a Commissioner of Oaths (or attested by a Notary Public for international bidders) and bear the legal stamp/seal.** **If the Proposer is a Joint Venture (JV), the Power of Attorney shall be executed by all authorized partners/members of the JV, appointing a Lead Partner with authority to sign on behalf of the JV and bind all members legally.**
D. Submission and Opening of Proposals	
ITP 22.1	In addition to the original of the Proposal, the number of copies is: one (1). In addition, the Proposer shall submit one (1) flash drive containing a complete copy of the Proposal in PDF (non-editable) format, sealed with the Technical Part (and a separate flash drive for the Financial Part, sealed with that Part). **In case of any discrepancy between the electronic copy, the copy and the original, the original shall prevail.**
ITP 23.1	For Proposal submission purposes only, the Purchaser's address is: Attention: **CHIEF EXECUTIVE OFFICER** Street Address: **TELPOSTA TOWER, KENYATTA AVENUE** Floor/Room number: **12 FLOOR, ICT AUTHORITY** City: **NAIROBI** Postal Code: **00100** Country: **KENYA**

	The deadline for Proposal submission is: Date: **23rd December 2026** Time: **10:00 Hours East African Time**
ITP 23.1	Proposers **"shall not** "have the option of submitting their Proposals electronically. The electronic proposals submission procedures shall be: **"not applicable".**
E. Public Opening of Technical Parts of Proposals	
ITP 26.1	The Proposal opening shall take place at: Street Address: **ICT Authority** Floor/Room number: **Telposta Towers12th Floor Kenyatta Avenue** **City: Nairobi** Country: **Kenya** Date: **23rd December 2026** Time: **10.00 am East African Time**
ITP 26.1	The electronic Proposal opening procedures shall be: **"not applicable".**
G. Evaluation of Technical Part of Proposals	
ITP 32.2	The weighting to be given for Rated Criteria is: **80%** The Rated Criteria (technical factors and sub-factors) for each Lot, their weights and the scoring methodology are set out in Section III, Evaluation and Qualification Criteria. They are not repeated in this PDS. The technical proposal scoring methodology is specified in Section III, Evaluation and Qualification Criteria. Evaluation method: Proposals shall be evaluated on the basis of Rated Criteria and cost to determine the Most Advantageous Proposal, in accordance with Annex X of the Procurement Regulations. ***The weighting is: Rated Criteria – 80%; cost – 20% (PDS ITP 39.1***). Minimum technical score: A Proposal shall proceed to the opening and evaluation of its Financial Part only if its total technical score, on a 100-point scale, is at least: Lot 1 – 70 points; Lot 2 – 70 points; Lot 3 – 70 points. A Proposal scoring below the minimum for its Lot shall be rejected and its Financial Part returned unopened. No other minimum score, threshold or gate applies to the technical evaluation of any Lot. The demonstration of solution functionalities is a Rated Criterion scored in Section III and counts towards the total technical score; all Proposals that pass the Pass/Fail stages of Section III shall be invited to the demonstration.
H. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts	
ITP 33.8	The Letter of Proposal – Financial Part and the Price Schedules shall be initialed by **All representatives**

	of the Purchaser conducting Proposal opening.
	I. Evaluation of Financial Part of Proposals
36.1(f)	The adjustments shall be determined using the criteria set out in Section III, Evaluation and Qualification Criteria. For this procurement, the following adjustments shall apply: **(a) Deviation in Time for Completion: N/A** No adjustment shall be made for deviation in the time for completion. The proposed implementation schedule shall instead be evaluated under the technical criterion **"Implementation Methodology, Schedule and Risk Management"** as provided in Section III, Evaluation and Qualification Criteria. **(b) Present Value of Recurrent Costs: N/A** Present value of recurrent costs shall not be used as an adjustment criterion. The financial evaluation shall be undertaken in accordance with the financial evaluation methodology specified in Section III, Evaluation and Qualification Criteria. **(c) Functional Guarantees of the Facilities: N/A** Functional guarantees of the facilities shall not apply to this procurement, as this procurement is for an Information System comprising the design, supply, configuration, implementation, operationalisation and transfer of the IGRP solution. **(d) Work, Services, Facilities, etc. to be Provided by the Purchaser: N/A** No adjustment shall be made in respect of work, services or facilities to be provided by the Purchaser. Any assumptions, dependencies, responsibilities and resources required from the Government shall be identified and evaluated as part of the bidder's proposed implementation methodology, work plan and risk management approach. **Other Specific Criteria: N/A**
ITP 36.2	The currency(ies) of the Proposal shall be converted into a single currency as follows: ***Kenya Shilling*** The currency that shall be used for Proposal evaluation and comparison purposes to convert all Proposal prices expressed in various currencies into a single currency is: ***Kenya Shilling*** The source of exchange rate shall be: ***Central Bank of Kenya*** The date for the exchange rate shall be: ***Bid Submission Deadline***
ITP 36.5	The maximum number of Lots that may be awarded to a single Proposer is one (1). For the purpose of this limit, "Proposer" includes: (a) each member of a Joint Venture; and (b) any firm that directly or indirectly controls, is controlled by, or is under common control with the Proposer or any of its JV members. Where a Proposer has the Most Advantageous Proposal in more than one Lot, Lots shall be awarded in accordance with Section III (Award of Lots subject to the Award Limit).

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J. Evaluation of Combined Technical and Financial Parts and Most Advantageous Proposal	
ITP 39.1	The weight to be given for cost is: 20% (X = 0.20) Discount Rate (I) for net present value calculations of recurrent costs (if any) is ***Not Applicable*** percent per annum.
ITP 39.2	BAFO "does not apply" _____
ITP 39.5	Negotiation "does not apply" _____
ITP 39.9	As additional qualification and verification measures, the Information System, or relevant components/parts thereof, offered by the Proposer with the Most Advantageous Proposal will, prior to Contract award, be subjected to demonstrations, proof-of-capability/delivery exercises, technical validation and other verification measures. The measures may include, as applicable to the Lots : 1. **Solution Demonstration:** A live demonstration of the proposed solution and its principal functionalities against the requirements specified in the Technical Requirements (Section VII) and the completed FS/PS/NS compliance matrices. 2. **Architecture Walkthrough:** A technical walkthrough of the proposed architecture, including the Hybrid four-layer architecture, API management and integration capabilities, IAM federation, digital signing and trust services, security architecture, scalability, high availability and disaster recovery arrangements, as applicable to the Lot. 3. **Interoperability and Integration Demonstration:** Demonstration of selected priority integrations, APIs, interface specifications and end-to-end interoperability capabilities, including compliance with the applicable Interface Control Documents (ICDs). 4. **Security and Compliance Validation:** Verification of the Proposer's claims relating to cybersecurity, identity governance, open standards, technology sovereignty, and protection of Government data. 5. **Proof-of-Capability Exercise:** Where considered necessary, the Procuring Entity may require the Proposer to configure or demonstrate a defined use case or limited proof-of-concept to validate key technical capabilities claimed in the Technical Proposal. 6. **Reference Checks:** Verification of relevant previous assignments and, where considered necessary, reference site visits or discussions with identified clients to confirm the Proposer's claimed experience and performance. 7. **Key Expert Verification:** Interviews or technical discussions with proposed Key Experts may be conducted to verify their understanding of the assignment, proposed technical approach and relevant experience. The demonstrations and verification exercises shall be conducted by the **Evaluation Committee and/or technical experts designated by the Procuring Entity**, as appropriate. The Procuring Entity shall communicate the scope, requirements, schedule and applicable test conditions to the Proposer in advance.

	The outcome of the demonstrations, proof-of-capability exercises, reference checks, architecture walkthroughs and Key Expert interviews may be used to verify the information contained in the Technical Proposal and shall not change any score awarded in the technical evaluation. The exercises shall not introduce evaluation criteria or requirements that were not disclosed in the bidding documents. Failure to satisfactorily demonstrate a **mandatory requirement** or to substantiate a material claim made in the Technical Proposal may result in the proposal being treated in accordance with the applicable provisions of the bidding documents. The purchaser shall maintain appropriate records of the demonstrations and verification exercises undertaken as part of the evaluation process
K. AWARD OF CONTRACT	
ITP 44	**Not Applicable**
ITP 49	There will be an Adjudicator under this Contract. The hourly fee for this proposed Adjudicator is estimated to be **KES 15,000** with a maximum of eight (8) hours a day. The hourly fee is proposed on the understanding that the appointed adjudicator will only work on a call basis by the Parties on events of disagreements or disputes. Biographical data of the proposed Adjudicator is as follows: **To be provided.**
ITP 50.1	The procedures for making a Procurement-related Complaint are detailed in the "Procurement Regulations for IPF Borrowers (Annex III)." A Procurement-related Complaint may challenge any of the following: The terms of the Bidding Documents; and The Purchaser's decision to award the contract. If a Bidder wishes to make a Procurement-related Complaint, the Bidder should submit its complaint following these procedures, in writing (by the quickest means available, that is either by email or fax), to: For the attention: **Jessy K Maruti** Title/position: **Chief Executive Officer** Purchaser: **The Information and Communications Technology Authority** Email address: ceo@ict.go.ke / info@ict.go.ke / procurement@ict.go.ke Fax number: **Not Applicable** A copy of the complaint can be sent for the Bank's information and monitoring to: **pprocurementcomplaints@worldbank.org**

Résumé of the proposed Adjudicator.

[insert résumé]

SECTION III - EVALUATION AND QUALIFICATION CRITERIA (WITHOUT PREQUALIFICATION)

This Section contains all the criteria that the Purchaser shall use to evaluate Proposals and qualify Proposers. No other factors, methods or criteria shall be used. The Proposer shall provide all the information requested in the forms included in Section IV, Proposal Forms.

1. Qualification

1.1 Qualification Requirements

LOT 1- PRELIMINARY EVALUATION CRITERIA

Stage 1 — Mandatory Preliminary Requirements (MR1–MR14, Pass/Fail)

No.	Requirement	Score	Response	Page
MR 1	Certified copy of Certificate of Incorporation or Certificate of Registration, or equivalent for international firms, which MUST be certified by the relevant authority in the respective country of origin. (For each party/member of a consortium in case of a joint venture.)	M		
MR 2	Copy of valid Tax Compliance Certificate, or equivalent for international firms, certified by the relevant tax authority in the respective country of origin. (For each party/member of a consortium in case of a joint venture.)	M		
MR 3	Certified copy of Confirmation of Directors and Shareholding (CR 12), or equivalent for international firms, certified by the relevant authority in the respective country of origin, issued within the last 12 months to the tender opening date. (For each party/member of a consortium in case of a joint venture.)	M		
MR 4	A Joint Venture Agreement clearly indicating the lead partner and a responsibility matrix must be attached for any joint bid.	M		
MR 5	Power of Attorney/Authorization Letter giving the name of the person authorized to submit/execute this tender as a binding document; this person should sign all documents related to this tender.	M		
MR 6	Provide a document and self-declaration stating that	M		

No.	Requirement	Score	Response	Page
	the bidder is not debarred from undertaking any services of this nature.			
MR 7	Duly filled, signed and stamped Proposer Information Forms ELI 1.1.1 and ELI 1.1.2 (Section IV), including the organisational chart, list of directors and beneficial ownership information. (For each party/member of a consortium in case of a joint venture.)	M		
MR 8	Provide copies of audited financial accounts for the company for the last three accounting years (2022-2023, 2023-2024 and 2024-2025). The bidder's annual turnover in the sale, supply, implementation and support of enterprise ICT systems (systems integration, interoperability/integration platforms, API management, middleware or comparable enterprise platforms) should be at least Ksh 200,000,000 for each of the last three financial years, supported by authentic documentary evidence (audited balance sheets). NB: The turnover refers to the company responding to this tender and not the composite turnover of its subsidiaries/sister concerns/techno-commercial collaborators. In the case of a joint venture, the turnover of all members may be combined, as provided in Section III, Factor 1.3.2.	M		
MR 9	Original Proposal Security of the amount specified in PDS ITP 20.1, issued by a reputable bank or financial institution selected by the Proposer in accordance with ITP 20.3 (an institution located outside Kenya shall have a correspondent financial institution in Kenya to make the security enforceable), and valid as required by ITP 20. (To be attached in the Technical Proposal; in the name of the Joint Venture in the case of a joint venture, per ITP 20.)	M		
MR 10	For any third-party or commercially supported software components proposed (including enterprise-supported distributions of open-source software), provide valid original Manufacturer's/OEM Authorization letters confirming authorization to bid and commitment to guarantee/warranty support, in the format provided and specific to this tender. Where the proposed core platform is open-source: (a) declare all open-source components, licences, dependencies, commercial wrappers and enterprise editions; and (b) provide evidence of certified partnership, demonstrable contribution, or documented enterprise-grade competence and support capability for each core open-source component proposed.	M		

No.	Requirement	Score	Response	Page
	Where the bidder is the OEM, state so explicitly and provide evidence of ownership (e.g., copyright).			
MR 11	Duly signed Letter of Proposal – Technical Part (Section IV), including the declarations on eligibility, suspension and debarment, and fraud and corruption. (For each party/member of a consortium in case of a joint venture, by power of attorney.)	M		
MR 12	The bidder must attach a solution brochure/technical description with clearly referenced pages describing the proposed platform and its features, including the federated trust-node architecture, national trust registry, agency nodes, catalogues, policy engine, monitoring and the reporting engine.	M		
MR 13	Document submission: properly bound, well-presented (tape-bound) documents. All pages of the tender document should be serialized/serially numbered. Original and copy of the proposal shall be placed in separate sealed envelopes clearly marked "Original" and "Copy", addressed as stated in the invitation to tender, and accompanied by a soft copy of all technical tender documents.	M		
MR 14	Submit the required number of copies: one (1) original, one (1) copy and one (1) soft copy for the technical proposal (preferably flash disk). Financials should include duly filled, signed and stamped price schedules provided in the tender document, in a separate sealed envelope clearly marked "Financial" with one (1) original and one (1) copy. (One (1) flash drive with a PDF copy of the Financial Part, sealed with that Part, in accordance with PDS ITP 22.1.)	M		

LOT 2- PRELIMINARY EVALUATION CRITERIA

B.8 Stage 1 — Mandatory Preliminary Requirements (MR1–MR14, Pass/Fail)

No.	Requirement	Score	Response	Page
MR 1	Certified copy of Certificate of Incorporation or Certificate of Registration, or equivalent for international firms, which MUST be certified by the relevant authority in the respective country of origin. (For each party/member of a consortium in case of a joint venture.)	M		
MR 2	Copy of valid Tax Compliance Certificate, or equivalent for international firms, certified by the	M		

No.	Requirement	Score	Response	Page
	relevant tax authority in the respective country of origin. (For each party/member of a consortium in case of a joint venture.)			
MR 3	Certified copy of Confirmation of Directors and Shareholding (CR 12), or equivalent for international firms, certified by the relevant authority in the respective country of origin, issued within the last 12 months to the tender opening date. (For each party/member of a consortium in case of a joint venture.)	M		
MR 4	A Joint Venture Agreement clearly indicating the lead partner and a responsibility matrix must be attached for any joint bid.	M		
MR 5	Power of Attorney/Authorization Letter giving the name of the person authorized to submit/execute this tender as a binding document; this person should sign all documents related to this tender.	M		
MR 6	Provide a document and self-declaration stating that the bidder is not debarred from undertaking any services of this nature.	M		
MR 7	Duly filled, signed and stamped Proposer Information Forms ELI 1.1.1 and ELI 1.1.2 (Section IV), including the organisational chart, list of directors and beneficial ownership information. (For each party/member of a consortium in case of a joint venture.)	M		
MR 8	Provide copies of audited financial accounts for the company for the last three accounting years (2022-2023, 2023-2024 and 2024-2025). The bidder's annual turnover in the sale, supply, implementation and support of enterprise ICT systems (identity and access management, identity federation, SSO/MFA, PAM or comparable identity platforms) should be at least Ksh 200,000,000 for each of the last three financial years, supported by authentic documentary evidence (audited balance sheets). NB: The turnover refers to the company responding to this tender and not the composite turnover of its subsidiaries/sister concerns/techno-commercial collaborators. In the case of a joint venture, the turnover of all members may be combined, as provided in Section III, Factor 1.3.2.	M		
MR 9	Original Proposal Security of the amount specified in PDS ITP 20.1, issued by a reputable bank or financial institution selected by the Proposer in accordance with ITP 20.3 (an institution located outside Kenya shall	M		

No.	Requirement	Score	Response	Page
	have a correspondent financial institution in Kenya to make the security enforceable), and valid as required by ITP 20. (To be attached in the Technical Proposal; in the name of the Joint Venture in the case of a joint venture, per ITP 20.)			
MR 10	For any third-party or commercially supported software components proposed (including enterprise-supported distributions of open-source software), provide valid original Manufacturer's/OEM Authorization letters confirming authorization to bid and commitment to guarantee/warranty support, in the format provided and specific to this tender. Where the proposed core platform is open-source: (a) declare all open-source components, licenses, dependencies, commercial wrappers and enterprise editions; and (b) provide evidence of certified partnership, demonstrable contribution, or documented enterprise-grade competence and support capability for each core open-source component proposed. Where the bidder is the OEM, state so explicitly and provide evidence of ownership (e.g., copyright).	M		
MR 11	Duly signed Letter of Proposal – Technical Part (Section IV), including the declarations on eligibility, suspension and debarment, and fraud and corruption. (For each party/member of a consortium in case of a joint venture, by power of attorney.)	M		
MR 12	The bidder must attach a solution brochure/technical description with clearly referenced pages describing the proposed Identity and Access Management Federation platform and its features, including identity federation (OAuth 2.0/OIDC/SAML), Single Sign-On, Multi-Factor Authentication, Privileged Access Management, RBAC/ABAC, identity governance and access certification, consent management, directory integration, audit and reporting.	M		
MR 13	Document submission: properly bound, well-presented (tape-bound) documents. All pages of the tender document should be serialized/serially numbered. Original and copy of the proposal shall be placed in separate sealed envelopes clearly marked "Original" and "Copy", addressed as stated in the invitation to tender, and accompanied by a soft copy of all technical tender documents.	M		
MR 14	Submit the required number of copies: one (1) original, one (1) copy and one (1) soft copy for the technical proposal (preferably flash disk). Financials should	M		

No.	Requirement	Score	Response	Page
	include duly filled, signed and stamped price schedules provided in the tender document, in a separate sealed envelope clearly marked "Financial" with one (1) original and one (1) copy. (One (1) flash drive with a PDF copy of the Financial Part, sealed with that Part, in accordance with PDS ITP 22.1.)			

LOT 3- PRELIMINARY EVALUATION CRITERIA

Stage 1 — Mandatory Preliminary Requirements (MR1–MR14, Pass/Fail)

No.	Requirement	Score	Response	Page
MR 1	Certified copy of Certificate of Incorporation or Certificate of Registration, or equivalent for international firms, which MUST be certified by the relevant authority in the respective country of origin. (For each party/member of a consortium in case of a joint venture.)	M		
MR 2	Copy of valid Tax Compliance Certificate, or equivalent for international firms, certified by the relevant tax authority in the respective country of origin. (For each party/member of a consortium in case of a joint venture.)	M		
MR 3	Certified copy of Confirmation of Directors and Shareholding (CR 12), or equivalent for international firms, certified by the relevant authority in the respective country of origin, issued within the last 12 months to the tender opening date. (For each party/member of a consortium in case of a joint venture.)	M		
MR 4	A Joint Venture Agreement clearly indicating the lead partner and a responsibility matrix must be attached for any joint bid.	M		
MR 5	Power of Attorney/Authorization Letter giving the name of the person authorized to submit/execute this tender as a binding document; this person should sign all documents related to this tender.	M		
MR 6	Provide a document and self-declaration stating that the bidder is not debarred from undertaking any services of this nature.	M		
MR 7	Duly filled, signed and stamped Proposer Information Forms ELI 1.1.1 and ELI 1.1.2 (Section IV), including	M		

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No.	Requirement	Score	Response	Page
	the organizational chart, list of directors and beneficial ownership information. (For each party/member of a consortium in case of a joint venture.)			
MR 8	**Financial Capacity and Annual Turnover** **(a) Financial statements.** The Bidder shall submit audited financial statements for the last three (3) financial years (2022/2023, 2023/2024 and 2024/2025). Each set shall include the balance sheet, the income statement, the cash-flow statement and the auditor's report. A Bidder that has been in operation for fewer than three (3) years shall submit audited statements for each financial year it has completed since incorporation. The statements shall show that the Bidder is currently financially sound and has a positive net worth. **(b) Minimum average annual turnover.** The Bidder shall show a minimum **average** annual turnover of **Kenya Shillings One Hundred Million (Ksh 100,000,000)** from the supply, implementation and support of ICT systems and services. Turnover shall be calculated as total certified payments received for contracts completed or in progress. It shall be averaged over the financial years in which the Bidder operated within the period 2022/2023 to 2024/2025. Experience in digital signing, trust services, PKI-dependent platforms or comparable security platforms shall be assessed under the Specific Experience criterion (Section III, Stage 2(a), C.13 and Factor 1.4.2), not under turnover. **(c) Newly established firms.** A Bidder that does not have three (3) years of audited accounts shall, in addition to the documents in (a), submit: i. management accounts for the current financial period, certified by a practising Certified Public Accountant (CPA-K), or an equivalent professionally qualified accountant in the case of a foreign Proposer; and ii. certified bank statements for the most recent twelve (12) months. **(d) Access to financial resources.** Every Bidder shall show that it has access to, or the means to secure, liquid assets, unencumbered real assets, lines of credit or other financial resources of at least **Kenya Shillings Eighty Million (Ksh 80,000,000)**, excluding any contractual advance payments. This amount is intended to meet the cash-flow requirements of the contract. Acceptable evidence includes a bank letter confirming a credit facility or a commitment from a recognised	M		

No.	Requirement	Score	Response	Page
	financial institution. **(e) Bidder's own resources.** Turnover and financial resources refer to the entity submitting the bid only. They shall not include the combined turnover of its subsidiaries, sister companies or technical-commercial collaborators. **(f) Joint ventures.** In a joint venture, the turnover and financial resources of all members may be combined, as provided in Section III, Factor 1.3.2. All members together shall meet 100% of the requirements in (b) and (d). The lead member shall meet at least 40% (Ksh 40,000,000 turnover; Ksh 32,000,000 financial resources). Each other member shall meet at least 25% (Ksh 25,000,000 turnover; Ksh 20,000,000 financial resources). Newly established firms are encouraged to partner with established firms through joint ventures.			
MR 9	Original Proposal Security of the amount specified in PDS ITP 20.1, issued by a reputable bank or financial institution selected by the Proposer in accordance with ITP 20.3 (an institution located outside Kenya shall have a correspondent financial institution in Kenya to make the security enforceable), and valid as required by ITP 20. (To be attached in the Technical Proposal; in the name of the Joint Venture in the case of a joint venture, per ITP 20.)	M		
MR 10	For any third-party or commercially supported software components proposed (including enterprise-supported distributions of open-source software), provide valid original Manufacturer's/OEM Authorization letters confirming authorization to bid and commitment to guarantee/warranty support, in the format provided and specific to this tender. Where the proposed core platform is open-source: (a) declaration of all open-source components, licences, dependencies, commercial wrappers and enterprise editions; and (b) provide evidence of certified partnership, demonstrable contribution, or documented enterprise-grade competence and support capability for each core open-source component proposed. Where the bidder is the OEM, state so explicitly and provide evidence of ownership (e.g., copyright).	M		
MR 11	Duly signed Letter of Proposal – Technical Part (Section IV), including the declarations on eligibility, suspension and debarment, and fraud and corruption. (For each party/member of a consortium in case of a joint venture, by power of attorney.)	M		
MR	The bidder must submit technical documentation (a	M		

No.	Requirement	Score	Response	Page
12	solution brochure, product datasheet, technical description, architecture document or equivalent) with clearly referenced pages, describing the proposed Digital Signing and Trust Services platform and how it delivers the following capabilities, whether through a commercial off-the-shelf product, a locally developed or custom-built solution, an open-source-based solution, or a combination of these: i. Signature creation and validation (PAdES, XAdES and CAdES); ii. Electronic seals; iii. Remote and bulk signing; iv. Trusted timestamping (RFC 3161); v. Long-term validation and evidence preservation; vi. The Registration Authority interface to ICTA GovCA; vii. HSM-based key management; viii. Public verification portal; and ix. Audit and reporting. Where the solution is locally developed, bespoke or not a catalogued product, the bidder shall instead provide a technical description, architecture and design documentation, and evidence of conformity (such as test reports, demonstration records, reference deployments or independent assessment results). A manufacturer brochure shall not be a mandatory requirement for such solutions.			
MR 13	Document submission: properly bound, well-presented (tape-bound) documents. All pages of the tender document should be serialized/serially numbered. Original and copy of the proposal shall be placed in separate sealed envelopes clearly marked “Original” and “Copy”, addressed as stated in the invitation to tender, and accompanied by a soft copy of all technical tender documents.	M		
MR 14	Submit the required number of copies: one (1) original, one (1) copy and one (1) soft copy for the technical proposal (preferably flash disk). Financials should include duly filled, signed and stamped price schedules provided in the tender document, in a separate sealed envelope clearly marked “Financial” with one (1) original and one (1) copy. (One (1) flash drive with a PDF copy of the Financial Part, sealed with that Part, in accordance with PDS ITP 22.1.)	M		

2 Technical alternatives

2.1 Technical Evaluation Criteria and Scoring

Technical Evaluation

Evaluation shall be conducted on 'Rated Criteria and cost to determine the Most Advantageous Proposal',.

Evaluation shall be carried out in four stages. Proposers found to have submitted false, misleading or unverifiable information will be disqualified at any stage.

Stage 1 and Stage 2 Sections I, II and III are mandatory Pass/Fail gates.

Stage 2 Sections IV(a) (Key Experts), IV(b) (Implementation Methodology) and V (Demonstration) are scored.

Evaluation will be based on the technical proposal submitted, including the duly filled forms and compliance matrices.

The Go-Live Readiness Pack shall demonstrate closure of applicable GEA/GIF actions, Agency Node certification, security testing, performance testing, DR/failover, UAT, priority integrations, cross-Lot tests, training, operational monitoring, support readiness, documentation, runbooks and applicable privacy actions.

LOT 1

A.12 Evaluation Stages

Tenders received will be evaluated in four stages as detailed as follows:

- **Stage 1:** Compliance with Mandatory Preliminary Requirements (Pass/Fail)
- **Stage 2:** The Technical Evaluation (Capacity to Deliver the Service) –clauses A1-A11
  - **Section I:** Implementation experience (Pass/Fail);
  - **Section II:** Response to the mandatory functional and technical requirements (Pass/Fail);
  - **Section III:** Response to the mandatory non-functional requirements (Pass/Fail);
  - **Section IV(a):** Technical staff competences (50)
  - **Section IV(b):** Implementation methodology (30)

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- **Section V:** demonstration of the proposed solution functionalities (Score) (20)

Stage 2(a): Mandatory Technical Evaluation

Section I: Implementation Experience (MANDATORY, Pass/Fail)

lo.	Requirement	Response	Page
A13. i	The Vendor should have been in existence for the past ten (10) years with experience in implementing enterprise integration/interoperability platforms (Government data-exchange platforms, API management/gateway platforms, enterprise service bus/middleware, or federated data-exchange infrastructure) that entail onboarding and integrating at least ten (10) institutions/agencies or enterprise systems and publishing/managing at least fifteen (15) production APIs/data services, within the last seven (7) years		
A13. ii	At least three (3) similar projects, each with a contract value of at least Kshs. 300 Million, and at least one (1) must be a Government/public-sector interoperability or data-exchange platform of national or sectoral scale. • Provide reference sites meeting the above requirements within the last seven (7) years, indicating the organization, address (physical and telephone), key contact person, email, implementation scope and costing. • Provide evidence of award and implementation in the form of LPO/extracts from the contract, completion/GO-LIVE certificates and reference letters. • For each project, enclose the relevant documentary proof: (i) copies of Purchase Order/Work Order/contract; (ii) completion certificates; and (iii) recommendation letters.		
A.13. iii	Not used (an “added advantage” cannot be applied in a Pass/Fail test).		

Stage 2(b) - Sections II and III - Functional and Non-Functional Requirements (Pass/Fail)
Evaluated on meeting all mandatory functional requirements (Annex A, A.1–A.4) and all mandatory non-functional requirements (Annex A, A.5–A.6) on a Pass/Fail basis, using the FS/PS/NS format with cross-referenced evidence. For every PS response, the bidder shall state the supported functionality, gap, configuration/customisation/development required, effort, timeline, third-party dependency, licence/subscription impact, cost, operational limitation and residual risk. All costs required to achieve the stated requirement shall be included in the financial proposal.

Stage 2(c) - Section IV(a) - Key Expert Qualifications (Rated Score)

	Role	No.	Education	Score
A16.1	Project Manager	1	**Education** Masters in Computer Science, Engineering, IT or related field **Experience** Minimum 10 years in IT systems and 6 years in project management; professional experience delivering enterprise integration, interoperability or e-Government platforms, minimum 5 projects **Certification** Project management-related certification, PRINCE2/PMP or equivalent; TOGAF an added advantage	10
A16.2	Solution/Enterprise Architect	1	**Education** BSc in Computer Science, Engineering or related field (Masters an added advantage) **Experience** 8+ years in enterprise architecture and system integration; designed at least 3 large-scale integration, interoperability or API management platforms **Certification** TOGAF or equivalent EA framework certification; knowledge of GEA, GIF, GovStack building blocks	5
A16.3	Lead Systems Integration and Interoperability Architect	2	**Education** BSc in Computer Science, Engineering or related field **Experience** 5+ years in API development and integration engineering, minimum 4 reference projects each **Certification** API/middleware certifications; TOGAF/ArchiMate Practitioner; CKA an added advantage	10
A16.4	Cybersecurity/PKI Expert	1	**Education** BSc in Computer Science, Engineering or related field **Experience** 5+ years in ICT security including PKI, mTLS, certificate lifecycle management, minimum 4 reference projects **Certification**	5

			Any of the following; CISSP, CISM, CEH, ISO/IEC 27001 Lead Implementer/Auditor, CompTIA Security+ or OSCP	
A16.5	DevOps/Platform Engineer	1	**Education** BSc in Computer Science, Engineering or related field **Experience** 4+ years in containerised deployment, CI/CD, HA configuration, minimum 3 reference projects **Certification** CKA/CKAD, cloud platform certification or equivalent	5
A16.6	Data Governance and Data Architecture Specialist	1	**Education** BSc in Computer Science, Information Science or related field **Experience** 4+ years in data governance, metadata management, minimum 3 reference projects **Certification** CDMP Practitioner or higher; DAMA/EDM Council equivalent	5
A16.7	Quality Assurance/Test Engineer	1	**Education** BSc in Computer Science, IT or related field **Experience** 4+ years in software QA, minimum 3 reference projects **Certification** ISTQB or equivalent certification	5
A16.8	Training and Change Management Expert	1	 Bachelor's degree in a relevant field **Experience** 5+ years in ICT capacity building, minimum 3 reference assignments **Certification** Relevant training/change-management certification an added advantage	5
	TOTAL			**50**

Stage2 (d)-Section IV(b) — Implementation Methodology (Rated Score: raw score out of 50, weighted to 30 points)

No.	Evaluation Area	Minimum Content Required	Marks
1.	Understanding of the Assignment & Hybrid Architecture	Understanding of national digital-transformation objectives, KDEAP context, GEA/GIF/DPI principles; clear understanding of the end-to-end system sought per these Technical Requirements.	5
2.	Tentative Project Plan	WBS, phases, deliverables, milestones, timelines, dependencies, resource allocation, implementation schedule aligned to the nine delivery phases.	5
3.	Project Organisation	Governance structure, team organisation, reporting relationships, escalation, stakeholder responsibilities, project controls, personnel deployment.	5
4.	Test Plan	Approach to unit, system, integration, conformance, performance, security, DR, UAT and regression testing, entry/exit criteria, defect management.	5
5.	Training and Capacity-Building Plan	Training-needs assessment, target groups, role-based training, training-of-trainers, materials, competency assessment, sustainability.	5
6.	Integration and Onboarding Strategy	Approach to onboarding agencies/institutions, registries, shared services, priority systems; APIs, standards, security, monitoring, support.	5
7.	Cut-over and Go-Live Strategy	Cut-over/migration sequencing, readiness assessment, deployment, contingency, rollback, business continuity, hypercare, go-live authorisation.	5
8.	Post-Go-Live Support Strategy	Hypercare, incident/problem management aligned to SLA matrix, support channels, escalation, in-scope/out-of-scope services.	5
9.	Project-Management Methodology	Governance, planning, scheduling, quality management, risk/issue management, change control, communications, deliverable acceptance.	4
10.	Sample SLA and Support Plan	Service levels covering availability, incident priorities, response/resolution times, escalation, maintenance windows, reporting, remedies.	3
11.	Detailed Responsibility Matrix	RACI or equivalent for all key deliverables, activities, approvals and interfaces; JV/consortium role demarcation.	3
	Total		**50**

For the combined technical score, the Implementation Methodology raw score (out of 50) shall be converted to a weighted score out of 30: weighted score = raw score × 30 ÷ 50.

Stage 2 (e)-Section V — Demonstration of Proposed Solution Functionalities (Rated

Score, 20 points)

Scoring: full marks for a complete, correct live demonstration; partial marks for a partial or degraded demonstration; zero marks if the scenario is not demonstrated at all.

No	Demonstration Scenario	Score
1.	**Agency onboarding and trust registry: register, approve, suspend and revoke a participating agency in the national trust registry**	3
2.	**Node certification:** certify and connect an agency interoperability node; show logical separation on the shared Government node	1
3.	**Service publication and discovery**: publish a trusted data service and discover it via the national service catalogue	1 1
4.	**Access request and approval workflow:** legal basis and purpose validated; data-sharing agreement recorded	1
5.	**Policy enforcement:** policy decision engine grants an authorised request and denies an unauthorised request	1
6.	**Attribute-level verification:** verification service returns only approved attributes, demonstrating data minimisation	1
7.	**Transformation and routing:** message transformation, schema validation, content/policy-based routing	1
8.	**Event exchange:** publish and consume an event through the event exchange layer	1
9.	**Security and trust validation:** mTLS authentication; rejection of expired/revoked certificate; token/claim validation	2
10.	**Audit and non-repudiation:** tamper-evident transaction logs, correlation IDs, end-to-end traceability	1
11.	**Monitoring and observability:** operational dashboards showing traffic, latency, errors and SLA metrics	1
12.	**Reporting engine:** executive dashboard, ad-hoc report, scheduled report; export; role-based access	2
13.	**Developer portal and sandbox**: API consumer self-service, subscribe, test in sandbox	1
14.	**Administration portal**: member management, delegated administration, configuration management	1
15.	**User Interface portal**	2
	Total Score	**20**

Stage2(c) -(Key Expert Qualifications) + Stage 2(d)Implementation Methodology) — Combined Technical Scores (100 points)-Lot 1

Scored Component	Marks
Stage 2- (c)-Key Experts Qualifications	**50**
Stage 2 (d) - Implementation Methodology	30
Sub Total	**80**
Stage (e) - Demonstration of Solution Functionalities	**20**
Total	**100**

The minimum technical score for this Lot is stated in PDS ITP 32.2. A Proposal scoring below it shall not proceed to financial evaluation.

LOT 2

Stage 2(a) -B.9 Section I — Firm/Implementation Experience (MANDATORY, Pass/Fail)

The Vendor (or the lead member of a Joint Venture) shall have been in existence for at least five (5) years and shall demonstrate experience in implementing enterprise IAM platforms covering federated identity, Single Sign-On (SSO), Multi-Factor Authentication (MFA) and/or Privileged Access Management (PAM) within the last seven (7) years.

The Vendor shall have successfully delivered at least three (3) similar projects that involved the onboarding of at least five (5) institutions / agencies and supported active federated users, each with a contract value of at least Kshs. 200 Million, and at least one (1) must be a Government/public-sector client at national, sectoral or large institutional scale related to IAM.

Experience gained as a lead contractor, joint-venture member or specialised subcontractor (with clear documented role and value share) is acceptable.

The Vendor shall provide at least two (2) client references with full contact details. One reference must be from a Government / public-sector client. Supporting evidence (contract extract, completion / Go-Live certificate or recommendation letter) shall be attached.

Stage 2 (c)-B.11 Section IV(a) — Key Expert Qualifications (MANDATORY, Rated Score)

No.	Role	No.	Education	Score
B11.1	Project Manager	1	**Education** Masters in CS/Engineering/IT or related field **Experience** 10+ yrs IT, 6+ yrs PM; IAM/digital identity delivery, min 5 projects **Certification** PRINCE2/PMP; TOGAF advantageous	10
B11.2	Identity and Access Management Architect	1	**Education** BSc CS/Engineering (Masters advantageous) **Experience** 8+ yrs IAM/SSO/federation; 3+ large-scale platforms designed **Certification** CIAM/IAM vendor cert; GEA/GIF knowledge	5
B11.3	Identity Federation and SSO Specialist	2	**Education** BSc CS/Engineering **Experience** 5+ yrs OAuth2/OIDC/SAML federation, min 4 ref projects each **Certification** CIAM cert; vendor IAM platform cert	10
B11.4	Cybersecurity/IAM Security Expert	1	**Education** BSc CS/Engineering **Experience**	5

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			5+ yrs identity security/MFA/PAM/adaptive auth, min 4 ref projects **Certification** CISSP/CISM/CEH/ISO27001	
B11.5	DevOps/Platform Engineer	1	**Education** BSc CS/Engineering **Experience** 4+ yrs containers/CI-CD/HA for identity platforms, min 3 ref projects **Certification** CKA/CKAD or cloud cert	5
B11.6	Identity Governance and Data Specialist	1	**Education** BSc CS/Info Science **Experience** 4+ yrs IGA/access certification/consent, min 3 ref projects **Certification** CDMP/DAMA or IGA-specific cert	5
B11.7	Quality Assurance/Test Engineer	1	**Education** BSc CS/IT **Experience** 4+ yrs identity-platform QA, min 3 ref projects **Certification** ISTQB	5
B11.8	Training and Change Management Expert	1	**Education** Bachelor's degree, relevant field **Experience** 5+ yrs capacity building, min 3 ref assignments **Certification** Relevant certification	5
	TOTAL			**50**

Stage 2 (d) -B.12 Section IV(a-2) — Solution Architecture & Technical Approach (MANDATORY, Pass/Fail)

Ref	Requirement	Mandatory	Bidder Justification & Reference
B12.1	Alignment with the Hybrid four-layer architecture and mandatory Design Rules, specifically the IAM platform's boundary within the Federated Trust Layer.	Yes	
B12.2	Technical approach to IAM federation (SSO, MFA, PAM, RBAC/ABAC, IGA) specific to Lot 2, consistent with Annex B.1–B.2.	Yes	
B12.3	Security architecture covering Zero Trust, risk-based adaptive authentication, secure token issuance/validation, consistent with Sections 9.2 and	Yes	

	9.8.		
B12.4	Scalability approach with stated concurrent authentication/session targets, consistent with Section 9.5.	Yes	
B12.5	High-availability and disaster-recovery architecture for critical IAM services, consistent with Sections 9.4 and 9.5.	Yes	
B12.6	Future federation readiness — architecture supports onboarding additional identity providers/relying parties without redesign.	Yes	
B12.7	Integration and onboarding approach for identity providers and participating platforms, and boundary integration with Lot 1 and Lot 3.	Yes	
B12.8	Monitoring, observability and operational-readiness approach, consistent with Section 9.8.	Yes	

Stage 2(e)-B.13 Section IV(a-3) — Compliance with Mandatory Requirements (MANDATORY, Pass/Fail)

Ref	Requirement	Mandatory	Bidder Justification & Reference
B13.1	Completed and substantiated FS/PS/NS compliance matrices for all Annex B requirements, with technical explanation and documentary evidence. For every PS response, the bidder shall state the supported functionality, gap, configuration/customisation/development required, effort, timeline, third-party dependency, license/subscription impact, cost, operational limitation and residual risk. All costs required to achieve the stated requirement shall be included in the financial proposal.	Yes	
B13.2	Clear, specific and verifiable technical evidence cross-referenced to page numbers in the technical proposal.	Yes	
B13.3	Demonstrated absence of material proprietary identity-store lock-in (Section 4.4, Annex B.2, rows B2.2 and B2.7). The Contractor shall disclose all proprietary protocols, SDKs, connectors, runtimes, formats and management interfaces on which any material Government function depends. Each shall be separately identified, licensed, costed and assessed for exit/migration implications.	Yes	
B13.4	Documented technology sovereignty, Government data ownership, and complete exit/transition strategy (Sections 4.4 and 9.1).	Yes	

Stage 2(f)B.14 Section IV(b) — Implementation Methodology (Rated Score, 30 points)

The Go-Live Readiness Pack shall demonstrate closure of applicable GEA/GIF actions, Agency Node certification, security testing, performance testing, DR/failover, UAT, priority integrations, cross-Lot tests, training, operational monitoring, support readiness, documentation, runbooks and applicable privacy actions.

No	Evaluation Area	Minimum Content Required	Marks
B14.1	Understanding of the Assignment & Hybrid Architecture	Understanding of national digital-transformation objectives, KDEAP context, GEA/GIF/DPI principles; clear understanding of the end-to-end system sought per these Technical Requirements.	2.5
B14.2	Tentative Project Plan	WBS, phases, deliverables, milestones, timelines, dependencies, resource allocation, implementation schedule aligned to the nine delivery phases.	2.5
B14.3	Project Organisation	Governance structure, team organisation, reporting relationships, escalation, stakeholder responsibilities, project controls, personnel deployment.	2.5
B14.4	Test Plan	Approach to unit, system, integration, conformance, performance, security, DR, UAT and regression testing, entry/exit criteria, defect management.	2.5
B14.5	Training and Capacity-Building Plan	Training-needs assessment, target groups, role-based training, training-of-trainers, materials, competency assessment, sustainability.	3
B14.6	Integration and Onboarding Strategy	Approach to onboarding agencies/institutions, registries, shared services, priority systems; APIs, standards, security, monitoring, support.	3
B14.7	Cut-over and Go-Live Strategy	Cut-over/migration sequencing, readiness assessment, deployment, contingency, rollback, business continuity, hypercare, go-live authorisation.	3
B14.8	Post-Go-Live Support Strategy	Hypercare, incident/problem management aligned to SLA matrix, support channels, escalation, in-scope/out-of-scope services.	3
B14.9	Project-Management Methodology	Governance, planning, scheduling, quality management, risk/issue management, change control, communications, deliverable acceptance.	3
B14.10	Sample SLA and Support Plan	Service levels covering availability, incident priorities, response/resolution times, escalation, maintenance windows, reporting, remedies.	3
B14.11	Detailed Responsibility Matrix	RACI or equivalent for all key deliverables, activities, approvals and interfaces; JV/consortium role demarcation.	2
	Total		**30**

Stage 2(g)-B.15 Section V — Demonstration of Proposed Solution Functionalities (Score

Scoring: full marks for a complete, correct live demonstration; partial marks for a partial or degraded demonstration; zero marks if the scenario is not demonstrated at all.

No	Demonstration Scenario	Score
B15.1	Identity federation — authenticate via authoritative identity provider using OIDC/SAML and issue a federated session token	2
B15.2	Single Sign-On — demonstrate SSO across at least two distinct participating Government applications	2
B15.3	Multi-Factor Authentication — enforce MFA challenge and completion for a privileged/sensitive transaction	2
B15.4	Privileged Access Management — provision, monitor and revoke a privileged session with recording/audit	2
B15.5	RBAC/ABAC enforcement — grant authorised access, deny unauthorised access based on role/attribute policy	1
B15.6	Identity lifecycle management — execute joiner, mover, leaver workflow end-to-end with audit trail	1
B15.7	Consent management — capture, record and revoke user consent for a data-sharing scenario	1
B15.8	Risk-based adaptive authentication — trigger step-up challenge based on simulated risk signal	1
B15.9	Token validation exposure to Lot 1 — issue and validate a token/claim consumable externally	1
B15.10	Signer identity supply to Lot 3 — secure handoff of verified signer identity to a signing workflow	1
B15.11	Automated revocation trigger — automatic revocation propagation on entitlement withdrawal/separation	1
B15.12	Audit and monitoring — full authentication/authorisation audit trail and monitoring dashboard	1
B15.13	Access certification — periodic access review/certification workflow	2
B15.14	Administration portal — user/role management, delegated administration, configuration management	2
	Score	20

B.16 Stage 2 (c)-B.11 Section IV(a) — Key Expert Qualifications +Stage 2(c)-Section IV(b) — Combined Technical Score (100 points)

Scored Component	Marks
Stage 2(c) Section IV(a) — Key Expert Qualifications	**50**
Stage 2(f)Section IV(b): Implementation Methodology	30
Sub Total	**80**
Stage 2(g) Section V: Demonstration of Solution Functionalities	**20**
Total	**100**

The minimum technical score for this Lot is stated in PDS ITP 32.2. A Proposal scoring below it shall not proceed to financial evaluation.

LOT 3

Stage 2(a) C.13 Section I — Firm/Implementation Experience (MANDATORY, Pass/Fail)

The Vendor (or the lead member of a Joint Venture) shall have been in existence for at least three (3) years and shall demonstrate experience in implementing digital signing, trust-service or PKI-dependent platforms within the last seven (7) years.

The Vendor shall have successfully delivered at least two (2) similar projects that involved integration with a Certification Authority (national or enterprise) and the issuance / validation of at least five thousand (5,000) digital signatures or certificates in aggregate. Projects delivered using the Vendor's own locally developed or locally innovated signing platform, and production deployments (including scaled pilots in production use) for Government, public-sector or regulated-sector clients (such as banking, insurance, telecommunications, health or education), are acceptable.

At least one (1) of these projects must have been for a Government, public-sector or regulated-sector client, in production use, with a contract value of at least Kshs. 40 Million related to digital signing and trust services.

Experience gained as a lead contractor, joint-venture member or specialised subcontractor (with clear documented role and value share) is acceptable.

The Vendor shall provide at least two (2) client references with full contact details. At least one reference must be from a Government, public-sector or regulated-sector client. Supporting evidence (contract extract, completion / Go-Live certificate or recommendation letter) shall be attached. Pass/Fail (YES/NO).

Stage 2(b) C.14 Sections II & III - Functional and Non-Functional Requirements (Pass/Fail)

Evaluated on meeting all mandatory functional requirements (Annex C.1–C.2) and all mandatory non-functional requirements (Annex C.3 and Sections 9.2 to 9.8) on a Pass/Fail basis, using the FS/PS/NS format with cross-referenced evidence. For every PS response, the bidder shall state the supported functionality, gap, configuration/customization/development required, effort, timeline, third-party dependency, licence/subscription impact, cost, operational limitation and residual risk. All costs required to achieve the stated requirement shall be included in the financial proposal.

Stage 2 (c) C.15 Section IV(a) - Key Expert Qualifications (MANDATORY, Rated Score

No	Role	No.	Education	Score
C15.1	Project Manager	1	**Education** Masters in CS/Engineering/IT or related field **Experience** 10+ yrs IT, 6+ yrs PM; PKI/trust-service delivery, min 5 projects **Certification** PRINCE2/PMP; TOGAF advantageous	10
C15.2	PKI/Trust Services Architect	1	**Education** BSc CS/Engineering (Masters advantageous) **Experience**	5

			8+ yrs PKI/digital signature; 3+ large-scale platforms designed **Certification** PKI vendor or equivalent industry certification; GEA/GIF knowledge	
C15.3	HSM and Cryptographic Key-Management Specialist	1	**Education** BSc CS/Engineering **Experience** 5+ yrs HSM deployment/key ceremonies/FIPS 140-2/3, min 4 ref projects **Certification** HSM vendor certification from any HSM manufacturer, or equivalent; CISSP or equivalent	5
C15.4	Digital Signature and Standards Compliance Specialist	2	**Education** BSc CS/Engineering **Experience** 5+ yrs PAdES/XAdES/CAdES/timestamping, min 4 ref projects each **Certification** Relevant PKI/e-signature certs	10
C15.5	Cybersecurity Expert	1	**Education** BSc CS/Engineering, **Experience** 5+ yrs cert lifecycle/OCSP-CRL/API security, min 4 ref projects **Certification** CISSP/CISM/CEH/ISO27001	5
C15.6	DevOps/Platform Engineer	1	**Education** BSc CS/Engineering **Experience** 4+ yrs containers/CI-CD/HA for trust platforms, min 3 ref projects **Certification** CKA/CKAD or cloud cert	5
C15.7	Quality Assurance/Test Engineer	1	**Education** BSc CS/IT **Experience** 4+ yrs PKI/signing platform QA, min 3 ref projects **Certification** ISTQB	5
C15.8	Training and Change Management Expert	1	**Education** Bachelor's degree, relevant field **Experience** 5+ yrs capacity building, min 3 ref assignments **Certification**	5

			Relevant cert advantageous	

Stage 2 (d) C.16 Section IV(a-2) — Solution Architecture & Technical Approach (MANDATORY, Pass/Fail)

Ref	Requirement	Mandatory	Bidder Justification & Reference
C16.1	Alignment with the Hybrid four-layer architecture and mandatory Design Rules, specifically the Signing/Trust layer's boundary with ICTA GovCA.	Yes	
C16.2	Technical approach to Digital Signing and Trust services specific to Lot 3, consistent with Annex C.1–C.3.	Yes	
C16.3	Security architecture covering HSM key management, dual control/split knowledge, secure certificate lifecycle handling, consistent with Section 7.5 and Annex C.2.	Yes	
C16.4	Scalability approach with stated signing/validation transaction throughput targets, consistent with Section 9.5.	Yes	
C16.5	High-availability and disaster-recovery architecture for critical trust services (TSA, OCSP, signing), consistent with Sections 9.4 and 9.5.	Yes	
C16.6	Future readiness — architecture supports scaling signing/validation volumes and onboarding additional consumers without redesign.	Yes	
C16.7	Integration and onboarding approach for ICTA GovCA functions and boundary integration with Lot 1 and Lot 2.	Yes	
C16.8	Monitoring, observability and operational-readiness approach, consistent with Annex C.6.	Yes	

Stage 2 (e) C.17 Section IV(a-3) — Compliance with Mandatory Requirements (MANDATORY, Pass/Fail)

Ref	Requirement	Mandatory	Bidder Justification & Reference
C17.1	Completed and substantiated FS/PS/NS compliance matrices for all Annex C requirements, with technical explanation and documentary evidence.	Yes	
C17.2	Clear, specific and verifiable technical evidence cross-referenced to page	Yes	

	numbers in the technical proposal.		
C17.3	Where applicable, demonstrated use of open standards and absence of material proprietary lock-in on non-HSM components (Section 4.4, Annex C.3).	Yes	
C17.4	Documented technology sovereignty, Government data ownership, and complete exit/transition strategy (Sections 4.4 and 9.1). Technology sovereignty shall be demonstrated through Government control of Government data, metadata, configurations, integration rules, source/custom code, deployment artefacts, cryptographic keys/trust material under Government control, audit data and operational documentation, together with open interfaces, exportability and an executable exit plan.	Yes	

Stage 2 (f) C.18 Section IV(b) — Implementation Methodology (Rated Score, 30 points)

The Go-Live Readiness Pack shall demonstrate closure of applicable GEA/GIF actions, Agency Node certification, security testing, performance testing, DR/failover, UAT, priority integrations, cross-Lot tests, training, operational monitoring, support readiness, documentation, runbooks and applicable privacy actions.

No	Evaluation Area	Minimum Content Required	Score
C18.1	Understanding of the Assignment & Hybrid Architecture	Understanding of national digital-transformation objectives, KDEAP context, GEA/GIF/DPI principles; clear understanding of the end-to-end system sought per these Technical Requirements.	2
C18.2	Tentative Project Plan	WBS, phases, deliverables, milestones, timelines, dependencies, resource allocation, implementation schedule aligned to the nine delivery phases.	3
C18.3	Project Organisation	Governance structure, team organisation, reporting relationships, escalation, stakeholder responsibilities, project controls, personnel deployment.	2
C18.4	Test Plan	Approach to unit, system, integration, conformance, performance, security, DR, UAT and regression testing, entry/exit criteria, defect management.	2
C18.5	Training and Capacity-Building Plan	Training-needs assessment, target groups, role-based training, training-of-trainers, materials, competency assessment, sustainability.	3
C18.6	Integration and Onboarding Strategy	Approach to onboarding agencies/institutions, registries, shared services, priority systems; APIs, standards,	3

		security, monitoring, support.	
C18.7	Cut-over and Go-Live Strategy	Cut-over/migration sequencing, readiness assessment, deployment, contingency, rollback, business continuity, hypercare, go-live authorisation.	3
C18.8	Post-Go-Live Support Strategy	Hypercare, incident/problem management aligned to SLA matrix, support channels, escalation, in-scope/out-of-scope services.	3
C18.9	Project-Management Methodology	Governance, planning, scheduling, quality management, risk/issue management, change control, communications, deliverable acceptance.	2
C18.10	Sample SLA and Support Plan	Service levels covering availability, incident priorities, response/resolution times, escalation, maintenance windows, reporting, remedies.	2
C18.11	Detailed Responsibility Matrix	RACI or equivalent for all key deliverables, activities, approvals and interfaces; JV/consortium role demarcation.	2
C18.12	Local Delivery Capacity, Innovation and Knowledge Transfer	In-country delivery and support capacity for the life of the Contract (own staff, local partner or subcontractor); transfer of skills to ICTA / GovCA staff; Government ownership or escrow of the source code of custom or locally developed components (SCC GCC 15.5); and, where proposed, a credible plan for using locally developed signing platforms or involving local technology firms as JV members, subcontractors or technology partners.	3
	Total		**30**

Stage 2 (g)C.19 Section V — Demonstration of Proposed Solution Functionalities (SCORED, 20 points)

full marks for a complete, correct live demonstration; partial marks for a partial or degraded demonstration; zero marks if the scenario is not demonstrated at all.

No	Demonstration Scenario	Score
C19.1	Digital signature creation — individual and organisational digital signature on a sample document	1
C19.2	Remote and server-side signing — demonstrate remote signing and server-side signing workflows	2
C19.3	Signature format compliance — PAdES, XAdES and CAdES-compliant signatures on sample payloads	1
C19.4	Electronic seal — apply an electronic seal for an authorised Government entity/system	2
C19.5	Trusted timestamping — issue and verify a trusted timestamp (RFC 3161) on a signed document	1
C19.6	Signature validation — validate signature including certificate path and revocation check (OCSP/CRL)	1

C19.7	Long-term validation — signature augmentation/timestamp renewal for long-term preservation	1
C19.8	Registration Authority workflow — vet identity and submit certificate request with dual review	1
C19.9	HSM key ceremony — dual-control/split-knowledge key-ceremony procedure without plaintext key export	1
C19.10	Revocation trigger from IAM — automated revocation request triggered by identity-lifecycle event	2
C19.11	Integration with IAM and Interoperability Platform — open-standard/ICD-based integration exchanging tokens	2
C19.12	Public verification portal — verify a signed document's authenticity and integrity	2
C19.13	Non-repudiation evidence — retrieve a signature audit record demonstrating non-repudiation	1
C19.14	Cryptographic interoperability — successful validation using an independent third-party tool	2
	Total Score	**20**

Stage 2 (c)15 Section IV(a) - Key Expert Qualifications +Section IV(b) Implementation Methodology + Section V Demonstration of Solution Functionalities — Combined Technical Score (100 points)

Scored Component	**Marks**
Stage 2 (c)15 Section IV(a) - Key Expert Qualifications	**50**
Stage 2(f) Section IV(b): Implementation Methodology	30
Sub Total	**80**
Stage 2 (g) Section V: Demonstration of Solution Functionalities	**20**
Total	**100**

The minimum technical score for this Lot is stated in PDS ITP 32.2. A Proposal scoring below it shall not proceed to financial evaluation.

If invited in accordance with ITP 13.4, will be evaluated as follows: *None.*

3 Financial Evaluation

The following factors and methods will apply:

(a) Time Schedule:

The number of weeks, from the effective date specified in Article 3 of the Contract Agreement, to achieve Operational Acceptance must be no more than***52 weeks,*** *consistent with the Implementation Schedule.*

A Proposal offering to achieve Operational Acceptance earlier than the maximum number

of weeks shall ***not*** be given credit for proposal evaluation purposes. If awarded the Contract, the Proposer's accelerated Implementation Schedule would be formally incorporated into the Contract and this schedule shall govern the application of the contract clauses pertaining to Performance Security, liquidated damages as well as other relevant contract clauses.

(b) Recurrent Costs

Recurrent Cost Items for the Warranty Period (Lot 1 – 24 months; Lots 2 and 3 – 12 months), priced in the Recurrent Cost Sub-Table, form part of the main Contract and shall be added to the Proposal price for evaluation without discounting (PDS ITP 17.2 and 36). Post-warranty services are optional, are quoted separately and shall not be evaluated.

(c) Specific additional criteria

The relevant evaluation method, if any, shall be as follows:

*"**Not Applicable**"*

4 Combined Evaluation

The Purchaser will evaluate and compare the Proposals that have been determined to be substantially responsive.

An Evaluated Proposal Score (B) will be calculated for each responsive Proposal using the following formula, which permits a comprehensive assessment of the evaluated cost and the technical merits of each Proposal:

$$B \equiv \frac{Clow}{C} * X * 100 + \frac{T}{Thigh} * (1 - X) * 100$$

where

C = Evaluated Proposal Price

C_{low} = the lowest of all Evaluated Proposal Prices among responsive Proposals

T = the total Technical Score awarded to the Proposal

T_{high} = the Technical Score achieved by the Proposal that was scored best among all responsive Proposals

X = weight for the Cost as specified in the PDS

The Proposal with the best evaluated Proposal Score (B) among responsive Proposals shall be the Most Advantageous Proposal provided the Proposer was prequalified and/or it was found to be qualified to perform the Contract

Award of Lots subject to the Award Limit

Where, after evaluation, the same Proposer (as defined in PDS ITP 36.5) has the Most Advantageous Proposal in more than one Lot, the Purchaser shall award the Lots to the combination of substantially responsive and qualified Proposals that gives the highest weighted sum of Evaluated Proposal Scores (B) across all Lots, subject to the limit in PDS ITP 36.5. The weights are: Lot 1 – 50%; Lot 2 – 25%; Lot 3 – 25%. If two combinations score the same, the Lot with the higher weight goes to the Proposer ranked first in that Lot. A Proposer submitting Proposals for more than one Lot must meet the qualification criteria for each Lot separately; because no Proposer can be awarded more than one Lot, the criteria are not added together across Lots.

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1. Qualification

Factor	1.1 Eligibility					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.1 Nationality	Nationality in accordance with ITP 4.4.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –1.1 and 1.2, with attachments
1.2 Conflict of Interest	No- conflicts of interests as described in ITP 4.2.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal
1.3 Bank Ineligibility	Not having been declared ineligible by the Bank as described in ITP 4.5.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal
1.4 State owned Entity of the Borrower country	Compliance with conditions of ITP 4.6	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –1.1 and 1.2, with attachments
1.1.5 United Nations resolution or Borrower's country law	Not having been excluded as a result of prohibition in the Borrower's country laws or official regulations against commercial relations with the Proposer's country, or by an act of compliance with UN Security Council resolution, both in accordance with ITP 4.8	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal

Factor	1.2 Historical Contract Non-Performance					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.2.1 History of non-performing contracts	Non-performance of a contract[1] did not occur as a result of Proposer's default since 1st January *2021*.	Must meet requirement by itself or as member to past or existing JV	N / A	Must meet requirement[2]	N / A	Form CON - 2
1.2.2 Suspension	Not under suspension based on execution of a Bid-Securing Declaration or Proposal-Securing Declaration pursuant to ITP 4.7 and ITP 20.10	Must meet requirement	N / A	Must meet requirement	N / A	Letter of Proposal

[1] Nonperformance, as decided by the Purchaser, shall include all contracts where (a) nonperformance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Nonperformance shall not include contracts where Purchaser decision was overruled by the dispute resolution mechanism. Nonperformance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the applicant have been exhausted.

[2] This requirement also applies to contracts executed by the Applicant as JV member.

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1.2.3 Pending Litigation	Proposer's financial position and prospective long term profitability still sound according to criteria established in 2.3.1 below and assuming that all pending litigation will be resolved against the Proposer.	Must meet requirement by itself or as member to past or existing JV	N / A	Must meet requirement	N / A	Form CON – 2
1.2.4 Litigation History	No consistent history of court/arbitral award decisions against the [3]Proposer since 1st January *2021*	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Form CON – 2
1.2.5 Bank's SEA and/or SH Disqualification[4]	At the time of Contract Award, not subject to disqualification by the Bank for non-compliance with SEA/ SH obligations	Must meet requirement (including each subcontractor proposed by the Proposer)	N/A	Must meet requirement (including each subcontractor proposed by the Proposer)	N/A	Letter of Proposal, Form CON-3

[3] The Proposer shall provide accurate information on the related Letter of Proposal about any litigation or arbitration resulting from contracts completed or ongoing under its execution over the last five years. A consistent history of awards against the Proposer or any member of a joint venture may result in failure of the Proposal.

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Factor	1.3 Financial Situation					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.3.1 Historical Financial Performance	Submission of audited balance sheets or if not required by the law of the Proposer's country, other financial statements acceptable to the Purchaser, for the last three (3) years to demonstrate the current soundness of the Proposers financial position and its prospective long term profitability. For Lot 3, a Proposer that has been in operation for fewer than three (3) years shall instead submit the documents specified in Lot 3, MR 8(a) and (c).	Must meet requirement	N / A	Must meet requirement	N / A	Form FIN – 1.3.1 with attachments
1.3.2Annual Turnover	Minimum annual turnover as specified for each Lot in Section III, Stage 1, MR 8, in each of the last three (3) years for Lots 1 and 2, and as a minimum average annual turnover for Lot 3 (averaged over the years of operation within the period, as specified in Lot 3, MR 8(b)), calculated as total certified payments	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –1.3.2

Factor	1.3 Financial Situation					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
	received for contracts in progress or completed. For Lot 3, each Joint Venture member shall also meet the minimum shares specified in Lot 3, MR 8(f).					
1.3.3 Financial Resources	The Proposer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet the following cash-flow requirement: Lots 1 and 2: not applicable – the Proposer's financial capacity is assessed through the audited accounts and minimum turnover required for each Lot under Section III, Stage 1, MR 8. Lot 3: Kenya Shillings Eighty Million (Ksh 80,000,000), as specified in Lot 3, MR 8(d).	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –1.3.3

Factor	1.4 Experience					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.4.1 General Experience	Experience under Information System contracts in the role of prime supplier, management contractor, JV member, or subcontractor for at least the period specified for each Lot in Section III, Stage 2(a), Section I (Implementation Experience) prior to the applications submission deadline.	Must meet requirement	N / A	Must meet requirement	N / A	Form EXP-1.4.1
1.4.2 Specific Experience	[5]Participation as a prime supplier, management contractor, JV member or sub-contractor in the number of contracts, within the period and of the minimum value specified for each Lot in Section III, Stage 2(a), Section I (Implementation Experience), that have been successfully and substantially completed and that are similar to the proposed Information System, including the relevant cyber security experience and practice. The successfully completed similar contracts shall be	Must meet requirement	Must meet requirements	N / A	Must meet the following requirement *at least one similar contract as specified for each Lot in Section III, Stage 2(a), Section I*	Form EXP 1.4.2

[5] For contracts under which the Proposer participated as a joint venture member or sub-contractor, only the Proposer's share, by value, and role and responsibilities shall be considered to meet this requirement.

Factor	1.4 Experience					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
	documented by a copy of an Operational acceptance certificate (or equivalent documentation satisfactory to the Purchaser) issued by the purchaser(s).					

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Letter of Proposal- Technical Part

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT
The Proposer must prepare this Letter of Proposal on stationery with its letterhead clearly showing the Proposer's complete name and business address.
Note: All italicized text is to help Proposers in preparing this form.

Date of this Proposal submission: *[insert **date (as day, month and year) of Proposal submission**]*
RFP No.: *[insert **number of RFP process**]*
Alternative No.: *[insert **identification No if this is a Proposal for an alternative,** otherwise state **"not applicable"**]*

We, the undersigned, declare that:

To: *[insert **complete name of Purchaser**]*

(a) **No reservations:** We have examined and have no reservations to the request for proposals document, including Addenda issued in accordance with Instructions to Proposers (ITP 8);

(b) **Eligibility**: We meet the eligibility requirements and have no conflict of interest in accordance with ITP 4;

(c) **Proposal-Securing Declaration:** We have not been suspended nor declared ineligible by the Purchaser based on execution of a Bid-Securing Declaration or Proposal-Securing Declaration in the Purchaser's Country in accordance with ITP 4.7;

(d) **Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH):** [*select the appropriate option from (i) to (v) below and delete the others. In case of JV members and/or subcontractors, indicate the status of disqualification by the Bank of each JV member and/or subcontractor]*.

We, including any of our subcontractors:

(i) [have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]

(ii) [are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]

(iii) [had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.]

(e) **Conformity:** We offer to provide design, supply and installation services in conformity with the request for proposals document of the following: [*insert a brief description of the IS Design, Supply and Installation Services*];

(f) **Proposal Validity:** Our Proposal shall be valid until *[insert day, month and year in accordance with ITP 19.1],* and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(g) **Performance Security:** If our Proposal is accepted, we commit to obtain a Performance Security in accordance with the request for proposals document;

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(h) **One Proposal Per Proposer:** We are not submitting any other Proposal(s) as an individual Proposer, and we are not participating in any other Proposal(s) as a Joint Venture member, and meet the requirements of ITP 4.3, other than alternative Proposals submitted in accordance with ITP 13;

(i) **Suspension and Debarment**: We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Purchaser's Country laws or official regulations or pursuant to a decision of the United Nations Security Council;

(j) **State-owned enterprise or institution**: [*select the appropriate option and delete the other*: ***We are not a state-owned enterprise or institution*** / ***We are a state-owned enterprise or institution but meet the requirements of ITP 4.6***];

(k) **Commissions, gratuities and fees**: We have paid, or will pay the following commissions, gratuities, or fees with respect to the procurement process or execution of the Contract: *[insert **complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity**]*

Name of Recipient	Address	Reason	Amount

*[If none has been paid or is to be paid, indicate "**none**."]*

(l) **Binding Contract**: We understand that this Proposal, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;

(m) **Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost Proposal, the Most Advantageous Proposal or any other Proposal that you may receive; and

(n) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf engages in any type of Fraud and Corruption.

Name of the Proposer: ****[insert **complete name of the Proposer**]*
Name of the person duly authorized to sign the Proposal on behalf of the Proposer: *****[insert **complete name of person duly authorized to sign the Proposal**]*
Title of the person signing the Proposal: *[insert **complete title of the person signing the Proposal**]*
Signature of the person named above: *[insert **signature of person whose name and capacity are shown above**]*
Date signed *[insert **number**]* day of *[insert **month**]*, *[insert **year**]*

*: In the case of the Proposal submitted by joint venture specify the name of the Joint Venture as Proposer

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**: Person signing the Proposal shall have the power of attorney given by the Proposer to be attached with the Proposal

FORM ELI 1.1.1- PROPOSER INFORMATION FORM

*[**Note**: The Proposer shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: *[insert **date (as day, month and year) of Proposal submission***]

RFP No.: *[insert **number of Request for Proposals process**]*

Alternative No.: *[insert **identification No if this is a Proposal for an alternative]** otherwise state **"not applicable"***

Page _____ of_ _____ pages

1. Proposer's Name *[insert **Proposer's legal name**]*
2. In case of JV, legal name of each member : *[insert **legal name of each member in JV**]*
3. Proposer's actual or intended country of registration: *[insert **actual or intended country of registration**]*
4. Proposer's year of registration: *[insert **Proposer's year of registration**]*
5. Proposer's Address in country of registration: *[insert **Proposer's legal address in country of registration**]*
6. Proposer's Authorized Representative Information Name: *[insert **Authorized Representative's name**]* Address: *[insert **Authorized Representative's Address**]* Telephone/Fax numbers: *[insert **Authorized Representative's telephone/fax numbers**]* Email Address: *[insert **Authorized Representative's email address**]*
7. Attached are copies of original documents of *[check the box(es) of the attached original documents]* ☐ Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITP 4.4. ☐ In case of JV, letter of intent to form JV or JV agreement, in accordance with ITP 4.1. ☐ In case of state-owned enterprise or institution, in accordance with ITP 4.6 documents establishing: • Legal and financial autonomy • Operation under commercial law • Establishing that the Proposer is not under the supervision of the Purchaser 8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[The successful Proposer shall provide additional information on beneficial ownership, using the Beneficial Ownership Disclosure Form.]*

FORM ELI 1.1.2- PROPOSER'S JV MEMBERS INFORMATION FORM

[The Proposer shall fill in this Form in accordance with the instructions indicated below. The following table shall be filled in for the Proposer and for each member of a Joint Venture].

Date: *[insert **date (as day, month and year) of Proposal submission***]

RFP No.: *[insert **number of Request for Proposals process**]*

Alternative No.: *[insert **identification No if this is a Proposal for an alternative,** otherwise state **"not applicable"**]*

Page _____ of_ _____ pages

1. Proposer's Name: *[insert **Proposer's legal name**]*
2. Proposer's JV Member's name: *[insert **JV's Member legal name**]*
3. Proposer's JV Member's country of registration: *[insert **JV's Member country of registration**]*
4. Proposer's JV Member's year of registration: *[insert **JV's Member year of registration**]*
5. Proposer's JV Member's legal address in country of registration: *[insert **JV's Member legal address in country of registration**]*
6. Proposer's JV Member's authorized representative information Name: *[insert **name of JV's Member authorized representative**]* Address: *[insert **address of JV's Member authorized representative**]* Telephone/Fax numbers: *[insert **telephone/fax numbers of JV's Member authorized representative**]* Email Address: *[insert **email address of JV's Member authorized representative**]*
7. Attached are copies of original documents of *[check the box(es) of the attached original documents]* ☐ Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITP 4.4. ☐ In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and they are not under the supervision of the Purchaser in accordance with ITP 4.6. 8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[The successful Proposer shall provide additional information on beneficial ownership for each JV member using the Beneficial Ownership Disclosure Form.]*

FORM CON – 2- HISTORICAL CONTRACT NON-PERFORMANCE, PENDING LITIGATION AND LITIGATION HISTORY

In case a prequalification process was conducted this form should be used only if the information submitted at the time of prequalification requires updating

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: _____*[insert **date**]*

JV member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Non-Performed Contracts in accordance with Section III, Evaluation and Qualification Criteria			
☐ Contract non-performance did not occur since 1st January *[insert year]* specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 1.2.1. ☐ Contract(s) not performed since 1st January *[insert year]* specified in Section III, Evaluation and Qualification Criteria, requirement 1.2.1			
Year	**Non-performed portion of contract**	**Contract Identification**	**Total Contract Amount (current value, currency, exchange rate and US$ equivalent)**
*[insert **year**]*	*[insert **amount and percentage**]*	Contract Identification: *[indicate **complete contract name/ number, and any other identification**]* Name of Employer: *[insert **full name**]* Address of Employer: *[insert **street/city/country**]* Reason(s) for nonperformance: *[indicate **main reason(s)**]*	*[insert **amount**]*
Pending Litigation, in accordance with Section III, Evaluation and Qualification Criteria			
☐ No pending litigation in accordance with Sub-Factor 1.2.3. ☐ Pending litigation in accordance with Sub-Factor 1.2.3 as indicated below.			

Year of dispute	**Amount in dispute (currency)**	**Contract Identification**	**Total Contract Amount (currency), USD Equivalent (exchange rate)**

*[specify **year**]*	*[specify **amount and currency**]*	Contract Identification: *[insert **Contract ID**]* Name of Employer: *[insert **Name of Employer**]* Address of Employer: *[insert **Address of Employer**]* Matter in dispute: *[describe **Matter of dispute**]* Party who initiated the dispute: *[specify **Initiator of dispute**]* Status of dispute: *[specify **Status of dispute**]*	*[specify **total contract amount and currency, USD equivalent and exchange rate**]*
*[specify **year**]*	*[specify **amount and currency**]*	Contract Identification: *[insert **Contract ID**]* Name of Employer: *[insert **Name of Employer**]* Address of Employer: *[insert **Address of Employer**]* Matter in dispute: *[describe **Matter of dispute**]* Party who initiated the dispute: *[specify **Initiator of dispute**]* Status of dispute: *[specify **Status of dispute**]*	*[specify **total contract amount and currency, USD equivalent and exchange rate**]*

Litigation History in accordance with Section III, Evaluation and Qualification Criteria

☐ No Litigation History in accordance with Sub-Factor 1.2.4.
☐ Litigation History in accordance with Sub-Factor 1.2.4 as indicated below.

Year of award	**Outcome as percentage of Net Worth**	**Contract Identification**	**Total Contract Amount (currency), USD Equivalent (exchange rate)**
*[specify **year**]*	*[specify **percentage of net worth**]*	Contract Identification: *[insert **Contract ID**]* Name of Employer: *[insert **Name of Employer**]* Address of Employer: *[insert **Address of Employer**]*	*[specify **total contract amount and currency, USD equivalent and exchange rate**]*

FORM CON – 3

SEXUAL EXPLOITATION AND ABUSE (SEA) AND/OR SEXUAL HARASSMENT PERFORMANCE DECLARATION

[The following table shall be filled in by the Proposer, each member of a Joint Venture and each subcontractor proposed by the Proposer]

Proposer's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member's or Subcontractor's Name: *[insert full name]*
RFP No. and title: *[insert RFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

SEA and/or SH Declaration **in accordance with Section III, Qualification Criteria, and Requirements**
We: ☐ (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations ☐ (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations ☐ (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.
[*If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]*

FORM EXP 1.4.1- GENERAL EXPERIENCE

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

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Starting Month / Year	Ending Month / Year	Years *	Contract Identification	Role of Proposer
*[insert **month / year**]*	*[insert **month / year**]*	*[insert **number of years**]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract**]*
*[insert **month / year**]*	*[insert **month / year**]*	*[insert **number of years**]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract**]*
*[insert **month / year**]*	*[insert **month / year**]*	*[insert **number of years**]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract**]*
*[insert **month / year**]*	*[insert **month / year**]*	*[insert **number of years**]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract**]*

*List calendar year for years with contracts with at least nine (9) months activity per year starting with the earliest year

FORM EXP 1.4.2- SPECIFIC EXPERIENCE

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Similar Contract Number: ___ of ___ required.	**Information**		
Contract Identification	*[insert **Contract ID**]*		
Award date Completion date	*[insert **Date of Award*** *[insert **Date of Completion***		
Role in Contract	ϒ Prime Supplier	ϒ Management Contractor	ϒ Subcontractor
Total contract amount			
If member in a JV or subcontractor, specify participation of total contract amount			
Purchaser's Name:	_____		
Address: Telephone/fax number: E-mail:	_____ _____ _____		

FORM EXP 1.4.2 (CONT.)- SPECIFIC EXPERIENCE (CONT.)

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Similar Contract No. *[insert **specific number**]* **of** *[**insert total number of contracts**]* **required**	**Information**
Description of the similarity in accordance with Sub-Factor 1.4.2 of Section III:	
Amount	*[insert **contract amount and currency and USD equivalent and exchange rate**]*
Geographical Scope	*[describe **geographic scope of the users of the information system**]*
Functional Scope	*[describe **the functionalities provided by the information system**]*
Methods/Technology	*[describe **methodologies and technologies used to implement the information system**]*
Key Activities	*[describe **the key activities of the Proposer under the contract**]*

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FORM CCC- SUMMARY SHEET: CURRENT CONTRACT COMMITMENTS / WORK IN PROGRESS

[Proposers and each partner to a Joint Venture should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.]

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Name of contract	Purchaser, contact address/tel./fax	Value of outstanding Information System (current US$ equivalent)	Estimated completion date	Average monthly invoicing over last six months (US$ equivalent/month)
1. *[insert **Name of Contract**]*	*[insert **Name of Purchaser, contact address, telephone / fax number**]*	*[insert **Total Outstanding Contract Value of the information system in USD equivalent and exchange rate**]*	*[insert **Estimated completion date**]*	*[insert **Average monthly invoices in USD equivalent and exchange rate**]*
2. *[insert **Name of Contract**]*	*[insert **Name of Purchaser, contact address, telephone / fax number**]*	*[insert **Total Outstanding Contract Value of the information system in USD equivalent and exchange rate**]*	*[insert **Estimated completion date**]*	*[insert **Average monthly invoices in USD equivalent and exchange rate**]*
3. *[insert **Name of Contract**]*	*[insert **Name of Purchaser, contact address, telephone / fax number**]*	*[insert **Total Outstanding Contract Value of the information system in USD equivalent and exchange rate**]*	*[insert **Estimated completion date**]*	*[insert **Average monthly invoices in USD equivalent and exchange rate**]*
...				

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FORM FIN 1.3.1- FINANCIAL SITUATION: HISTORICAL FINANCIAL PERFORMANCE

To be completed by the Proposer and, if JV, by each member
Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Financial information in US$ equivalent	**Historic information for previous** *[insert **number**]* **years** *(US$ equivalent in 000s)*						
	Year 1	**Year 2**	**Year 3**	**Year …**	**Year n**	**Avg.**	**Avg. Ratio**
Information from Balance Sheet							
Total Assets (TA)							
Total Liabilities (TL)							
Net Worth (NW)							
Current Assets (CA)							
Current Liabilities (CL)							
Information from Income Statement							
Total Revenue (TR)							
Profits Before Taxes (PBT)							

Attached are copies of financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following conditions:

(a) Must reflect the financial situation of the Proposer or member to a JV, and not sister or parent companies
(b) Historic financial statements must be audited by a certified accountant
(c) Historic financial statements must be complete, including all notes to the financial statements
(d) Historic financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted)

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FORM FIN 1.3.2- AVERAGE ANNUAL TURNOVER

[To be completed by the Proposer and, if JV, by each member]

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Annual turnover data (applicable activities only)		
Year	Amount and Currency	US$ equivalent
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*Average Annual Turnover	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*

*Average annual turnover calculated as total certified payments received for work in progress or completed, divided by the number of years specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 1.3.2.

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FORM FIN 1.3.3- FINANCIAL RESOURCES

To be completed by the Proposer and, if JV, by each member
Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total cash flow demands of the subject contract or contracts as indicated in Section III, Evaluation and Qualification Criteria

Source of financing	Amount (US$ equivalent)
1. *[describe **type and source of available financing**]*	*[insert **amount of available financing in USD equivalent and exchange rate**]*
2. *[describe **type and source of available financing**]*	*[insert **amount of available financing in USD equivalent and exchange rate**]*
3. *[describe **type and source of available financing**]*	*[insert **amount of available financing in USD equivalent and exchange rate**]*
4. *[describe **type and source of available financing**]*	*[insert **amount of available financing in USD equivalent and exchange rate**]*

PERSONNEL CAPABILITIES- KEY PERSONNEL

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Proposers should provide the names and details of the suitably qualified Personnel to perform the Contract. The data on their experience should be supplied using the Form PER-2 below for each candidate.

Key Personnel

1.	Title of position: *[insert **Title of position / role in team**]*	
	Name of candidate: *[insert **Name of Candidate**]*	
	Duration of appointment:	[*insert **the whole period (start and end dates) for which this position will be engaged***]
	Time commitment: for this position:	[*insert **the number of days/week/months/ that has been scheduled for this position***]
	Expected time schedule for this position:	[*insert **the expected time schedule for this position (e.g. attach high level Gantt chart***]
2.	Title of position: *[insert **Title of position / role in team**]*	
	Name of candidate: *[insert **Name of Candidate**]*	
	Duration of appointment:	[*insert **the whole period (start and end dates) for which this position will be engaged***]
	Time commitment: for this position:	[*insert **the number of days/week/months/ that has been scheduled for this position***]
	Expected time schedule for this position:	[*insert **the expected time schedule for this position (e.g. attach high level Gantt chart***]
3.	Title of position: **Cyber security Expert/s** ***[Include as required]***	
	Name of candidate: *[insert **Name of Candidate**]*	
	Duration of appointment:	[*insert **the whole period (start and end dates) for which this position will be engaged***]
	Time commitment: for this position:	[*insert **the number of days/week/months/ that has been scheduled for this position***]
	Expected time schedule for this position:	[*insert **the expected time schedule for this position (e.g. attach high level Gantt chart***]

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Candidate Summary

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Position; *[insert **Title of Position**]*		Prime ϒ Alternate
Candidate information	Name of candidate *[insert **Name of Candidate**]*	Date of birth *[insert **Date of Birth**]*
	Professional qualifications *[describe **Professional qualifications**]*	
Present employment	Name of Employer *[insert **Name of Present Employer**]*	
	Address of Employer *[insert **Address of Present Employer**]*	
	Telephone *[insert **Telephone** of **Contact**]*	Contact (manager / personnel officer) *[insert **Name**]*
	Fax *[insert **fax of Contact**]*	email *[insert **email** of **Contact**]*
	Job title of candidate *[insert **Job Title of Candidate**]*	Years with present Employer *[insert **Number of years**]*

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company/Project/ Position/Relevant technical and management experienc
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under the is RFI**
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under the is RFI**
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under the is RFI**
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under the is RFI**

CODE OF CONDUCT FOR SUPPLIER'S PERSONNEL FORM

***Note to the Purchaser**:*
***The following minimum requirements shall not be modified**. The Purchaser may add additional requirements to address identified issues, informed by relevant environmental and social assessment.*
Delete this Box prior to issuance of the Request for Proposals document.

Note to the Proposer:
The minimum content of the Code of Conduct form as set out by the Purchaser shall not be substantially modified. However, the Proposer may add requirements as appropriate, including to take into account Contract-specific issues/risks.

The Proposer shall initial and submit the Code of Conduct form as part of its proposal.

CODE OF CONDUCT FOR SUPPLIER'S PERSONNEL

We are the Supplier, [*enter name of Supplier*]. We have signed a contract with [*enter name of Purchaser*] for [*enter description of the Information System*]. The Information System will be supplied to and installed at [*enter the Project Site/s]*. Our contract requires us to implement measures to address environmental and social risks.

This Code of Conduct identifies the behavior that we require from Supplier's Personnel employed in the execution of the Contract at the Project Site/s.

Our workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

REQUIRED CONDUCT
Supplier's Personnel employed in the execution of the Contract at the Project Site/s shall:

1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Supplier's Personnel and any other person;
3. maintain a safe working environment including by:
    a. ensuring that workplaces, machinery, equipment and processes under each person's control are safe and without risk to health;

b. wearing required personal protective equipment;

c. using appropriate measures relating to chemical, physical and biological substances and agents; and

d. following applicable emergency operating procedures.

4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
6. not engage in any form of sexual harassment including unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Supplier's or Purchaser's Personnel;
7. not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;
8. not engage in in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, and Sexual Exploitation and Abuse, and Sexual Harassment (SH);
11. report violations of this Code of Conduct; and
12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Purchaser, or who makes use of the grievance mechanism for Supplier's Personnel or the project's Grievance Redress Mechanism.

RAISING CONCERNS

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of the Supplier's Social Expert with relevant experience in handling sexual exploitation, sexual abuse and sexual harassment cases, or if such person is not required under the Contract, another individual designated by the Supplier to handle these matters*] in writing at this address [ ] or by telephone at [ ] or in person at [ ]; or
2. Call [ ] to reach the Supplier's hotline *(if any)* and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any

behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by the Supplier's Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR SUPPLIER's PERSONNEL:

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact [*enter name of Supplier's contact person(s) with relevant experience*] requesting an explanation.
Name of Supplier's Personnel: *[insert **name**]*

Signature: _____

Date: (day month year): *[insert **date**]*
Countersignature of authorized representative of the Supplier:
Signature: _____
Date: (day month year): *[insert **date**]*

ATTACHMENT 1: Behaviors constituting SEA and behaviors constituting SH

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)

The following non-exhaustive list is intended to illustrate types of prohibited behaviors.

(1) **Examples of sexual exploitation and abuse** include, but are not limited to:

- A Supplier's Personnel tells a member of the community that he/she can get them jobs related to the project site in exchange for sex.
- A Supplier's Personnel rapes, or otherwise sexually assaults a member of the community.
- A Supplier's Personnel denies a person access to the Project Site/s unless he/she performs a sexual favor.
- A Supplier's Personnel tells a person applying for employment under the Contract that he/she will only hire him/her if he/she has sex with him/her.

(2) **Examples of sexual harassment in a work context**

- A Supplier's Personnel comment on the appearance of another Supplier's Personnel (either positive or negative) and sexual desirability.
- When a Supplier's Personnel complains about comments made by another Supplier's Personnel on his/her appearance, the other Supplier's Personnel comment that he/she is "asking for it" because of how he/she dresses.
- Unwelcome touching of a Supplier's Personnel or Purchaser's Personnel by another Supplier's Personnel.
- A Supplier's Personnel tells another Supplier's Personnel that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

TECHNICAL CAPABILITIES

*[**Note**: To be completed by the Proposer and, if JV, by each member]*
Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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The Proposer shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the Information System. The Proposer should summarize important certifications, proprietary methodologies, and/or specialized technologies that the Proposer proposes to utilize in the execution of the Contract or Contracts.

MANUFACTURER'S AUTHORIZATION

***[Note**: This authorization should be written on the letterhead of the Manufacturer and be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.]*

Invitation for Proposals Title and No.: *[Purchaser insert: **RFP Title and Number**]*

To: *[Purchaser insert: **Purchaser's Officer to receive the Manufacture's Authorization**]*

WHEREAS *[insert: **Name of Manufacturer**]* who are official producers of *[insert: **items of supply by Manufacturer**]* and having production facilities at *[insert: **address of Manufacturer**]* do hereby authorize *[insert: **name of Proposer or Joint Venture**]* located at *[insert: **address of Proposer or Joint Venture**]* (hereinafter, the "Proposer") to submit a proposal and subsequently negotiate and sign a Contract with you for resale of the following Products produced by us:

We hereby confirm that, in case the request for proposals process results in a Contract between you and the Proposer, the above-listed products will come with our full standard warranty.

Name *[insert: **Name of Officer**]* in the capacity of *[insert: **Title of Officer**]*
Signed _____
Duly authorized to sign the authorization for and on behalf of: *[insert: **Name of Manufacturer**]*
Dated this *[insert: **ordinal**]* day of *[insert: **month**]*, *[insert: **year**]*.
[add Corporate Seal (where appropriate)]

SUBCONTRACTOR'S AGREEMENT

Note: *This agreement should be written on the letterhead of the Subcontractor and be signed by a person with the proper authority to sign documents that are binding on the Subcontractor.*

Invitation for Proposals Title and No.: *[Purchaser insert:* ***RFP Title and Number****]*

To: *[Purchaser insert:* ***Purchaser's Officer to receive the Subcontractor's Agreement]***

WHEREAS *[insert:* ***Name of Subcontractor*** *],* having head offices at *[insert:* ***address of Subcontractor*** *],* have been informed by *[insert:* ***name of Proposer or Joint Venture*** *]* located at *[insert:* ***address of Proposer or Joint Venture*** *]* (hereinafter, the "Proposer") that it will submit a proposal in which *[insert:* ***Name of Subcontractor*** *]* will provide *[insert:* ***items of supply or services provided by the Subcontractor*** *].* We hereby commit to provide the above named items, in the instance that the Proposal is awarded the Contract.

Name *[insert:* ***Name of Officer****]* in the capacity of *[insert:* ***Title of Officer]***
Signed _____
Duly authorized to sign the authorization for and on behalf of: *[insert:* ***Name of Subcontractor****]*
Dated this *[insert:* ***ordinal*** *]* day of *[insert:* ***month*** *]*, *[insert:* ***year*** *]*.
[add Corporate Seal (where appropriate)]

List of Proposed Subcontractors

	Item	Proposed Subcontractor	Place of Registration & Qualifications

INTELLECTUAL PROPERTY FORMS

Notes to Proposers on working with the Intellectual Property Forms

In accordance with ITP 11.1(j), Proposers must submit, as part of their proposals, lists of all the Software included in the proposal assigned to one of the following categories: (a) System, General-Purpose, or Application Software; (b) Standard or Custom Software; (c) Proprietary or Open Source. Proposers must also submit a list of all Custom Materials. These categorizations are needed to support the Intellectual Property in the GCC and SCC. The Proposer must also include the text of the software licenses for the software titles proposed.

Software List

	(select one per title)			(select one per title)		(select one per title)	
Title	System	General-Purpose	Application	Standard	Custom	Proprietary	Open Source
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							

Attachments: Proposed Software Licenses

List of Custom Materials

Custom Materials
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*

CONFORMANCE OF INFORMATION SYSTEM MATERIALS

Format of the Technical Proposal

In accordance with ITP 16.2, the documentary evidence of conformity of the Information System to the request for proposals documents includes (but is not restricted to):

(a). The Proposer's Preliminary Project Plan, including, but not restricted, to the topics specified in the PDS ITP 16.2. The Preliminary Project Plan should also state the Proposer's assessment of the major responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Proposer's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.

(b). A written confirmation by the Proposer that, if awarded the Contract, it shall accept responsibility for successful integration and interoperability of all the proposed Information Technologies included in the System, as further specified in the Technical Requirements.

(c). Item-by-Item Commentary on the Technical Requirements demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to those Technical Requirements.
In demonstrating the responsiveness of its proposal, the Proposer must use the Technical Responsiveness Checklist (Format). Failure to do so increases significantly the risk that the Proposer's Technical Proposal will be declared technically non-responsive. Among other things, the checklist should contain explicit cross-references to the relevant pages in supporting materials included the Proposer's Technical Proposal.

Note: The Technical Requirements are voiced as requirements of the *Supplier* and/or the *System*. The Proposer's response must provide clear evidence for the evaluation team to assess the credibility of the response. A response of "yes" or "will do" is unlikely to convey the credibility of the response. The Proposer should indicate *that* – and to the greatest extent practical – *how* the Proposer would comply with the requirements if awarded the contract. Whenever the technical requirements relate to feature(s) of existing products (e.g., hardware or software), the features should be described and the relevant product literature referenced. When the technical requirements relate to professional services (e.g., analysis, configuration, integration, training, etc.) some effort should be expended to describe how they would be rendered – not just a commitment to perform the [cut-and-paste] requirement. Whenever a technical requirement is for the Supplier to provide certifications (e.g., ISO 9001), copies of these certifications must be included in the Technical Proposal.

Note: As required in PDS 11.2 (j), include method statement, management strategies and implementation plans and innovations, to manage cyber security risks.

Note: The Manufacture's Authorizations (and any Subcontractor Agreements) are to be included in Attachment 2 (Proposer Qualifications), in accordance with and ITP 15.

Note: As a matter of practice, the contract cannot be awarded to a Proposer whose Technical Proposal deviates (materially) from the Technical Requirements – *on any Technical Requirement*. Such deviations include omissions (e.g., non-responses) and responses that do not meet or exceed the requirement. Extreme care must be exercised in the preparation and presentation of the responses to all the Technical Requirements.

(d). Supporting materials to underpin the Item-by-item Commentary on the Technical Requirements (e.g., product literature, white-papers, narrative descriptions of technical approaches to be employed, etc.). In the interest of timely proposal evaluation and contract award, Proposers are encouraged not to overload the supporting materials with documents that do not directly address the Purchaser's requirements.

(e). Any separate and enforceable contract(s) for Recurrent Cost items which the PDS ITP 17.2

required Proposers to propose.

Note: To facilitate proposal evaluation and contract award, Proposers encouraged to provide electronic copies of their Technical Proposal – preferably in a format that the evaluation team can extract text from to facilitate the proposal clarification process and to facilitate the preparation of the Proposal Evaluation Report.

Technical Responsiveness Checklist (Format)

Tech. Require. No. _	Technical Requirement: *[insert:* ***abbreviated description of Requirement*** *]*
Proposer's technical reasons supporting compliance:	
Proposer's cross references to supporting information in Technical Proposal:	

*[**Note to the Purchaser**: The Technical Responsiveness tables submitted by each Proposer can help structure the Purchaser's technical evaluation. In particular, the Purchaser can append rows to each of the Proposer's submitted responsiveness tables to record the Purchaser's assessment of the compliance, partial compliance, and non-compliance of the Proposer's response to the specific Technical Requirement – including the Purchaser's rationale for its conclusion (including, as appropriate, clear indications of the gaps in the Proposer's response/supporting documentation). These assessments can provide a standardized presentation of the detailed underlying logic of the Purchaser's final assessment of the responsiveness / non-responsiveness of the Proposer's technical proposal. Typically, the detailed response/assessment tables would appear as an attachment to the Proposal Evaluation Report].*

FORM OF PROPOSAL SECURITY (BANK GUARANTEE)

[The bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *[Purchaser to insert its **name and address**]*

RFP No.: *[Purchaser to insert reference **number for the RFP**]*

Alternative No.*: [Insert identification No if this is a Proposal for an alternative]*

Date: *[Insert **date of issue**]*

PROPOSAL GUARANTEE No.: *[Insert **guarantee reference number**]*

We have been informed that *[insert **name of the Proposer**, which in the case of a joint venture shall be the name of the joint venture (whether legally constituted or prospective) or the names of all members thereof]* (hereinafter called "the Applicant") has submitted or will submit the Beneficiary its proposal (hereinafter called "the Proposal") for the execution of *[insert **Name of Contract**]* under Request for Proposals No. [*insert **number**]* ("the RFP").

Furthermore, we understand that, according to the Beneficiary's, Proposals must be supported by a Proposal guarantee.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert **amount in figures** ([insert **amount in words**)]* upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying the demand, stating that either the Applicant:

(a) has withdrawn its Proposal prior to the Proposal validity expiry date set forth in the Applicant's Letter of Proposal, or any extended date provided by the Applicant; or

(b) having been notified of the acceptance of its Proposal by the Beneficiary prior to the expiry date of the Proposal validity or any extension thereof provided by the Applicant has failed to: (i) execute the Contract Agreement, if required, or (ii) furnish the performance security, in accordance with the Instructions to Proposers ("ITP") of the Beneficiary's request for proposals document.

This guarantee will expire: (a) if the Applicant is the successful Proposer, upon our receipt of copies of the contract agreement signed by the Applicant and the Performance Security issued to the Beneficiary in relation to such Contract Agreement; or (b) if the Applicant is not the successful Proposer, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the request for proposals process; or (ii) twenty-eight days after the expiry date of the Proposal validity.

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Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758.

_____

[signature(s)

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FORM OF PROPOSAL SECURITY (PROPOSAL BOND)

BOND NO. *[insert **number**]*

BY THIS BOND *[insert **Name**]* as Principal (hereinafter called "the Principal"), and *[insert **Name**],* **authorized to transact business in** *[insert **Jurisdiction**],* as Surety (hereinafter called "the Surety"), are held and firmly bound unto *[insert **Purchaser Name**]* as Obligee (hereinafter called "the Purchaser") in the sum of *[insert **amount in figures**]* [1] (*[insert **amount in words**]*), for the payment of which sum, well and truly to be made, we, the said Principal and Surety, bind ourselves, our successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has submitted or will submit a written Proposal to the Purchaser dated the *[insert **ordinal number** day of [insert **month**] [**insert year**],* for *[insert **name of Contract**]* (hereinafter called the "Proposal").

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that if the Principal:

(a) withdraws its Proposal prior to the Proposal validity expiry date set forth in the Principal's Letter of Proposal, or any extended date provided by the Principal; or

(b) having been notified of the acceptance of its Proposal by the Purchaser prior to the expiry date of the Proposal validity or any extension thereto provided by the Applicant has failed to; (i) execute the Contract Agreement, or (ii) furnish the Performance Security in accordance with the Instructions to Proposers ("ITP") of the Purchaser's request for proposals document.

then the Surety undertakes to immediately pay to the Purchaser up to the above amount upon receipt of the Purchaser's first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser shall state that the demand arises from the occurrence of any of the above events, specifying which event(s) has occurred.

The Surety hereby agrees that its obligation will remain in full force and effect up to and including the date 28 days after the date of expiry of the Proposal validity set forth in the Principal's Letter of Proposal or extended thereto provided by the Principal.

IN TESTIMONY WHEREOF, the Principal and the Surety have caused these presents to be executed in their respective names this *[insert **number** day of [insert **month**] [insert **year**]*.

Principal: _____	Surety: _____ Corporate Seal (where appropriate)
_____ *(Signature)*	_____ *(Signature)*
(Printed name and title)	*(Printed name and title)*

[1] The amount of the Bond shall be denominated in the currency of the *Purchaser*'s Country or the equivalent amount in a freely convertible currency.

FORM OF PROPOSAL-SECURING DECLARATION

[NOT APPLICABLE TO THIS RFP: A PROPOSAL SECURITY IS REQUIRED UNDER PDS ITP 20.1. PROPOSERS SHALL USE THE FORM OF PROPOSAL SECURITY.]

[The Proposer shall fill in this Form in accordance with the instructions indicated.]

Date: *[insert **date** (as day, month and year)]*
Proposal No.: *[insert **number of request for proposals process**]*
Alternative No.: *[insert **identification No if this is a Proposal for an alternative**]*

To: *[insert **complete name of Purchaser**]*
We, the undersigned, declare that:
We understand that, according to your conditions, Proposals must be supported by a Proposal-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding or submitting proposals in any contract with the Purchaser for the period of time specified in Section II – Proposal Data Sheet, if we are in breach of our obligation(s) under the proposal conditions, because we:

(a) have withdrawn our Proposal prior to the expiry date of the Proposal validity specified in the Letter of Proposal or any extended date provided by us; or

(b) having been notified of the acceptance of our Proposal by the Purchaser prior to the expiry date of the Proposal validity in the Letter of Proposal or any extended date provided by us, (i) fail to sign the Contract agreement; or (ii) fail or refuse to furnish the Performance Security, if required, in accordance with the ITP.

We understand this Proposal-Securing Declaration shall expire if we are not the successful Proposer, upon the earlier of (i) our receipt of your notification to us of the name of the successful Proposer; or (ii) twenty-eight days after the expiry date of the Proposal validity.

Name of the Proposer***** *[insert **Name of Proposer**]*
Name of the person duly authorized to sign the Proposal on behalf of the Proposer****** *[insert **Name of authorized person**]*
Title of the person signing the Proposal *[insert **Title of authorized person**]*
Signature of the person named above_____
Date signed *[insert **ordinal number**]* day of *[insert **month**]* , *[insert **year**]*

*: In the case of the Proposal submitted by joint venture specify the name of the Joint Venture as Proposer

**: Person signing the Proposal shall have the power of attorney given by the Proposer attached to the Proposal

[Note: In case of a Joint Venture, the Proposal-Securing Declaration must be in the name of all members to the Joint Venture that submits the Proposal.]

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Letter of Proposal - Financial Part

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

The Proposer must prepare this Letter of Proposal on stationery with its letterhead clearly showing the Proposer's complete name and business address.

Note: All italicized text is to help Proposers in preparing this form.

Date of this Proposal submission: [*insert date (as day, month and year) of Proposal submission*]
Request for Proposal No.: [*insert identification*]
Alternative No.: [*insert identification No if this is a Proposal for an alternative*]

To: **[*insert complete name of Purchaser*]**

We, the undersigned, hereby submit the second part of our Proposal, the Proposal Price and Priced Activity Schedule. This accompanies the Letter of Proposal- Technical Part.

In submitting our Proposal, we make the following additional declarations:

(a) **Proposal Validity**: Our Proposal shall be valid until *[insert day, month and year in accordance with ITP 19.1]*, and it shall remain binding upon us and may be accepted at any time on or before this date;

(b) **Total Price**: The total price of our Proposal, excluding any discounts offered in item (c) below is: [Insert one of the options below as appropriate]

[Option 1, in case of one lot:] Total price is: [*insert the total price of the Proposal in words and figures, indicating the various amounts and the respective currencies*];

Or

[Option 2, in case of multiple lots:] (a) Total price of each lot [*insert the total price of each lot in words and figures, indicating the various amounts and the respective currencies*]; and (b) Total price of all lots (sum of all lots) [*insert the total price of all lots in words and figures, indicating the various amounts and the respective currencies*];

(c) **Discounts:** The discounts offered and the methodology for their application are:

(i) The discounts offered are: [*Specify in detail each discount offered*]

(ii) The exact method of calculations to determine the net price after application of discounts is shown below: [*Specify in detail the method that shall be used to apply the discounts*];

(d) **Commissions,** gratuities **and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the procurement process or execution of the Contract: [*insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity*].

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate "none.")

Name of the Proposer:*[*insert complete name of the Proposer*]

Name of the person duly authorized to sign the Proposal on behalf of the Proposer: ** [*insert complete name of person duly authorized to sign the Proposal*]

Title of the person signing the Proposal: [*insert complete title of the person signing the Proposal*]

Signature of the person named above: [*insert signature of person whose name and capacity are shown above*]

Date signed [*insert date of signing*] **day of** [*insert month*], [*insert year*]

*: In the case of the Proposal submitted by a Joint Venture specify the name of the Joint Venture as Proposer.

**: Person signing the Proposal shall have the power of attorney given by the Proposer. The power of attorney shall be attached with the Proposal Schedules

PRICE SCHEDULE FORMS

Notes to Proposers on working with the Price Schedules

General

1. The Price Schedules are divided into separate Schedules as follows:
   - 3.1 Grand Summary Cost Table
   - 3.2 Supply and Installation Cost Summary Table
   - 3.3 Recurrent Cost Summary Table
   - 3.4 Supply and Installation Cost Sub-Table(s)
   - 3.5 Recurrent Cost Sub-Tables(s)
   - 3.6 Country of Origin Code Table

   [insert: ***any other Schedules as appropriate*** *]*
2. The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the Services to be performed under each item. However, it is assumed that Proposers shall have read the Technical Requirements and other sections of these request for proposals documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit.
3. If Proposers are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Proposers in the request for proposals documents prior to submitting their proposal.

Pricing

4. Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Proposer. As specified in the Proposal Data Sheet, prices shall be fixed and firm for the duration of the Contract.
5. Proposal prices shall be quoted in the manner indicated and in the currencies specified in ITP 18.1 and ITP 18.2. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these request for proposals documents.
6. The Proposer must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of proposals has passed. A single error in specifying a unit price can therefore change a Proposer's overall total proposal price substantially, make the proposal noncompetitive, or subject the Proposer to possible loss. The Purchaser will correct any arithmetic error in accordance with the provisions of ITP 32.
7. Payments will be made to the Supplier in the currency or currencies indicated under each respective item. As specified in ITP 18.2, no more than three foreign currencies may be used.

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3.1 Grand Summary Cost Table

		[insert: ***Local Currency]*** ***Price***	*[insert:* ***Foreign Currency A]*** ***Price***	*[insert:* ***Foreign Currency B]*** ***Price***	*[insert:* ***Foreign Currency C]*** ***Price***
1.	Supply and Installation Costs (from Supply and Installation Cost Summary Table)				
2.	Recurrent Costs (from Recurrent Cost Summary Table)				
4.	Grand Totals (to Proposal Submission Form)				

Name of Proposer:		
Authorized Signature of Proposer:		

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3.2 Supply and Installation Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITP 17 and 18.

			Supply & Installation Prices				
			Locally supplied items	**Items supplied from outside the Purchaser's Country**			
Line Item No.	**Subsystem / Item**	**Supply and Installation Cost Sub-Table No.**	*[insert:* ***Local Currency]*** Price	*[insert:* ***Local Currency]*** Price	*[insert:* ***Foreign Currency A]*** Price	*[insert:* ***Foreign Currency B]*** Price	*[insert:* ***Foreign Currency C]*** Price
0	Project Plan	- -	- -	- -	- -	- -	- -
1	Lot [1 / 2 / 3] – as itemised in Annex D (Bill of Quantities)	1					
SUBTOTALS							
TOTAL (To Grand Summary Table)							

Note: - - indicates not applicable. "Indicates repetition of table entry above. Refer to the relevant Supply and Installation Cost Sub-Table for the specific components that constitute each Subsystem or line item in this summary table

Name of Proposer:		
Authorized Signature of Proposer:		

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ANNEX D– INDICATIVE BILL OF QUANTITIES

Quantities are indicative and shall be confirmed during Inception. Unit rates and amounts to be completed by the bidder.

D.1 Lot 1 – Integration and Interoperability Platform

Item	Description	Unit	Qty	Amount (KES)
D1.1.1	Core Hybrid Platform	Lot	1	
D1.1.2	Enterprise support / subscription (Warranty Period – 24 months)	Year	2	
D1.1.3	Monitoring and Observability platform	Lot	1	
D1.1.4	API Developer Portal and Sandbox	Lot	1	
D1.2.1	Dev / Test / UAT environments (if Contractor-supplied; Production and DR hosting is provided by the Government – Section 9.4.1)	Lot	1	
D1.2.2	Agency Interoperability Nodes	Node	10	
D1.2.3	Shared Government Node	Lot	1	
D1.3.1	Implementation services (Inception to Handover) – indicative man-months	Man-month	89	
D1.4.1	Warranty services – Year 1 (service desk, preventive and corrective maintenance and SLA support – Section VII 13.2–13.3; excludes the software support/subscription priced under D1.1.2)	Year	1	
D1.4.2	Warranty services – Year 2 (as for D1.4.1; excludes D1.1.2)	Year	1	
D1.5.1	Documentation, ICDs and travel	Lot	1	
	TOTAL (excluding VAT; VAT and other indirect taxes, where applicable, shown separately in accordance with ITP 17)			

D.2 Lot 2 – Identity and Access Management Federation

Item	Description	Unit	Qty	Amount (KES)
D2.1.1	IAM / Federation Platform	Lot	1	
D2.1.2	Multi-Factor Authentication solution	User	5,000	
D2.1.3	Privileged Access Management (PAM)	Lot	1	
D2.1.4	Software support / subscription (Warranty Period – 12 months)	Year	1	
D2.2.1	Implementation services (design, config, integration, testing, training, PM)	Man-month	31	
D2.3.1	Warranty services – 12 months (service desk, preventive and corrective maintenance and SLA support – Section VII 13.2–13.3; excludes the software/platform support priced under D2.1.4)	Year	1	
	TOTAL (excluding VAT; VAT and other indirect taxes, where applicable, shown separately in accordance with ITP 17)			

D.3 Lot 3 – Digital Signing & Trust Services

Item	Description	Unit	Qty	Amount (KES)
D3.1.1	Digital Signature and Trust Platform	Lot	1	
D3.1.2	HSM – Production (HA pair, FIPS Level 3)	Unit	2	
D3.1.3	HSM – Disaster Recovery	Unit	2	
D3.1.4	HSM – Test/UAT	Unit	1	
D3.1.5	Timestamp Authority + Public Verification	Lot	1	

Item	Description	Unit	Qty	Amount (KES)
	Portal			
D3.1.6	Platform and HSM support (Warranty Period – 12 months)	Year	1	
D3.2.1	Implementation services (design, PKI, RA, config, integration, testing, training, PM)	Man-month	32	
D3.3.1	Warranty services – 12 months (service desk, preventive and corrective maintenance and SLA support – Section VII 13.2–13.3; excludes the software/platform support priced under D3.1.6)	Year	1	
	TOTAL (excluding VAT; VAT and other indirect taxes, where applicable, shown separately in accordance with ITP 17)			

ANNEX C – DETAILED REQUIREMENTS MATRICES: LOT 3

Digital Signing & Trust Services

C.1 Digital Signature and Trust Services

Digital Trust Services Hardware Requirements (limited to HSMs and signing/timestamping appliances; hosting, servers, storage, network and backup infrastructure are provided by the Government – Section 9.4.1)

SN	Device Name	Minimum Configuration	qty	Unit Cost (Kes)	Total Cost(Kes)
1	NTP Device	Network time server, GPS/GNSS-synchronised, with redundant power (e.g. VCL-2156 or equivalent)	2		
2	HSM	FIPS 140-3 Level 3 Hardware Security Module with tamper-responsive protection, dual power, and secure key storage, RSA (up to 4096/8192-bit) and ECC (P-256/P-384/P-521) operations, hardware-based AES-256 encryption, AES-	4		

SN	Device Name	Minimum Configuration	qty	Unit Cost (Kes)	Total Cost(Kes)
		128/192/256 (CBC, GCM modes)SHA-2 (256/384/512) S, and a NIST-compliant TRNG, include 1G/10G network interfaces with support for PKCS#11, KMIP, CNG/JCE, and secure TLS channels. The HSM must support clustering for high availability, DR replication, signed firmware updates, secure boot, audit-protected logging. Crypto & API Licenses			
	TOTAL (excluding VAT; VAT and other indirect taxes, where applicable, shown separately in accordance with ITP 17)				

Digital Trust Services Platform Requirements

Sl. No.	Item	Unit	Qty	Unit Cost(Kes)	Total Cost(Kes)
1	Time Stamping Authority (TSA) - HA in Prod + DR + staging/Test	Instances	4		
2	OCSP Responder Service - HA in Prod + DR + Staging/Test	Instances	4		
3	CRL Distribution System	Instances	2		
5	Bulk / Mass Signing Service - in Prod + DR	Instances	2		
6	Document Signing Service (DSS)	Instances	2		
7	Digital Signature Validation Service	Instances	2		

Sl. No.	Item	Unit	Qty	Unit Cost(Kes)	Total Cost(Kes)
8	Remote Signature Gateway / e-Sign	Instances	3		
9	API Integration Layer	Package	1		
10	PKI Monitoring, Reporting & Compliance Module	Package	1		
11	Not used – SSO, MFA and identity federation are provided under Lot 2 (Section 7.7; Annex C, row C2.8b)	Package	2		
	TOTAL (excluding VAT; VAT and other indirect taxes, where applicable, shown separately in accordance with ITP 17)				

Additional Requirements

Sl. No.	Solution / Component	Qty	Unit	Unit Cost(Kes)	Total Cost(Kes)
5	VPN Solution (200 Users HA) - SSL/IPSec, dual appliance HA	1	Solution		
6	VM Solution (VM Protection/Hardening + VM Backup Integration) - Covers DC + DR VM workloads	1	Solution		
7	Web Filtering / Web Security Gateway (Websense-class) - URL Filtering, Anti-Malware, SSL Inspection	1	Solution		
8	Patch Management Tool	1	Solution		
9	Log Retention & Long-Term Archival Storage(SIEM retention)	1	Solution		

Sl. No.	Solution / Component	Qty	Unit	Unit Cost(Kes)	Total Cost(Kes)
10	DR Orchestration / Backup Restore Automation Tool (Auto failover testing, workload replication validation, recovery workflows)	1	solution		
11	VM Virtualization Software (Hypervisor + Management) Enterprise hypervisor license for DC + DR: HA, vMotion/Live Migration, Replication, Cluster Management, VM Templates, Snapshots	1	solution		

Name of Proposer:		
Authorized Signature of Proposer:		

3.1 Recurrent Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITP 17 and ITP 18.

Line Item No.	**Subsystem / Item**	**Recurrent Cost Sub-Table No.**	*[insert:* ***Local Currency]*** ***Price***	*[insert:* ***Foreign Currency A]*** ***Price***	*[insert:* ***Foreign Currency B]*** ***Price***	*[insert:* ***Foreign Currency C]*** ***Price***
y	Recurrent Cost Items					
y.1	____	y.1				
	Subtotals (to Grand Summary Table)					

Note: Refer to the relevant Recurrent Cost Sub-Tables for the specific components that constitute the Subsystem or line item in this summary table.

Name of Proposer:		
Authorized Signature of Proposer:		

3.2 Supply and Installation Cost Sub-Table *[insert: **identifying number**]*

Line item number: *as per Annex D (Bill of Quantities) for the Lot proposed.*

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

				Unit Prices / Rates					**Total Prices**				
				Supplied Locally	**Supplied from outside the Purchaser's Country**				**Supplied Locally**	**Supplied from outside the Purchaser's Country**			
Compo-nent No.	**Component Description**	**Country of Origin Code**	**Quan-tity**	*[insert: **local currency]***	*[insert: **local currency]***	*[insert: **foreign currency A]***	*[insert **foreign currency B]***	*[insert: **foreign currency C]***	*[insert: **local currency]***	*[insert: **local currency]***	*[insert: **foreign currency A]***	*[insert: **foreign currency B]***	*[insert: **foreign currency C]***
X.1	____	- -	- -	- -	- -	- -	- -	- -					
Subtotals (to *[insert: **line item**]* of Supply and Installation Cost Summary Table)													

Note: - - indicates not applicable.

Name of Proposer:		
Authorized Signature of Proposer:		

3.3 Recurrent Cost Sub-Table *[insert: **identifying number**] -- **Warranty Period***

Lot number: ***[if a multi-lot procurement, insert: lot number, otherwise state "single lot procurement"]***
Line item number**:** *as per Annex D (Bill of Quantities) for the Lot proposed.*
Currency: *[specify: **the currency of the Recurrent Costs in which the costs expressed in this Sub-Table are expressed**]*
[As necessary for operation of the System, specify: the detailed components and quantities in the Sub-Table below for the line item specified above, modifying the sample components and sample table entries as needed. Repeat the Sub-Table as needed to cover each and every line item in the Recurrent Cost Summary Table that requires elaboration.]

Costs MUST reflect prices and rates quoted in accordance with ITP 17 and ITP 18.

		Maximum all-inclusive costs (for costs in *[insert: **currency**]*)						
Component No.	Component	Y1	Y2	Y3	Y4	...	Yn	Sub-total for *[insert: **currency**]*
1.	Hardware Maintenance	Incl. in Warranty	Incl. in Warranty	Incl. in Warranty				
2.	Software Licenses & Updates	Incl. in Warranty						
2.1	System and General-Purpose Software	Incl. in Warranty						
2.2	Application, Standard and Custom Software	Incl. in Warranty						
3.	Technical Services							

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		Maximum all-inclusive costs (for costs in *[insert: **currency**]*)						
Component No.	Component	Y1	Y2	Y3	Y4	...	Yn	Sub-total for *[insert: **currency**]*
3.1	Platform support and subscription during the Warranty Period (Annex D: D1.1.2, D2.1.4, D3.1.6)							
3.2	Service desk, preventive and corrective maintenance and SLA support (Section VII, 13.2)							
3.3	Security support, patch management and knowledge transfer (Section VII, 13.3)							
4.	Telecommunications costs [to be detailed]							
5.	[Identify other recurrent costs as may apply]							
	Annual Subtotals:							- -
Cumulative Subtotal (to *[insert: **currency**]* entry for *[insert: **line item**]* in the Recurrent Cost Summary Table)								

Name of Proposer:		
Authorized Signature of Proposer:		

3.4 Country of Origin Code Table

Country of Origin	Country Code		Country of Origin	Country Code		Country of Origin	Country Code

SECTION V - ELIGIBLE COUNTRIES

Eligibility for the Provision of Information System

In reference to ITP 4.8 and ITP 5.1, for the information of the Proposers, at the present time firms and information systems from the following countries are excluded from this procurement process:

Under ITP 4.8(a) and ITP 5.1: ***None***

Under ITP 4.8(b) and ITP 5.1: ***None***

SECTION VI - FRAUD AND CORRUPTION

(Section VI shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

a. Defines, for the purposes of this provision, the terms set forth below as follows:

i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;

iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

v. "obstructive practice" is:

(a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or

(b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process,

selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;

d. Pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;[1] (ii) to be a nominated[2] sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;

e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect[3] all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

[1] For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

[2] A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

[3] Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

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PART 2 – PURCHASER'S REQUIREMENTS

SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM

(INCLUDING TECHNICAL REQUIREMENTS, IMPLEMENTATION SCHEDULE, SYSTEM INVENTORY TABLES, BACKGROUND AND INFORMATIONAL MATERIALS)

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TECHNICAL REQUIREMENTS

FOR THE SUPPLY, DESIGN, DELIVERY, INSTALLATION, CONFIGURATION, TESTING, COMMISSIONING AND MAINTENANCE OF AN

INTEGRATED GOVERNMENT RESOURCE PLATFORM (IGRP)

LOT 1: Integration and Interoperability Platform

LOT 2: Identity and Access Management Federation Services

LOT 3: Digital Signing & Trust Services

Contract No: **KE-ICTA-571739-NC-RFP_**

Date: September 2026

Client

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DOCUMENT CONTROL

Document Title	Technical Requirements – Integrated Government Resource Platform (IGRP)
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Date	November 2026
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Procuring Entity	ICT Authority
Project Sponsor	Ministry of Information, Communications and the Digital Economy
Classification	Official

ABBREVIATIONS AND DEFINITIONS

Abbreviations

Term	Meaning
ABAC	Attribute-Based Access Control
API	Application Programming Interface
BRS	Business Registration Service
CA	Certification Authority / Communications Authority of Kenya (context-dependent)
DPI	Digital Public Infrastructure
DR	Disaster Recovery
ESB	Enterprise Service Bus
GEA	Government Enterprise Architecture
GIF	Government Interoperability Framework
GovCA	ICT Authority Government Certification Authority
HSM	Hardware Security Module
IAM	Identity and Access Management
ICD	Interface Control Document
IGRP	Integrated Government Resource Platform
IPRS	Integrated Population Registration System
KDEAP	Kenya Digital Economy Acceleration Project
KRA	Kenya Revenue Authority
MCDA	Ministry, County, Department or Agency
MDA	Ministry, Department or Agency
MFA	Multi-Factor Authentication
NRB	National Registration Bureau
PAM	Privileged Access Management
PKI	Public Key Infrastructure
PIC	Project Implementation Committee
RA	Registration Authority
RBAC	Role-Based Access Control
SLA	Service Level Agreement
SSO	Single Sign-On

UAT	User Acceptance Testing

Key Definitions

Agency Interoperability Node

A certified software component deployed at a participating institution that enables secure publication and consumption of Trusted Data Services, mutual authentication, policy enforcement and local audit logging.

Authoritative Data / Authoritative Source

Data for which a designated Government institution has legal ownership and stewardship responsibility. The IGRP mediates access; it does not become the owner or permanent store of such data.

Federated Trust Layer

The layer of the Hybrid architecture that enables sovereign, agency-to-agency data exchange through certified nodes, the National Trust Registry, mutual authentication and policy-based access, without centralising authoritative data.

Hybrid Architecture

The combination of a Federated Trust Layer (for sovereign inter-agency exchange) with Enterprise API Management and Mediation layers (for governance, discovery and external access).

Once-Only Principle

The principle that citizens and businesses provide information to Government only once, and authorised institutions securely reuse that information where permitted by law and data-sharing agreements.

Trusted Data Service

A reusable, governed service published by an authoritative agency (typically returning attribute-level verification results) and consumed by authorised institutions through the interoperability platform.

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PART 1 – INTRODUCTION AND STRATEGIC CONTEXT

1. BACKGROUND

1.1 National Digital Transformation Context

The Kenya Digital Economy Acceleration Project (KDEAP) supports the Government of

Kenya's commitment to accelerating digital transformation as articulated in the Kenya Digital Economy Blueprint and the Kenya National Digital Masterplan 2022–2032. These national frameworks identify Digital Government as a key pillar for improving public-sector efficiency, transparency, accountability, service delivery and citizen engagement through the adoption of modern digital technologies, interoperable systems and shared digital infrastructure.

The Government's strategic vision is to establish a secure, interoperable, citizen-centric and technology-sovereign Digital Government ecosystem that enables every Government institution to securely exchange information, reuse trusted Government services and deliver integrated digital services through common enterprise platforms.

1.2 Current Challenges

Over the past decade the Government has made substantial investments in the digitisation of public services, development of sector information systems, establishment of shared government platforms and expansion of digital service delivery channels. While these investments have delivered significant gains, recent assessments of enterprise architecture maturity, interoperability readiness, service delivery processes and digital government capabilities have identified persistent structural challenges.

Many Ministries, Departments and Agencies (MDAs) continue to operate fragmented information systems, isolated data repositories, institution-specific integration mechanisms and inconsistent technology standards. Data exchange between institutions often relies on manual processes, point-to-point integrations, duplicated data collection and institution-specific interfaces that are costly to maintain and difficult to scale. This fragmentation limits interoperability, constrains data sharing, reduces operational efficiency, increases cybersecurity risks and impedes the Government's ability to deliver seamless digital services.

Sustainable digital transformation cannot be achieved through isolated system implementations or the deployment of a single enterprise platform. It requires a structured Whole-of-Government approach based on common standards, shared digital capabilities, interoperable platforms, reusable services, strong governance arrangements and clearly defined institutional responsibilities.

1.3 Government Enterprise Architecture (GEA) and Government Interoperability Framework (GIF)

To address these challenges, the Government has developed a Government Enterprise Architecture (GEA) and Government Interoperability Framework (GIF). These frameworks

establish the principles, standards, governance mechanisms and architectural building blocks required to support integrated digital government. They provide the foundation for a coordinated and sustainable approach to digital transformation across Government and shall guide all design, implementation and acceptance activities under this assignment.

1.4 Role of the IGRP as the Government Exchange Layer

The **Integrated Government Resource Platform (IGRP)** is a Government-wide digital integration and interoperability platform intended to enable seamless interaction and information exchange among Government systems, registries, shared services and participating Ministries, Departments and Agencies (MDAs).

The IGRP is designed to **integrate and leverage existing Government investments**, rather than replace functional systems that are already operational. It provides the common architecture, integration services, identity and access capabilities, and digital trust services required to enable Government systems to work together securely and efficiently.

The platform will support the Government's transition from **siloed institutional systems to an integrated digital government ecosystem**, enabling secure data exchange, trusted digital transactions, common identity and access mechanisms, and end-to-end digital Government services.

Implementation of the IGRP is structured into **three complementary Lots**, each addressing a critical capability of the national digital Government ecosystem.

Lot 1: Integration and Interoperability

Lot 1 establishes the core IGRP integration and interoperability capability.

It provides the mechanisms through which Government systems, registries, shared services and MDA applications can securely communicate and exchange data. The Lot includes the integration platform, API management, service orchestration, interoperability services, data exchange and integration with identified authoritative Government systems and priority MDA services.

Its primary objective is to ensure that:

Government systems can securely communicate, exchange information and support seamless end-to-end services without requiring replacement of existing functional systems.

Lot 1 therefore forms the **integration backbone of the IGRP**.

Lot 2: Identity and Access Management

Lot 2 provides the trusted identity and access layer for the IGRP ecosystem.

It establishes common mechanisms for authenticating and authorising users, systems and

services accessing the integrated Government environment. It supports federated identity, single sign-on, role-based access, privileged access and appropriate identity assurance.

Its objective is to ensure that:

the right person, organisation, system or service gets the right access to the right Government resource at the right time.

Lot 2 therefore provides the **identity and security foundation** upon which the integrated services operate.

Lot 3: Digital Signing and Trust Services

Lot 3 provides the digital trust infrastructure required to enable legally and operationally trusted digital transactions.

It supports digital signatures, certificates, electronic authentication and other trust services required to ensure the integrity, authenticity, non-repudiation and confidentiality of digital Government transactions.

Its objective is to ensure that:

Government transactions conducted digitally can be authenticated, signed, verified and trusted across institutional boundaries.

Lot 3 therefore provides the **digital trust layer** of the IGRP.

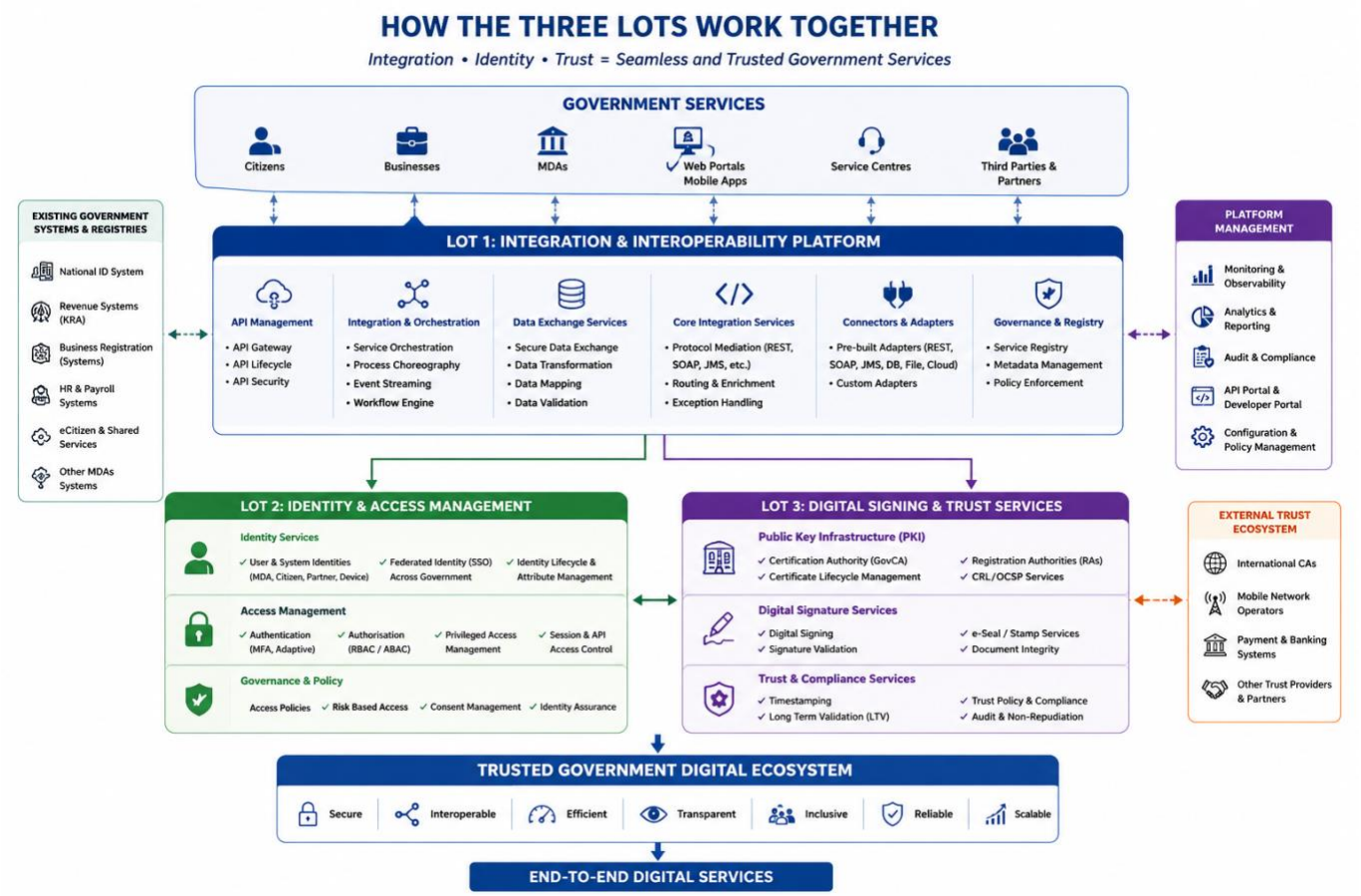


Figure 1. Overview of IGRP integrations

1.5 Project Sponsor, Procuring Entity and Participating Institutions

The Ministry of Information, Communications and the Digital Economy shall serve as the Project Sponsor. The ICT Authority shall act as the Procuring Entity and Technical Authority. Participating Ministries, Departments and Agencies shall provide business ownership, technical participation, interface validation and operational readiness for the services under their respective mandates. In these Technical Requirements, "Procuring Entity" means the Purchaser.

1.6 Implementation Period and High-Level Timeline

The implementation period for this assignment shall be fifty-two (52) weeks from the Effective Date, subject to the approved project plan, readiness of participating institutions, availability of required infrastructure and timely approval of deliverables. This shall be followed by warranty, maintenance, knowledge transfer and operational support services as specified in these Technical Requirements.

2. OBJECTIVES

2.1 Overall Objective

The overall objective of this assignment is to design, supply, configure, implement, operationalise, support and transfer to Government ownership an Integrated Government Resource Platform that provides the foundational enterprise capabilities required for secure Government interoperability, trusted digital identity, digital trust services and reusable shared Government services.

The platform shall establish a secure, scalable, standards-based and technology-sovereign digital foundation that enables Ministries, Counties, Departments and Agencies (MCDAs) to securely exchange information, consume trusted Government services, implement integrated digital service delivery and support future Digital Public Infrastructure initiatives in accordance with the GEA, GIF, the Data Protection Act 2019, national cybersecurity policies and other applicable Government standards.

2.2 Specific Objectives

a. Establish a Government-wide Interoperability Backbone / Exchange Layer that combines Federated Trust-Based Data Exchange with Enterprise API Management to enable secure and standards-based information exchange between Government institutions.

b. Implement Secure API Management and Service Mediation: provide enterprise-grade API Gateway, Enterprise Service Bus (ESB) and service mediation capabilities, including routing, transformation, service discovery, lifecycle management, observability and governance.

c. Establish and Provide a scalable, interoperable Government-wide Identity Federation and Access Management architecture providing authentication, authorization, Single Sign-On (SSO), Multi-Factor Authentication (MFA), Privileged Access Management (PAM), identity federation, consent management and access governance, while ensuring that authoritative identity information remains under the control of designated Government identity providers.

d. Enable Controlled Registry Access and Data Reuse through standards-based interfaces, promoting the reuse of authoritative data without duplicating or assuming ownership of authoritative registry information, in line with the Once-Only principle.

e. Implement Priority Government Integrations: design, develop, test and operationalise the priority integrations, reusable connectors and shared-service interfaces required for the initial implementation phase.
f. Integrate digital signing and trust services with the Government NPKI/GovCA to provide trusted digital certificates, signature validation, revocation/status checking, trusted time-stamping and legally recognised, auditable and non-repudiable electronic transactions.
g. Establish Integration, Data Governance and Security Controls for interface management, API publication, service versioning, monitoring, audit logging, policy-based data sharing, consent management, cybersecurity controls, dependency management and operational governance.
h. Support Secure Data Sharing and Legal-Framework Alignment in compliance with the Constitution of Kenya, the Data Protection Act 2019, the Computer Misuse and Cybercrimes Act 2018, the Access to Information Act 2016, the Kenya Information and Communications Act, GEA, GIF and other applicable policies and regulations.
i. Strengthen Government-wide Interoperability Readiness through institutional onboarding, standards adoption, interface preparation, capacity building, technical support and operational readiness.
j. Establish a Government-wide trusted digital transaction capability enabling authorised users, citizens and businesses to securely sign, approve, seal, validate and exchange electronic documents and transactions.
k. Enable whole-of-government adoption and interoperability of Digital Signatures through standard APIs, integration with priority Government systems and workflows, and scalable trust services that support secure digital transformation without creating parallel or competing Government PKI infrastructure.

2.3 Expected Outcomes

a. A fully operational Integration and Interoperability Platform providing secure, standards-based Government-wide interoperability services.
b. A Government-wide API management and service governance capability supporting secure publication, discovery, monitoring and lifecycle management of Government APIs.
c. An operational Identity Federation capability enabling secure authentication and access governance across participating Government platforms while preserving authoritative identity ownership.

d. Secure, controlled and auditable access to approved Government registries and shared services through standardised interoperability mechanisms.
e. Operational priority integrations connecting participating Government systems, registries and shared digital services in accordance with approved implementation priorities.
f. Common interoperability governance arrangements including interface standards, API catalogues, service governance, dependency management, operational procedures and audit mechanisms.
g. Improved institutional interoperability, reduced duplication of integration efforts, strengthened cybersecurity, enhanced service reliability and increased operational efficiency across Government.
h. A reusable interoperability foundation capable of supporting subsequent Digital Public Infrastructure initiatives and future Government digital transformation programmes.

2.4 Scope Boundaries

This assignment includes:

- Integration and Interoperability Platform implementation (Lot 1).
- Identity Federation and Access Governance (Lot 2).
- Digital Signing and Trust Services (Lot 3).
- API Gateway and Enterprise Service Bus capabilities.
- Priority Government system integrations and registry access mediation.
- Shared-service connector development and integration governance.
- Capacity building, operational support, warranty and maintenance.

This assignment does not include:

- Establishment or operation of the Government Certification Authority (remains with ICTA GovCA and the Communications Authority of Kenya).
- Ownership, permanent replication or creation of a cross-registry master of authoritative identity or registry data.
- Citizen service building blocks, citizen forms platform, case management, appointment services, notification services, digital wallet, enterprise data lake, advanced analytics or AI/ML platforms (subject to separate future procurements).
- Replacement or operation of authoritative institutional systems (NRB, KRA, BRS, e-Citizen, etc.).

PART 2 – ARCHITECTURE AND PROCUREMENT APPROACH

3. HYBRID ARCHITECTURE (AUTHORITATIVE)

This section is the single authoritative statement of the IGRP architecture. All design, implementation and acceptance activities under all Lots shall comply with it. The architecture is not restated under individual Lots except where Lot-specific elaboration is required.

3.1 Choice of Hybrid Model

Unlike conventional Government integration platforms that rely exclusively on centralised Enterprise Service Buses or API Gateways, and unlike pure federated interoperability networks with limited central governance, Kenya shall adopt a Hybrid Federated Trust and API Gateway Architecture.

This model combines:

- The resilience, data sovereignty and legal-trust characteristics of Federated Trust Networks; and
- The operational governance, API lifecycle management and ecosystem enablement capabilities of modern API Management Platforms.

The resulting platform enables Government institutions to securely expose, discover, consume, govern and monitor reusable Government digital services while ensuring that authoritative Government data remains under the stewardship of the originating institution.

3.2 Four-Layer Architecture

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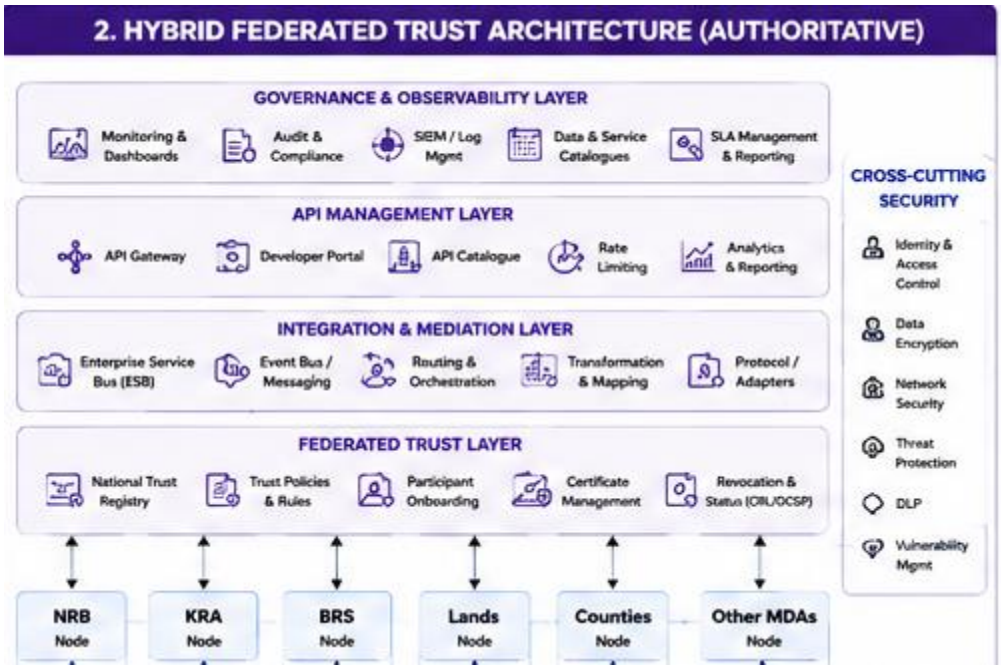
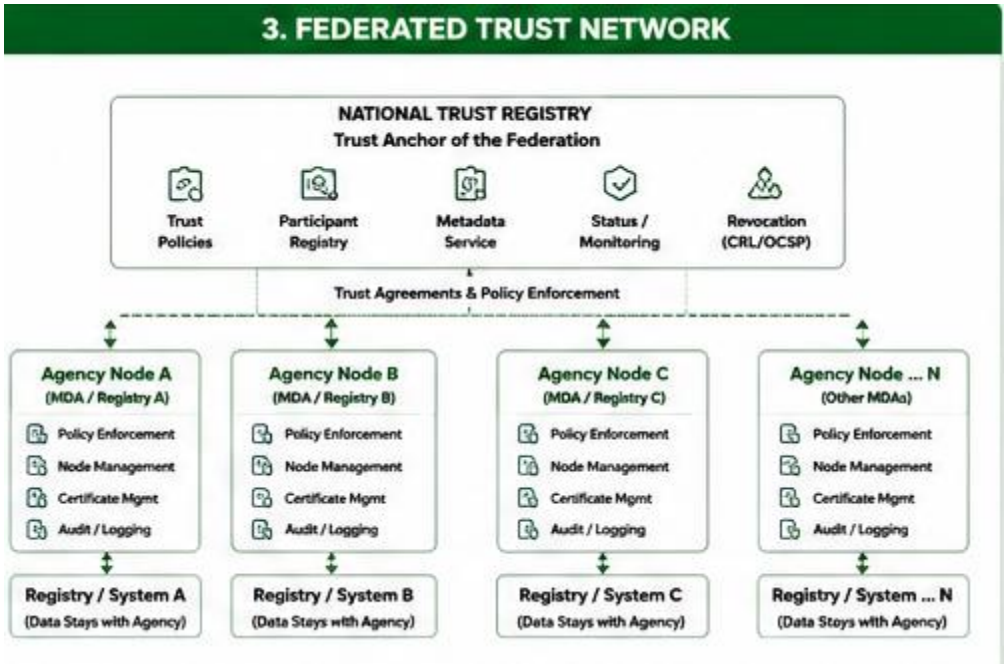


Figure 2-1presents the authoritative IGRP reference architecture. The platform is organised in four functional layers, supported by cross-cutting governance, security and observability capabilities. Every component delivered under Lots 1, 2 and 3 shall be implemented within this structure, and no deviation is permitted without written approval of the ICTA.

Layer	Core Components
Participating Agencies & Consumers	MDAs, county governments, registries, eCitizen and shared Government services connected through certified Agency Interoperability Nodes
API Management Layer	Enterprise API Gateway; Developer Portal; API Catalogue; API lifecycle and version management; rate limiting and throttling
Integration & Mediation Layer	Enterprise Service Bus (ESB); Event Bus; routing; data and protocol transformation; legacy adapters; workflow orchestration
Federated Trust Layer	National Trust Registry; Agency Interoperability Nodes; Shared Government Node; Policy Decision Engine; certificate trust and mutual authentication
Trust & Identity Services	IAM federation, SSO, MFA, consent and lifecycle (Lot 2); digital signatures, seals, timestamping and validation (Lot 3)
Governance, Security & Observability	Monitoring and dashboards; audit and compliance;

(cross-cutting)	SIEM/SOC integration; Service Catalogue and Data Catalogue

3.2.1 Federated Trust Layer



Responsible for trusted registry-to-registry and agency-to-agency exchange. Core components:

- National Trust Registry – central register of participating institutions, certified nodes, certificates, approved services, legal bases and access policies.
- Agency Interoperability Nodes – certified gateways at major MDAs that publish and consume Trusted Data Services, authenticate, sign, encrypt, enforce policies and maintain local tamper-evident logs.
- Shared Government Node – centrally managed node for smaller agencies and counties, with logical separation by agency.
- Policy Decision Engine and Policy Enforcement Points.
- Certificate trust, mutual authentication and secure node communication.
- Distributed / tamper-evident audit logs and node certification processes.
- Trusted Data Services with preference for attribute-level verification.

3.2.2 API Management Layer

Responsible for exposing and governing Government services. Core components:

- Enterprise API Gateway.
- API Lifecycle Management, Governance, Security and Analytics.
- Developer Portal, API Catalogue, Developer Sandbox and Version Management.
- Rate limiting, throttling and monetisation readiness.

The API Gateway shall not become the authoritative repository of Government data and shall not replace the Federated Trust Layer for authoritative inter-agency exchange.

3.2.3 Integration and Mediation Layer

Responsible for technical connectivity and orchestration. Core components:

- Enterprise Service Bus (ESB).
- Event Bus, messaging and event streaming.
- Routing, data transformation and protocol transformation.
- Legacy adapters and connector framework.
- Workflow integration and service orchestration.

3.2.4 Governance, Security and Observability Layer

Responsible for visibility, accountability and control. Core components:

- Monitoring, operational dashboards and SLA reporting.
- Audit, compliance monitoring and operational intelligence.
- Security monitoring and SIEM/SOC integration capability.
- Service Catalogue and Data Catalogue.

3.3 Hybrid Design Rules (Mandatory)

- The API Gateway shall not become a central repository of Government data.
- The API Gateway shall not replace the Federated Trust Layer for authoritative inter-agency exchange.
- Authoritative data remains under the stewardship of the originating institution.
- The platform provides secure mediation; it shall not create, persist or operate a consolidated cross-registry "master" or shadow register of authoritative data.
- Government owns all cryptographic keys, configurations, custom-developed source code, APIs, integration artefacts and documentation.
- Core platform components may be open-source or proprietary and shall meet the anti-lock-in requirements in Section 4.4.

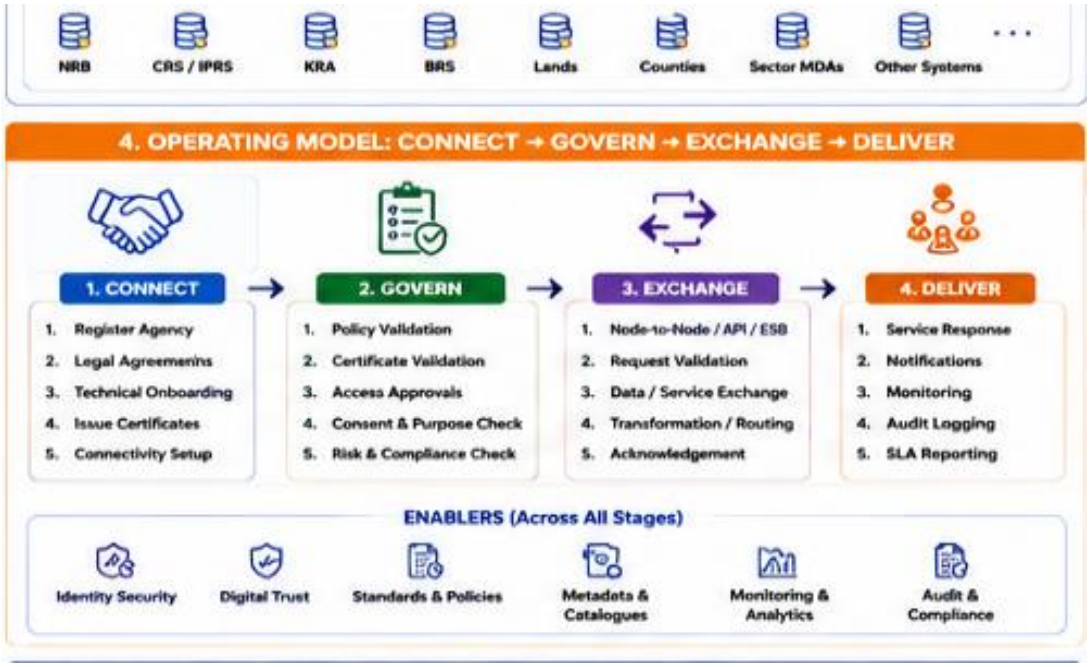
- No system shall connect to another MCDA system or registry outside the approved interoperability governance model, unless expressly approved by the ICT Authority for a defined transitional purpose.

3.3.1 Controlled sequencing (centrally-brokered to federated)

Where Agency Node or PKI readiness is incomplete for a participating institution, the platform may operate in a controlled centrally-brokered mode for that institution (via the Shared Government Node or an approved API path) while node certification and trust provisioning are completed. This is a phasing mechanism only. The Hybrid Federated Trust target architecture remains mandatory and shall be demonstrated at solution-level acceptance. The sequencing plan shall be approved by the ICTA and shall not constitute a permanent fallback to a pure hub-and-spoke model.

3.4 Operating Model (Connect → Govern → Exchange → Deliver)

Connect



Government institutions connect through certified Agency Nodes, the Shared Government Node, API publication or approved connectors. Every participating institution shall undergo onboarding, certification and registration before participating in Government interoperability.

Govern

The platform governs participating institutions, registered systems, APIs, Trusted Data Services, catalogues, policies, certificates, legal bases for exchange, purpose limitation, access

approvals, service versions and security policies.

Exchange

The platform supports secure exchange through federated node-to-node communication for authoritative registry interactions; API Gateway-mediated access for citizen-facing and external consumers; ESB-mediated integration for legacy systems and orchestration; and event-driven messaging for asynchronous transactions.

Deliver

Services are delivered securely; responses are traceable; transactions are auditable; service levels are monitored; failures are recoverable; and users receive timely responses.

3.5 Relationship with GEA, GIF and DPI Principles

All components delivered under this assignment shall comply with the Government Enterprise Architecture, the Government Interoperability Framework and Digital Public Infrastructure principles of modularity, interoperability, reuse, technology neutrality, open standards, security by design, privacy by design and the Once-Only principle. Architecture artefacts shall be reviewed and approved through the PIC.

3.6 Data Flow Principle – Once-Only / No Central Data Lake

3.6.1 Architectural Objective

The architecture shall implement the **Once-Only Data Principle**, under which authoritative Government data is maintained by the institution legally mandated to collect, maintain and manage the data. The IGRP shall provide the secure interoperability, policy enforcement, identity, trust and mediation capabilities required to enable authorised Government entities to re-use the data.

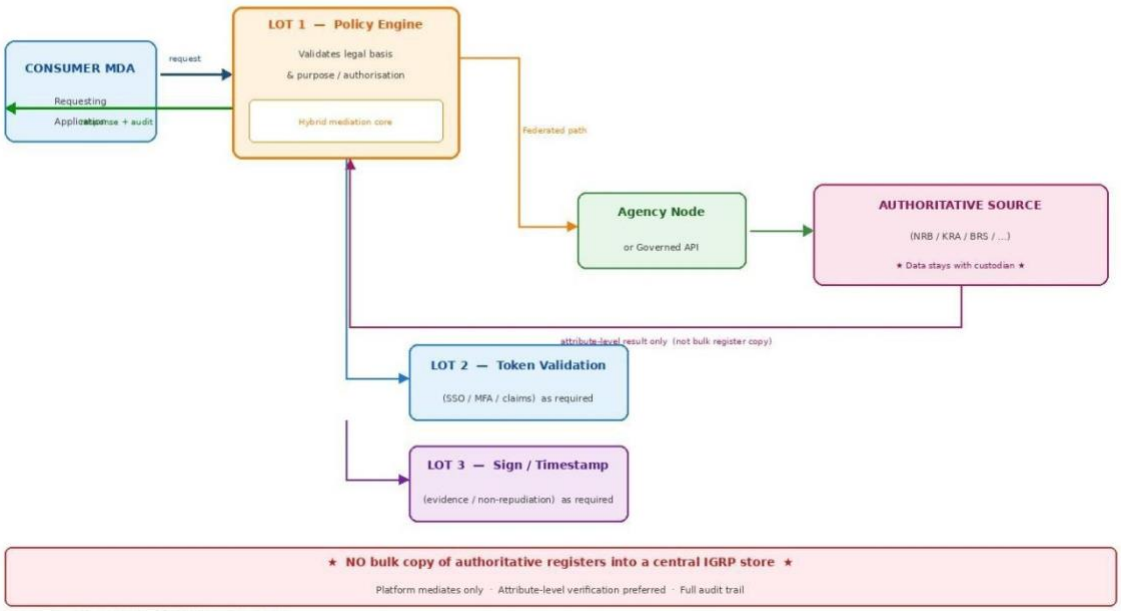
The IGRP shall therefore function primarily as a **federated data exchange and policy enforcement layer**, and **not as a central repository or data lake for authoritative registry records**.

The architectural flow is:

Consumer MDA → Policy Engine → Agency Node/API → Authoritative Source → Attribute-Level Response → Consumer MDA

with the necessary **identity/token validation and digital signing/timestamping** applied to the transaction.

3.6.2 Detailed Architecture



3.6.3 Component-by-Component Description

Component	Function	Architectural Requirement
Consumer MDA	Government institution requesting information from another Government institution	Must have an approved business purpose and authorized system/user
LOT 1 – Policy Engine	Determines whether the requested exchange is legally and operationally permissible	Must enforce legal basis, purpose, authorization and data-sharing rules
Hybrid Mediation Core	Mediates and orchestrates data requests between consuming and authoritative systems	Shall support API, synchronous, asynchronous and event-based exchange
Agency Node	Provides the interface between the IGRP and an individual MDA's systems	Shall expose governed APIs without requiring the MDA to redesign its core system
Authoritative Source	System legally designated as the source of truth for a particular dataset	Retains ownership, custody and responsibility for the data
LOT 2 – Token Validation	Validates the identity and authorization credentials	Supports SSO, MFA, tokens, claims and federated identity

	accompanying the request	
LOT 3 – Sign/Timestamp	Provides transaction integrity, evidence and non-repudiation where required	Supports digital signatures, trusted timestamps and transaction evidence
Consumer Application	Uses the returned data to complete the requesting Government service	Receives only the information authorized for the stated purpose

3.6.4 LOT 1 – Policy Engine

The **Policy Engine is the central control point for data-sharing decisions**.

It shall not simply route API requests. Before allowing a request to proceed, it shall determine:

A. Legal basis

The engine shall establish whether the requesting institution has the appropriate legal or administrative authority to access the requested information.

For example:

- statutory mandate;
- inter-agency data-sharing agreement;
- approved Government service;
- regulatory requirement;
- consent, where required; or
- other applicable lawful basis.

B. Purpose of access

The request shall identify **why the data is required**.

For example:

"Verify business registration status for processing a Government licence."

The platform shall not permit the requesting institution to retrieve unrelated information simply because it is technically available.

C. Authorization

The Policy Engine shall determine:

- Who is requesting?
- Which MDA are they representing?

- Which system is making the request?
- What service is being delivered?
- What dataset is being requested?
- Which attributes are permitted?
- Is the request within the institution's approved access rights?

D. Attribute-level authorization

This is particularly important for the **No Central Data Lake** architecture.

The platform shall not return an entire record when only one attribute is required.

For example:

Request:

Is Company X registered?

Response:

Registered = YES

rather than transferring the complete company record.

Similarly:

Request:

Verify date of birth.

Response:

Date of Birth = DD/MM/YYYY

rather than providing the entire citizen profile.

This supports **data minimization and purpose limitation**.

3.6.5 Hybrid Mediation Core

The Hybrid Mediation Core forms part of Lot 1.

This is the interoperability engine that handles the technical exchange between systems.

It shall provide:

- API orchestration;
- request routing;
- protocol mediation;
- data transformation;
- schema validation;
- service discovery;
- API version management;

- synchronous request/response;
- asynchronous messaging where required;
- event-based exchange;
- error handling;
- retry mechanisms;
- transaction correlation;
- response transformation; and
- controlled routing to Agency Nodes.

The key distinction is that **mediation does not mean central storage**.

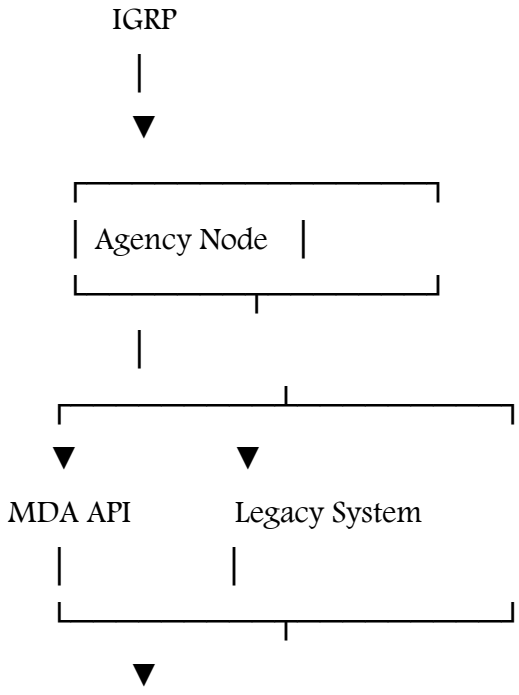
The platform can receive a request, route it to an authoritative source, receive the response and return it to the requesting system **without creating a permanent duplicate registry**.

3.6.6 Agency Node

The **Agency Node** is an important part of the architecture.

It provides a controlled technical interface between the national interoperability platform and the MDA's authoritative systems.

For example:



This approach is useful because **not every Government system will have modern APIs**.

The Agency Node can therefore provide:

- API adapters;
- legacy-system adapters;
- security controls;
- protocol conversion;
- schema mapping;
- data validation;
- connection management; and
- local integration controls.

This allows the Government to implement interoperability **without forcing every MDA to replace its existing core systems**.

3.6.7 Authoritative Source

The **Authoritative Source** is the system designated as the official source for a particular data domain.

Examples include:

- NRB;
- BRS; and
- other authoritative Government registries.

The Lot 1 Contractor shall establish and hand over an Authoritative Data Source Register (a Lot 1 deliverable under Section 5.9 and Annex A, row A4.9) identifying:

Data Domain	Authoritative Source	Custodian	Consumers
Business registration	BRS	Relevant custodian	MDAs
Revenue/tax information	Relevant revenue system	Revenue authority	Authorized MDAs
Government employees	GHRIS	Public Service HR authority	Authorized MDAs
Education records	KEMIS	Education authority	Authorized MDAs
Identity	National Digital ID/authoritative identity service	Designated custodian	Authorized services

The Purchaser shall confirm a named custodian for each data domain in the Register. No

service on a data domain shall go live until its custodian has been named and has approved the Register entry.

The important principle is:

The authoritative system remains the system of record.

The IGRP does not become a second system of record.

3.6.8 LOT 2 – Token Validation

LOT 2 provides the **identity and access validation layer**.

Lot 2 provides:

SSO / MFA / Claims as required

This layer shall establish that the request is coming from an authenticated and authorized entity.

It may include:

- federated identity;
- Single Sign-On (SSO);
- Multi-Factor Authentication (MFA);
- OAuth 2.0/OpenID Connect;
- access tokens;
- claims;
- service identities;
- machine-to-machine authentication;
- role-based access control;
- attribute-based access control; and
- credential/token validation.

The token shall carry or reference information such as:

Requesting MDA

↓

Application/System

↓

User/Service Identity

↓

Role/Claims

↓

Purpose

↓

Requested Service

↓

Permitted Scope

This enables the platform to make a **context-aware authorization decision**.

3.6.9 LOT 3 – Sign / Timestamp

LOT 3 provides the **digital trust and transaction evidence** component.

It is particularly relevant where the response must have evidentiary value.

Functions may include:

- digital signatures;
- electronic seals;
- trusted timestamps;
- certificate validation;
- integrity verification;
- non-repudiation;
- transaction evidence;
- signature verification; and
- validation of the authenticity of exchanged information.

3.6.10 Attribute-Level Response

The platform shall return attribute-level results only:

"Attribute-level result only (not bulk registry copy)"

3.6.11 No Bulk Copy of Authoritative Registries

The architecture prohibits:

Bulk replication of authoritative Government registries into a central IGRP database.

For example, IGRP shall not periodically copy:

- the entire population registry;
- the entire business registry;
- the entire education registry;
- the entire HR registry; or
- the entire tax registry

into a central IGRP repository simply to facilitate interoperability.

Instead, the IGRP shall use **federated/mediated access**.

3.6.12 End-to-End Transaction Flow

A typical transaction shall operate as follows:

Step 1 – Request

The Consumer MDA submits a request through its application.

Step 2 – Authentication

The requesting application/user is authenticated through LOT 2.

Step 3 – Policy Evaluation

LOT 1 checks:

- legal basis;
- requesting institution;
- purpose;
- authorization;
- requested dataset;
- requested attributes; and
- applicable data-sharing rules.

Step 4 – Routing

The Hybrid Mediation Core identifies the relevant authoritative source and routes the request to the appropriate Agency Node.

Step 5 – Authoritative Query

The Agency Node queries the custodian's authoritative system.

Step 6 – Authoritative Response

The custodian returns only the permitted information.

Step 7 – Trust Validation

Where required, LOT 3 signs/timestamps the transaction or validates the response.

Step 8 – Return

The response is returned to the Consumer MDA.

Step 9 – Audit

The transaction is recorded for audit and accountability purposes.

Step 10 – No Registry Copy

The authoritative record remains in the custodian system. IGRP does not create a permanent duplicate registry.

4. PROCUREMENT APPROACH AND LOT STRUCTURE

4.1 Three-Lot Structure and Rationale

The Government shall implement the IGRP using a modular, standards-based, multi-lot procurement approach designed to promote competition, encourage participation by specialised firms, reduce implementation risk, avoid vendor lock-in and support long-term sustainability.

The foundational capabilities are divided into three distinct procurement Lots:

- Lot 1 – Integration and Interoperability Platform (the Hybrid core).
- Lot 2 – Identity and Access Management Federation Services.
- Lot 3 – Digital Signing & Trust Services.

Each Lot constitutes an independent contractual assignment with unique deliverables, while remaining architecturally dependent on the others through standardised interfaces. Overall programme governance, cross-Lot coordination, dependency management, implementation sequencing, risk management, solution assurance, integration governance and solution-level acceptance remain the responsibility of the Procuring Entity.

Proposers may submit proposals for one or more Lots. Any limit on the number of Lots that may be awarded to one Proposer shall be stated in the PDS under ITP 36.5, not in this Section. If anything in this Section is inconsistent with those provisions, the ITP/PDS prevail.

4.3 Cross-Lot Coordination, ICDs and Joint Testing

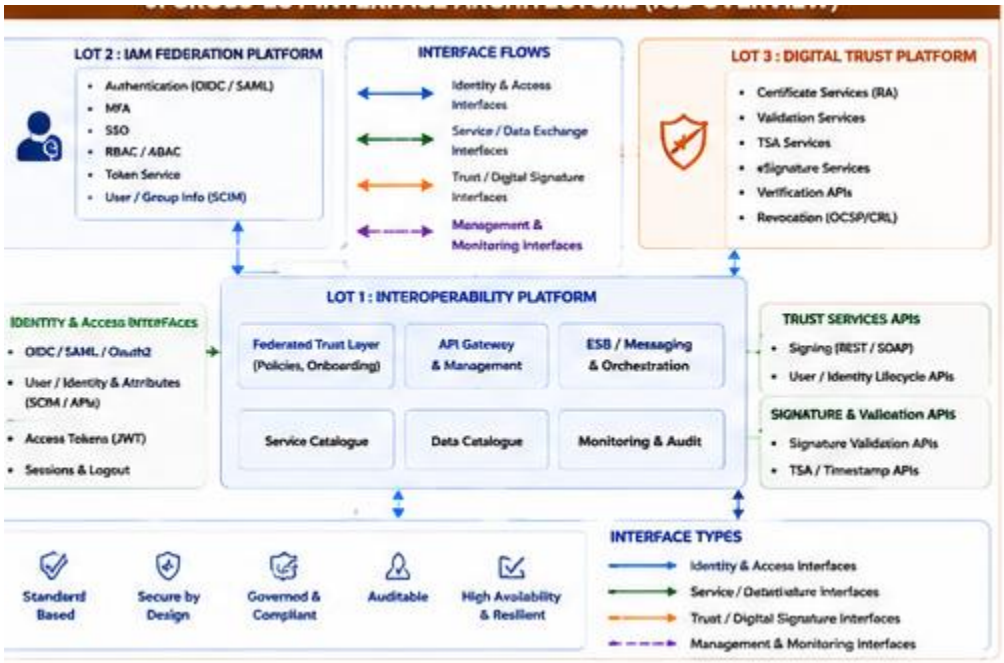
Cross-Lot coordination, Interface Control Documents (ICDs) and joint testing are mandatory. Such coordination shall not create joint liability between Lot Contractors. Each Contractor remains solely responsible for the performance of its own Lot.

The ICT Authority, as Technical Authority, is the solution-assurance owner for end-to-end and solution-level acceptance. This role shall be exercised through the Project Implementation Committee (PIC) and shall include:

- Approval of cross-Lot ICDs;
- Oversight of joint interoperability and priority use-case testing;
- Confirmation that the combined Lots meet the Minimum Go-Live Capability and the measurable Go-Live success criteria in Section 8;
- Formal recommendation of solution-level acceptance to the Programme Steering Committee.

Solution-level acceptance does not relieve any Contractor of its Lot-specific contractual

obligations.



Each Contractor under Lots 1, 2 and 3 shall be individually responsible for the complete delivery, configuration, testing, documentation, commissioning and support of the components and services falling within its respective Lot. No Contractor shall have joint responsibility for the delivery or performance of another Contractor's Lot.

However, each Contractor shall cooperate with the other Contractors and provide all necessary interfaces, technical information, specifications, configurations and reasonable integration support required to achieve end-to-end interoperability. Accordingly, each Contractor shall:

- Provide and maintain clearly documented integration interfaces and Interface Control Documents (ICDs) for all cross-Lot interfaces;
- Participate in joint architecture, integration, testing and deployment workshops where necessary;
- Provide APIs, interface specifications, schemas, protocols and configuration information required for integration;
- Support end-to-end integration, interoperability, security and acceptance testing;
- Rectify defects attributable to its own Lot identified during cross-Lot testing;
- Ensure backward and forward compatibility with agreed interface standards;

- Participate in coordinated cut-over, commissioning and operational-readiness activities; and
- Provide technical support to the other Contractors where such support is reasonably required to establish or troubleshoot an agreed interface.

Coordination and integration obligations shall not constitute joint responsibility or joint liability.

4.4 Open-Source, Technology Sovereignty and Vendor Independence

Core platform components for Lots 1 and 2 may be open-source or proprietary. Whatever the licensing model, they shall not create material vendor lock-in and shall meet the following functional requirements:

all external and cross-Lot interfaces use open, published standards and documented open APIs (Section 9.3);

- all data, metadata, configurations, policies and audit logs can be exported in open, documented formats at any time and at no additional cost (data portability);
- the Purchaser retains administrative control and a documented and tested exit path (Section 9.1); for proprietary core components, the source code shall be placed in escrow with release on Supplier insolvency or end of support; and
- the Proposer discloses all licence terms, the support model and exit provisions in full in the Technical Proposal (licences and prices in the Financial Proposal only), and the licences permit the Purchaser, or a successor provider acting for it, to operate, maintain and transfer the solution.

Government shall own all custom-developed source code, configurations, APIs and documentation. A complete exit and transition strategy remains mandatory for all Lots.

These requirements apply to all Lots and are stated here once. The Government seeks to maintain full and enduring control over its digital infrastructure, data, architecture, configurations, integrations, interfaces and operational environment.

- Open Standards: The solution shall implement recognised open standards, protocols, data formats and interoperability specifications.
- Open APIs and Interfaces: All APIs and integration interfaces shall be based on open and documented specifications. Complete API specifications, schemas, interface definitions and related technical documentation shall be provided.

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- Data Ownership and Portability: Government shall retain full ownership and control of all Government data. The solution shall support export, transfer and migration using open, documented and machine-readable formats.
- Government Ownership of Configurations and Integrations: Government shall retain ownership of all platform configurations, integrations, APIs, workflows, rules, schemas, templates and other implementation artefacts developed specifically for Government.
- Custom-Developed Source Code: Complete source code, scripts, automation artefacts, deployment templates and associated technical documentation for all components custom-developed under the Contract shall be provided to Government.
- Technology Transition and Exit Strategy: Each Contractor shall prepare, maintain and periodically update a documented technology transition and exit strategy covering handover of source code, configurations, APIs, documentation, credentials, operational knowledge, data export and transition to Government or a successor Contractor.
- No Proprietary Lock-In: The solution shall not introduce proprietary dependencies, closed interfaces, inaccessible configuration formats, undocumented components or restrictive licensing arrangements that prevent or materially impede Government from operating, integrating, enhancing, scaling, migrating or replacing the solution.
- Unrestricted Government Operational Access: Government shall have unrestricted administrative and operational access, subject only to Government-approved role-based access controls and security policies.

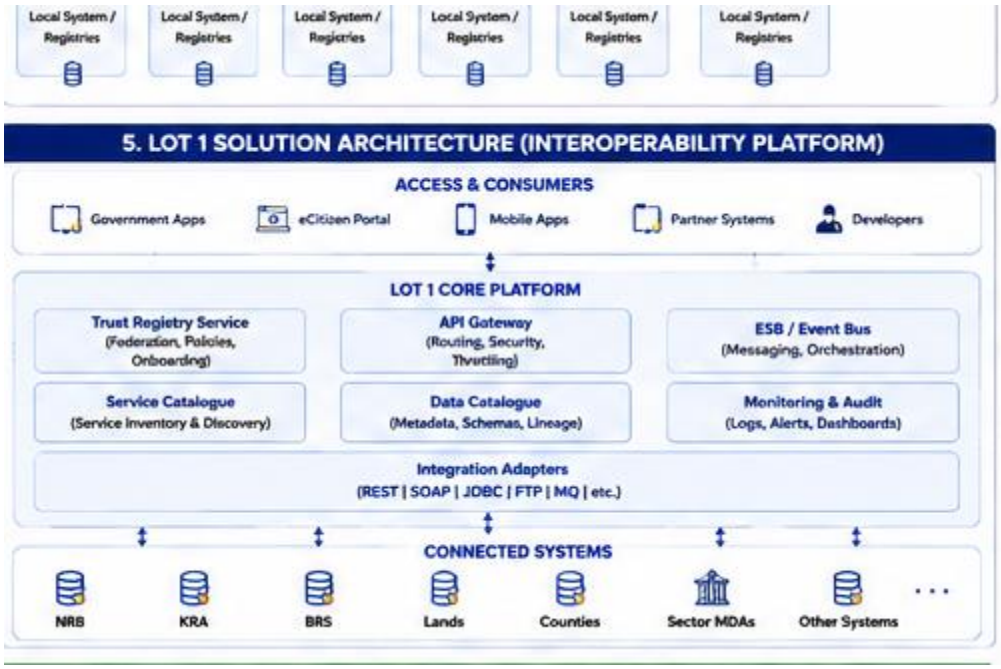
Any proposed architecture that introduces material vendor lock-in shall be considered non-compliant with the technology-sovereignty requirements of this Tender.

4.5 Solution-Level Acceptance Principle

Solution-level acceptance is declared by the Procuring Entity on the recommendation of the ICTA after successful demonstration of the priority end-to-end use cases and the measurable Go-Live criteria set out in Section 8. Declaration of solution-level acceptance is a condition of final handover and of release of the related payment milestone.

PART 3 – SCOPE BY LOT

5. LOT 1 – INTEGRATION AND INTEROPERABILITY PLATFORM



5.1 Role and Objectives of Lot 1

Lot 1 establishes the Government's hybrid interoperability backbone. It shall provide the secure, trusted, standards-based and reusable interoperability services required to enable MCDAs, Constitutional Commissions, Independent Offices and approved external stakeholders to exchange information and consume shared Government digital services in accordance with the GEA, GIF and DPI principles.

Lot 1 implements the four layers of the Hybrid architecture defined in Section 3 and is the primary vehicle for priority onboarding of registries and systems.

5.2 Scope of Supply and Services

The scope for this Lot Shall include but not limited to

- Supply, design, configuration, customization, installation, testing, commissioning, onboarding, training, operationalization, maintenance and support of the Hybrid Government Interoperability Platform.
- National Trust Registry and Central Administration Portal.
- Agency Interoperability Nodes for priority agencies and a Shared Government Node for smaller agencies and counties.
- Enterprise API Gateway, Developer Portal, API Catalogue, lifecycle management, security and analytics.

- Enterprise Service Bus, Event Bus, messaging, routing, transformation, legacy adapters and connector framework.
- Service Catalogue, Data Catalogue, monitoring, audit, SLA reporting and operational dashboards.
- Priority registry and MDA system onboarding, reusable connectors and demonstration of priority use cases.
- Standards-based integration interfaces to Lot 2 (identity federation) and Lot 3 (trust services).
- Training, documentation, knowledge transfer, handover, warranty and support.

5.3 Federated Trust Services

- National Trust Registry managing participating institutions, certified nodes, registered systems and services, certificates and trust anchors, approved legal bases and purposes, data-sharing agreements, service access policies, data classification, onboarding status, suspensions and revocations, and national audit visibility.
- Agency Interoperability Nodes that publish and consume approved data services, authenticate with the central trust layer and local systems, sign outgoing and verify incoming requests, encrypt exchanges, validate schemas, enforce policies, maintain local tamper-evident logs, support secure routing to internal systems, high availability and containerised deployment.
- Shared Government Node providing logical separation by agency, agency-specific certificates, access policies and audit logs, role-based administration, and a secure onboarding path toward dedicated nodes when required.
- Policy Decision Engine, Policy Enforcement Points, consent and lawful-basis module, and data-sharing agreement registry.
- Trusted Data Services with preference for attribute-level verification (e.g. compliant / not compliant; valid / invalid; alive / deceased) over unnecessary full-record sharing.

5.3.1 Agency Node certification standard

The Lot 1 Contractor shall deliver an Agency Interoperability Node certification standard and conformance test suite covering, at minimum: required interfaces; mutual authentication; policy enforcement; local audit logging; security baseline; and packaging for high-availability deployment. The standard shall be approved by the PIC before widespread node onboarding. Certification evidence for each production node shall be retained by the

Procuring Entity

5.4 API Management Services

- Enterprise API Gateway with API lifecycle management, governance, security, analytics and monetisation readiness.
- Developer Portal, API Catalogue, Developer Sandbox and version management.
- Policy enforcement, rate limiting and throttling.

The API Gateway shall not become a central repository of Government data nor replace the Federated Trust Layer for authoritative inter-agency exchange.

The Contractor shall operate the IGRP API governance policy set out below, which applies to all APIs published on the platform, including agency, shared-service and Lot-delivered APIs.

- Semantic versioning (Major.Minor.Patch) shall be used for all public APIs. Breaking changes shall only be introduced in a new major version, and each version shall remain available and supported for at least twenty-four (24) months after its successor is released.
- API deprecation shall follow a published lifecycle: at least twelve (12) months written notice before retirement, a deprecation header on affected endpoints, and a migration guide for consumers.
- An API Review Board, chaired by the ICT Authority, shall approve the introduction, version change and retirement of all platform APIs. No API shall reach production without a completed review.
- Every API shall be registered in the API Catalogue with an OpenAPI specification before production release, and shall conform to the interoperability and security standards in Sections 9.2 and 9.3.

5.5 Integration and Mediation Services

- Enterprise Service Bus, Event Bus, messaging and service mediation.
- Routing, data transformation, protocol transformation, legacy adapters and connector framework.
- Workflow integration and support for synchronous and asynchronous patterns.

5.6 Governance and Observability Services

- Service Catalogue and Data Catalogue.
- Traceability and monitoring, operational dashboards, reporting and analytics.

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- SLA monitoring, compliance monitoring, audit reporting and operational intelligence.
- Security operations integration and SIEM/SOC connectivity capability.

5.6.1 Service Catalogue

The Lot 1 Contractor shall design, implement, configure and hand over a Service Catalogue as the governed, authoritative directory of services available for discovery and consumption through the IGRP. It shall enable authorised institutions to discover and request access to Trusted Data Services and platform capabilities without informal point-to-point integrations, and shall support the Once-Only principle and API governance.

Scope includes: Trusted Data Services; governed APIs; event services where applicable; Lot 2 identity interfaces required for platform use (without ownership of identity data); Lot 3 trust interfaces where applicable; and platform onboarding/sandbox request services. The Service Catalogue shall not publish bulk extracts of authoritative registers or present the API Gateway as a central repository of Government data.

Each published entry shall include at minimum: service identifier; name and description; service type; authoritative owner; technical publisher; interface type and specification reference; authentication/authorisation model; lawful basis/allowed purposes; data classification; service level class (Section 9.5); version and status (Published/Deprecated/Retired); sandbox availability; contacts; and access request method.

A service shall be Published only after approval of interface contract, security profile, classification and purpose configuration. The catalogue shall support versioning, deprecation and retirement. National priority and material cross-Lot services require ICTA review before first publication or breaking change unless a delegated path is defined. The catalogue shall align with the National Trust Registry and Data Catalogue.

It shall be a living system capability (not a static document). The Developer Portal shall use the same source of truth. Search/filter by owner, type, status, classification and keyword is required. Publish rights are restricted; changes are audit-logged.

Minimum Go-Live entries: identity verification/match service; at least one cross-MDA Trusted Data Service; required Lot 2 auth/token interfaces; required Lot 3 sign/validate/timestamp interfaces where applicable; and access/sandbox request mechanism.

Boundaries: catalogue publication does not grant access; access remains subject to authentication, authorisation and policy. The catalogue does not replace ICDs, OpenAPI specifications or legal data-sharing arrangements.

5.6.2 Data Catalogue

The Lot 1 Contractor shall design, implement, configure and hand over a Data Catalogue as a governed inventory of data domains relevant to IGRP interoperability. It shall identify domains, custodians, classification and links to Trusted Data Services. It supports Once-Only design and shall not store or publish bulk authoritative data. Each entry shall include: domain/dataset identifier; name and description; authoritative owner; classification (Section 9.6); related Trusted Data Services; lawful sharing notes; optional quality notes; status; and contact.

The Lot 1 Contractor shall establish and implement a Data Quality Framework (a Lot 1 deliverable under Section 5.9 and Annex A, row A4.10) for the Trusted Data Catalogue and interoperability services. The framework shall define minimum quality rules and measurable indicators for each data domain, covering at least **completeness, accuracy and update frequency/currency**. The rules shall be agreed with the respective authoritative data custodian and shall be incorporated into the relevant data-sharing and interoperability services. The Platform shall support appropriate **data validation, quality checks, exception reporting, quality status indicators and monitoring** to identify data quality issues before, during or after data exchange. Where a quality issue is identified, the Platform shall provide appropriate notification and traceability to the responsible data custodian for remediation. The Contractor shall also produce a data-profiling report on the four fixed sources in Annex I (NRB, KRA, BRS and eCitizen), measuring each quality indicator against the agreed rules.

The Platform shall **not be deemed to warrant the substantive accuracy of data held by an authoritative custodian**. Responsibility for the correctness, completeness, maintenance and timely updating of authoritative data shall remain with the designated data custodian. However, the Platform shall provide the controls necessary to **detect, communicate and manage data quality issues** across the interoperability ecosystem.

Rules: metadata only; priority Go-Live domains populated at handover; consistency with Service Catalogue and Section 15.2; restricted admin rights; audit-logged changes.

Deliverables: capability and admin guide; metadata model; initial priority domain entries; alignment evidence; administrative handover. Boundary: does not replace legal registers, MDM programmes or custodians' systems of record.

5.7 Priority Onboarding

The initial deployment shall include onboarding of selected registries, approved shared services and at least three priority MDA or Government systems. At minimum the following authoritative sources shall be integrated, subject to access validation by the Procuring Entity:

- National Identity Services (CRS and NRB or equivalent).
- Kenya Revenue Authority (KRA).
- Business Registration Service (BRS).
- eCitizen shared service API backend.

The Contractor shall provide and test the open-standard interfaces, adapters, trust validation, role/claim mapping and service-to-service controls required to integrate with the separately implemented enterprise identity solution (Lot 2) and Government PKI / digital signature solution (Lot 3).

Onboarding of institutions whose Agency Nodes are not yet certified may proceed under the controlled centrally-brokered sequencing rule in Section 3.3.1, subject to ICTA approval.

5.8 Minimum Go-Live Contribution of Lot 1

Lot 1 shall deliver the full Hybrid platform (all four layers), certified Agency Nodes (or Shared Node) for priority agencies, integration of the minimum registries listed above, Service and Data Catalogues, end-to-end audit logging and policy enforcement, and successful participation in the three priority use cases defined in Section 8.

5.9 Key Deliverables and Acceptance Evidence

- Inception Report, detailed project plan, risk register and communication plan – acceptance certificate.
- Discovery and Requirements Validation Report – acceptance certificate.
- Target Integration Design and Governance Model – ICTA approval.
- Configured Hybrid platform in agreed environments – platform readiness acceptance.
- Onboarded registries, systems and certified nodes; integration reports and use-case demonstrations – integration acceptance.
- System, integration, security, performance, failover, backup/recovery and UAT reports – testing acceptance.
- Training materials, manuals, knowledge transfer report – training acceptance.
- Deployment report, operational readiness sign-off – go-live acceptance.
- Warranty and support plan, periodic support reports – warranty activation.
- Service Catalogue capability, metadata model, minimum Go-Live entries and administration handover (Section 5.6.1).

- Data Catalogue capability, metadata model and priority domain entries (Section 5.6.2).
- Agency Interoperability Node certification standard, conformance test suite and evidence-pack template (Section 5.3.1 and Annex J), with certification evidence for each production node brought into service under this assignment.
- Completed and maintained GEA/GIF Requirements Traceability Matrix (Annex K).
- Authoritative Data Source Register, with a named custodian for each data domain (Section 3.6.7).
- Data Quality Framework and data-profiling report on the four fixed sources in Annex I (Section 5.6.2).
- Identity Matching Rule Specification for each source in Annex I: identifier and attributes used; normalisation rules for names, dates and identifier formats; handling of name variants, duplicate records, deceased persons and superseded identifiers; and the conditions for each match result. Each rule shall be approved in writing by the relevant custodian before integration testing and re-approved after any change (Annex H, Use Case 1).
- Service Data Specification for each service in Annex I, stating the attributes returned (definition, data type, format, mandatory/optional), data formats, code lists and reference data (with source and owner), and request/response schemas in machine-readable form (OpenAPI 3.x / JSON Schema), including error codes and match-result values. Where the GIF already defines an attribute, format, code list or schema, the specification shall cite and apply it. Each specification shall be approved by the data custodian before integration testing, held in the Service Catalogue as Government-owned documentation, and version-controlled; code lists and mappings shall be maintained as configuration referencing the Service Catalogue, not embedded in integration code. Integration acceptance for each service requires that its responses validate against the approved schema.
- Documentation and access rights sufficient for the post-handover operating model (Section 13.5).

5.10 Phase-Based Delivery Approach for Lot 1

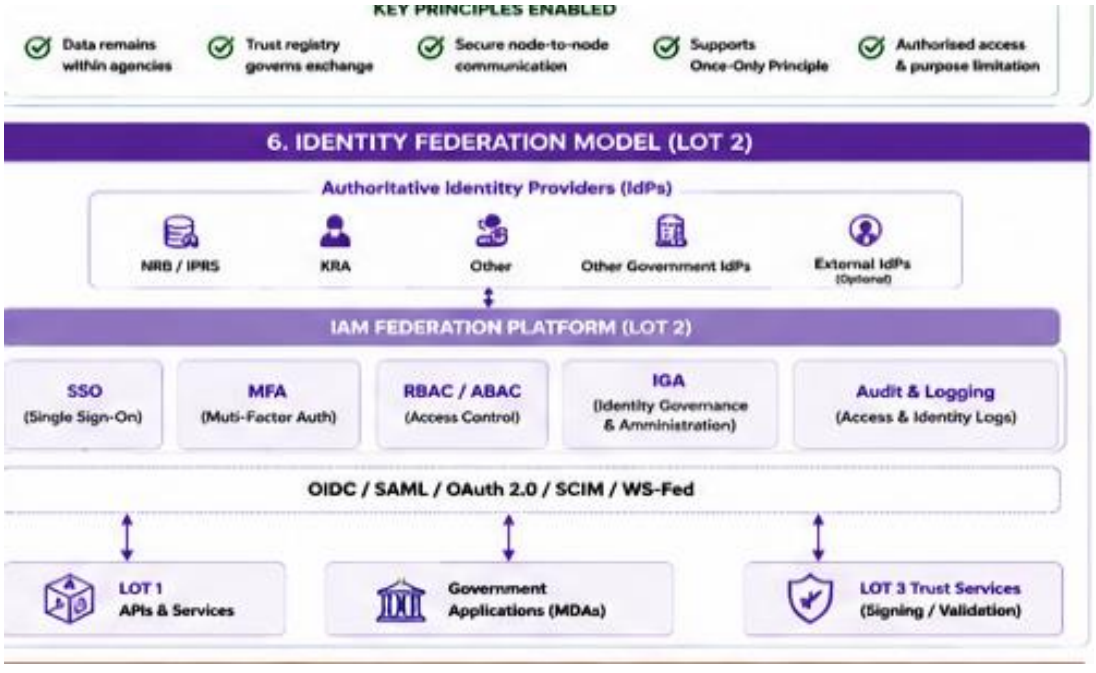
Lot 1 shall be implemented through a phase-based delivery model under one accountable vendor:

- Phase 1 – Inception, Mobilisation and Project Planning.

- Phase 2 – Stakeholder Engagement and Integration Discovery.
- Phase 3 – Target Integration Design and Governance Model.
- Phase 4 – Platform Configuration and Core Service Setup.
- Phase 5 – Priority Registry, Shared Service and MDA/System Onboarding.
- Phase 6 – Testing, Validation and Quality Assurance.
- Phase 7 – Training, Capacity Building and Knowledge Transfer.
- Phase 8 – Deployment, Rollout and Operationalisation.
- Phase 9 – Post-Implementation Support and Continuous Improvement.

Each phase shall have clear deliverables, acceptance criteria and formal sign-off before progression.

LOT 2 – IDENTITY AND ACCESS MANAGEMENT FEDERATION SERVICES



6.1 Role and Objectives of Lot 2

Lot 2 establishes Government-wide enterprise identity federation and access governance. It provides authentication, authorisation, Single Sign-On, Multi-Factor Authentication, Privileged Access Management, identity federation, consent management and access

governance across participating Government platforms.

Lot 2 functions solely as an authentication, authorisation, federation and access-governance layer. The authoritative ownership of identity information shall remain with designated Government identity providers. Lot 2 serves the identities of Government workforce users (public officers, contractors and service/system accounts of MDAs). Citizens and businesses are authenticated only by federation to the authoritative Government identity providers (e.g. eCitizen and the national identity system); Lot 2 shall not store their identity records.

6.2 Scope of Supply and Services

The scope for this Lot Shall include but not limited to

- Identity Federation Services with approved Government identity providers.
- Single Sign-On (SSO).
- Multi-Factor Authentication (MFA).
- Directory Services Integration
- PKI Integration
- Zero Trust Integration
- Automated user provisioning
- User de-provisioning
- Joiner-Mover-Leaver (JML) processes
- Identity lifecycle workflows
- Workflow Engine
- Adaptive / Risk-Based Authentication
- Device Trust Management
- Delegated Administration
- Self-Service Identity Services
- Privileged Access Management (PAM).
- Role-Based Access Control (RBAC) and Attribute-Based Access Control (ABAC).
- Identity Governance and Administration (IGA).
- Access Governance and Certification.
- Consent Management.
- Authentication monitoring and audit services.
- API security integration and exposure of identity services to Lot 1.

- Training, documentation, knowledge transfer, warranty and support.

6.3 Identity Federation, SSO, MFA, PAM, RBAC/ABAC, IGA, Consent, Lifecycle

The solution shall support standards-based federation (OAuth 2.0, OpenID Connect, SAML), enable secure cross-MDA SSO, enforce MFA appropriate to risk, provide PAM for privileged accounts, implement RBAC and ABAC, support access certification campaigns, capture and enforce consent where required, and manage the full identity lifecycle including automated de-provisioning and revocation triggers for Lot 3.

6.4 Integration with Authoritative Identity Providers

Identity federation shall occur from the authoritative identity provider (IPRS, NRB or other Government-authorised providers) to the IAM platform. The IAM platform shall neither replicate nor assume ownership of authoritative identity records except for transient session information required to support authentication and authorisation.

6.5 Integration with Lot 1 and Lot 3

Lot 2 shall expose identity services to Lot 1 through approved standards and APIs (token validation, claims, role/attribute services, service accounts, machine-to-machine authentication). Lot 2 shall supply signer identity to Lot 3 so that signing authorisation is based on federated identity. Automated revocation requests shall be raised to Lot 3 / ICTA GovCA upon separation or withdrawal of entitlement.

6.6 Critical Boundary

Lot 2 shall not function as an authoritative identity repository. Identity records shall not be duplicated unless expressly approved by Government policy. Authentication and authorisation services shall remain logically separated from authoritative identity management functions. Workforce accounts held by Lot 2 shall contain only account, credential-reference and access attributes; core identity attributes shall be obtained at run time from the authoritative source. Any other copy of identity records requires the prior written approval of the Government before issue of the Contract.

6.7 Key Deliverables and Acceptance Evidence

- Configured Identity Federation platform integrated with designated authoritative identity providers.

- Operational SSO, MFA, PAM, RBAC/ABAC, IGA, consent and lifecycle capabilities.
- Working interfaces and ICDs with Lot 1 and Lot 3.
- Test reports (including cross-Lot tests), training materials, operational documentation and handover package.
- Warranty and support services as specified in Section 13.

7. LOT 3 – DIGITAL SIGNING & TRUST SERVICES

The Government of Kenya through the ICT Authority as the Government's licensed and Government Certification Authority (GovCA/GCA) operates the National Public Key Infrastructure. NPKI provides the national foundation of trust enabling secure, verifiable and legally reliable digital transactions across Government, businesses and citizens. The Digital Signing & Trust Services Layer is expected to provide the IGRP with trusted mechanisms for ensuring the authenticity, integrity, confidentiality and non-repudiation of digital transactions, workflow authentication and documents signing. It will enable citizens, businesses, government officers and systems to securely sign, approve, validate and exchange electronic documents and transactions using recognized digital trust mechanisms.

The layer will support digital signatures, electronic certificates, Public Key Infrastructure (PKI), certificate lifecycle management, signature validation, timestamping and trust verification services. It will enable legally and operationally trusted digital transactions across government systems, reduce reliance on physical signatures and paperwork, and provide assurance that digital documents and transactions originate from verified parties, have not been altered, and can be independently validated and audited.



7.1 Role and Objectives of Lot 3

Lot 3 establishes Government-wide Digital Signing and Trust Services to support trusted electronic transactions, approvals and digital documents across Government. It functions as an integration and validation layer. The authoritative issuance of digital certificates and trust anchors remains vested in the designated Government Certification Authority (ICTA GovCA) and licensed Certification Service Providers.

7.2 Scope of Supply and Services

The scope for this Lot Shall include but not limited to

- Digital / electronic signature creation and validation services.
- Electronic seal services.
- Remote signing Services.
- Advanced electronic signature support, as recognised under Kenyan law
- Signature Evidence Preservation
- Validation Policies
- Trust Lists
- Multi-Signatory Workflows
- Batch Signing
- Document Integrity Services
- Trust Portal
- Mobile Trust Services
- Signing delegation management (user consent management is provided under Lot 2)
- Interoperability Framework
- Document Verification Portal
- Time Synchronization
- Trusted timestamp services (RFC 3161).
- Signature policy management and long-term signature validation.
- Certificate validation services (OCSP and CRL).
- Registration Authority functions (identity vetting and submission of requests to ICTA GovCA; does not issue certificates).
- Public Verification Portal and non-repudiation / evidence management.
- Integration with Government PKI, Lot 1 and Lot 2.
- Digital approval and signing workflows.
- HSM infrastructure for trust-service key material.

- Training, documentation, knowledge transfer, warranty and support.

7.3 Digital Signatures, Seals, Timestamping, Validation and Long-Term Preservation

The solution shall support individual and organisational signatures; remote, server-side and local signing; visible and invisible signatures; single, multiple, sequential, parallel and countersignatures; PAdES, XAdES, CAdES and approved JSON Web Signature profiles; electronic seals; trusted timestamps; certificate path and revocation validation; and archival signature profiles with augmentation and timestamp renewal for long-term preservation.

7.4 Registration Authority Functions

The RA performs identity vetting and validation of certificate requests and submits enrolment, renewal, suspension and revocation requests to ICTA GovCA. It shall support delegated registration, workflow-based approval with segregation of duties, and retention of vetting evidence. Identity vetting shall use attributes obtained from Lot 2. Revocation requests shall be raised automatically upon separation or withdrawal of entitlement through integration with Lot 2 identity lifecycle services.

7.5 HSM and Key-Management Requirements

The scope of this Lot covers the HSM, key-management, signing, sealing, timestamping, validation and Registration Authority infrastructure required for the Digital Signing and Trust Services, integrated with the existing ICTA Government Certification Authority (GovCA). ICTA GovCA issues all node, signing and TLS certificates required under this RFP, including the node certificates required by Annex J. Lot 3 shall not supply Certification Authority software or issue certificates.

The Technical Infrastructure layer shall include;

a. Technical and Infrastructure Layer

- RA and Signing Platform: Provide a scalable Registration Authority platform that submits certificate requests to ICTA GovCA, and signing services supporting PAdES, XAdES and CAdES, document signing and bulk signing.
- Hardware Security Modules (HSMs): Deployment of dual redundant, FIPS 140-3 Level 3 validated
- HSMs for key generation and protection.
- Hosting Environment: The Lot 3 services shall be deployed in the Government-provided production and DR hosting environments (provided by the Purchaser at no cost to the Supplier; Section 9.4.1).

- Lot 3 shall not establish a data centre or DR site, and shall supply only the HSMs and signing and timestamping appliances listed in Annex C.
- Monitoring and Audit Tools: Integration of SIEM, log analysers, and health dashboards
- for continuous visibility of system status, capacity, and incidents.

b. Security and Operational Controls

- Access and Identity Controls: Implementation/Integration to the multi-factor authentication,
- RBAC/ABAC models, and privileged-access management for sensitive functions.
- Patch, Change, and Incident Management: Documented and automated procedures
- aligned with ISO 27001 controls.
- Backup and Archival: Automated backups, off-site storage, and retention of
- cryptographic evidence for long-term validation (LTV).
- Threat Detection: Real-time alerts and correlation rules in SIEM to detect abnormal
- system behaviour or certificate misuse.

Key Trust & Digital Services Results Requirements

- Integration with the ICTA GovCA Certificate Lifecycle
- Automate the submission, through the RA, of certificate enrolment, renewal, suspension and
- revocation.
- Consume ICTA GovCA CRL and OCSP status information in real time for signature validation, in compliance with E-CSP
- requirements.

iii. Document Signing and Bulk Signing Enablement

- Implement native document signing and mass signing modules to support large-volume e-government use cases (e.g. e-Citizen, BRS, IRB, etc.).
- Provide APIs for integration with existing workflows and RA systems.

iv. API-Driven RA and Subscriber Integration

- Offer secure, REST-based APIs for RA portals and relying party systems to request,
- approve, and manage certificates remotely.
- Enhance operational flexibility while reducing manual processes.

v. Interoperability and Protocol Support

- Ensure compliance with modern protocols (ACME, SCEP, EST) and support for RSA,

- ECC, and PQC-ready algorithms.

vi. Compliance, Monitoring, and Audit Readiness

- Embed comprehensive system audit logs, compliance dashboards, and SIEM integration
- for proactive monitoring.
- Generate automated compliance evidence to facilitate regulatory (E-CSP) and ISO 27001 audits.

vii. Resilience and DR Readiness

- Deploy the signing, validation, timestamping and RA services in HA configuration across the Government-provided primary and secondary (DR) sites.
- Automate replication of key databases, logs, and configurations to ensure continuity during
- disruptions.

viii. User Experience and Role-Based Access

- Deploy intuitive dashboards for RA officers, subscribers, and administrators.
- Enforce RBAC controls and implement multi-factor authentication for sensitivity
- administrative actions.

7.6 Integration with ICTA GovCA, Lot 1 and Lot 2

The solution shall integrate with ICTA GovCA for certificate issuance, status and revocation; recognise the national PKI trust chain; support approved enrolment standards; and preserve certificate identifiers and trust-chain evidence within validation records. It shall integrate with Lot 1 for interoperability-mediated access and with Lot 2 for signer authentication and lifecycle-driven revocation.

7.7 Critical Boundaries

- Lot 3 shall integrate with and use the existing ICTA Government Certification Authority (GovCA). No new or upgraded Certification Authority shall be established under this Contract.
- Lot 3 shall not establish or operate a Government Certification Authority.
- Lot 3 shall not implement independent user authentication, SSO, MFA or identity federation (those capabilities are Lot 2).
- Lot 3 shall not issue Government certificates outside the approved ICTA GovCA trust hierarchy.

7.8 PKI Readiness Gate

During the Inception Phase the Contractor shall conduct a PKI Readiness Assessment and report on: reachability and performance of certificate status services; enrolment interface conformance; certificate policies, profiles and assurance levels; published trust anchors; availability commitments; and any remediation required. The Purchaser (ICTA GovCA) shall confirm PKI readiness in writing after the assessment before the Contractor is required to commence configuration of certificate-dependent services. That confirmation constitutes the PKI Readiness Gate. The Contractor shall not establish an alternative or competing Government root or subordinate CA as a means of addressing delay at this gate.

7.9 Key Deliverables and Acceptance Evidence

- Operational digital signature, seal, timestamp and validation services.
- RA platform integrated with ICTA GovCA and Lot 2.
- HSM infrastructure commissioned under dual-control procedures.
- Public Verification Portal and signature audit / evidence repository.
- Working interfaces and ICDs with Lot 1 and Lot 2.
- Cryptographic interoperability test reports, training materials, documentation and handover package.
- Warranty and support services as specified in Section 13.

7.10 Locally Developed and Innovative Signing Solutions

The Purchaser encourages Proposals based on locally innovated digital signing platforms and digital signature solutions, including platforms developed and owned by Kenyan firms, start-ups and innovators, whether proposed by a single Proposer, by a Joint Venture member, or by a technology partner or subcontractor to the Proposer. Such solutions shall be evaluated on the same basis as commercial off-the-shelf products, against the requirements of this Section and Annex C, and shall not be disadvantaged on account of brand, market share or installed base.

Where a locally developed or bespoke signing platform is proposed, the following shall apply:

(a) Evidence of conformity: in place of a manufacturer brochure (Section III, Lot 3, MR 12), the Proposer shall submit architecture and design documentation and test reports showing that the signatures produced conform to the PAdES, XAdES and CAdES baseline profiles and that timestamps conform to RFC 3161, including successful validation of sample signatures with an independent third-party validation tool (Demonstration Scenario C19.14).

(b) Trust hierarchy: the platform shall use only certificates issued within the ICTA GovCA trust hierarchy and shall not itself issue certificates (Section 7.7).

(c) Key protection: all signing, sealing and timestamping keys shall be generated and held in the FIPS 140-3 Level 3 HSMs supplied under this Lot. Software-only storage of signing keys shall not be accepted.

(d) Security assurance: before Operational Acceptance, the platform shall pass an independent security assessment, including penetration testing and a review of its cryptographic functions, by a party acceptable to the Purchaser. The cost shall be included in the Proposal price.

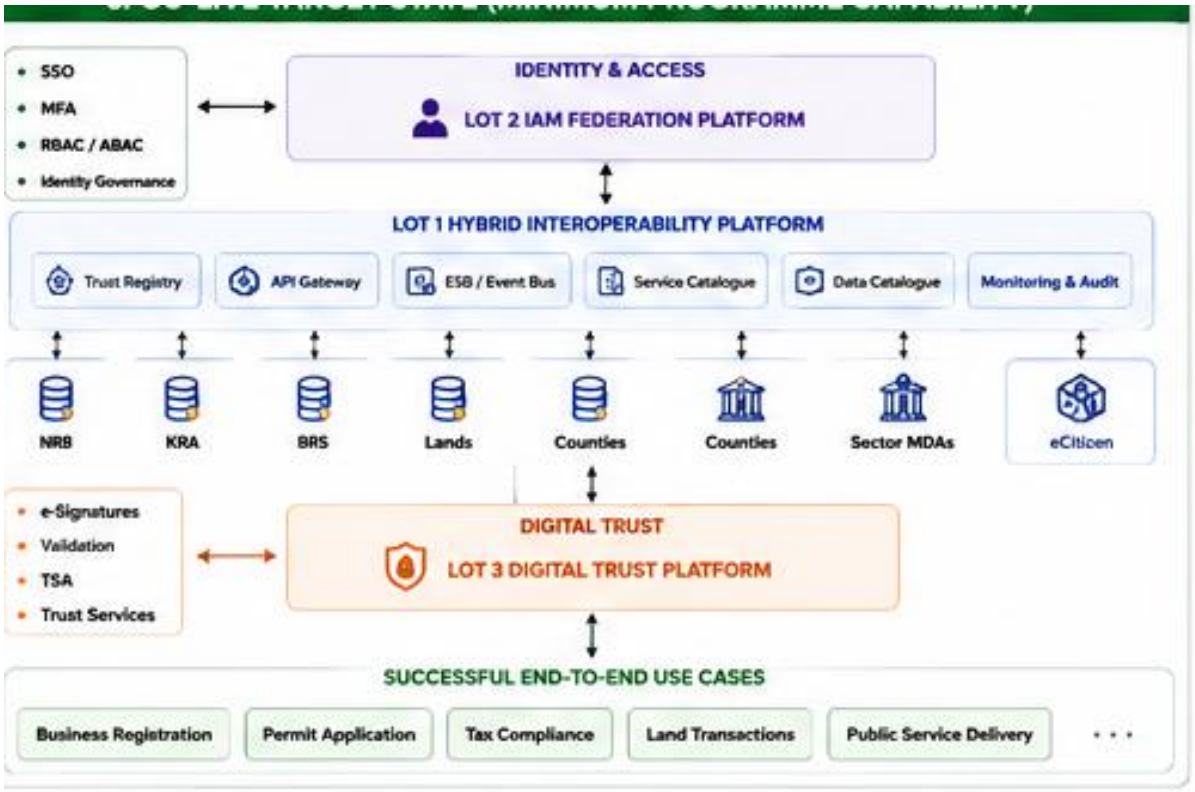
(e) Continuity: the Source Code and build documentation of locally developed or custom components shall be deposited in escrow in accordance with SCC GCC 15.5, so that the Government is not dependent on the Supplier's continued existence.

(f) Legal recognition: the platform shall produce advanced electronic signatures as recognised under Kenyan law, including the Kenya Information and Communications Act, and shall comply with the Data Protection Act, 2019.

Nothing in this Section limits the participation of foreign Proposers or gives a price preference to any Proposer.

PART 4 – MINIMUM GO-LIVE AND USE CASES

8. MINIMUM GO-LIVE CAPABILITY



8.1 Combined Capability Required Across All Three Lots

The initial production deployment under this contract must deliver a unified operational capability across all three Lots:

- Lot 1 Foundations: Full deployment of the Hybrid interoperability platform that combines federated trust-based data exchange with centrally governed API management.
- Lot 2 Foundations: Deployed Identity and Access Management Federation Services supporting secure SSO and MFA, fully integrated with the Government's designated authoritative identity provider.
- Lot 3 Foundations: Deployed Digital Signing and Trust orchestration workflows capable of verifying cryptographic transactions across initial integrations.
- Platform Controls: Deployed configurations for secure API publication, automated service discovery, runtime throttling, end-to-end audit logging and systemic policy enforcement.

8.2 Minimum Registries and Shared Services

Minimum Government Registries (subject to access validation):

- National Identity Services (CRS and NRB or equivalent).

- Kenya Revenue Authority (KRA).
- Business Registration Service (BRS).
- eCitizen shared service API backend.

Minimum Shared Services active and exposed via the API catalogue at Go-Live:

- Federated Identity Management and secure Cross-MDA Single Sign-On (SSO).
- Multi-Factor Authentication (MFA) and Privileged Access Management (PAM) policy layers.
- Centralised Service Discovery, metadata management and secure API routing.
- Immutable system-wide audit logging, transaction tracing and unified alerting interfaces.

8.3 Priority End-to-End Use Cases

8.3.1 Use Case 1 – Identity and Trust Verification

Real-time citizen identity verification through the authoritative national identity service (National Registration Bureau / Civil Registration), bundled with a Lot 3 trust verification token.

8.3.2 Use Case 2 – Cross-MDA Secure Enquiry

An automated, secure data exchange workflow between two distinct participating MDAs, executing query logic through a standardised, governed API without data replication.

8.3.3 Use Case 3 – Federated Financial Ecosystem Integration

A secure invocation of a government shared service requiring real-time payment validation, demonstrating seamless, secure API interoperability with licensed Payment Service Providers (PSPs) or regulated Digital Wallet platforms.

8.4 Go-Live Checklist and Solution-Level Acceptance

Before Go-Live is declared, all of the following shall be confirmed:

- Hybrid Platform (Lot 1) fully deployed and operational.
- IAM Federation with SSO and MFA live and linked to the authoritative identity provider.
- Digital Signing and Trust verification workflows operational.
- Core registries integrated (National Identity, KRA, BRS, eCitizen).
- Service Catalogue and API discovery working.
- End-to-end audit logging and policy enforcement active.
- All three priority use cases successfully demonstrated end-to-end.

- Cross-Lot interfaces tested and accepted.
- Independent VA/PT reports for all three Lots received by the Procuring Entity; all Critical and High findings closed; clean re-test evidence accepted.

Final acceptance is solution-level. Success is measured by end-to-end Hybrid operation and demonstration of the Minimum Go-Live Capability, not by completion of individual Lots in isolation.

8.4.1 Measurable Go-Live success criteria

In addition to the qualitative Go-Live checklist, the following quantitative criteria shall be met for solution-level acceptance and for release of the related payment milestones (including retention):

- Minimum of three (3) priority end-to-end use cases successfully executed in the production or production-like environment, with an agreed success rate of not less than ninety-five percent (95%) of transactions under the approved test load.
- Minimum number of connected authoritative sources and consuming services as specified in the approved Go-Live plan, and not less than the minimum set in Section 8.2.
- Critical class performance targets in Section 9.5 demonstrated and accepted.
- Independent Vulnerability Assessment and Penetration Testing (VA/PT) gate closed for all Lots, with all Critical and High findings remediated and confirmed by clean re-test.
- Stabilisation window of not less than thirty (30) days during which agreed incident thresholds are not exceeded.
- Each custodian of the four fixed sources in Annex I has accepted in writing the error rate measured for its own data domain under the Data Quality Framework (Section 5.6.2).

Solution-level acceptance shall be recommended by the ICTA only when both the qualitative checklist and the measurable success criteria above have been satisfied.

PART 5 – CROSS-CUTTING REQUIREMENTS

9. CROSS-CUTTING TECHNICAL AND OPERATIONAL REQUIREMENTS

The requirements in this section apply to all Lots. Where a topic is also addressed under a specific Lot, this section is the primary statement of the cross-cutting obligation.

9.1 Open Source, Technology Sovereignty and Exit Strategy

The requirements in Section 4.4 apply in full. In addition, each Contractor shall provide a tested exit and transition plan, including export of content, metadata, audit logs, configurations, workflow definitions, schemas, user/role mappings and documentation in open, documented formats, and shall ensure continuity of operations upon expiry, termination or non-renewal of the Contract.

9.2 Security, Cybersecurity and Privacy

Independent Vulnerability Assessment and Penetration Testing (VA/PT) shall be completed for each Lot before production deployment. The scope shall include the Lot solution, its external and cross-Lot interfaces, and (for Lot 1) the Agency Interoperability Node and Shared Government Node software as delivered by the Contractor.

All Critical and High findings shall be remediated and confirmed closed by a clean re-test. Evidence of independent VA/PT and closure of Critical/High findings is a mandatory condition of Go-Live and of the related payment milestone.

The Contractor shall support integration of audit and security telemetry with the Government SOC / designated SIEM as specified by the Procuring Entity. Funding and operation of the Government SOC itself are outside the scope of this assignment unless expressly stated in the contract.

- Security by Design, Privacy by Design and Zero Trust principles.
- TLS 1.3 for data in transit; encryption at rest for sensitive data and secrets.
- Vulnerability management, secure configuration baselines and independent penetration testing before production deployment and after material changes. Critical and High findings shall be remediated before Go-Live.
- Immutable, tamper-evident audit logs; SIEM/SOC integration capability; anomaly and abuse detection.
- Compliance with the Data Protection Act 2019, the Computer Misuse and Cybercrimes Act and national cybersecurity policies.
- Documented incident response procedures covering key compromise, certificate compromise, unauthorised access, unauthorised signing and platform breach.

- Least privilege, segregation of duties and secure secrets management.

9.3 Interoperability Standards and GEA/GIF Compliance

- Full compliance with GEA and GIF.
- Open, documented APIs (OpenAPI or approved equivalent); no proprietary cross-Lot interfaces.
- Interface Control Documents maintained for all cross-Lot interfaces.
- Service certification procedures and integration governance as directed by the Procuring Entity.

9.4 Environments, High Availability and Disaster Recovery

Critical platform services shall be deployed in high-availability configuration with automatic failover. Geographically separated Disaster Recovery capability is required for critical services. Availability, RTO and RPO targets are defined exclusively in the service-class table in §9.5.

- Separate Development, Test, UAT, Production and Disaster Recovery environments.
- High availability for critical services (active-active clustering within the primary site, or an equivalent configuration that meets the availability targets in Section 9.5; disaster recovery at the secondary site may be active-passive provided the RTO/RPO in Section 9.5 are met); automatic failover.
- Geographically separated disaster-recovery capability for critical components.
- Documented and tested backup, recovery and business continuity procedures; defined RTO and RPO targets.
- The following quantitative recovery targets shall apply to all production core platform services from Go-Live: Recovery Time Objective (RTO) of no more than four (4) hours for resumption of service following a failure or disaster, and Recovery Point Objective (RPO) of no more than fifteen (15) minutes for acceptable data loss.
- The Contractor shall also meet the following availability and performance targets: monthly service availability of at least 99.9%; disaster-recovery failover capability demonstrated at least twice per year; and a 95th-percentile API transaction response time of no more than 500 milliseconds for core interoperability transactions, excluding network latency outside the Government data centre.

Availability, RTO and RPO targets are defined exclusively in the service-class table in Section 9.5. In the event of any inconsistency between narrative text and that table, the table in Section 9.5 prevails.

9.4.1 Hosting responsibility

Unless otherwise stated in the contract, production and Disaster Recovery infrastructure for the core platform components supplied under each Lot shall be provided in accordance with the hosting model as detailed below

Item	Default Responsibility	Notes
Production, DR, core network	Government (ICTA / designated host)	Provided and paid for by the Government (ICTA or a Government-designated host); not priced by Proposers. Available by the dates in the Government readiness schedule (Annex J, J.6.2). Late availability entitles the Contractor to an extension of time under GCC 40.
Dev / Test / UAT	Contractor configures; infra Gov- or Contractor-supplied per BOQ	Confirm at Inception
Agency Nodes runtime	MDA or Shared Node; Lot 1 supplies software	—
HSMs (Lot 3)	Contractor supplies; Government multi-person key control	FIPS Level 3
Cloud vs on-premise	Confirm at Inception against Government policy	Must support sovereignty and exit

Indicative Hosting Infrastructure Assumptions

9.4.2. Transaction Volumes

The business volumes below are indicative context only. For sizing, pricing and performance testing, the throughput targets, transaction mix and message sizes in Section 9.5 govern.

Parameter	Assumption
Registered users	10 million
Active users per year	4-6 million
Peak daily users	150,000-250,000
Average daily transactions	500,000-1,000,000
Peak transactions per second (TPS)	50-100 TPS
Peak event TPS	200-300 TPS
Annual transaction growth	15-20%

Typical Transactions

- Identity verification requests

- Authentication requests
- Certificate status checks (via ICTA GovCA)
- Certificate validation
- API calls from government agencies
- eCitizen-mediated verification requests
- Integration platform transactions

9.4.3. Storage Requirements

Component	Initial Storage	5-Year Growth
Application databases	2 TB	6 TB
IAM workforce accounts and access attributes (Lot 2)	1 TB	3 TB
Audit logs	5 TB	20 TB
PKI repositories	2 TB	5 TB
Signature evidence and validation records (Lot 3)	10 TB	30 TB
Backup repositories	15 TB	50 TB
Total	35 TB	114 TB

Storage Growth Assumptions

20-25% annual growth

Retention of audit logs for 7 years. Audit log entries shall hold metadata only (requester, service, purpose, legal basis/policy decision, timestamp and transaction reference) and shall not record the attribute values exchanged, unless a service is approved by the data custodian to log more. All Government data, logs and backups shall be stored in Government-designated data centres in Kenya

Retention of security logs for compliance purposes

Full backups retained for multiple recovery cycles

9.4.4 Compute Requirements

A typical production environment may require:

Environment	VM Count
Production	25-35
Disaster Recovery	25-35

Test/UAT	10-15
Development	5-10
Management & Monitoring	5
Total	70-100 VMs

Estimated Compute Capacity

Resource	Estimate
vCPUs	400-600
RAM	1.5-2.5 TB
High-performance database nodes	4-6
Load balancers	2-4
Security appliances	4-8

9.4.5 Disaster Recovery and Business Continuity

Requirement	Assumption
DR Site	Active-Passive
Secondary location	Separate data centre/availability zone
Recovery Time Objective (RTO)	As specified in Section 9.5
Recovery Point Objective (RPO)	As specified in Section 9.5
Backup frequency	Daily full + incremental
DR testing	Twice a year (consistent with Section 9.4)
Critical services replicated	Real-time

9.4.6 Availability and Resilience

Requirement	Assumption
Service availability	99.9%-99.95%
Network redundancy	Dual ISP
Database clustering	Yes
Load balancing	Yes
Security monitoring	24x7
Backup availability	Multi-site

Infrastructure monitoring	Continuous

This level of availability is typically appropriate for national government digital services.

9.4.7 Hosting Duration

Implementation is expected to begin in 2027. The Closing Date of the Financing Agreement is October 2028. Payments falling due after the Closing Date, including warranty-period, recurrent-cost and retention payments, cannot be financed by the Bank and shall be paid from Government of Kenya counterpart funds. The hosting periods below are indicative:

Period	Assumption
Development environment	24 months
Testing environment	18 months
Production environment	Through the Warranty Period (up to 24 months after Operational Acceptance)
DR environment	Through the Warranty Period (up to 24 months after Operational Acceptance)
Warranty hosting support	Up to 24 months (aligned to the Lot 1 Warranty Period)

9.5 Performance, Throughput and Resilience Targets

The following performance targets are mandatory. They shall be demonstrated during Performance Testing and sustained in production. They form part of solution-level acceptance. This table is the single authoritative source for availability, RTO, RPO, throughput and latency. In case of any inconsistency with narrative text elsewhere in these Technical Requirements, this table prevails.

Capacity Sizing Basis: All TPS requirements shall be interpreted together with the specified transaction mix and request/response message sizes. Bidders shall not assume materially smaller payloads, simplified transactions, cached responses or synthetic workloads that do

not reasonably represent the specified transaction mix. Any use of caching, batching, asynchronous processing or other optimization mechanisms shall be disclosed in the technical proposal and shall not circumvent the stated end-to-end performance requirements.

Single set of throughput figures: the targets in the table below are the only throughput figures to be used for sizing, pricing and performance testing; the business volumes in Section 9.4.2 are indicative context only. The load profile for every performance test shall use the transaction mix and message sizes in Table 9.5-A.

Table 9.5-A – Transaction mix and message sizes for sizing and performance testing

Transaction type	Share of traffic (%)	Request size (KB)	Response size (KB)
Identity verification (attribute-level)	30	2	4
Authentication / token validation (Lot 2)	25	1	2
Cross-MDA data enquiry (Trusted Data Service)	20	3	8
Certificate / signature validation (Lot 3)	10	4	2
Document signing request (Lot 3)	5	50	55
Event / asynchronous message	10	2	1
Total	100		

Service Class	Availability (monthly)	RTO	RPO	Baseline Throughput	Peak Throughput	p95 Latency (sync)
Critical national exchange	99.9%	≤ 4 hours	≤ 15 minutes	1,000 TPS	5,000 TPS	≤ 500 ms
Priority shared services	99.5%	≤ 8 hours	≤ 1 hour	As sized in Design	2× baseline	≤ 800 ms
Standard services	99.0%	≤ 24 hours	≤ 4 hours	As sized in Design	2× baseline	≤ 1,500 ms

9.6 Data Classification Model

Class	Definition	Minimum Controls
Public	Approved for unrestricted disclosure	Integrity; TLS
Internal	Government use; not public	Authn; TLS; access audit
Confidential	Sensitive personal/institutional data	Strong auth; encryption transit+rest; purpose limitation; audit
Restricted	Highly sensitive; strict need-to-know	PAM; dual control; HSM; minimal retention; enhanced monitoring

Trusted Data Services shall prefer attribute-level responses. Confidential/Restricted exchange requires approved legal basis and Policy Engine decision.

9.7 API Governance Policy Requirements

- Semantic versioning (MAJOR.MINOR.PATCH) or explicit version in path/header; OpenAPI 3.x for every published API.
- Minimum twelve (12) months' written deprecation notice (consistent with Section 5.4) before MAJOR retirement; emergency security withdrawal with PIC approval only.
- Publishing workflow: Design → Technical Review → Security/Privacy Review → PIC (if high-risk) → Publish to Catalogue/Portal → Consumer onboarding.
- No Production publish without recorded approval. Rate limits enforced at Gateway.

9.8 Monitoring, Audit Logging and SIEM Integration

- Centralised operational monitoring of all platform and trust services.
- Real-time service-health dashboards; transaction volumes, success rates, failures, response times and availability reporting.
- Immutable, tamper-evident audit trails for all significant transactions and administrative actions.
- Integration capability with Government SIEM and SOC platforms.

9.9 Testing and Quality Assurance

- Unit Testing, System Integration Testing (SIT), Security Testing, Performance Testing, Failover Testing, Disaster Recovery Testing and User Acceptance Testing (UAT).
- Formal test strategy, test plans, test reports and defect registers.

- Cross-Lot end-to-end interoperability testing coordinated by the Procuring Entity.
- Critical and High severity defects shall be resolved before acceptance and production deployment.

9.10 Documentation Requirements

- System Architecture, Technical Design, Configuration, API (OpenAPI or equivalent), Operations, Administration, Disaster Recovery and Business Continuity documentation.
- Training materials, user guides, administrator manuals and runbooks.
- All documentation delivered in editable electronic formats.
- Complete ICDs for cross-Lot interfaces.

9.11 Training, Capacity Building and Knowledge Transfer

- Training Needs Assessment during Inception.
- Executive Awareness Training; Technical Administrator Training; System Operator Training; Developer and Integration Training; Cybersecurity and Operational Security Training; Train-the-Trainer programmes.
- Post-training competency assessments.
- Knowledge transfer sufficient for Government personnel to operate, administer, maintain and support the solution independently.

9.12 Change Management

- Change Management Strategy and Implementation Plan.
- Stakeholder identification, analysis and engagement plans.
- Support for business process alignment, communication, user adoption and resistance management.
- Periodic change management reports.

9.13 Warranty, Maintenance and Support (including SLAs)

Detailed warranty and support obligations are set out in Section 13. Cross-cutting minimums: Service Desk; preventive and corrective maintenance; security support; SLA reporting; and knowledge transfer throughout the warranty period.

PART 6 – IMPLEMENTATION, GOVERNANCE AND ACCEPTANCE

10. IMPLEMENTATION METHODOLOGY

10.0 Phase 0 – Government preconditions

The existence of an enabling legal and policy framework for mandatory connectivity and lawful inter-agency data sharing is a named Government dependency and a Phase 0 precondition for full federated onboarding. The Procuring Entity shall confirm the status of this framework at Inception. If the framework is not in force, the parties shall agree a temporary operating protocol and a remedy schedule. Uncontrolled delay attributable solely to the absence of this framework shall not automatically constitute Contractor default.

Sequencing of federated versus centrally-brokered onboarding for individual institutions shall follow the controlled sequencing rule in Section 3.3.1 and shall be reflected in the approved project plan.

10.1 Overall Phased Approach (Phase 0 to Phase 9)

Table 10-1 sets out the indicative month-by-month implementation schedule for the IGRP Programme. The schedule assumes the Effective Date at the start of Month 1 and applies to all three Lots, with Lot-specific activities aligned to the phase-based delivery described in Section 5.10. Final dates and dependencies shall be confirmed in the Inception Report.

Month	Key Activities	Milestone / Deliverable
Month 1	Contract signature; mobilisation and staffing; project planning; environment sizing	Inception Report; approved Project Plan
Month 2	Requirements and discovery workshops; architecture baseline; lab setup	Requirements Baseline; Target Integration Design (draft)
Month 3	Detailed design; infrastructure provisioning; development and test environments	Design documents; environments ready for SIT
Month 4	Core platform configuration (Lot 1); identity services build (Lot 2); trust services design (Lot 3)	Configured platform components; federation pilot design
Month 5	Registry onboarding; SSO and MFA integration; RA and HSM setup	Onboarded registries; identity federation pilot live
Month 6	API Gateway and ESB rollout; digital signature services build; System Integration Testing	SIT reports; integrated cross-lot environments
Month 7	User Acceptance Testing; security and	UAT and security test reports;

	performance testing; user training	trained users
Month 8	Cross-lot end-to-end testing; go-live rehearsal; operations handover	Go-Live readiness review; runbooks and operational documentation
Month 9	Go-Live; priority use cases in production; hypercare support	Go-Live certificate; priority end-to-end use cases operational
Month 10	Stabilisation; defect remediation; knowledge transfer	Stabilisation report; knowledge transfer completed
Month 11	Full service catalogue operational; expanded onboarding; SLA reporting	SLA performance reports; expanded integrations live
Month 12	Final acceptance; project closure; warranty activation	Final Acceptance Certificate; warranty plan active

Phase	Name	Focus
0	Preconditions	GEA/GIF adoption; infrastructure readiness; identity provider and PKI readiness
1	Inception & Mobilisation	Kick-off; project plans; risk register; Inception Report
2	Discovery & Requirements	Stakeholder engagement; system inventory; gap analysis; requirements validation
3	Architecture & Design	Target design; ICDs; security design; ICTA approval
4	Build & Configuration	Install and configure core components and environments
5	Integration & Onboarding	Registries; MDA systems; federation; signing integration; use-case demos
6	Testing & QA	SIT; Security; Performance; DR; UAT; cross-Lot testing; defect closure
7	Training & Knowledge Transfer	All stakeholder groups; documentation; competency assessment
8	Pilot → Production	Pilot acceptance; phased go-live; early-life support
9	Handover & Warranty	Final acceptance; ownership transfer; warranty activation

10.2 Dependency Management

Each Contractor shall establish and maintain a Dependency Management Register throughout the project lifecycle identifying technical, institutional, security, data

governance, infrastructure, regulatory and integration dependencies. The Contractor shall regularly review dependency status and propose mitigation measures for any risks affecting delivery timelines or programme objectives. External dependencies outside the Contractor's control (e.g. ICTA GovCA readiness, identity provider availability, hosting infrastructure, legal/policy framework for mandatory data sharing) shall be escalated promptly to the Procuring Entity.

10.3 Risk and Issue Management

Each Contractor shall maintain Risk and Issue Registers, report status in monthly progress reports, and escalate material risks and issues through the agreed governance structure. Critical path and cross-Lot risks shall be visible to the Programme Steering Committee.

11. GOVERNANCE ARRANGEMENTS

11.1 Programme Steering Committee

The Programme Steering Committee shall provide strategic oversight and policy direction. It shall provide strategic guidance; approve major implementation decisions; resolve cross-institutional issues; review programme performance; support institutional coordination; approve major onboarding priorities; and monitor achievement of programme objectives. Composition shall be determined by the Procuring Entity.

11.2 ICT Authority (ICTA)

The ICT Authority shall serve as the custodian of the GEA, GIF and interoperability governance standards. The ICTA shall review and approve architectural designs; certify compliance with Government standards; review integration approaches; approve onboarding of new systems and services; review deviations from approved standards; monitor interoperability compliance; and support technology governance and architecture assurance. No system integration, API exposure or onboarding activity shall proceed without compliance verification against approved Government architecture and interoperability standards.

The ICTA shall operate formal approval gates for: Detailed Design; Agency Node certification standard; UAT readiness; Go-Live recommendation; controlled sequencing exceptions; priority service publication where required; and material post-Go-Live architecture changes. Gate submissions shall include the GEA/GIF Requirements Traceability Matrix (Annex K) and the evidence set defined for each gate. Decisions shall be recorded as Approved, Approved with conditions, or Not approved.

11.3 Working Groups

- Interoperability and Standards Working Group.
- Security and Digital Trust Working Group.
- Registry and Data Governance Working Group.

Working groups shall support detailed technical coordination, standards adoption and issue resolution under the direction of the Procuring Entity.

11.4 Roles of Sponsor, Procuring Entity, Contractors and MCDAs

- Project Sponsor (MICDE): policy direction and strategic oversight.
- Procuring Entity / Technical Authority (ICTA): procurement, architecture authority, cross-Lot coordination, acceptance.
- Lot Contractors: full delivery and accountability for their respective Lots; cooperation on interfaces and joint testing.
- Participating MCDAs: business ownership, interface preparation, participation in testing and operational readiness, local administration of Agency Nodes where applicable.
- Authoritative identity providers and ICTA GovCA: remain owners of identity data and certificate authority functions respectively.

12. DELIVERABLES, MILESTONES AND PAYMENT SCHEDULE

12.1 Common Deliverable Categories

- Inception and planning deliverables (Inception Report, project plan, risk register, governance plan, Government readiness schedule with an owner, due date and evidence for each dependency).
- Architecture and design deliverables (solution architecture, integration architecture, security architecture, ICDs).
- Configured platform components and environments.
- Integration and onboarding deliverables (connectors, mappings, service definitions, use-case demonstrations).
- Testing deliverables (SIT, Security, Performance, UAT, DR reports; defect closure).
- Training and knowledge transfer deliverables.
- Operational documentation, runbooks and handover package.
- Warranty activation and support reports.

12.2 Payment Milestones

Milestone	Trigger	% of Contract Price
M1	Inception and planning deliverables accepted	10%
M2	Architecture and design accepted (including PIC approval)	15%
M3	Core platform configured and readiness accepted	20%
M4	Priority integrations and onboarding accepted	20%
M5	Testing, UAT and rollout readiness accepted	15%
M6	Training, Go-Live and handover accepted	10%
M7	Retention / warranty performance milestone: released six (6) months after Operational Acceptance, provided that no Critical or High defects (Section VII 12.3) remain open and the service levels in Section VII 13.2 have been met in each month of that period	10%

Release of the Go-Live and retention milestones is subject to satisfaction of the measurable Go-Live success criteria in Section 8.4, including closure of the VA/PT gate.

Payment shall be made only against deliverables accepted by the Purchaser, at the percentages above, which are fixed and are reproduced in SCC 12.1. No payment shall be made for incomplete, rejected or unapproved deliverables. Recurrent Cost Items for the Warranty Period are excluded from these milestones and are paid quarterly in arrears during the Warranty Period (SCC 12.1); the percentages above apply to the Contract Price excluding those items.

12.3 Acceptance Criteria and Defect Classification

Acceptance principles:

- Acceptance is evidence-based (configured systems, test results, documentation, demonstrations, security validation, UAT sign-off, operational readiness).
- No phase is complete until all deliverables for that phase have been submitted, reviewed and formally accepted.
- Final acceptance requires successful production rollout, completion of approved onboarding scope, training and handover, and activation of warranty.

Defect classification:

- Critical – complete failure of core functionality, major security incident, catastrophic integration failure or significant data loss. Acceptance shall not be granted.
- High – significant impact without acceptable workaround. Acceptance shall not be granted until resolved.

- Medium – functional impact with acceptable workaround. Acceptance may proceed subject to approved remediation plan.
- Low – minor issue with negligible operational impact. Acceptance may proceed with documented corrective action.

13. WARRANTY, MAINTENANCE AND SUPPORT

13.1 Warranty Period per Lot

- Lot 1: minimum twenty-four (24) months from the date of Operational Acceptance (SCC GCC 29.4).
- Lots 2 and 3: minimum twelve (12) months from the date of Operational Acceptance (SCC GCC 29.4).

Warranty covers platform software components, configured services and integrations, APIs, security configurations, documentation and related deliverables. Defects attributable to the Contractor shall be corrected at no additional cost.

1.1 13.2 SERVICE DESK AND SLAS

The Contractor shall establish and operate a Service Desk throughout the warranty period for incident logging, classification, escalation, resolution tracking and reporting.

Severity	Description	Response	Resolution
Critical (P1)	Complete platform outage, major security breach, critical interoperability failure	30 minutes	4 hours
High (P2)	Major degradation affecting critical Government operations	2 hours	1 business day
Medium (P3)	Partial degradation with acceptable workaround	4 hours	3 business days
Low (P4)	Minor issue with limited operational impact	1 business day	10 business days

13.3 Security Support and Knowledge Transfer during Warranty

- Vulnerability remediation, security patch management, security incident response support, security monitoring support and security configuration reviews.
- Continued knowledge transfer and updated documentation so that Government personnel can independently manage the platform.

- Periodic SLA and support performance reports.

13.4 Post-Warranty Options

Proposers may provide optional post-warranty support arrangements (annual maintenance, technical support, managed services, security monitoring, application support, enhancement services). Such services shall be quoted separately and shall not form part of the financial evaluation (PDS ITP 17.2).

13.5 Post-handover operating model

Following solution-level acceptance and handover, the IGRP shall be operated under the following model unless the Procuring Entity formally designates otherwise:

- Technical Authority – The ICT Authority remains Technical Authority for architecture, standards, node certification and solution assurance.
- Platform operations – Day-to-day operation of the Lot 1 core platform (including API management, mediation, Trust Registry functions as delivered, Service Catalogue, Data Catalogue, monitoring and the Shared Government Node) shall be performed by a Platform Operator designated by the Procuring Entity.
- Lot 2 and Lot 3 services – Operated under warranty and thereafter under extended support or successor contracts as decided by the Procuring Entity.
- Agency Nodes – Runtime remains the responsibility of the host MDA or Shared Government Node operator; the Lot 1 Contractor supplies and supports node software during warranty/support.
- Data ownership – Authoritative data remains with custodians; the platform mediates access only.
- Security operations – Continued SIEM/SOC integration; periodic independent security testing as directed by the Procuring Entity.
- Funding – Core platform operations funded under Sponsor/PE arrangements; any chargeback or authorised commercial access requires PE approval and shall not include sale or bulk transfer of authoritative Government data.
- Exit and succession – Exit, transition and knowledge-transfer obligations remain applicable at end of warranty and at any later operator or supplier transition.

The Contractor shall structure documentation, admin access, runbooks and training so that this operating model can take effect at handover without dependence on informal knowledge held only by Contractor staff.

PART 7 – STAFFING, COMPLIANCE AND EVALUATION

14. STAFFING REQUIREMENTS

14.1 Key Experts (Minimum Qualifications and Experience)

The Key Experts required for each Lot, their minimum qualifications and experience, and the marks allocated to them are specified in Section III, Evaluation and Qualification Criteria. Detailed CVs and evidence of qualifications shall be submitted with the Proposal.

14.2 Non-Key Experts

The Contractor may propose additional non-key experts necessary for successful delivery, including systems developers, integration developers, DevOps engineers, API developers, database administrators, security analysts, trainers, technical writers and helpdesk/support personnel.

14.3 Continuity and Replacement Rules

The proposed team shall remain available throughout the duration of the assignment. Replacement of Key Experts shall require prior written approval of the Procuring Entity. Any replacement expert shall possess qualifications and experience equal to or better than those of the originally proposed expert. The Contractor shall provide a detailed staffing schedule showing level of effort and deployment timelines.

15. COMPLIANCE REQUIREMENTS

15.1 GEA, GIF and DPI Compliance

The solution shall align with Government Enterprise Architecture principles and standards, comply with the Government Interoperability Framework, and contribute to the Government's Digital Public Infrastructure ecosystem as a reusable building block supporting secure digital identity integration, secure data exchange, trusted digital transactions and service reuse.

Bidders shall complete Annex K – GEA/GIF Requirements Traceability Matrix, mapping applicable controls to solution components, evidence, owners, acceptance milestones, FS/PS/NS status and risk rating (Low/Medium/High). The matrix shall be maintained as a controlled project artefact. Approval by the ICTA and the designated GEA/GIF compliance function is a gate for Detailed Design, UAT readiness and Go-Live recommendation. Non-applicable controls shall be listed with justification. Silence shall not be treated as compliance. Completed Annex K is mandatory for technical responsiveness under Section

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16.1.

15.2 Data Governance and Registry Ownership Principles

Authoritative registries shall remain under the ownership, control and stewardship of their designated Government custodians. The interoperability platform shall facilitate secure and controlled access to authoritative data but shall not assume ownership or custodianship of registry data.

Any master-data reconciliation undertaken under this assignment shall be limited to reconciliation **within each institution's own authoritative registry**, under the control of the designated data steward. The Platform shall not create, persist or operate a consolidated cross-registry master register, person register, business register or shadow register.

Cross-Registry Matching and Identity Resolution

Where a transaction requires information to be matched across two or more authoritative registries, the Platform shall use the **authoritative identifier designated for the relevant data domain** as the primary matching key. Matching shall, in order of applicability, use:

1. **Person records:** the approved authoritative person identifier, including the applicable national/digital identity identifier where legally authorized for the particular service;
2. **Business/organisation records:** the approved authoritative business or organisation identifier, such as the relevant registration identifier, where applicable;
3. **Other data domains:** the identifier formally designated by the responsible data custodian and recorded in the Trusted Data Catalogue.

The Bidder shall not introduce a new universal person, business or entity identifier for the purpose of creating a consolidated registry. Where an authoritative identifier is not available, is not legally permitted for the intended purpose, or cannot be reliably used, the Platform shall apply an **approved domain-specific matching rule** agreed with the relevant data custodians. Any such rule shall be documented, auditable and subject to data-protection, security and legal requirements.

15.3 Identity Governance Principles

- Authoritative identity data shall remain under designated Government identity custodians.
- Identity federation shall occur from authoritative identity providers to the IAM platform.
- The IAM platform shall not function as an authoritative identity repository.

- Identity records shall not be duplicated unless expressly approved by Government policy.
- Authentication and authorisation services shall remain logically separated from authoritative identity management functions.

15.4 Cybersecurity and Privacy Compliance

The solution shall support secure authentication and authorisation; encryption of data in transit and at rest; audit logging and monitoring; security incident detection and response; privacy and confidentiality controls; identity governance and access management; and security testing and certification requirements, in accordance with applicable Government cybersecurity, privacy and information security requirements and the Data Protection Act 2019.

In addition: (a) personal data shall not be written to application, audit or security logs, which shall hold metadata only (see Section 9.4.3); (b) data exchanged through the platform shall be held only while in transit and shall not be stored by the platform beyond the processing of the transaction, unless storage is approved by the data custodian; (c) all Government data, logs and backups shall be stored in Kenya, in Government-designated data centres; and (d) no personal data shall be transferred outside Kenya except in compliance with sections 48 to 50 of the Data Protection Act, 2019 and with the prior written approval of the Purchaser.

15.5 Technology Sovereignty Compliance Summary

Government shall retain ownership of all data, metadata, configurations, documentation and implementation artefacts; unrestricted access to platform information assets; use of open standards wherever practicable; minimization of vendor lock-in; transferability of configurations and integrations to Government ownership; and complete technical documentation. The requirements of Section 4.4 apply in full.

16. PROPOSAL DOCUMENTATION AND EVALUATION

16.1 Documentation to Demonstrate Compliance

To demonstrate that the proposed solution meets these Technical Requirements, the Technical Proposal shall include:

- the completed Requirements Matrix for the Lot proposed (Annex A, B or C) in FS/PS/NS format, and the completed GEA/GIF Requirements Traceability Matrix (Annex K);

- a Licence Disclosure Schedule listing every software component of the proposed solution, its licence and its version;
- an Exit and Transition Strategy covering data export in open formats, documentation, knowledge transfer and handover to the Purchaser or a successor provider, with written confirmation that the Purchaser owns all Government data;
- a description of how the solution meets the registry governance and identity governance requirements (Section 15); and
- the Key Expert CVs and supporting documentation required by Section IV.

Each response shall include a technical explanation, evidence of compliance and a cross-reference to the relevant document, page and paragraph of the Technical Proposal. One-word responses (e.g. "Yes", "Complies", "Available") do not demonstrate compliance. The evaluation of Proposals, including the treatment of non-compliant responses, is governed solely by ITP 32.2 and Section III, Evaluation and Qualification Criteria.

16.2 Evaluation of Proposals

Proposals shall be evaluated in accordance with ITP 32.2 and Section III, Evaluation and Qualification Criteria. This Section VII does not set any evaluation criteria, weightings, minimum scores or scoring methods.

ANNEXES – INTRODUCTION

The following annexes form part of these Technical Requirements and shall be completed or supplied as indicated.

Annex	Content
A	Detailed Requirements Matrices: – Lot 1 (FS/PS/NS format)
B	Detailed Requirements Matrices – Lot 2 (FS/PS/NS format)
C	Detailed Requirements Matrices – Lot 3 (FS/PS/NS format)
D	Indicative Bill of Quantities
E	Indicative Cost Build-up Structure
F	Glossary and Reference Standards
G	Interface Control Document (ICD) Template
H	Sample Priority Use-Case Specifications
I	Priority Integrations (Minimum Set)
J	Agency Interoperability Node Certification Profile
K	GEA/GIF REQUIREMENTS TRACEABILITY MATRIX

Instructions to Bidders – Requirements Matrices

Bidders shall complete every row in the requirements matrices and shall indicate whether each requirement is:

- FS – Fully Supported: the requirement is fully met within the proposed base solution and price, without modification or workaround.
- PS – Partially Supported: the requirement is supported only through configuration, customisation, integration, additional components or workaround. The bidder shall explain the limitation, proposed remediation, cost, implementation timeline, dependencies and residual risk.
- NS – Not Supported: the requirement is not supported and cannot reasonably be modified to support it within the assignment scope.

One-word responses such as "Yes", "No", "Complies", "Available" or "Will comply" shall not be sufficient. Bidders shall provide clear technical explanations, supporting references, evidence of compliance, and cross-references to relevant documents, page numbers and paragraphs in their technical proposals. Detailed technical evidence is mandatory.

ANNEX A – DETAILED REQUIREMENTS MATRICES: LOT 1

Integration and Interoperability Platform – Functional and Non-Functional Requirements

Response format: FS / PS / NS with technical justification and document reference.

A.1 Federated Trust Services

No.	Requirement	Mandatory	FS/PS/NS	Bidder Justification / Reference
A1.1	National Trust Registry managing institutions, nodes, certificates, services, legal bases, policies and audit visibility	Yes		
A1.2	Agency Interoperability Nodes (containerised, HA) – publish/consume services, mutual auth, sign, encrypt, policy enforce, local audit	Yes		
A1.3	Shared Government Node with logical separation by agency, agency-specific certificates, policies and audit logs	Yes		
A1.4	Policy Decision Engine and Policy Enforcement Points	Yes		
A1.5	Certificate validation and secure node-to-node communication	Yes		
A1.6	Distributed / tamper-evident audit logs	Yes		
A1.7	Node certification process and lifecycle (onboard, suspend, revoke)	Yes		
A1.8	Trusted Data Services with attribute-level verification preference	Yes		
A1.9	Consent and lawful-basis module	Yes		
A1.10	Data-sharing agreement registry	Yes		

A.2 API Management Services

No.	Requirement	Mandatory	FS/PS/NS	Bidder Justification / Reference
A2.1	Enterprise API Gateway	Yes		
A2.2	API Lifecycle Management (design, publish,	Yes		

	version, deprecate)			
A2.3	API Governance, Security and Policy Enforcement	Yes		
A2.4	API Analytics and usage reporting	Yes		
A2.5	Developer Portal with documentation and access control	Yes		
A2.6	API Catalogue and service discovery	Yes		
A2.7	Developer Sandbox and conformance testing toolkit	Yes		
A2.8	Version management and backward compatibility controls	Yes		
A2.9	Rate limiting, throttling and traffic management	Yes		
A2.10	API Gateway shall not become a central repository of Government data	Yes		

A.3 Integration and Mediation Services

No.	Requirement	Mandatory	FS/PS/NS	Bidder Justification / Reference
A3.1	Enterprise Service Bus (ESB)	Yes		
A3.2	Event Bus / event streaming and messaging	Yes		
A3.3	Routing, data transformation and protocol transformation	Yes		
A3.4	Legacy adapters and connector framework	Yes		
A3.5	Workflow integration and service orchestration	Yes		
A3.6	Support for synchronous and asynchronous patterns	Yes		
A3.7	Schema registry and validation	Yes		

A.4 Governance, Monitoring and Observability

No.	Requirement	Mandatory	FS/PS/NS	Bidder Justification / Reference

A4.1	Service Catalogue	Yes		
A4.2	Data Catalogue	Yes		
A4.3	Operational monitoring dashboards	Yes		
A4.4	SLA monitoring and reporting	Yes		
A4.5	Compliance monitoring and audit reporting	Yes		
A4.6	End-to-end transaction tracing	Yes		
A4.7	SIEM/SOC integration capability	Yes		
A4.8	Anomaly and API-abuse detection capability	Yes		
A4.9	Authoritative Data Source Register established and handed over, with a named custodian for each data domain approved before any service on that domain goes live (Section 3.6.7)	Yes		
A4.10	Data Quality Framework with measurable rules per data domain and a data-profiling report on the four fixed sources in Annex I (Section 5.6.2)	Yes		
A4.11	Identity Matching Rule Specification per source, approved by the custodian (Section 5.9; Annex H Use Case 1)	Yes		
A4.12	Service Data Specification per Annex I service, held in the Government-owned Service Catalogue (Section 5.9)	Yes		

A.5 Non-Functional Requirements – Lot 1

No.	Requirement	Mandatory	FS/PS/NS	Bidder Justification / Reference
A5.1	Separate Dev, Test, UAT, Production and DR environments	Yes		
A5.2	High availability for critical services; automatic failover	Yes		
A5.3	Horizontal and vertical scalability; state tested TPS and concurrent capacity	Yes		
A5.4	DevOps / CI-CD pipelines and version-	Yes		

	controlled configuration			
A5.5	Automated regression test suite handover	Yes		
A5.6	TLS 1.3 in transit; encryption at rest for sensitive data	Yes		
A5.7	Core platform meets the anti-lock-in requirements of Section 4.4 (open standards and APIs, data portability, tested exit path, escrow for proprietary core components)	Yes		
A5.8	Complete exit/transition strategy and configuration export	Yes		
A5.9	Infrastructure sizing/BOQ for each environment (if Contractor-supplied)	Yes		
A5.10	Penetration testing before Go-Live; Critical/High findings closed	Yes		
A5.11	Baseline and peak TPS / concurrent sessions stated and tested against the targets above.	Yes		
A5.12	p95 latency targets met under the agreed load profile.	Yes		
A5.13	Performance Test Report accepted by the Procuring Entity before Go-Live.	Yes		

A.6 SLA Requirements – Lot 1 (and applicable cross-Lot)

Priority	Description	Response Time	Resolution Target	Mandatory
Critical	National service outage / security breach	30 minutes	4 hours	Yes
High	Major service degradation	2 hours	1 business day	Yes
Medium	Partial functionality affected	4 hours	3 business days	Yes
Low	Minor defect / request	1 business day	10 business days	Yes

ANNEX B – DETAILED REQUIREMENTS MATRICES: LOT 2

Identity and Access Management Federation Services

B.1 Identity Federation and Core IAM

No.	Requirement	Mandatory	FS/PS/NS	Bidder Justification / Reference
B1.1	Identity Federation with authoritative providers (IPRS/NRB) using OAuth 2.0, OpenID Connect, SAML	Yes		
B1.2	Single Sign-On (SSO) across participating Government platforms	Yes		
B1.3	Multi-Factor Authentication (MFA)	Yes		
B1.4	Privileged Access Management (PAM)	Yes		
B1.5	Role-Based Access Control (RBAC)	Yes		
B1.6	Attribute-Based Access Control (ABAC)	Yes		
B1.7	Identity Governance and Administration (IGA)	Yes		
B1.8	Access certification and audit services	Yes		
B1.9	Consent management	Yes		
B1.10	Identity lifecycle management (joiner / mover / leaver)	Yes		
B1.11	Risk-based / adaptive authentication	Yes		
B1.12	Authentication monitoring and full audit trails	Yes		

B.2 Integration and Boundaries

No.	Requirement	Mandatory	FS/PS/NS	Bidder Justification / Reference
B2.1	Federation occurs FROM authoritative provider TO IAM platform (not vice versa)	Yes		
B2.2	Platform does not replicate or own authoritative identity records (transient session data only)	Yes		
B2.3	Exposure of identity services to Lot 1 (token validation, claims, service accounts)	Yes		

B2.4	Supply of signer identity to Lot 3	Yes		
B2.5	Automated revocation triggers to Lot 3 / GovCA on separation or entitlement withdrawal	Yes		
B2.6	Least privilege and segregation of duties enforced	Yes		
B2.7	No proprietary identity-store lock-in; anti-lock-in requirements of Section 4.4 met	Yes		

ANNEX C – DETAILED REQUIREMENTS MATRICES: LOT 3

Digital Signing & Trust Services

C.1 Digital Signature and Trust Services

Digital Trust Services Hardware Requirements (limited to HSMs and signing/timestamping appliances; hosting, servers, storage, network and backup infrastructure are provided by the Government – Section 9.4.1)

SN	Device Name	Minimum Configuration	qty
1	NTP Device	Network time server, GPS/GNSS-synchronised, with redundant power (e.g. VCL-2156 or equivalent)	2
2	HSM	FIPS 140-3 Level 3 Hardware Security Module with tamper-responsive protection, dual power, and secure key storage, RSA (up to 4096/8192-bit) and ECC (P-256/P-384/P-521) operations, hardware-based AES-256 encryption, AES-128/192/256 (CBC, GCM modes)SHA-2 (256/384/512) S, and a NIST-compliant TRNG, include 1G/10G network interfaces with support for PKCS#11, KMIP, CNG/JCE, and secure TLS channels. The HSM must support clustering for high availability, DR replication, signed firmware updates, secure boot, audit-protected logging. Crypto & API Licenses	4

Digital Trust Services Platform Requirements

Sl. No.	Item	Unit	Qty
1	Time Stamping Authority (TSA) - HA in Prod + DR + staging/Test	Instances	4
2	OCSP Responder Service - HA in Prod + DR + Staging/Test	Instances	4
3	CRL Distribution System	Instances	2
5	Bulk / Mass Signing Service - in Prod + DR	Instances	2
6	Document Signing Service (DSS)	Instances	2
7	Digital Signature Validation Service	Instances	2
8	Remote Signature Gateway / e-Sign	Instances	3
9	API Integration Layer	Package	1

10	PKI Monitoring, Reporting & Compliance Module	Package	1
11	Not used – SSO, MFA and identity federation are provided under Lot 2 (Section 7.7; Annex C, row C2.8b)	Package	2

Additional Requirements

Sl. No.	Solution / Component	Qty	Unit
5	VPN Solution (200 Users HA) - SSL/IPSec, dual appliance HA	1	Solution
6	VM Solution (VM Protection/Hardening + VM Backup Integration) - Covers DC + DR VM workloads	1	Solution
7	Web Filtering / Web Security Gateway (Websense-class) - URL Filtering, Anti-Malware, SSL Inspection	1	Solution
8	Patch Management Tool	1	Solution
9	Log Retention & Long-Term Archival Storage(SIEM retention)	1	Solution
10	DR Orchestration / Backup Restore Automation Tool (Auto failover testing, workload replication validation, recovery workflows)	1	solution
11	VM Virtualization Software (Hypervisor + Management) Enterprise hypervisor license for DC + DR: HA, vMotion/Live Migration, Replication, Cluster Management, VM Templates, Snapshots	1	solution

Minimum Functional Requirements

No.	**Requirement**	**Mandatory**	**FS/ PS/ NS**	**Bidder Justification / Reference**
C1.1	Digital signature creation – individual and organisational and tiered; Simple Signature, Enhanced signature	Yes		
C1.2	Remote signing, server-side signing and local signing	Yes		

C1.3	PAdES, XAdES, CAdES and approved JSON Web Signature support	Yes		
C1.4	Visible and invisible signatures; single, multiple, sequential, parallel, countersignatures	Yes		
C1.5	Electronic seals for authorised Government entities and systems	Yes		
C1.6	Trusted Timestamp Authority (RFC 3161) with verification	Yes		
C1.7	Signature validation including certificate path and revocation (OCSP + CRL)	Yes		
C1.8	Long-term validation and archival signature profiles (augmentation, timestamp renewal)	Yes		
C1.9	Public Verification Portal	Yes		
C1.10	Non-repudiation and evidence management / signature audit repository	Yes		

C.2 Registration Authority, HSM and Integration

No.	**Requirement**	**Mandatory**	**FS/PS/NS**	**Bidder Justification / Reference**
C2.1	Registration Authority functions (vetting and request submission to ICTA GovCA only – does not issue certificates)	Yes		
C2.2	Identity vetting against Lot 2 attributes; dual review for sensitive enrolment	Yes		
C2.3	Automated revocation requests triggered by Lot 2 identity lifecycle events	Yes		
C2.4	All central signing/sealing/timestamp keys protected by certified HSMs	Yes		
C2.5	Private keys generated in HSM; never exported in plaintext	Yes		
C2.6	Dual control / split knowledge for key ceremonies;	Yes		

	Government multi-person control			
C2.7	Integration with ICTA GovCA (enrolment, status, revocation, trust chain)	Yes		
C2.8	Integration with Lot 1 and Lot 2 via open standards and ICDs	Yes		
C2.7b	Does not establish or operate a Government Certification Authority	Yes		
C2.8b	Does not implement independent user authentication, SSO, MFA or identity federation	Yes		
C2.9	PKI Readiness Assessment and formal PKI Readiness Gate before certificate-dependent configuration	Yes		
C2.10	Cryptographic interoperability testing with independent tools before acceptance	Yes		

C.3 Standards Compliance – Lot 3

Domain	**Applicable Standards**
Certificate format	X.509 v3; RFC 5280
Certificate status	RFC 6960 (OCSP); RFC 5280 (CRL)
Certificate enrolment	RFC 8555 (ACME); RFC 5272 (CMC); RFC 7030 (EST); SCEP as supported by ICTA GovCA
Timestamping	RFC 3161
CMS	RFC 5652
Advanced signatures	PAdES, XAdES, CAdES (including archival forms)
HSM interface	PKCS #11
Key transport	PKCS #10; PKCS #12

ANNEX D– INDICATIVE BILL OF QUANTITIES

Quantities are indicative and shall be confirmed during Inception. Unit rates and amounts to be completed by the bidder. The Bill of Quantities to be priced is in Section IV, Price Schedule Forms; in case of any discrepancy, Section IV prevails.

D.1 Lot 1 – Integration and Interoperability Platform

Item	Description	Unit	Qty	Amount (KES)
D1.1.1	Core Hybrid Platform	Lot	1	
D1.1.2	Enterprise support / subscription (Warranty Period – 24 months)	Year	2	
D1.1.3	Monitoring and Observability platform	Lot	1	
D1.1.4	API Developer Portal and Sandbox	Lot	1	
D1.2.1	Dev / Test / UAT environments (if Contractor-supplied; Production and DR hosting is provided by the Government – Section 9.4.1)	Lot	1	
D1.2.2	Agency Interoperability Nodes	Node	10	
D1.2.3	Shared Government Node	Lot	1	
D1.3.1	Implementation services (Inception to Handover) – indicative man-months	Man-month	89	
D1.4.1	Warranty services – Year 1 (service desk, preventive and corrective maintenance and SLA support – Section VII 13.2–13.3; excludes the software support/subscription priced under D1.1.2)	Year	1	
D1.4.2	Warranty services – Year 2 (as for D1.4.1; excludes D1.1.2)	Year	1	
D1.5.1	Documentation, ICDs and travel	Lot	1	

D.2 Lot 2 – Identity and Access Management Federation

Item	Description	Unit	Qty	Amount (KES)
D2.1.1	IAM / Federation Platform	Lot	1	
D2.1.2	Multi-Factor Authentication solution	User	5,000	
D2.1.3	Privileged Access Management (PAM)	Lot	1	
D2.1.4	Software support / subscription (Warranty Period – 12 months)	Year	1	
D2.2.1	Implementation services (design, config, integration, testing, training, PM)	Man-month	31	
D2.3.1	Warranty services – 12 months (service desk, preventive and corrective maintenance and SLA support – Section VII 13.2–13.3; excludes the software/platform support priced under D2.1.4)	Year	1	

D.3 Lot 3 – Digital Signing & Trust Services

Item	Description	Unit	Qty	Amount (KES)
D3.1.1	Digital Signature and Trust Platform	Lot	1	
D3.1.2	HSM – Production (HA pair, FIPS Level 3)	Unit	2	
D3.1.3	HSM – Disaster Recovery	Unit	2	
D3.1.4	HSM – Test/UAT	Unit	1	
D3.1.5	Timestamp Authority + Public Verification Portal	Lot	1	
D3.1.6	Platform and HSM support (Warranty Period – 12 months)	Year	1	
D3.2.1	Implementation services (design, PKI, RA, config, integration, testing, training, PM)	Man-month	32	
D3.3.1	Warranty services – 12 months (service desk, preventive and corrective maintenance and SLA support – Section VII 13.2–13.3; excludes the software/platform support priced under D3.1.6)	Year	1	

E.1 Payment Milestones

Milestone	Trigger	% of Contract Price
E1	Inception and planning accepted	10%
E2	Architecture and design accepted	15%
E3	Core platform configured and ready	20%
E4	Priority integrations and onboarding accepted	20%
E5	Testing, UAT and rollout readiness accepted	15%
E6	Training, Go-Live and handover accepted	10%
E7	Retention / warranty performance	10%

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ANNEX F – GLOSSARY AND REFERENCE STANDARDS

F.1 Glossary (Selected Terms)

Agency Interoperability Node

Certified software component at a participating institution enabling secure publication and consumption of Trusted Data Services.

Authoritative Source

Institution with legal ownership and stewardship of a given data domain.

Federated Trust Layer

Layer enabling sovereign agency-to-agency exchange via certified nodes and the National Trust Registry without centralising authoritative data.

Hybrid Architecture

Combination of Federated Trust Layer with Enterprise API Management and Mediation layers.

Once-Only Principle

Citizens and businesses provide information once; authorised institutions reuse it where permitted by law.

Trusted Data Service

Reusable, governed service published by an authoritative agency, typically returning attribute-level verification results.

F.2 Reference Standards

- Government Enterprise Architecture (GEA) and Government Interoperability Framework (GIF).
- Data Protection Act, 2019; Computer Misuse and Cybercrimes Act, 2018; Access to Information Act, 2016; Kenya Information and Communications Act.
- OAuth 2.0, OpenID Connect, SAML.
- OpenAPI Specification.
- X.509 v3, RFC 5280, RFC 6960 (OCSP), RFC 3161 (Timestamp), RFC 5652, PKCS #10/11/12.
- PAdES, XAdES, CAdES.
- TLS 1.3; FIPS 140-2/3 (HSM).
- ISO 27001 and applicable national cybersecurity standards.

ANNEX G – INTERFACE CONTROL DOCUMENT (ICD) TEMPLATE

Each cross-Lot interface shall be documented using an Interface Control Document. Minimum content:

ICD Section	Content Required
1. Document Control	ICD identifier, version, date, authors, approval status, related Lots
2. Interface Overview	Purpose, producing Lot, consuming Lot(s), high-level description
3. Protocol and Standards	Protocol (e.g. HTTPS, OAuth2, SAML), data format, open standards used
4. Endpoint Specification	Base URLs, paths, methods, headers, authentication mechanism
5. Request / Response Schemas	Full schemas (OpenAPI/JSON Schema/XML Schema), examples, error codes
6. Security Profile	Authentication, authorisation, encryption, certificate requirements, token validation
7. Non-Functional	Availability, performance targets, rate limits, retry/idempotency behaviour
8. Error Handling	Standard error codes, retry guidance, escalation
9. Versioning and Compatibility	Version policy, deprecation notice period, backward compatibility commitment
10. Test and Acceptance	Test harnesses, sample payloads, acceptance criteria for the interface
11. Operational Contacts	Technical contacts for producing and consuming Lots

ICDs shall be maintained under version control and updated whenever an interface changes. Both producing and consuming Contractors shall formally accept the ICD before integration testing.

ANNEX H – SAMPLE PRIORITY USE-CASE SPECIFICATIONS

H.1 Use Case 1 – Identity and Trust Verification

Objective

Demonstrate real-time citizen identity verification through the authoritative national identity service, bundled with a Lot 3 trust verification token.

Actors

Requesting MDA application; Lot 1 Hybrid platform; Lot 2 IAM Federation; National Identity provider (NRB/CRS); Lot 3 Trust Services.

Preconditions

Requesting user/system authenticated via Lot 2 (SSO/MFA). Agency Node or API path configured. National Identity Trusted Data Service published and approved.

Main Flow

- 1. Requesting application initiates identity verification request via Lot 1 (API Gateway or Federated Trust path).
- 2. Policy Engine validates legal basis, purpose and authorisation.
- 3. Request is routed to the National Identity authoritative source via certified node or governed API.
- 4. The authoritative source returns an attribute-level response based on the person identifier and the approved Identity Matching Rule for that source (Annex I, I.2; Section 5.9). The response contains: a match result (Match, No match, Insufficient data or Error); only the verified attributes that the Policy Engine has authorised for the stated purpose; and the version of the matching rule applied. The response is logged with the request reference (metadata only).
- 5. Lot 3 issues or validates a trust verification token / signature binding the verification result.
- 6. Combined result and audit record returned to the requesting application.

Acceptance Criteria

- End-to-end flow completes successfully under normal load.
- No authoritative identity data is stored permanently in Lot 1 or Lot 2 beyond transient session needs.
- Full audit trail exists; policy decision is logged.

- Trust token/signature is independently verifiable.
- Matching accuracy test: the flow is run against a test set of known records agreed in advance with NRB (and with each other custodian for its source), including known matches, known non-matches and edge cases (name variants, transliteration differences, duplicate records, deceased persons and superseded identifiers). The test report states the number of false matches and false no-matches by source. Acceptance requires zero false matches and false no-matches not exceeding 1% of known-match records. Testing is conducted within the custodian's controlled environment in compliance with the Data Protection Act, 2019; no personal data is extracted.

H.2 Use Case 2 – Cross-MDA Secure Enquiry

Objective

Demonstrate automated, secure data exchange between two distinct participating MDAs through a standardised, governed API without data replication.

Actors

MDA A (consumer); MDA B (authoritative provider); Lot 1 Hybrid platform; Lot 2 (authentication).

Preconditions

Both MDAs onboarded; MDA B has published a Trusted Data Service; access policy approved; both sides authenticated.

Main Flow

- 1. MDA A requests a governed enquiry (e.g. tax compliance, business registration status) via Lot 1.
- 2. Policy Engine checks legal basis, purpose and authorisation.
- 3. Request is executed node-to-node or via governed API to MDA B; no bulk replication of MDA B's register.
- 4. MDA B returns attribute-level or agreed response payload.
- 5. Transaction is signed/logged; result returned to MDA A.

Acceptance Criteria

- Enquiry succeeds without copying authoritative records into a central store.
- Policy denial path is demonstrated (unauthorised request blocked and logged).
- End-to-end audit trail available for both MDAs and central monitoring.

H.3 Use Case 3 – Federated Financial Ecosystem Integration

Objective

Demonstrate secure invocation of a government shared service requiring real-time payment validation, with interoperability to licensed Payment Service Providers (PSPs) or regulated Digital Wallet platforms.

Actors

Government shared service / MDA; Lot 1 platform; Lot 2 (auth); licensed PSP or Digital Wallet; optionally Lot 3 for transaction evidence.

Preconditions

Shared service and PSP interfaces approved; authentication and authorisation configured; test credentials and sandbox available where required.

Main Flow

- 1. Government service initiates a payment-validation or payment-related enquiry via Lot 1.
- 2. Identity and authorisation established via Lot 2.
- 3. Request is routed through governed APIs to the licensed PSP / wallet platform.
- 4. Real-time validation response returned.
- 5. Optional cryptographic evidence/timestamp applied via Lot 3.
- 6. Result and audit record available to the initiating service.

Acceptance Criteria

- End-to-end validation completes successfully in the approved test/production-like environment.
- Security controls (auth, encryption, audit) are demonstrated.
- No unauthorised exposure of payment or personal data.
- Interface is documented in an ICD and reusable by other authorised consumers.

ANNEX I – PRIORITY INTEGRATIONS (MINIMUM SET)

This annex defines the minimum integration scope for sizing, onboarding and Go-Live. Items marked Fixed shall not be removed at Inception without formal variation.

I.1 Fixed minimum authoritative sources / services

#	Domain	Service intent	Interface	Status

1	NRB / national identity	Attribute-level identity verification / match	API and/or Node	Fixed
2	KRA / tax	Tax compliance or status enquiry	API and/or Node	Fixed
3	BRS / business registration	Business registration status enquiry	API and/or Node	Fixed
4	e-Citizen (or approved substitute)	Status or verification service	API and/or Node	Fixed or substitute
5–n	Additional priority MDAs per PE	Trusted Data Service under policy	API and/or Node	Fixed minimum per §8.2

For each service in I.1, the attributes returned, data formats, code lists, reference data and request/response schemas shall be defined in the Service Data Specification under Section 5.9, held in the Government-owned Service Catalogue. Priority end-to-end use cases are as specified in Section 8.3 and Annex H. Inception may refine the technical path and schedule but shall not reduce the fixed minimum set without the formal approval of the Purchaser. Proposers shall price additional integrations by complexity tier (Standard / Moderate / Complex) in the rate card in the Financial Proposal; no prices shall be stated in the Technical Proposal.

I.2 Person and entity identifiers

Source (custodian)	Primary identifier used for matching	Secondary matching attributes
NRB / national identity	National ID number; for persons issued with Maisha Namba, the Unique Personal Identifier (UPI), cross-referenced by NRB to the National ID number	Full name, date of birth
KRA / tax	KRA PIN	National ID number, name
BRS / business registration	Business registration number (for natural persons: National ID number)	Registered name
eCitizen	National ID number linked to the eCitizen account	Name, date of birth

Each custodian shall confirm the identifier and attributes for its source before Contract

signature. They shall not be changed without the custodian's written approval. Matching rules are specified in the Identity Matching Rule Specification (Section 5.9).

ANNEX J – AGENCY INTEROPERABILITY NODE CERTIFICATION PROFILE

No Agency Node shall be used on production exchange paths until certified under this profile, unless the ICTA approves a time-bound exception under Section 3.3.1.

J1 Mandatory capabilities

Containerised packaging; certificate-based node identity; mutual authentication; TLS 1.3 (or approved equivalent); policy enforcement; attribute-level Trusted Data Service handling; local tamper-evident audit; reliable time; health signal; protected configuration/secrets; documented configuration backup/restore without plaintext private key export.

J2 Security baseline

Hardened runtime; pre-certification vulnerability scan; no unresolved Critical/High findings in the certified build; least privilege; documented containment steps for compromise.

J3 Minimum conformance tests

Mutual authentication success; rejection of invalid/expired certificate; authorised consume success; policy deny path; authorised publish; audit entries for allow and deny; audit integrity protection; health signal; configuration recovery; secure restart without credential leakage.

J4 Evidence pack

Build identity and SBOM reference; conformance test results; security scan and closure evidence; Trust Registry linkage; operational contacts; approval record.

J.5 Governance

The ICTA shall approve the certification standard before widespread onboarding. The Procuring Entity (or delegated function) shall accept certification evidence before production use. Major version changes require re-certification or an approved delta process. Suspension or revocation in the Trust Registry withdraws production authorisation. The Shared Government Node shall meet equivalent security and audit outcomes with logical separation by agency.

J.6 Deliverables, Readiness and Dependencies

J.6.1 Lot 1 deliverables. Lot 1 shall deliver the following by the dates stated (weeks from the Effective Date):

#	Deliverable	Due	Approved by
1	Node certification standard	+8 weeks	Purchaser and GIF authority

2	Conformance test suite and instructions	+12 weeks	Purchaser
3	Evidence-pack template	+12 weeks	Purchaser
4	First successful non-production certification demonstration, before production onboarding of any priority node	+16 weeks	Purchaser

J.6.2 Government readiness schedule. The Purchaser shall provide the following by the dates stated. The schedule shall be baselined at Inception; dates may be changed only by a written change approved by the Purchaser.

#	Purchaser obligation	Responsible	Required by	Needed for
G1	Nomination of priority agencies and node owners	Purchaser	+4 weeks	J.6.1 items 1 and 4
G2	Designation of the certification authority/body	Purchaser / GIF authority	+4 weeks	J.6.1 item 1
G3	Production, DR and non-production hosting environments and network connectivity (Section 9.4.1)	Purchaser / agencies	+10 weeks	J.6.1 item 4
G4	Approved test data and custodian access for test nodes	Custodians	+12 weeks	J.6.1 item 4
G5	Review and approval of the certification standard	Purchaser / GIF authority	Within J.6.4 timelines	J.6.1 items 2–4
G6	Written confirmation of PKI readiness of ICTA GovCA (Section VII 7.8)	Purchaser (ICTA GovCA)	+10 weeks	Lot 3 certificate-dependent configuration; J.6.3 D2
G7	Access to licensed PSP / digital wallet sandbox and test credentials for Use Case 3 (Annex H, H.3)	Purchaser	+16 weeks	Priority Use Case 3 testing

J.6.3 Cross-lot dependency register. The Lot 1 Contractor shall maintain, and the Purchaser shall approve, a cross-lot dependency register stating for each dependency its ID and description, the providing and receiving party (Lot 1, 2 or 3, the Purchaser or an agency), the required-by date, current status, impact if late and owner. The register shall be baselined at Inception and reviewed fortnightly at the joint project management meeting. Each Contractor is bound by the dependency dates for which it is the provider, as incorporated in its Contract through the SCC. A delay caused by a late dependency from another Lot, the Purchaser or an agency shall be dealt with as an extension of time under GCC 40 and shall not be the receiving Contractor's default. The initial entries are:

ID	Dependency	Provider	Receiver	Required by
D1	IAM federation (SSO/MFA) available in the non-production environment	Lot 2	Lot 1	+12 weeks
D2	Test certificates / signing keys for node authentication and message signing (issued through ICTA GovCA)	Lot 3 / ICTA GovCA	Lot 1	+12 weeks
D3	Certification standard published to Lots 2 and 3	Lot 1	Lots 2, 3	+8 weeks

J.6.4 Acceptance timelines. For each J.6.1 deliverable, the Purchaser shall accept it or issue a written rejection stating reasons within ten (10) working days of submission, and shall review a resubmitted deliverable within five (5) working days. If the Purchaser does not respond within these periods, the matter shall be escalated to the Programme Steering Committee for decision within a further five (5) working days.

ANNEX K – GEA/GIF REQUIREMENTS TRACEABILITY MATRIX

Bidders shall complete every row. Use FS / PS / NS. For PS, describe limitation, remediation, cost, timeline, dependencies and residual risk. Risk rating: Low / Medium / High. Blank rows are non-responsive. Maintain the matrix through Detailed Design, UAT readiness and Go-Live gates.

Ref	GEA/GIF control (summary)	Lot	Milestone	FS/PS/NS	Risk	Evidence / Justification
K1	Business-driven ICT; service outcomes	All	Design			
K2	Whole-of-government cohesiveness	1	Design			
K3	Interoperability; reduce point-to-point	1	Design/Test			
K4	Data ownership with custodians; no central data lake	1	Design			
K5	Once-Only principle	1	Design/Test			
K6	Reliable, accurate, timely information services	1	Test/Go-Live			
K7	Clear ownership of components and services	All	Design			
K8	Standardised technology and integration patterns	All	Design			
K9	Measurable service quality levels (§9.5)	1	Test/Go-Live			
K10	Security and privacy by design	All	Test/Go-Live			

K11	Identity and access governance	2	Design/Test			
K12	Digital trust, non-repudiation, evidence	3	Design/Test			
K13	Modularity; avoid vendor lock-in; exit	All	Design			
K14	Architecture compliance and PIC assurance	All	Design/Go-Live			
K15	GIF technical interoperability (API, schema, ICD)	1	Build/Test			
K16	GIF data meaning and classification	1	Design/Test			
K17	Secure participation (nodes, Trust Registry, policy)	1	Test/Go-Live			
K18	Discoverability of approved services (catalogue)	1	Go-Live			
K19	Continuity and resilience (HA/DR)	1	Test/Go-Live			
K20	Sustainable operations and knowledge transfer	All	Handover			

Risk summary: state counts of Low / Medium / High rows and list key residual risks. Any High residual risk at Go-Live requires ICTA PIC decision.

Sign-off gates: Detailed Design | UAT readiness | Go-Live recommendation.

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A. IMPLEMENTATION SCHEDULE TABLE

Line Item No.	Subsystem / Item	Configuration Table No.	Site / Site Code	Delivery (Proposer to specify in the Preliminary Project Plan)	Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
0	Project Plan	- -	- -		- -	W4	no
1	System for the awarded Lot (Lot 1, Lot 2 or Lot 3), comprising all components in Section VII and Annex D	Annex D	All sites (Site Table)		W36	W52	yes
x	Operational Acceptance of the System for the awarded Lot as an integrated whole (including solution-level acceptance, Section VII 8.4)	- -	all sites		- -	W52	yes
y	Recurrent Cost Items for the Warranty Period (PDS ITP 17.2)	y	- -				

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Note: Refer to the System Inventory Table(s) for the specific items and components that constitute the Subsystems or item. Refer to the Site Table(s) below for details regarding the site and the site code.
- - indicates not applicable. "Indicates repetition of table entry above.

B. SITE TABLE(S)

Site Code	Site	City / Town / Region	Primary Street Address	Drawing Reference No. (if any)
HQ	Headquarters	Nairobi	ICT Authority, Telposta Towers, 12th Floor, Kenyatta Avenue	
PH	Government production hosting site (designated by ICTA – Section VII 9.4.1)	Kenya – confirmed at Inception		
DR	Government DR hosting site (designated by ICTA – Section VII 9.4.1)	Kenya – confirmed at Inception		
MDA	Participating MDAs hosting Agency Nodes (Annex I; confirmed at Inception)	Kenya		

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C. TABLE OF HOLIDAYS AND OTHER NON-WORKING DAYS

Non-working days are Saturdays, Sundays and the public holidays of the Republic of Kenya declared under the Public Holidays Act (Cap. 110) in each year of the Contract.

System Inventory Tables

SYSTEM INVENTORY TABLE (SUPPLY AND INSTALLATION COST ITEMS) – LOTS 1 TO 3

The components and quantities for each Lot are those in Annex D (Indicative Bill of Quantities) and, for Lot 3, the hardware and platform tables in Annex C, as priced in Section IV.

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SYSTEM INVENTORY TABLE (RECURRENT COST ITEMS) *LOTS 1 TO 3 – WARRANTY PERIOD*

Component No.	Component	Relevant Technical Specifications No.	Y1	Y2	Y3	..Yn
1.	Warranty Defect Repair		all items, all sites, included in the Supply and Install Price	all items, all sites, included in the Supply and Install Price	all items, all sites, included in the Supply and Install Price	
2.	Software/Firmware Licenses and Updates:		all items, all sites, included in the Supply and Install Price	all items, all sites, included in the Supply and Install Price	all items, all sites, included in the Supply and Install Price	
3.	Technical Services					
3.1	Platform support and subscription during the Warranty Period (Annex D: D1.1.2, D2.1.4, D3.1.6)		Per Warranty Period	Per Warranty Period	Per Warranty Period	
3.2	Service desk, preventive and corrective maintenance and SLA support (Section VII, 13.2)		Per Warranty Period	Per Warranty Period	Per Warranty Period	

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Component No.	Component	Relevant Technical Specifications No.	Y1	Y2	Y3	..Yn
3.3	Security support, patch management and knowledge transfer (Section VII, 13.3)		Per Warranty Period	Per Warranty Period	Per Warranty Period	
4.	Telecommunications Services					

Note: - - indicates not applicable. " indicates repetition of table entry above.

Background and Informational Materials

Background information on the Purchaser, the objectives of the System, the legal and policy context and existing Government systems is provided in Parts 1 to 3 of these Technical Requirements and in Annex I. No additional background materials are provided.

PART 3 – CONDITIONS OF CONTRACT AND CONTRACT FORMS

SECTION VIII - GENERAL CONDITIONS OF CONTRACT

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General Conditions of Contract

A. CONTRACT AND INTERPRETATION

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated below.

(a) contract elements

(i) **"Contract"** means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein. The Contract Agreement and the Contract Documents shall constitute the Contract, and the term "the Contract" shall in all such documents be construed accordingly.

(ii) **"Contract Documents"** means the documents specified in Article 1.1 (Contract Documents) of the Contract Agreement (including any amendments to these Documents).

(iii) **"Contract Agreement"** means the agreement entered into between the Purchaser and the Supplier using the form of Contract Agreement contained in the Sample Contractual Forms Section of the request for proposals documents and any modifications to this form agreed to by the Purchaser and the Supplier. The date of the Contract Agreement shall be recorded in the signed form.

(iv) **"GCC"** means the General Conditions of Contract.

(v) **"SCC"** means the Special Conditions of Contract.

(vi) **"Technical Requirements"** means the Technical Requirements in Section VII of the request for proposals documents.

(vii) **"Implementation Schedule"** means the Implementation Schedule in Section VII of the request for proposals documents.

(viii) **"Contract Price"** means the price or prices defined in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.

(ix) **"Procurement Regulations"** refers to the edition **specified in the SCC** of the World Bank "Procurement Regulations for IPF Borrowers".

(x) **"**request for proposals **document"** refers to the document issued by the Purchaser on the subject procurement process.

(xi) "**Sexual Exploitation and Abuse" "(SEA)"** means

the following:

Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

(xii) **"Sexual Harassment" "(SH)"** is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by the Supplier's Personnel with other Supplier's or Purchaser's personnel.

(b) entities

(i) **"Purchaser"** means the entity purchasing the Information System, as **specified in the SCC.**

(ii) **"Purchaser's Personnel"** means all staff, labor and other employees of the Project Manager and of the Purchaser engaged in fulfilling the Purchaser's obligations under the Contract; and any other personnel identified as Purchaser's Personnel, by a notice from the Purchaser to the Supplier;

(iii) **"Project Manager"** means the person **named as such in the SCC** or otherwise appointed by the Purchaser in the manner provided in GCC Clause 18.1 (Project Manager) to perform the duties delegated by the Purchaser.

(iv) **"Supplier"** means the firm or Joint Venture whose proposal to **perform** the **Contract** has been accepted by the Purchaser and is named as such in the Contract Agreement.

(v) **"Supplier's Representative"** means any person **nominated** by the Supplier and named as such in the Contract Agreement or otherwise approved by the Purchaser in the manner provided in GCC Clause 18.2 (Supplier's Representative) to perform the duties delegated by the Supplier.

(vi) **"Supplier's Personnel"** means all personnel whom the Supplier utilizes in the execution of the Contract, including the staff, labor and other employees of the Supplier and each Subcontractor; and any other personnel assisting the Supplier in the execution of the Contract;

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(vii) **"Subcontractor"** means any firm to whom any of the obligations of the Supplier, including preparation of any design or supply of any Information Technologies or other Goods or Services, is subcontracted directly or indirectly by the Supplier.

(viii) **"Adjudicator"** means the person named in Appendix 2 of the Contract Agreement, **appointed** by agreement between the Purchaser and the Supplier to make a decision on or to settle any dispute between the Purchaser and the Supplier referred to him or her by the parties, pursuant to GCC Clause 43.1 (Adjudication).

(ix) **"The World Bank"** (also called "The Bank") means the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA).

(c) scope

(i) "Information System," also called "the System," means all the Information Technologies, Materials, and other Goods to be supplied, installed, integrated, and made operational (exclusive of the Supplier's Equipment), together with the Services to be carried out by the Supplier under the Contract.

(ii) "Subsystem" means any subset of the System identified as such in the Contract that may be supplied, installed, tested, and commissioned individually before Commissioning of the entire System.

(iii) "Information Technologies" means all information processing and communications-related hardware, Software, supplies, and consumable items that the Supplier is required to supply and install under the Contract.

(iv) "Goods" means all equipment, machinery, furnishings, Materials, and other tangible items that the Supplier is required to supply or supply and install under the Contract, including, without limitation, the Information Technologies and Materials, but excluding the Supplier's Equipment.

(v) "Services" means all technical, logistical, management, and any other Services to be provided by the Supplier under the Contract to supply, install, customize, integrate, and make operational the System. Such Services may include, but are not restricted to, activity management and quality assurance, design, development, customization,

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documentation, transportation, insurance, inspection, expediting, site preparation, installation, integration, training, data migration, Pre-commissioning, Commissioning, maintenance, and technical support.

(vi) "The Project Plan" means the document to be developed by the Supplier and approved by the Purchaser, pursuant to GCC Clause 19, based on the requirements of the Contract and the Preliminary Project Plan included in the Supplier's proposal. The "Agreed Project Plan" is the version of the Project Plan approved by the Purchaser, in accordance with GCC Clause 19.2. Should the Project Plan conflict with the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.

(vii) "Software" means that part of the System which are instructions that cause information processing Subsystems to perform in a specific manner or execute specific operations.

(viii) "System Software" means Software that provides the operating and management instructions for the underlying hardware and other components, and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Systems Software. Such System Software includes, but is not restricted to, micro-code embedded in hardware (i.e., "firmware"), operating systems, communications, system and network management, and utility software.

(ix) "General-Purpose Software" means Software that supports general-purpose office and software development activities and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be General- Purpose Software. Such General-Purpose Software may include, but is not restricted to, word processing, spreadsheet, generic database management, and application development software.

(x) "Application Software" means Software formulated to perform specific business or technical functions and interface with the business or technical users of the System and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Application Software.

(xi) "Standard Software" means Software identified as

such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Standard Software.

(xii) "Custom Software" means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Custom Software.

(xiii) "Source Code" means the database structures, dictionaries, definitions, program source files, and any other symbolic representations necessary for the compilation, execution, and subsequent maintenance of the Software (typically, but not exclusively, required for Custom Software).

(xiv) "Materials" means all documentation in printed or printable form and all instructional and informational aides in any form (including audio, video, and text) and on any medium, provided to the Purchaser under the Contract.

(xv) "Standard Materials" means all Materials not specified as Custom Materials.

(xvi) "Custom Materials" means Materials developed by the Supplier at the Purchaser's expense under the Contract and identified as such in Appendix 5 of the Contract Agreement and such other Materials as the parties may agree in writing to be Custom Materials. Custom Materials includes Materials created from Standard Materials.

(xvii) "Intellectual Property Rights" means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from, extract or re-utilize data from, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory, or otherwise use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.

(xviii) "Supplier's Equipment" means all equipment, tools, apparatus, or things of every kind required in or for installation, completion and maintenance of the System that are to be provided by the Supplier, but excluding the Information Technologies, or other items forming part of the System.

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(d) activities

(i) "Delivery" means the transfer of the Goods from the Supplier to the Purchaser in accordance with the current edition Incoterms specified in the Contract.

(ii) "Installation" means that the System or a Subsystem as specified in the Contract is ready for Commissioning as provided in GCC Clause 26 (Installation).

(iii) "Pre-commissioning" means the testing, checking, and any other required activity that may be specified in the Technical Requirements that are to be carried out by the Supplier in preparation for Commissioning of the System as provided in GCC Clause 26 (Installation).

(iv) "Commissioning" means operation of the System or any Subsystem by the Supplier following Installation, which operation is to be carried out by the Supplier as provided in GCC Clause 27.1 (Commissioning), for the purpose of carrying out Operational Acceptance Test(s).

(v) "Operational Acceptance Tests" means the tests specified in the Technical Requirements and Agreed Project Plan to be carried out to ascertain whether the System, or a specified Subsystem, is able to attain the functional and performance requirements specified in the Technical Requirements and Agreed Project Plan, in accordance with the provisions of GCC Clause 27.2 (Operational Acceptance Test).

(vi) "Operational Acceptance" means the acceptance by the Purchaser of the System (or any Subsystem(s) where the Contract provides for acceptance of the System in parts), in accordance with GCC Clause 27.3 (Operational Acceptance).

(e) place and time

(i) "Purchaser's Country" is the **country named in the SCC.**

(ii) "Supplier's Country" is the country in which the Supplier is legally organized, as named in the Contract Agreement.

(iii) **Unless otherwise specified in the SCC** "Project Site(s)" means the place(s) in the Site Table in the Technical Requirements Section for the supply and installation of the System.

(iv) "Eligible Country" means the countries and territories eligible for participation in procurements financed by the World Bank as defined in the

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Procurement Regulations.

(v) "Day" means calendar day of the Gregorian Calendar.

(vi) "Week" means seven (7) consecutive Days, beginning the day of the week as is customary in the Purchaser's Country.

(vii) "Month" means calendar month of the Gregorian Calendar.

(viii) "Year" means twelve (12) consecutive Months.

(ix) "Effective Date" means the date of fulfillment of all conditions specified in Article 3 (Effective Date for Determining Time for Achieving Operational Acceptance) of the Contract Agreement, for the purpose of determining the Delivery, Installation, and Operational Acceptance dates for the System or Subsystem(s).

(x) "Contract Period" is the time period during which this Contract governs the relations and obligations of the Purchaser and Supplier in relation to the System, as **unless otherwise specified in the SCC,** the Contract shall continue in force until the Information System and all the Services have been provided, unless the Contract is terminated earlier in accordance with the terms set out in the Contract**.**

(xi) "Defect Liability Period" (also referred to as the "Warranty Period") means the period of validity of the warranties given by the Supplier commencing at date of the Operational Acceptance Certificate of the System or Subsystem(s), during which the Supplier is responsible for defects with respect to the System (or the relevant Subsystem[s]) as provided in GCC Clause 29 (Defect Liability).

(xii) "The Coverage Period" means the Days of the Week and the hours of those Days during which maintenance, operational, and/or technical support services (if any) must be available.

(xiii) The Post-Warranty Services Period" means the number of years **defined in the SCC** (if any), following the expiration of the Warranty Period during which the Supplier may be obligated to provide Software licenses, maintenance, and/or technical support services for the System, either under this Contract or under separate contract(s).

2. Contract Documents

2.1 Subject to Article 1.2 (Order of Precedence) of the Contract Agreement, all documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary, and mutually explanatory. The Contract shall be read as a whole.

3. Interpretation

3.1 Governing Language

3.1.1 **Unless otherwise specified in the SCC**, all Contract Documents and related correspondence exchanged between Purchaser and Supplier shall be written in the language of the request for proposals document (English)**,** and the Contract shall be construed and interpreted in accordance with that language.

3.1.2 If any of the Contract Documents or related correspondence are prepared in a language other than the governing language under GCC Clause 3.1.1 above, the translation of such documents into the governing language shall prevail in matters of interpretation. The originating party, with respect to such documents shall bear the costs and risks of such translation.

3.2 Singular and Plural

The singular shall include the plural and the plural the singular, except where the context otherwise requires.

3.3 Headings

The headings and marginal notes in the GCC are included for ease of reference and shall neither constitute a part of the Contract nor affect its interpretation.

3.4 Persons

Words importing persons or parties shall include firms, corporations, and government entities.

3.5 Incoterms

Unless inconsistent with any provision of the Contract, the meaning of any trade term and the rights and obligations of parties thereunder shall be as prescribed by the Incoterms

Incoterms means international rules for interpreting trade terms published by the International Chamber of Commerce (latest edition), 38 Cours Albert 1er, 75008 Paris, France.

3.6 Entire Agreement

The Contract constitutes the entire agreement between the Purchaser and Supplier with respect to the subject matter of Contract and supersedes all communications, negotiations, and agreements (whether written or oral) of parties with respect to the subject matter of the Contract made prior to the date of Contract.

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3.7 Amendment

No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party to the Contract.

3.8 Independent Supplier

The Supplier shall be an independent contractor performing the Contract. The Contract does not create any agency, partnership, joint venture, or other joint relationship between the parties to the Contract.

Subject to the provisions of the Contract, the Supplier shall be solely responsible for the manner in which the Contract is performed. All employees, representatives, or Subcontractors engaged by the Supplier in connection with the performance of the Contract shall be under the complete control of the Supplier and shall not be deemed to be employees of the Purchaser, and nothing contained in the Contract or in any subcontract awarded by the Supplier shall be construed to create any contractual relationship between any such employees, representatives, or Subcontractors and the Purchaser.

3.9 Joint Venture

If the Supplier is a Joint Venture of two or more firms, all such firms shall be jointly and severally bound to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one of such firms to act as a leader with authority to bind the Joint Venture. The composition or constitution of the Joint Venture shall not be altered without the prior consent of the Purchaser.

3.10 Nonwaiver

3.10.1 Subject to GCC Clause 3.10.2 below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, nor shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

3.10.2 Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, must be dated and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

3.11 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity, or

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unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

3.12 Country of Origin

"Origin" means the place where the Information Technologies, Materials, and other Goods for the System were produced or from which the Services are supplied. Goods are produced when, through manufacturing, processing, Software development, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The Origin of Goods and Services is distinct from the nationality of the Supplier and may be different.

4. Notices

4.1 Unless otherwise stated in the Contract, all notices to be given under the Contract shall be in writing and shall be sent, pursuant to GCC Clause 4.3 below, by personal delivery, airmail post, special courier, facsimile, electronic mail, or other electronic means, with the following provisions.

4.1.1 Any notice sent by facsimile, electronic mail, or EDI shall be confirmed within two (2) days after dispatch by notice sent by airmail post or special courier, except as otherwise specified in the Contract.

4.1.2 Any notice sent by airmail post or special courier shall be deemed (in the absence of evidence of earlier receipt) to have been delivered ten (10) days after dispatch. In proving the fact of dispatch, it shall be sufficient to show that the envelope containing such notice was properly addressed, stamped, and conveyed to the postal authorities or courier service for transmission by airmail or special courier.

4.1.3 Any notice delivered personally or sent by facsimile, electronic mail, or EDI shall be deemed to have been delivered on the date of its dispatch.

4.1.4 Either party may change its postal, facsimile, electronic mail, or EDI addresses for receipt of such notices by ten (10) days' notice to the other party in writing.

4.2 Notices shall be deemed to include any approvals, consents, instructions, orders, certificates, information and other communication to be given under the Contract.

4.3 Pursuant to GCC Clause 18, notices from/to the Purchaser are normally given by, or addressed to, the Project Manager, while notices from/to the Supplier are normally given by, or addressed to, the Supplier's Representative, or in its absence its deputy if any. If there is no appointed Project Manager or Supplier's Representative (or deputy), or if their related authority is limited by the SCC for GCC Clauses 18.1 or 18.2.2, or for any other reason, the Purchaser or Supplier may give and receive notices at

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their fallback addresses. The address of the Project Manager and the fallback address of the Purchaser are as **specified in the SCC** or as subsequently established/amended. The address of the Supplier's Representative and the fallback address of the Supplier are as specified in Appendix 1 of the Contract Agreement or as subsequently established/amended.

5. Governing Law

5.1 The Contract shall be governed by and interpreted in accordance with the laws of the country **specified in the SCC**.

5.2 Throughout the execution of the Contract, the Supplier shall comply with the import of goods and services prohibitions in the Purchaser's Country when

(a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country; or

(b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's Country prohibits any import of goods from that country or any payments to any country, person, or entity in that country.

6. Fraud and Corruption

6.1 The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in the Appendix 1 to the GCC.

6.2 The Purchaser requires the Suppliers to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the procurement process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.

B. SUBJECT MATTER OF CONTRACT

7. Scope of the System

7.1 Unless otherwise expressly **limited in the SCC** or Technical Requirements, the Supplier's obligations cover the provision of all Information Technologies, Materials and other Goods as well as the performance of all Services required for the design, development, and implementation (including procurement, quality assurance, assembly, associated site preparation, Delivery, Pre-commissioning, Installation, Testing, and Commissioning) of the System, in accordance with the plans, procedures, specifications, drawings, codes, and any other documents specified in the Contract and the Agreed Project Plan.

7.2 The Supplier shall, unless specifically excluded in the Contract, perform all such work and / or supply all such items and Materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Operational Acceptance of the System as if such work and / or items and Materials were expressly mentioned in the

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Contract.

7.3 The Supplier's obligations (if any) to provide Goods and Services as implied by the Recurrent Cost tables of the Supplier's proposal, such as consumables, spare parts, and technical services (e.g., maintenance, technical assistance, and operational support), are as **specified in the SCC,** including the relevant terms, characteristics, and timings.

8. Time for Commencement and Operational Acceptance

8.1 The Supplier shall commence work on the System within the period **specified in the SCC,** and without prejudice to GCC Clause 28.2, the Supplier shall thereafter proceed with the System in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed Project Plan.

8.2 The Supplier shall achieve Operational Acceptance of the System (or Subsystem(s) where a separate time for Operational Acceptance of such Subsystem(s) is specified in the Contract) in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed Project Plan, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

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9. Supplier's Responsibilities

9.1 The Supplier shall conduct all activities with due care and diligence, in accordance with the Contract and with the skill and care expected of a competent provider of information technologies, information systems, support, maintenance, training, and other related services, or in accordance with best industry practices. In particular, the Supplier shall provide and employ only technical personnel who are skilled and experienced in their respective callings and supervisory staff who are competent to adequately supervise the work at hand. The Supplier shall ensure that its Subcontractors carryout the work on the Information System in accordance with the Contract, including complying with relevant environmental and social requirements and the obligations set out in GCC Clause 9.9.

The Supplier shall at all times take all reasonable precautions to maintain the health and safety of the Supplier's Personnel employed for the execution of the Contract at the Project Site/s in the Purchaser's country where the Contract is executed.

If **required in the SCC**, the Supplier shall submit to the Purchaser for its approval a health and safety manual which has been specifically prepared for the Contract.

The health and safety manual shall be in addition to any other similar document required under applicable health and safety regulations and laws.

The health and safety manual shall set out any applicable health and safety requirement under the Contract,

(a) which may include:

(i) the procedures to establish and maintain a safe working environment;

(ii) the procedures for prevention, preparedness and response activities to be implemented in the case of an emergency event (i.e. an unanticipated incident, arising from natural or man-made hazards);

(iii) the measures to be taken to avoid or minimize the potential for community exposure to water-borne, water-based, water-related, and vector-borne diseases,

(iv) the measures to be implemented to avoid or minimize the spread of communicable diseases; and

(b) any other requirements stated in the Purchaser's Requirements.

9.2 The Supplier confirms that it has entered into this Contract on the basis of a proper examination of the data relating to the System provided by the Purchaser and on the basis of information that the Supplier could have obtained from a visual inspection of the site (if access to the site was available) and of other data readily

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available to the Supplier relating to the System as at the date twenty-eight (28) days prior to proposal submission. The Supplier acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.

9.3 The Supplier shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually Agreed Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. Failure to provide such resources, information, and decision-making may constitute grounds for termination pursuant to GCC Clause 41.2.

9.4 The Supplier shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings in the Purchaser's Country that are necessary for the performance of the Contract, including, without limitation, visas for the Supplier's Personnel and entry permits for all imported Supplier's Equipment. The Supplier shall acquire all other permits, approvals, and/or licenses that are not the responsibility of the Purchaser under GCC Clause 10.4 and that are necessary for the performance of the Contract.

9.5 The Supplier shall comply with all laws in force in the Purchaser's Country. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Supplier. The Supplier shall indemnify and hold harmless the Purchaser from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Subcontractors and their personnel, but without prejudice to GCC Clause 10.1. The Supplier shall not indemnify the Purchaser to the extent that such liability, damage, claims, fines, penalties, and expenses were caused or contributed to by a fault of the Purchaser.

9.6 Any Information Technologies or other Goods and Services that will be incorporated in or be required for the System and other supplies shall have their Origin, as defined in GCC Clause 3.12, in a country that shall be an Eligible Country, as defined in GCC Clause 1.1 (e) (iv).

9.7 Pursuant to paragraph 2.2 e. of the Appendix 1 to the General Conditions of Contract, the Supplier shall permit and shall cause its agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit, the Bank and/or persons appointed by the Bank to inspect the site and/or the accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have such accounts, records and other documents audited by auditors

appointed by the Bank. The Supplier's and its Subcontractors' and subconsultants' attention is drawn to GCC Clause 6.1 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).

9.8 The Supplier shall conform to the sustainable procurement contractual provisions, if and as **specified in the SCC.**

9.9 **Code of Conduct**

The Supplier shall have a Code of Conduct for the Supplier's Personnel employed for the execution of the Contract at the Project Site/s.

The Supplier shall take all necessary measures to ensure that each such personnel is made aware of the Code of Conduct including specific behaviors that are prohibited, and understands the consequences of engaging in such prohibited behaviors.

These measures include providing instructions and documentation that can be understood by such personnel, and seeking to obtain that person's signature acknowledging receipt of such instructions and/or documentation, as appropriate.

The Supplier shall also ensure that the Code of Conduct is visibly displayed in the Project Site/s as well as, as applicable, in areas outside the Project Site/s accessible to the local community and any project affected people. The posted Code of Conduct shall be provided in languages comprehensible to the Supplier's Personnel, Purchaser's Personnel and the local community.

The Supplier's Management Strategy and Implementation Plans, if applicable, shall include appropriate processes for the Supplier to verify compliance with these obligations.

9.10 The Supplier shall, in all dealings with its labor and the labor of its Subcontractors currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labor.

9.11 The Supplier, including its Subcontractors, shall comply with all applicable safety obligations. The Supplier shall at all times take all reasonable precautions to maintain the health and safety of the Supplier's Personnel employed for the execution of Contract at the Project Site/s.

9.12 Training of Supplier's Personnel

The Supplier shall provide appropriate training to relevant Supplier's Personnel on any applicable environmental and social aspect of the Contract, including appropriate sensitization on prohibition of SEA, health and safety.

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As stated in the Purchaser's Requirements or as instructed by the Project Manager, the Supplier shall also allow appropriate opportunities for the relevant personnel to be trained on any applicable environmental and social aspects of the Contract by the Purchaser's Personnel and/or other personnel assigned by the Purchaser.

The Supplier shall provide training on SEA and SH, including its prevention, to any of its personnel who has a role to supervise other Supplier's Personnel.

9.13 Stakeholder engagements

The Supplier shall provide relevant contract- related information, as the Purchaser and/or Project Manager may reasonably request to conduct contract stakeholder engagement. "Stakeholder" refers to individuals or groups who:

(a) are affected or likely to be affected by the Contract; and

(b) may have an interest in the Contract.

The Supplier may also directly participate in contract stakeholder engagements, as the Purchaser and/or Project Manager may reasonably request.

9.14 Forced Labor

The Supplier, including its Subcontractors, shall not employ or engage forced labour. Forced labour consists of any work or service, not voluntarily performed, that is exacted from an individual under threat of force or penalty, and includes any kind of involuntary or compulsory labour, such as indentured labour, bonded labour or similar labour-contracting arrangements.

No persons shall be employed or engaged who have been subject to trafficking. Trafficking in persons is defined as the recruitment, transportation, transfer, harbouring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation.

9.15 Child Labor

The Supplier, including its Subcontractors, shall not employ or engage a child under the age of 14 unless the national law specifies a higher age (the minimum age).

The Supplier, including its Subcontractors, shall not employ or engage a child between the minimum age and the age of 18 in a manner that is likely to be hazardous, or to interfere with, the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.

The Supplier, including its Subcontractors, shall only employ or

engage children between the minimum age and the age of 18 after an appropriate risk assessment has been conducted by the Supplier with the Project Manager's consent. The Supplier shall be subject to regular monitoring by the Project Manager that includes monitoring of health, working conditions and hours of work.

Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Such work activities prohibited for children include work:

(a) with exposure to physical, psychological or sexual abuse;

(b) underground, underwater, working at heights or in confined spaces;

(c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads;

(d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or

(e) under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.

9.16 Non-Discrimination and Equal Opportunity

The Supplier shall not make decisions relating to the employment or treatment of personnel for the execution of the Contract on the basis of personal characteristics unrelated to inherent job requirements. The Supplier shall base the employment of personnel for the execution of the Contract on the principle of equal opportunity and fair treatment, and shall not discriminate with respect to any aspects of the employment relationship, including recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, and disciplinary practices.

Special measures of protection or assistance to remedy past discrimination or selection for a particular job based on the inherent requirements of the job shall not be deemed discrimination. The Supplier shall provide protection and assistance as necessary to ensure non-discrimination and equal opportunity, including for specific groups such as women, people with disabilities, migrant workers and children (of working age in accordance with GCC Clause 9.15).

9.17 Personnel Grievance Mechanism

The Supplier shall have a grievance mechanism for personnel employed in the execution of the Contract to raise workplace concerns. The grievance mechanism shall be proportionate to the

nature, scale, risks and impacts of the Contract. The grievance mechanism may utilize existing grievance mechanisms, provided that they are properly designed and implemented, address concerns promptly, and are readily accessible to such personnel.

9.18 Security of the Project Site

If stated in the SCC, the Supplier shall be responsible for the security at the Project Site/s including providing and maintaining at its own expense all lighting, fencing, and watching when and where necessary for the proper execution and the protection of the locations, or for the safety of the owners and occupiers of adjacent property and for the safety of the public.

In making security arrangements, the Supplier shall be guided by applicable laws and any other requirements that may be stated in the Purchaser's Requirements.

The Supplier shall (i) conduct appropriate background checks on any personnel retained to provide security; (ii) train the security personnel adequately (or determine that they are properly trained) in the use of force (and where applicable, firearms), and appropriate conduct towards the Supplier's Personnel, Purchaser's Personnel and affected communities; and (iii) require the security personnel to act within the applicable Laws and any requirements set out in the Purchaser's Requirements.

The Supplier shall not permit any use of force by security personnel in providing security except when used for preventive and defensive purposes in proportion to the nature and extent of the threat.

9.19 Recruitment of Persons

The Supplier shall not recruit, or attempt to recruit, either on limited time or `permanent basis or through any other contractual agreement, staff and labor from amongst the Purchaser's Personnel.

9.20 **Unless otherwise specified in the SCC** the Supplier shall have no other Supplier responsibilities.

10. Purchaser's Responsibilities

10.1 The Purchaser shall ensure the accuracy of all information and/or data to be supplied by the Purchaser to the Supplier, except when otherwise expressly stated in the Contract.

10.2 The Purchaser shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach an Agreed Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. Failure to provide such resources, information, and decision making may constitute grounds for Termination pursuant to GCC Clause 41.3.1 (b).

10.3 The Purchaser shall be responsible for acquiring and providing legal and physical possession of the site and access to it, and for

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providing possession of and access to all other areas reasonably required for the proper execution of the Contract.

10.4 If requested by the Supplier, the Purchaser shall use its best endeavors to assist the Supplier in obtaining in a timely and expeditious manner all permits, approvals, and/or licenses necessary for the execution of the Contract from all local, state, or national government authorities or public service undertakings that such authorities or undertakings require the Supplier or Subcontractors or the Supplier's Personnel, as the case may be, to obtain.

10.5 In such cases where the responsibilities of specifying and acquiring or upgrading telecommunications and/or electric power services falls to the Supplier, as specified in the Technical Requirements, SCC, Agreed Project Plan, or other parts of the Contract, the Purchaser shall use its best endeavors to assist the Supplier in obtaining such services in a timely and expeditious manner.

10.6 The Purchaser shall be responsible for timely provision of all resources, access, and information necessary for the Installation and Operational Acceptance of the System (including, but not limited to, any required telecommunications or electric power services), as identified in the Agreed Project Plan, except where provision of such items is explicitly identified in the Contract as being the responsibility of the Supplier. Delay by the Purchaser may result in an appropriate extension of the Time for Operational Acceptance, at the Supplier's discretion.

10.7 Unless otherwise specified in the Contract or agreed upon by the Purchaser and the Supplier, the Purchaser shall provide sufficient, properly qualified operating and technical personnel, as required by the Supplier to properly carry out Delivery, Pre-commissioning, Installation, Commissioning, and Operational Acceptance, at or before the time specified in the Implementation Schedule and the Agreed Project Plan.

10.8 The Purchaser will designate appropriate staff for the training courses to be given by the Supplier and shall make all appropriate logistical arrangements for such training as specified in the Technical Requirements, SCC, the Agreed Project Plan, or other parts of the Contract.

10.9 The Purchaser assumes primary responsibility for the Operational Acceptance Test(s) for the System, in accordance with GCC Clause 27.2, and shall be responsible for the continued operation of the System after Operational Acceptance. However, this shall not limit in any way the Supplier's responsibilities after the date of Operational Acceptance otherwise specified in the Contract.

10.10 The Purchaser is responsible for performing and safely storing timely and regular backups of its data and Software in

accordance with accepted data management principles, except where such responsibility is clearly assigned to the Supplier elsewhere in the Contract.

10.11 All costs and expenses involved in the performance of the obligations under this GCC Clause 10 shall be the responsibility of the Purchaser, save those to be incurred by the Supplier with respect to the performance of the Operational Acceptance Test(s), in accordance with GCC Clause 27.2.

10.12 **Unless otherwise specified in the SCC** the Purchaser shall have no other Purchaser responsibilities.

C. PAYMENT

11. Contract Price

11.1 The Contract Price shall be as specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.

11.2 Unless an adjustment clause is **provided for in the SCC,** the Contract Price shall be a firm lump sum not subject to any alteration, except in the event of a Change in the System pursuant to GCC Clause 39 or to other clauses in the Contract;

11.3 The Supplier shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall, except as otherwise provided for in the Contract, cover all its obligations under the Contract.

12. Terms of Payment

12.1 The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the System or Subsystem(s), Delivered, Pre-commissioned, Installed, and Operationally Accepted, and by documents submitted pursuant to GCC Clause 22.5 and upon fulfillment of other obligations stipulated in the Contract.

The Contract Price shall be paid as **specified in the SCC.**

12.2 No payment made by the Purchaser herein shall be deemed to constitute acceptance by the Purchaser of the System or any Subsystem(s).

12.3 Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier. In the event that the Purchaser fails to make any payment by its respective due date or within the period set forth in the Contract, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) **specified in the SCC** for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.

12.4 Payments shall be made in the currency(ies) specified in the Contract Agreement, pursuant to GCC Clause 11. For Goods and Services supplied locally, payments shall be made **as specified in the SCC.**

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12.5 **Unless otherwise specified in the SCC,** payment of the foreign currency portion of the Contract Price for Goods supplied from outside the Purchaser's Country shall be made to the Supplier through an irrevocable letter of credit opened by an authorized bank in the Supplier's Country and will be payable on presentation of the appropriate documents. It is agreed that the letter of credit will be subject to Article 10 of the latest revision of *Uniform Customs and Practice for Documentary Credits*, published by the International Chamber of Commerce, Paris.

12.6 **As specified in the SCC**, if the Supplier fails to perform its cyber security obligations under the Contract, an assessed amount, as determined by the Project Manager, may be withheld until the obligation has been performed.

13. Securities

13.1 Issuance of Securities

The Supplier shall provide the securities specified below in favor of the Purchaser at the times and in the amount, manner, and form specified below.

13.2 Advance Payment Security

13.2.1 The Supplier shall provide within twenty-eight (28) days of the notification of Contract award an Advance Payment Security in the amount and currency of the Advance Payment specified in SCC for GCC Clause 12.1 above and valid until the System is Operationally Accepted.

13.2.2 The security shall be in the form provided in the request for proposal document or in another form acceptable to the Purchaser. The amount of the security shall be reduced in proportion to the value of the System executed by and paid to the Supplier from time to time and shall automatically become null and void when the full amount of the advance payment has been recovered by the Purchaser. **Unless otherwise specified in the SCC,** the reduction in value and expiration of the Advance Payment Security are calculated as follows:

P*a/(100-a), where "P" is the sum of all payments effected so far to the Supplier (excluding the Advance Payment), and "a" is the Advance Payment expressed as a percentage of the Contract Price pursuant to the SCC for GCC Clause 12.1.

The security shall be returned to the Supplier immediately after its expiration.

13.3 Performance Security

13.3.1 The Supplier shall, within twenty-eight (28) days of the notification of Contract award, provide a security for the due performance of the Contract in the amount and currency **specified in the SCC.**

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13.3.2 The security shall be a bank guarantee in the form provided in the Sample Contractual Forms Section of the request for proposal document, or it shall be in another form acceptable to the Purchaser.

13.3.3 The security shall automatically become null and void once all the obligations of the Supplier under the Contract have been fulfilled, including, but not limited to, any obligations during the Warranty Period and any extensions to the period. The security shall be returned to the Supplier no later than twenty-eight (28) days after its expiration.

13.3.4 Upon Operational Acceptance of the entire System, the security shall be reduced to the amount **specified in the SCC,** on the date of the Operational Acceptance, so that the reduced security would only cover the remaining warranty obligations of the Supplier.

14. Taxes and Duties

14.1 For Goods or Services supplied from outside the Purchaser's country, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the Purchaser's country. Any duties, such as importation or customs duties, and taxes and other levies, payable in the Purchaser's country for the supply of Goods and Services from outside the Purchaser's country are the responsibility of the Purchaser unless these duties or taxes have been made part of the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to, in which case the duties and taxes will be the Supplier's responsibility.

14.2 For Goods or Services supplied locally, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods or Services to the Purchaser. The only exception are taxes or duties, such as value-added or sales tax or stamp duty as apply to, or are clearly identifiable, on the invoices and provided they apply in the Purchaser's country, and only if these taxes, levies and/or duties are also excluded from the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to.

14.3 If any tax exemptions, reductions, allowances, or privileges may be available to the Supplier in the Purchaser's Country, the Purchaser shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.

14.4 For the purpose of the Contract, it is agreed that the Contract Price specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement is based on the taxes, duties, levies, and charges prevailing at the date twenty-eight (28) days prior to the date of proposal submission in the Purchaser's Country (also called "Tax" in this GCC Clause

14.4). If any Tax rates are increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, which was or will be assessed on the Supplier, its Subcontractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.

D. INTELLECTUAL PROPERTY

15. Copyright

15.1 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights.

15.2 The Purchaser agrees to restrict use, copying, or duplication of the Standard Software and Standard Materials in accordance with GCC Clause 16, except that additional copies of Standard Materials may be made by the Purchaser for use within the scope of the project of which the System is a part, in the event that the Supplier does not deliver copies within thirty (30) days from receipt of a request for such Standard Materials.

15.3 The Purchaser's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement or **unless otherwise specified in the SCC** to a legally constituted successor organization (e.g., a reorganization of a public entity formally authorized by the government or through a merger or acquisition of a private entity)**.**

15.4 **Unless otherwise specified in the SCC,** the Intellectual Property Rights in all Custom Software and Custom Materials specified in Appendices 4 and 5 of the Contract Agreement (if any) shall, at the date of this Contract or on creation of the rights (if later than the date of this Contract), vest in the Purchaser. The Supplier shall do and execute or arrange for the doing and executing of each necessary act, document, and thing (as legally sufficient) that the Purchaser may consider necessary or desirable to perfect the right, title, and interest of the Purchaser in and to those rights. In respect of such Custom Software and Custom Materials, the Supplier shall ensure that the holder of a moral right in such an item does not assert it, and the Supplier shall, if requested to do so by the Purchaser and where permitted by applicable law, ensure that the holder of such a moral right waives it.

15.5 **Unless otherwise specified in the SCC**, escrow arrangements shall NOT be required.

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16. Software License Agreements

16.1 Except to the extent that the Intellectual Property Rights in the Software vest in the Purchaser, the Supplier hereby grants to the Purchaser license to access and use the Software, including all inventions, designs, and marks embodied in the Software.

Such license to access and use the Software shall:

(a) be:

(i) nonexclusive;

(ii) fully paid up and irrevocable (except that it shall terminate if the Contract terminates under GCC Clauses 41.1 or 41.3);

(iii) **unless otherwise specified in the SCC** valid throughout the territory of the Purchaser's Country;

(iv) **unless otherwise specified in the SCC** subject to NO additional restrictions.

(b) permit the Software to be:

(i) used or copied for use on or with the computer(s) for which it was acquired (if specified in the Technical Requirements and/or the Supplier's proposal), plus a backup computer(s) of the same or similar capacity, if the primary is(are) inoperative, and during a reasonable transitional period when use is being transferred between primary and backup;

(ii) used or copied for use on or transferred to a replacement computer(s), (and use on the original and replacement computer(s) may be simultaneous during a reasonable transitional period) provided that, if the Technical Requirements and/or the Supplier's proposal specifies a class of computer to which the license is restricted, the replacement computer(s) is(are) within that class;

(iii) if the nature of the System is such as to permit such access, accessed from other computers connected to the primary and/or backup computer(s) by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access;

(iv) reproduced for safekeeping or backup purposes;

(v) customized, adapted, or combined with other computer software for use by the Purchaser, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be subject to same restrictions as are set forth in this Contract;

(vi) **unless otherwise specified in the SCC,** disclosed to,

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and reproduced for use by, support service suppliers and their subcontractors, to the extent reasonably necessary to the performance of their support service contracts, subject to the same restrictions as are set forth in this Contract; and

(vii) **unless otherwise specified in the SCC** disclosed to, and reproduced for use by, NO other parties.

16.2 The Supplier has the right to audit the Standard Software to verify compliance with the above license agreements. **Unless otherwise specified in the SCC**, the Purchaser will make available to the Supplier, within seven (7) days of a written request, accurate and up-to-date records of the number and location of copies, the number of authorized users, or any other relevant data required to demonstrate use of the Standard Software as per the license agreement. If and only if, expressly agreed in writing between the Purchaser and the Supplier, Purchaser will allow, under a pre-specified agreed procedure, the execution of embedded software functions under Supplier's control, and unencumbered transmission of resulting information on software usage.

17. Confidential Information

17.1 **Unless otherwise specified in the SCC,** the "Receiving Party" (either the Purchaser or the Supplier) shall keep confidential and shall not, without the written consent of the other party to this Contract ("the Disclosing Party"), divulge to any third party any documents, data, or other information of a confidential nature ("Confidential Information") connected with this Contract, and furnished directly or indirectly by the Disclosing Party prior to or during performance, or following termination, of this Contract.

17.2 For the purposes of GCC Clause 17.1, the Supplier is also deemed to be the Receiving Party of Confidential Information generated by the Supplier itself in the course of the performance of its obligations under the Contract and relating to the businesses, finances, suppliers, employees, or other contacts of the Purchaser or the Purchaser's use of the System.

17.3 Notwithstanding GCC Clauses 17.1 and 17.2:

(a) the Supplier may furnish to its Subcontractor Confidential Information of the Purchaser to the extent reasonably required for the Subcontractor to perform its work under the Contract; and

(b) the Purchaser may furnish Confidential Information of the Supplier: (i) to its support service suppliers and their subcontractors to the extent reasonably required for them to perform their work under their support service contracts; and (ii) to its affiliates and subsidiaries,

in which event the Receiving Party shall ensure that the person to whom it furnishes Confidential Information of the Disclosing

Party is aware of and abides by the Receiving Party's obligations under this GCC Clause 17 as if that person were party to the Contract in place of the Receiving Party.

17.4 The Purchaser shall not, without the Supplier's prior written consent, use any Confidential Information received from the Supplier for any purpose other than the operation, maintenance and further development of the System. Similarly, the Supplier shall not, without the Purchaser's prior written consent, use any Confidential Information received from the Purchaser for any purpose other than those that are required for the performance of the Contract.

17.5 The obligation of a party under GCC Clauses 17.1 through 17.4 above, however, shall not apply to that information which:

(a) now or hereafter enters the public domain through no fault of the Receiving Party;

(b) can be proven to have been possessed by the Receiving Party at the time of disclosure and that was not previously obtained, directly or indirectly, from the Disclosing Party;

(c) otherwise lawfully becomes available to the Receiving Party from a third party that has no obligation of confidentiality;

(d) is being provided to the Bank.

17.6 The above provisions of this GCC Clause 17 shall not in any way modify any undertaking of confidentiality given by either of the parties to this Contract prior to the date of the Contract in respect of the System or any part thereof.

17.7 **Unless otherwise specified in the SCC**, the provisions of this GCC Clause 17 shall survive the termination, for whatever reason, of the Contract for three (3) years.

E. SUPPLY, INSTALLATION, TESTING, COMMISSIONING, AND ACCEPTANCE OF THE SYSTEM

18. Representatives

18.1 Project Manager

If the Project Manager is not named in the Contract, then within fourteen (14) days of the Effective Date, the Purchaser shall appoint and notify the Supplier in writing of the name of the Project Manager. The Purchaser may from time to time appoint some other person as the Project Manager in place of the person previously so appointed and shall give a notice of the name of such other person to the Supplier without delay. No such appointment shall be made at such a time or in such a manner as to impede the progress of work on the System. Such appointment shall take effect only upon receipt of such notice

by the Supplier. **Unless otherwise specified in the SCC** (if any), the Project Manager shall have the authority to represent the Purchaser on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Purchaser pursuant to GCC Clause 4.

18.2 Supplier's Representative

18.2.1 If the Supplier's Representative is not named in the Contract, then within fourteen (14) days of the Effective Date, the Supplier shall appoint the Supplier's Representative and shall request the Purchaser in writing to approve the person so appointed. The request must be accompanied by a detailed curriculum vitae for the nominee, as well as a description of any other System or non-System responsibilities the nominee would retain while performing the duties of the Supplier's Representative. If the Purchaser does not object to the appointment within fourteen (14) days, the Supplier's Representative shall be deemed to have been approved. If the Purchaser objects to the appointment within fourteen (14) days giving the reason therefor, then the Supplier shall appoint a replacement within fourteen (14) days of such objection in accordance with this GCC Clause 18.2.1.

18.2.2 **Unless otherwise specified in the SCC** (if any), the Supplier's Representative shall have the authority to represent the Supplier on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Supplier pursuant to GCC Clause 4.

18.2.3 The Supplier shall not revoke the appointment of the Supplier's Representative without the Purchaser's prior written consent, which shall not be unreasonably withheld. If the Purchaser consents to such an action, the Supplier shall appoint another person of equal or superior qualifications as the Supplier's Representative, pursuant to the procedure set out in GCC Clause 18.2.1.

18.2.4 The Supplier's Representative and staff are obliged to work closely with the Purchaser's Project Manager and staff, act within their own authority, and abide by directives issued by the Purchaser that are consistent with the terms of the Contract. The Supplier's Representative is responsible for managing the activities of the Supplier's Personnel.

18.2.5 The Supplier's Representative may, subject to the approval of the Purchaser (which shall not be unreasonably withheld), at any time delegate to any person any of the powers, functions, and authorities vested in him or her. Any such delegation may be revoked at any time. Any such delegation or revocation shall be subject to a prior

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notice signed by the Supplier's Representative and shall specify the powers, functions, and authorities thereby delegated or revoked. No such delegation or revocation shall take effect unless and until the notice of it has been delivered.

18.2.6 Any act or exercise by any person of powers, functions and authorities so delegated to him or her in accordance with GCC Clause 18.2.5 shall be deemed to be an act or exercise by the Supplier's Representative.

18.3 Removal of Supplier's Personnel

18.3.1 The Project Manager may require the Supplier to remove (or cause to be removed) the Supplier's Representative or any other person employed by the Supplier in the execution of the Contract, who:

(a) persists in any misconduct or lack of care;

(b) carries out duties incompetently or negligently;

(c) fails to comply with any provision of the Contract;

(d) persists in any conduct which is prejudicial to safety, health, or the protection of the environment;

(e) based on reasonable evidence, is determined to have engaged in Fraud and Corruption during the execution of the Contract;

(f) has been recruited from the Purchaser's Personnel;

(g) engages in any other behaviour which breaches the Code of Conduct, as applicable;

If appropriate, the Supplier shall then promptly appoint (or cause to be appointed) a suitable replacement with equivalent skills and experience.

Notwithstanding any requirement from the Project Manager to remove or cause to remove any person, the Supplier shall take immediate action as appropriate in response to any violation of (a) through (g) above. Such immediate action shall include removing (or causing to be removed) from work on the System, any person Employed by the Supplier in the execution of the Contract who engages in (a), (b), (c), (d), (e) or (g) above or has been recruited as stated in (f) above.

18.3.2 If any representative or person employed by the Supplier is removed in accordance with GCC Clause 18.3.1, the Supplier shall, where required, promptly appoint a suitable replacement with equivalent skills and experience.

19. Project Plan

19.1 In close cooperation with the Purchaser and based on the Preliminary Project Plan included in the Supplier's proposal, the Supplier shall develop a Project Plan encompassing the

activities specified in the Contract. The contents of the Project Plan shall be as **specified in the SCC** and/or Technical Requirements.

19.2 **Unless otherwise specified in the SCC**, within ***thirty (30)*** days from the Effective Date of the Contract, the Supplier shall present a Project Plan to the Purchaser. Such submission to the Purchaser shall include any applicable environmental and social management plan to manage environmental and social risks and impacts. The Purchaser shall, within ***fourteen (14)*** days of receipt of the Project Plan, notify the Supplier of any respects in which it considers that the Project Plan does not adequately ensure that the proposed program of work, proposed methods, and/or proposed Information Technologies will satisfy the Technical Requirements and/or the SCC (in this Clause 19.2 called "non-conformities" below). The Supplier shall, within ***five (5)*** days of receipt of such notification, correct the Project Plan and resubmit to the Purchaser. The Purchaser shall, within ***five (5)*** days of resubmission of the Project Plan, notify the Supplier of any remaining non-conformities. This procedure shall be repeated as necessary until the Project Plan is free from non-conformities. When the Project Plan is free from non-conformities, the Purchaser shall provide confirmation in writing to the Supplier. This approved Project Plan ("the Agreed Project Plan") shall be contractually binding on the Purchaser and the Supplier.

19.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Agreed Project Plan shall be incorporated in the Contract by amendment, in accordance with GCC Clauses 39 and 40.

19.4 The Supplier shall undertake to supply, install, test, and commission the System in accordance with the Agreed Project Plan and the Contract.

19.5 **Unless otherwise specified in the SCC**, the Supplier shall submit to the Purchaser Monthly Progress Reports summarizing:

(i) results accomplished during the prior period;

(ii) cumulative deviations to date from schedule of progress milestones as specified in the Agreed Project Plan;

(iii) corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule;

(iv) other issues and outstanding problems; proposed actions to be taken;

(v) resources that the Supplier expects to be provided by the Purchaser and/or actions to be taken by the Purchaser in the next reporting period;

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(vi) status of compliance to environmental and social requirements, as applicable;

(vii) other issues or potential problems the Supplier foresees that could impact on project progress and/or effectiveness.

19.6 The Supplier shall submit to the Purchaser other (periodic) reports as specified in the SCC.

19.7 Immediate Reporting requirement

The Supplier shall inform the Project Manager immediately of any allegation, incident or accident in Project Site/s, which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Purchaser's Personnel or Supplier's Personnel. This includes, but is not limited to, any incident or accident causing fatality or serious injury; significant adverse effects or damage to private property; any cyber security incidents as **specified in the SCC**; or any allegation of SEA and/or SH. In case of SEA and/or SH, while maintaining confidentiality as appropriate, the type of allegation (sexual exploitation, sexual abuse or sexual harassment), gender and age of the person who experienced the alleged incident should be included in the information.

The Supplier, upon becoming aware of the allegation, incident or accident, shall also immediately inform the Purchaser of any such incident or accident on the Subcontractors' or suppliers' premises relating to the Contract which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Purchaser's Personnel or Supplier's Personnel. The notification shall provide sufficient detail regarding such incidents or accidents.

The Supplier shall provide full details of such incidents or accidents to the Project Manager within the timeframe agreed with the Purchaser.

The Purchaser shall require its Subcontractors to immediately notify it of any incidents or accidents referred to in this Sub-Clause.

20. Subcontracting

20.1 Appendix 3 (List of Approved Subcontractors) to the Contract Agreement specifies critical items of supply or services and a list of Subcontractors for each item that are considered acceptable by the Purchaser. If no Subcontractors are listed for an item, the Supplier shall prepare a list of Subcontractors it considers qualified and wishes to be added to the list for such items. The Supplier may from time to time propose additions to or deletions from any such list. The Supplier shall submit any such list or any modification to the list to the Purchaser for its approval in sufficient time so as not to impede the progress of work on the System. Submision by the Supplier, for addition of

any Subcontractor not named in the Contract, shall also include the Subcontractor's declaration in accordance with Appendix 2 to the GCC- Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration. Approval by the Purchaser of a Subcontractor(s) shall not relieve the Supplier from any of its obligations, duties, or responsibilities under the Contract.

20.2 The Supplier may, at its discretion, select and employ Subcontractors for such critical items from those Subcontractors listed pursuant to GCC Clause 20.1. If the Supplier wishes to employ a Subcontractor not so listed, or subcontract an item not so listed, it must seek the Purchaser's prior approval under GCC Clause 20.3.

20.3 For items for which pre-approved Subcontractor lists have not been specified in Appendix 3 to the Contract Agreement, the Supplier may employ such Subcontractors as it may select, provided: (i) the Supplier notifies the Purchaser in writing at least twenty-eight (28) days prior to the proposed mobilization date for such Subcontractor, including by providing the Subcontractor's declaration in accordance with Appendix 2 to the GCC- Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration; and (ii) by the end of this period either the Purchaser has granted its approval in writing or fails to respond. The Supplier shall not engage any Subcontractor to which the Purchaser has objected in writing prior to the end of the notice period. The absence of a written objection by the Purchaser during the above specified period shall constitute formal acceptance of the proposed Subcontractor. Except to the extent that it permits the deemed approval of the Purchaser of Subcontractors not listed in the Contract Agreement, nothing in this Clause, however, shall limit the rights and obligations of either the Purchaser or Supplier as they are specified in GCC Clauses 20.1 and 20.2, or in Appendix 3 of the Contract Agreement.

20.4 The Supplier shall ensure that its Subcontractors comply with the relevant ES requirements and the obligations set out in GCC Clause 9.9.

21. Design and Engineering

21.1 Technical Specifications and Drawings

21.1.1 The Supplier shall execute the basic and detailed design and the implementation activities necessary for successful installation of the System in compliance with the provisions of the Contract or, where not so specified, in accordance with good industry practice.

The Supplier shall be responsible for any discrepancies, errors or omissions in the specifications, drawings, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by the Project Manager or not, provided that

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such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Supplier by or on behalf of the Purchaser.

21.1.2 The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification, or other document, or any modification of such design, drawings, specification, or other documents provided or designated by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Project Manager.

21.2 Codes and Standards

Wherever references are made in the Contract to codes and standards in accordance with which the Contract shall be executed, the edition or the revised version of such codes and standards current at the date twenty-eight (28) days prior to date of proposal submission shall apply. During Contract execution, any changes in such codes and standards shall be applied after approval by the Purchaser and shall be treated in accordance with GCC Clause 39.3.

21.3 Approval/Review of Controlling Technical Documents by the Project Manager

21.3.1 **Unless otherwise specified in the SCC**, there will NO Controlling Technical Documents required. However, **if the SCC specifies** Controlling Technical Documents, the Supplier shall prepare and furnish such documents for the Project Manager's approval or review.

Any part of the System covered by or related to the documents to be approved by the Project Manager shall be executed only after the Project Manager's approval of these documents.

GCC Clauses 21.3.2 through 21.3.7 shall apply to those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for its review only.

21.3.2 Within fourteen (14) days after receipt by the Project Manager of any document requiring the Project Manager's approval in accordance with GCC Clause 21.3.1, the Project Manager shall either return one copy of the document to the Supplier with its approval endorsed on the document or shall notify the Supplier in writing of its disapproval of the document and the reasons for disapproval and the modifications that the Project Manager proposes. If the Project Manager fails to take such action within the fourteen (14) days, then the document shall be deemed to have been approved by the Project Manager.

21.3.3 The Project Manager shall not disapprove any document except on the grounds that the document does not comply

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with some specified provision of the Contract or that it is contrary to good industry practice.

21.3.4 If the Project Manager disapproves the document, the Supplier shall modify the document and resubmit it for the Project Manager's approval in accordance with GCC Clause 21.3.2. If the Project Manager approves the document subject to modification(s), the Supplier shall make the required modification(s), and the document shall then be deemed to have been approved, subject to GCC Clause 21.3.5. The procedure set out in GCC Clauses 21.3.2 through 21.3.4 shall be repeated, as appropriate, until the Project Manager approves such documents.

21.3.5 If any dispute occurs between the Purchaser and the Supplier in connection with or arising out of the disapproval by the Project Manager of any document and/or any modification(s) to a document that cannot be settled between the parties within a reasonable period, then, in case the Contract Agreement includes and names an Adjudicator, such dispute may be referred to the Adjudicator for determination in accordance with GCC Clause 43.1 (Adjudication). If such dispute is referred to an Adjudicator, the Project Manager shall give instructions as to whether and if so, how, performance of the Contract is to proceed. The Supplier shall proceed with the Contract in accordance with the Project Manager's instructions, provided that if the Adjudicator upholds the Supplier's view on the dispute and if the Purchaser has not given notice under GCC Clause 43.1.2, then the Supplier shall be reimbursed by the Purchaser for any additional costs incurred by reason of such instructions and shall be relieved of such responsibility or liability in connection with the dispute and the execution of the instructions as the Adjudicator shall decide, and the Time for Achieving Operational Acceptance shall be extended accordingly.

21.3.6 The Project Manager's approval, with or without modification of the document furnished by the Supplier, shall not relieve the Supplier of any responsibility or liability imposed upon it by any provisions of the Contract except to the extent that any subsequent failure results from modifications required by the Project Manager or inaccurate information furnished in writing to the Supplier by or on behalf of the Purchaser.

21.3.7 The Supplier shall not depart from any approved document unless the Supplier has first submitted to the Project Manager an amended document and obtained the Project Manager's approval of the document, pursuant to the provisions of this GCC Clause 21.3. If the Project Manager requests any change in any already approved document and/or in any document based on such an

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approved document, the provisions of GCC Clause 39 (Changes to the System) shall apply to such request.

22. Procurement, Delivery, and Transport

22.1 Subject to related Purchaser's responsibilities pursuant to GCC Clauses 10 and 14, the Supplier shall manufacture or procure and transport all the Information Technologies, Materials, and other Goods in an expeditious and orderly manner to the Project Site.

22.2 Delivery of the Information Technologies, Materials, and other Goods shall be made by the Supplier in accordance with the Technical Requirements.

22.3 Early or partial deliveries require the explicit written consent of the Purchaser, which consent shall not be unreasonably withheld.

22.4 Transportation

22.4.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during shipment. The packing, marking, and documentation within and outside the packages shall comply strictly with the Purchaser's instructions to the Supplier.

22.4.2 The Supplier will bear responsibility for and cost of transport to the Project Sites in accordance with the terms and conditions used in the specification of prices in the Price Schedules, including the terms and conditions of the associated Incoterms.

22.4.3 **Unless otherwise specified in the SCC,** the Supplier shall be free to use transportation through carriers registered in any eligible country and to obtain insurance from any eligible source country.

22.5 **Unless otherwise specified in the SCC,** the Supplier will provide the Purchaser with shipping and other documents, as specified below:

22.5.1 For Goods supplied from outside the Purchaser's Country:

Upon shipment, the Supplier shall notify the Purchaser and the insurance company contracted by the Supplier to provide cargo insurance by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Purchaser by mail or courier, as appropriate, with a copy to the cargo insurance company:

(a) two copies of the Supplier's invoice showing the description of the Goods, quantity, unit price, and total amount;

(b) usual transportation documents;

(c) insurance certificate;

(d) certificate(s) of origin; and

(e) estimated time and point of arrival in the Purchaser's Country and at the site.

22.5.2 For Goods supplied locally (i.e., from within the Purchaser's country):

Upon shipment, the Supplier shall notify the Purchaser by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Purchaser by mail or courier, as appropriate:

(a) two copies of the Supplier's invoice showing the Goods' description, quantity, unit price, and total amount;

(b) delivery note, railway receipt, or truck receipt;

(c) certificate of insurance;

(d) certificate(s) of origin; and

(e) estimated time of arrival at the site.

22.6 Customs Clearance

(a) The Purchaser will bear responsibility for, and cost of, customs clearance into the Purchaser's country in accordance the particular Incoterm(s) used for Goods supplied from outside the Purchaser's country in the Price Schedules referred to by Article 2 of the Contract Agreement.

(b) At the request of the Purchaser, the Supplier will make available a representative or agent during the process of customs clearance in the Purchaser's country for goods supplied from outside the Purchaser's country. In the event of delays in customs clearance that are not the fault of the Supplier:

(i) the Supplier shall be entitled to an extension in the Time for Achieving Operational Acceptance, pursuant to GCC Clause 40;

(ii) the Contract Price shall be adjusted to compensate the Supplier for any additional storage charges that the Supplier may incur as a result of the delay.

23. Product Upgrades

23.1 At any point during performance of the Contract, should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its proposal and still to be delivered, the Supplier shall be obligated to offer to the Purchaser the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices,

pursuant to GCC Clause 39 (Changes to the System).

23.2 At any point during performance of the Contract, for Information Technologies still to be delivered, the Supplier will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Supplier in the Purchaser's Country, pursuant to GCC Clause 39 (Changes to the System).

23.3 During performance of the Contract, the Supplier shall offer to the Purchaser all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's Country, and no later than twelve (12) months after they are released in the country of origin. In no case will the prices for these Software exceed those quoted by the Supplier in the Recurrent Costs tables in its proposal.

23.4 **Unless otherwise specified in the SCC,** during the Warranty Period, the Supplier will provide at no additional cost to the Purchaser all new versions, releases, and updates for all Standard Software that are used in the System, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's country, and no later than twelve (12) months after they are released in the country of origin of the Software.

23.5 The Purchaser shall introduce all new versions, releases or updates of the Software within eighteen (18) months of receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect System operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects System operation or performance, or requires extensive reworking of the System, the Supplier shall continue to support and maintain the version or release previously in operation for as long as necessary to allow introduction of the new version, release, or update. In no case shall the Supplier stop supporting or maintaining a version or release of the Software less than twenty four (24) months after the Purchaser receives a production-ready copy of a subsequent version, release, or update. The Purchaser shall use all reasonable endeavors to implement any new version, release, or update as soon as practicable, subject to the twenty-four-month-long stop date.

24. Implementation, Installation, and Other Services

24.1 The Supplier shall provide all Services specified in the Contract and Agreed Project Plan in accordance with the highest standards of professional competence and integrity.

24.2 Prices charged by the Supplier for Services, if not included in the Contract, shall be agreed upon in advance by the parties

(including, but not restricted to, any prices submitted by the Supplier in the Recurrent Cost Schedules of its proposal) and shall not exceed the prevailing rates charged by the Supplier to other purchasers in the Purchaser's Country for similar services.

25. Inspections and Tests

25.1 The Purchaser or its representative shall have the right to inspect and/or test any components of the System, as specified in the Technical Requirements, to confirm their good working order and/or conformity to the Contract at the point of delivery and/or at the Project Site.

25.2 The Purchaser or its representative shall be entitled to attend any such inspections and/or tests of the components, provided that the Purchaser shall bear all costs and expenses incurred in connection with such attendance, including but not limited to all inspection agent fees, travel, and related expenses.

25.3 Should the inspected or tested components fail to conform to the Contract, the Purchaser may reject the component(s), and the Supplier shall either replace the rejected component(s), or make alterations as necessary so that it meets the Contract requirements free of cost to the Purchaser.

25.4 The Project Manager may require the Supplier to carry out any inspection and/or test not specified in the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such inspection and/or test shall be added to the Contract Price. Further, if such inspection and/or test impedes the progress of work on the System and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Time for Achieving Operational Acceptance and the other obligations so affected.

25.5 If any dispute shall arise between the parties in connection with or caused by an inspection and/or with regard to any component to be incorporated in the System that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to GCC Clause 43 (Settlement of Disputes), starting with referral of the matter to the Adjudicator in case an Adjudicator is included and named in the Contract Agreement.

26. Installation of the System

26.1 As soon as the System, or any Subsystem, has, in the opinion of the Supplier, been delivered, Pre-commissioned, and made ready for Commissioning and Operational Acceptance Testing in accordance with the Technical Requirements, the SCC and the Agreed Project Plan, the Supplier shall so notify the Purchaser in writing.

26.2 The Project Manager shall, within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, either issue an Installation Certificate in the form specified in the

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Sample Contractual Forms Section in the request for proposals document, stating that the System, or major component or Subsystem (if Acceptance by major component or Subsystem is specified pursuant to the SCC for GCC Clause 27.2.1), has achieved Installation by the date of the Supplier's notice under GCC Clause 26.1, or notify the Supplier in writing of any defects and/or deficiencies, including, but not limited to, defects or deficiencies in the interoperability or integration of the various components and/or Subsystems making up the System. The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies that the Project Manager has notified the Supplier of. The Supplier shall then promptly carry out retesting of the System or Subsystem and, when in the Supplier's opinion the System or Subsystem is ready for Commissioning and Operational Acceptance Testing, notify the Purchaser in writing, in accordance with GCC Clause 26.1. The procedure set out in this GCC Clause 26.2 shall be repeated, as necessary, until an Installation Certificate is issued.

26.3 If the Project Manager fails to issue the Installation Certificate and fails to inform the Supplier of any defects and/or deficiencies within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, or if the Purchaser puts the System or a Subsystem into production operation, then the System (or Subsystem) shall be deemed to have achieved successful Installation as of the date of the Supplier's notice or repeated notice, or when the Purchaser put the System into production operation, as the case may be.

27. Commissioning and Operational Acceptance

27.1 Commissioning

27.1.1 Commissioning of the System (or Subsystem if specified pursuant to the SCC for GCC Clause 27.2.1) shall be commenced by the Supplier:

(a) immediately after the Installation Certificate is issued by the Project Manager, pursuant to GCC Clause 26.2; or

(b) as otherwise specified in the Technical Requirement or the Agreed Project Plan; or

(c) immediately after Installation is deemed to have occurred, under GCC Clause 26.3.

27.1.2 The Purchaser shall supply the operating and technical personnel and all materials and information reasonably required to enable the Supplier to carry out its obligations with respect to Commissioning.

Production use of the System or Subsystem(s) shall not commence prior to the start of formal Operational Acceptance Testing.

27.2 Operational Acceptance Tests

27.2.1 The Operational Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the Purchaser (in accordance with GCC Clause 10.9), but shall be conducted with the full cooperation of the Supplier during Commissioning of the System (or major components or Subsystem[s]), to ascertain whether the System (or major component or Subsystem[s]) conforms to the Technical Requirements and meets the standard of performance quoted in the Supplier's proposal, including, but not restricted to, the functional and technical performance requirements. **Unless otherwise specified in the SCC**, the Operational Acceptance Tests during Commissioning will be conducted as specified in the Technical Requirements and/or the Agreed Project Plan.

At the Purchaser's discretion, Operational Acceptance Tests may also be performed on replacement Goods, upgrades and new version releases, and Goods that are added or field-modified after Operational Acceptance of the System.

27.2.2 If for reasons attributable to the Purchaser, the Operational Acceptance Test of the System (or Subsystem[s] or major components, pursuant to the SCC for GCC Clause 27.2.1) cannot be successfully completed within ninety (90) days from the date of Installation or any other period agreed upon in writing by the Purchaser and the Supplier, the Supplier shall be deemed to have fulfilled its obligations with respect to the technical and functional aspects of the Technical Specifications, SCC and/or the Agreed Project Plan, and GCC Clause 28.2 and 28.3 shall not apply.

27.3 Operational Acceptance

27.3.1 Subject to GCC Clause 27.4 (Partial Acceptance) below, Operational Acceptance shall occur in respect of the System, when

(a) the Operational Acceptance Tests, as specified in the Technical Requirements, and/or SCC and/or the Agreed Project Plan have been successfully completed; or

(b) the Operational Acceptance Tests have not been successfully completed or have not been carried out for reasons that are attributable to the Purchaser within the period from the date of Installation or any other agreed-upon period as specified in GCC Clause 27.2.2 above; or

(c) the Purchaser has put the System into production or use for sixty (60) consecutive days. If the System is

put into production or use in this manner, the Supplier shall notify the Purchaser and document such use.

27.3.2 At any time after any of the events set out in GCC Clause 27.3.1 have occurred, the Supplier may give a notice to the Project Manager requesting the issue of an Operational Acceptance Certificate.

27.3.3 After consultation with the Purchaser, and within fourteen (14) days after receipt of the Supplier's notice, the Project Manager shall:

(a) issue an Operational Acceptance Certificate; or

(b) notify the Supplier in writing of any defect or deficiencies or other reason for the failure of the Operational Acceptance Tests; or

(c) issue the Operational Acceptance Certificate, if the situation covered by GCC Clause 27.3.1 (b) arises.

27.3.4 The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify the Purchaser, and the Purchaser, with the full cooperation of the Supplier, shall use all reasonable endeavors to promptly carry out retesting of the System or Subsystem. Upon the successful conclusion of the Operational Acceptance Tests, the Supplier shall notify the Purchaser of its request for Operational Acceptance Certification, in accordance with GCC Clause 27.3.3. The Purchaser shall then issue to the Supplier the Operational Acceptance Certification in accordance with GCC Clause 27.3.3 (a), or shall notify the Supplier of further defects, deficiencies, or other reasons for the failure of the Operational Acceptance Test. The procedure set out in this GCC Clause 27.3.4 shall be repeated, as necessary, until an Operational Acceptance Certificate is issued.

27.3.5 If the System or Subsystem fails to pass the Operational Acceptance Test(s) in accordance with GCC Clause 27.2, then either:

(a) the Purchaser may consider terminating the Contract, pursuant to GCC Clause 41.2.2;

or

(b) if the failure to achieve Operational Acceptance within the specified time period is a result of the failure of the Purchaser to fulfill its obligations under the Contract, then the Supplier shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional aspects of

the Contract, and GCC Clauses 30.3 and 30.4 shall not apply.

27.3.6 If within fourteen (14) days after receipt of the Supplier's notice the Project Manager fails to issue the Operational Acceptance Certificate or fails to inform the Supplier in writing of the justifiable reasons why the Project Manager has not issued the Operational Acceptance Certificate, the System or Subsystem shall be deemed to have been accepted as of the date of the Supplier's said notice.

27.4 Partial Acceptance

27.4.1 If so specified in the SCC for GCC Clause 27.2.1, Installation and Commissioning shall be carried out individually for each identified major component or Subsystem(s) of the System. In this event, the provisions in the Contract relating to Installation and Commissioning, including the Operational Acceptance Test, shall apply to each such major component or Subsystem individually, and Operational Acceptance Certificate(s) shall be issued accordingly for each such major component or Subsystem of the System, subject to the limitations contained in GCC Clause 27.4.2.

27.4.2 The issuance of Operational Acceptance Certificates for individual major components or Subsystems pursuant to GCC Clause 27.4.1 shall not relieve the Supplier of its obligation to obtain an Operational Acceptance Certificate for the System as an integrated whole (if so specified in the SCC for GCC Clauses 12.1 and 27.2.1) once all major components and Subsystems have been supplied, installed, tested, and commissioned.

27.4.3 In the case of minor components for the System that by their nature do not require Commissioning or an Operational Acceptance Test (e.g., minor fittings, furnishings or site works, etc.), the Project Manager shall issue an Operational Acceptance Certificate within fourteen (14) days after the fittings and/or furnishings have been delivered and/or installed or the site works have been completed. The Supplier shall, however, use all reasonable endeavors to promptly remedy any defects or deficiencies in such minor components detected by the Purchaser or Supplier.

F. GUARANTEES AND LIABILITIES

28. Operational Acceptance Time Guarantee

28.1 The Supplier guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the System (or Subsystems, pursuant to the SCC for GCC Clause 27.2.1) within the time periods specified in the Implementation Schedule and/or the Agreed Project Plan pursuant to GCC Clause 8.2, or within such extended time to

which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

28.2 **Unless otherwise specified in the SCC**, if the Supplier fails to supply, install, commission, and achieve Operational Acceptance of the System (or Subsystems pursuant to the SCC for GCC Clause 27.2.1) within the time for achieving Operational Acceptance specified in the Implementation Schedule or the Agreed Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance), the Supplier shall pay to the Purchaser liquidated damages at the rate of one half of one percent per week as a percentage of the Contract Price (exclusive of Recurrent Costs if any), or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount of ten (10) percent of the Contract Price (exclusive of Recurrent Costs if any). Once the Maximum is reached, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2.

28.3 **Unless otherwise specified in the SCC,** liquidated damages payable under GCC Clause 28.2 shall apply only to the failure to achieve Operational Acceptance of the System (and Subsystems) as specified in the Implementation Schedule and/or Agreed Project Plan. This Clause 28.3 shall not limit, however, any other rights or remedies the Purchaser may have under the Contract for other delays.

28.4 If liquidated damages are claimed by the Purchaser for the System (or Subsystem), the Supplier shall have no further liability whatsoever to the Purchaser in respect to the Operational Acceptance time guarantee for the System (or Subsystem). However, the payment of liquidated damages shall not in any way relieve the Supplier from any of its obligations to complete the System or from any other of its obligations and liabilities under the Contract.

29. Defect Liability

29.1 The Supplier warrants that the System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or that limit in a material fashion the performance, reliability, or extensibility of the System and/or Subsystems. **Unless otherwise specified in the SCC**, there will be NO exceptions and/or limitations to this warranty with respect to Software (or categories of Software). Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.

29.2 The Supplier also warrants that the Information Technologies, Materials, and other Goods supplied under the Contract are new, unused, and incorporate all recent improvements in design that materially affect the System's or Subsystem's ability to fulfill the Technical Requirements.

29.3 **Unless otherwise specified in the SCC,** the Supplier warrants that: (i) all Goods components to be incorporated into the System form part of the Supplier's and/or Subcontractor's current product lines, and (ii) they have been previously released to the market.

29.4 **Unless otherwise specified in the SCC**, the Warranty Period shall commence from the date of Operational Acceptance of the System (or of any major component or Subsystem for which separate Operational Acceptance is provided for in the Contract) and shall extend for thirty-six (36) months.

29.5 If during the Warranty Period any defect as described in GCC Clause 29.1 should be found in the design, engineering, Materials, and workmanship of the Information Technologies and other Goods supplied or of the Services provided by the Supplier, the Supplier shall promptly, in consultation and agreement with the Purchaser regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Supplier shall, at its discretion, determine) such defect as well as any damage to the System caused by such defect. Any defective Information Technologies or other Goods that have been replaced by the Supplier shall remain the property of the Supplier.

29.6 The Supplier shall not be responsible for the repair, replacement, or making good of any defect, or of any damage to the System arising out of or resulting from any of the following causes:

(a) improper operation or maintenance of the System by the Purchaser;

(b) normal wear and tear;

(c) use of the System with items not supplied by the Supplier, unless otherwise identified in the Technical Requirements, or approved by the Supplier; or

(d) modifications made to the System by the Purchaser, or a third party, not approved by the Supplier.

29.7 The Supplier's obligations under this GCC Clause 29 shall not apply to:

(a) any materials that are normally consumed in operation or have a normal life shorter than the Warranty Period; or

(b) any designs, specifications, or other data designed, supplied, or specified by or on behalf of the Purchaser or

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any matters for which the Supplier has disclaimed responsibility, in accordance with GCC Clause 21.1.2.

29.8 The Purchaser shall give the Supplier a notice promptly following the discovery of such defect, stating the nature of any such defect together with all available evidence. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect any such defect. The Purchaser shall afford the Supplier all necessary access to the System and the site to enable the Supplier to perform its obligations under this GCC Clause 29.

29.9 The Supplier may, with the consent of the Purchaser, remove from the site any Information Technologies and other Goods that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the site. If the repair, replacement, or making good is of such a character that it may affect the efficiency of the System, the Purchaser may give the Supplier notice requiring that tests of the defective part be made by the Supplier immediately upon completion of such remedial work, whereupon the Supplier shall carry out such tests.

If such part fails the tests, the Supplier shall carry out further repair, replacement, or making good (as the case may be) until that part of the System passes such tests. The tests shall be agreed upon by the Purchaser and the Supplier.

29.10 **Unless otherwise specified in the SCC**, the response times and repair/replacement times for Warranty Defect Repair are specified in the Technical Requirements. Nevertheless, if the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within two weeks the Purchaser may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Purchaser in connection with such work shall be paid to the Purchaser by the Supplier or may be deducted by the Purchaser from any monies due the Supplier or claimed under the Performance Security.

29.11 If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the System shall be extended by a period equal to the period during which the System or Subsystem could not be used by the Purchaser because of such defect and/or making good of such defect.

29.12 Items substituted for defective parts of the System during the Warranty Period shall be covered by the Defect Liability Warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever is greater. For reasons of information security, the Purchaser may choose to retain physical possession of any replaced defective information storage devices.

29.13 At the request of the Purchaser and without prejudice to any other rights and remedies that the Purchaser may have against the Supplier under the Contract, the Supplier will offer all possible assistance to the Purchaser to seek warranty services or remedial action from any subcontracted third-party producers or licensor of Goods included in the System, including without limitation assignment or transfer in favor of the Purchaser of the benefit of any warranties given by such producers or licensors to the Supplier.

30. Functional Guarantees

30.1 The Supplier guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Purchaser's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract. The Supplier acknowledges that GCC Clause 27 regarding Commissioning and Operational Acceptance governs how technical conformance of the System to the Contract requirements will be determined.

30.2 If, for reasons attributable to the Supplier, the System does not conform to the Technical Requirements or does not conform to all other aspects of the Contract, the Supplier shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the Technical Requirements and meet all functional and performance standards. The Supplier shall notify the Purchaser upon completion of the necessary changes, modifications, and/or additions and shall request the Purchaser to repeat the Operational Acceptance Tests until the System achieves Operational Acceptance.

30.3 If the System (or Subsystem[s]) fails to achieve Operational Acceptance, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2, and forfeiture of the Supplier's Performance Security in accordance with GCC Clause 13.3 in compensation for the extra costs and delays likely to result from this failure.

31. Intellectual Property Rights Warranty

31.1 The Supplier hereby represents and warrants that:

(a) the System as supplied, installed, tested, and accepted;

(b) use of the System in accordance with the Contract; and

(c) copying of the Software and Materials provided to the Purchaser in accordance with the Contract

do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Purchaser to own or exercise all Intellectual Property Rights as provided

in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

32. Intellectual Property Rights Indemnity

32.1 The Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that the Purchaser or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of:

(a) installation of the System by the Supplier or the use of the System, including the Materials, in the country where the site is located;

(b) copying of the Software and Materials provided the Supplier in accordance with the Agreement; and

(c) sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of the Purchaser's breach of GCC Clause 32.2.

32.2 Such indemnity shall not cover any use of the System, including the Materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, any infringement resulting from the use of the System, or any products of the System produced thereby in association or combination with any other goods or services not supplied by the Supplier, where the infringement arises because of such association or combination and not because of use of the System in its own right.

32.3 Such indemnities shall also not apply if any claim of infringement:

(a) is asserted by a parent, subsidiary, or affiliate of the Purchaser's organization;

(b) is a direct result of a design mandated by the Purchaser's Technical Requirements and the possibility of such infringement was duly noted in the Supplier's Proposal; or

(c) results from the alteration of the System, including the Materials, by the Purchaser or any persons other than the Supplier or a person authorized by the Supplier.

32.4 If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in GCC Clause 32.1, the Purchaser shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such

proceedings or claim.

If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Purchaser within the twenty-eight (28) days, the Purchaser shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

32.5 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided to the Supplier in connection with this Contract by the Purchaser or any persons (other than the Supplier) contracted by the Purchaser, except to the extent that such losses, liabilities, and costs arise as a result of the Supplier's breach of GCC Clause 32.8.

32.6 Such indemnity shall not cover

(a) any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract;

(b) any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other Goods or Services not provided by the Purchaser or any other person contracted by the Purchaser, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.

32.7 Such indemnities shall also not apply:

(a) if any claim of infringement is asserted by a parent, subsidiary, or affiliate of the Supplier's organization;

(b) to the extent that any claim of infringement is caused by the alteration, by the Supplier, or any persons contracted by the Supplier, of the design, data, drawing,

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specification, or other documents or materials provided to the Supplier by the Purchaser or any persons contracted by the Purchaser.

32.8 If any proceedings are brought or any claim is made against the Supplier arising out of the matters referred to in GCC Clause 32.5, the Supplier shall promptly give the Purchaser notice of such proceedings or claims, and the Purchaser may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Purchaser fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Purchaser has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Purchaser's request, afford all available assistance to the Purchaser in conducting such proceedings or claim and shall be reimbursed by the Purchaser for all reasonable expenses incurred in so doing.

33. Limitation of Liability

33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

(a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and

(b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.

G. RISK DISTRIBUTION

34. Transfer of Ownership

34.1 With the exception of Software and Materials, the ownership of the Information Technologies and other Goods shall be transferred to the Purchaser at the time of Delivery or otherwise under terms that may be agreed upon and specified in the Contract Agreement.

34.2 Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be governed by GCC Clause 15 (Copyright) Clause 16 (Software License

Agreements), and any elaboration in the Technical Requirements.

34.3 Ownership of the Supplier's Equipment used by the Supplier and its Subcontractors in connection with the Contract shall remain with the Supplier or its Subcontractors.

35. Care of the System

35.1 The Purchaser shall become responsible for the care and custody of the System or Subsystems upon their Delivery. The Purchaser shall make good at its own cost any loss or damage that may occur to the System or Subsystems from any cause from the date of Delivery until the date of Operational Acceptance of the System or Subsystems, pursuant to GCC Clause 27 (Commissioning and Operational Acceptance), excepting such loss or damage arising from acts or omissions of the Supplier, its employees, or subcontractors.

35.2 If any loss or damage occurs to the System or any part of the System by reason of:

(a) (insofar as they relate to the country where the Project Site is located) nuclear reaction, nuclear radiation, radioactive contamination, a pressure wave caused by aircraft or other aerial objects, or any other occurrences that an experienced Supplier could not reasonably foresee, or if reasonably foreseeable could not reasonably make provision for or insure against, insofar as such risks are not normally insurable on the insurance market and are mentioned in the general exclusions of the policy of insurance taken out under GCC Clause 37;

(b) any use not in accordance with the Contract, by the Purchaser or any third party;

(c) any use of or reliance upon any design, data, or specification provided or designated by or on behalf of the Purchaser, or any such matter for which the Supplier has disclaimed responsibility in accordance with GCC Clause 21.1.2,

the Purchaser shall pay to the Supplier all sums payable in respect of the System or Subsystems that have achieved Operational Acceptance, notwithstanding that the same be lost, destroyed, or damaged. If the Purchaser requests the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Supplier shall make good the same at the cost of the Purchaser in accordance with GCC Clause 39. If the Purchaser does not request the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Purchaser shall either request a change in accordance with GCC Clause 39, excluding the performance of that part of the System thereby lost, destroyed, or damaged, or, where the loss or damage affects a substantial part of the System, the Purchaser shall terminate the Contract pursuant to GCC Clause 41.1.

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35.3 The Purchaser shall be liable for any loss of or damage to any Supplier's Equipment which the Purchaser has authorized to locate within the Purchaser's premises for use in fulfillment of Supplier's obligations under the Contract, except where such loss or damage arises from acts or omissions of the Supplier, its employees, or subcontractors.

36. Loss of or Damage to Property; Accident or Injury to Workers; Indemnification

36.1 The Supplier and each and every Subcontractor shall abide by the job safety, insurance, customs, and immigration measures prevalent and laws in force in the Purchaser's Country.

36.2 Subject to GCC Clause 36.3, the Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Purchaser or its employees or officers may suffer as a result of the death or injury of any person or loss of or damage to any property (other than the System, whether accepted or not) arising in connection with the supply, installation, testing, and Commissioning of the System and by reason of the negligence of the Supplier or its Subcontractors, or their employees, officers or agents, except any injury, death, or property damage caused by the negligence of the Purchaser, its contractors, employees, officers, or agents.

36.3 If any proceedings are brought or any claim is made against the Purchaser that might subject the Supplier to liability under GCC Clause 36.2, the Purchaser shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Purchaser within the twenty-eight (28) day period, the Purchaser shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

36.4 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of the death or personal injury of any person or loss of or damage to property of the Purchaser, other than the System not yet achieving Operational Acceptance, that

is caused by fire, explosion, or any other perils, in excess of the amount recoverable from insurances procured under GCC Clause 37 (Insurances), provided that such fire, explosion, or other perils were not caused by any act or failure of the Supplier.

36.5 If any proceedings are brought or any claim is made against the Supplier that might subject the Purchaser to liability under GCC Clause 36.4, the Supplier shall promptly give the Purchaser notice of such proceedings or claims, and the Purchaser may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Purchaser fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Purchaser has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Purchaser's request, afford all available assistance to the Purchaser in conducting such proceedings or claim and shall be reimbursed by the Purchaser for all reasonable expenses incurred in so doing.

36.6 The party entitled to the benefit of an indemnity under this GCC Clause 36 shall take all reasonable measures to mitigate any loss or damage that has occurred. If the party fails to take such measures, the other party's liabilities shall be correspondingly reduced.

37. Insurances

37.1 The Supplier shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract, the insurance set forth below. The identity of the insurers and the form of the policies shall be subject to the approval of the Purchaser, who should not unreasonably withhold such approval.

(a) Cargo Insurance During Transport

as applicable, 110 percent of the price of the Information Technologies and other Goods in a freely convertible currency, covering the Goods from physical loss or damage during shipment through receipt at the Project Site.

(b) Installation "All Risks" Insurance

as applicable, 110 percent of the price of the Information Technologies and other Goods covering the Goods at the site from all risks of physical loss or damage (excluding only perils commonly excluded under "all risks" insurance policies of this type by reputable insurers) occurring prior to Operational Acceptance of the System.

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(c) Third-Party Liability Insurance

On terms as **specified in the SCC,** covering bodily injury or death suffered by third parties (including the Purchaser's personnel) and loss of or damage to property (including the Purchaser's property and any Subsystems that have been accepted by the Purchaser) occurring in connection with the supply and installation of the Information System.

(d) Automobile Liability Insurance

In accordance with the statutory requirements prevailing in the Purchaser's Country, covering use of all vehicles used by the Supplier or its Subcontractors (whether or not owned by them) in connection with the execution of the Contract.

(e) Other Insurance (if any), as **specified in the SCC.**

37.2 The Purchaser shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1, except for the Third-Party Liability, and the Supplier's Subcontractors shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1 except for Cargo Insurance During Transport. All insurer's rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies.

37.3 The Supplier shall deliver to the Purchaser certificates of insurance (or copies of the insurance policies) as evidence that the required policies are in full force and effect.

37.4 The Supplier shall ensure that, where applicable, its Subcontractor(s) shall take out and maintain in effect adequate insurance policies for their personnel and vehicles and for work executed by them under the Contract, unless such Subcontractors are covered by the policies taken out by the Supplier.

37.5 If the Supplier fails to take out and/or maintain in effect the insurance referred to in GCC Clause 37.1, the Purchaser may take out and maintain in effect any such insurance and may from time to time deduct from any amount due the Supplier under the Contract any premium that the Purchaser shall have paid to the insurer or may otherwise recover such amount as a debt due from the Supplier.

37.6 Unless otherwise provided in the Contract, the Supplier shall prepare and conduct all and any claims made under the policies affected by it pursuant to this GCC Clause 37, and all monies payable by any insurers shall be paid to the Supplier. The Purchaser shall give to the Supplier all such reasonable assistance as may be required by the Supplier in connection

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with any claim under the relevant insurance policies. With respect to insurance claims in which the Purchaser's interest is involved, the Supplier shall not give any release or make any compromise with the insurer without the prior written consent of the Purchaser. With respect to insurance claims in which the Supplier's interest is involved, the Purchaser shall not give any release or make any compromise with the insurer without the prior written consent of the Supplier.

38. Force Majeure

38.1 "Force Majeure" shall mean any event beyond the reasonable control of the Purchaser or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected and shall include, without limitation, the following:

(a) war, hostilities, or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war;

(b) rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts;

(c) confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler, or any other act or failure to act of any local state or national government authority;

(d) strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague;

(e) earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster;

(f) failure, by the Supplier, to obtain the necessary export permit(s) from the governments of the Country(s) of Origin of the Information Technologies or other Goods, or Supplier's Equipment provided that the Supplier has made all reasonable efforts to obtain the required export permit(s), including the exercise of due diligence in determining the eligibility of the System and all of its components for receipt of the necessary export permits.

38.2 If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the

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occurrence of such event.

38.3 The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered, or delayed. The Time for Achieving Operational Acceptance shall be extended in accordance with GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

38.4 The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the Contract and to fulfill its or their obligations under the Contract, but without prejudice to either party's right to terminate the Contract under GCC Clause 38.6.

38.5 No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall:

(a) constitute a default or breach of the Contract;

(b) (subject to GCC Clauses 35.2, 38.3, and 38.4) give rise to any claim for damages or additional cost or expense occasioned by the delay or nonperformance,

if, and to the extent that, such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

38.6 If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.

38.7 In the event of termination pursuant to GCC Clause 38.6, the rights and obligations of the Purchaser and the Supplier shall be as specified in GCC Clauses 41.1.2 and 41.1.3.

38.8 Notwithstanding GCC Clause 38.5, Force Majeure shall not apply to any obligation of the Purchaser to make payments to the Supplier under this Contract.

H. CHANGE IN CONTRACT ELEMENTS

39. Changes to the System

39.1 Introducing a Change

39.1.1 Subject to GCC Clauses 39.2.5 and 39.2.7, the Purchaser shall have the right to propose, and subsequently require, the Project Manager to order the Supplier from time to time during the performance of the Contract to make any

change, modification, addition, or deletion to, in, or from the System (interchangeably called "Change"), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract.

A Change may involve, but is not restricted to, the substitution of updated Information Technologies and related Services in accordance with GCC Clause 23 (Product Upgrades).

39.1.2 The Supplier may from time to time during its performance of the Contract propose to the Purchaser (with a copy to the Project Manager) any Change that the Supplier considers necessary or desirable to improve the quality or efficiency of the System. The Purchaser may at its discretion approve or reject any Change proposed by the Supplier.

39.1.3 Notwithstanding GCC Clauses 39.1.1 and 39.1.2, no change made necessary because of any default of the Supplier in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any adjustment of the Contract Price or the Time for Achieving Operational Acceptance.

39.1.4 The procedure on how to proceed with and execute Changes is specified in GCC Clauses 39.2 and 39.3, and further details and sample forms are provided in the Sample Contractual Forms Section in the request for proposals document.

39.1.5 Moreover, the Purchaser and Supplier will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be "frozen." Any Change initiated after this time will be dealt with after Operational Acceptance.

39.2 Changes Originating from Purchaser

39.2.1 If the Purchaser proposes a Change pursuant to GCC Clauses 39.1.1, it shall send to the Supplier a "Request for Change Proposal," requiring the Supplier to prepare and furnish to the Project Manager as soon as reasonably practicable a "Change Proposal," which shall include the following:

(a) brief description of the Change;

(b) impact on the Time for Achieving Operational Acceptance;

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(c) detailed estimated cost of the Change;

(d) effect on Functional Guarantees (if any);

(e) effect on any other provisions of the Contract; and

(f) any additional documents as **specified in the SCC**.

39.2.2 Prior to preparing and submitting the "Change Proposal," the Supplier shall submit to the Project Manager a "Change Estimate Proposal," which shall be an estimate of the cost of preparing the Change Proposal, plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the Supplier's Change Estimate Proposal, the Purchaser shall do one of the following:

(a) accept the Supplier's estimate with instructions to the Supplier to proceed with the preparation of the Change Proposal;

(b) advise the Supplier of any part of its Change Estimate Proposal that is unacceptable and request the Supplier to review its estimate;

(c) advise the Supplier that the Purchaser does not intend to proceed with the Change.

39.2.3 Upon receipt of the Purchaser's instruction to proceed under GCC Clause 39.2.2 (a), the Supplier shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with GCC Clause 39.2.1. The Supplier, at its discretion, may specify a validity period for the Change Proposal, after which if the Purchaser and Supplier has not reached agreement in accordance with GCC Clause 39.2.6, then GCC Clause 39.2.7 shall apply.

39.2.4 The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the Change is such that the Contract rates and prices are inequitable, the parties to the Contract shall agree on other specific rates to be used for valuing the Change.

39.2.5 If before or during the preparation of the Change Proposal it becomes apparent that the aggregate impact of compliance with the Request for Change Proposal and with all other Change Orders that have already become binding upon the Supplier under this GCC Clause 39 would be to increase or decrease the Contract Price as originally set forth in Article 2 (Contract Price) of the Contract Agreement by more than fifteen (15) percent, the Supplier may give a written notice of objection to this Request for Change Proposal prior to furnishing the

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Change Proposal. If the Purchaser accepts the Supplier's objection, the Purchaser shall withdraw the proposed Change and shall notify the Supplier in writing of its acceptance.

The Supplier's failure to so object to a Request for Change Proposal shall neither affect its right to object to any subsequent requested Changes or Change Orders, nor affect its right to take into account, when making such subsequent objection, the percentage increase or decrease in the Contract Price that any Change not objected to by the Supplier represents.

39.2.6 Upon receipt of the Change Proposal, the Purchaser and the Supplier shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, the Purchaser shall, if it intends to proceed with the Change, issue the Supplier a Change Order. If the Purchaser is unable to reach a decision within fourteen (14) days, it shall notify the Supplier with details of when the Supplier can expect a decision. If the Purchaser decides not to proceed with the Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the Supplier accordingly. Under such circumstances, the Supplier shall be entitled to reimbursement of all costs reasonably incurred by it in the preparation of the Change Proposal, provided that these do not exceed the amount given by the Supplier in its Change Estimate Proposal submitted in accordance with GCC Clause 39.2.2.

39.2.7 If the Purchaser and the Supplier cannot reach agreement on the price for the Change, an equitable adjustment to the Time for Achieving Operational Acceptance, or any other matters identified in the Change Proposal, the Change will not be implemented. However, this provision does not limit the rights of either party under GCC Clause 6 (Settlement of Disputes).

39.3 Changes Originating from Supplier

If the Supplier proposes a Change pursuant to GCC Clause 39.1.2, the Supplier shall submit to the Project Manager a written "Application for Change Proposal," giving reasons for the proposed Change and including the information specified in GCC Clause 39.2.1. Upon receipt of the Application for Change Proposal, the parties shall follow the procedures outlined in GCC Clauses 39.2.6 and 39.2.7. However, should the Purchaser choose not to proceed or the Purchaser and the Supplier cannot come to agreement on the change during any validity period that the Supplier may specify in its Application for Change Proposal, the Supplier shall not be entitled to recover the costs of preparing the Application for Change

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Proposal, unless subject to an agreement between the Purchaser and the Supplier to the contrary.

39.4 Value engineering. The Supplier may prepare, at its own cost, a value engineering proposal at any time during the performance of the Contract. The value engineering proposal shall, at a minimum, include the following;

(a) the proposed change(s), and a description of the difference to the existing Contract requirements;

(b) a full cost/benefit analysis of the proposed change(s) including a description and estimate of costs (including life cycle costs) the Purchaser may incur in implementing the value engineering proposal; and

(c) a description of any effect(s) of the change on performance/functionality.

The Purchaser may accept the value engineering proposal if the proposal demonstrates benefits that:

(a) accelerates the delivery period; or

(b) reduces the Contract Price or the life cycle costs to the Purchaser; or

(c) improves the quality, efficiency, safety or sustainability of the systems; or

(d) yields any other benefits to the Purchaser,

without compromising the necessary functions of the systems.

If the value engineering proposal is approved by the Purchaser and results in:

(a) a reduction of the Contract Price; the amount to be paid to the Supplier shall be the percentage specified in the SCC of the reduction in the Contract Price; or

(b) an increase in the Contract Price; but results in a reduction in life cycle costs due to any benefit described in (a) to (d) above,

the amount to be paid to the Supplier shall be the full increase in the Contract Price.

40. Extension of Time for Achieving Operational Acceptance

40.1 The time(s) for achieving Operational Acceptance specified in the Schedule of Implementation shall be extended if the Supplier is delayed or impeded in the performance of any of its obligations under the Contract by reason of any of the following:

(a) any Change in the System as provided in GCC Clause 39 (Change in the Information System);

(b) any occurrence of Force Majeure as provided in GCC

Clause 38 (Force Majeure);

(c) default of the Purchaser; or

(d) any other matter specifically mentioned in the Contract;

by such period as shall be fair and reasonable in all the circumstances and as shall fairly reflect the delay or impediment sustained by the Supplier.

40.2 Except where otherwise specifically provided in the Contract, the Supplier shall submit to the Project Manager a notice of a claim for an extension of the time for achieving Operational Acceptance, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. As soon as reasonably practicable after receipt of such notice and supporting particulars of the claim, the Purchaser and the Supplier shall agree upon the period of such extension. In the event that the Supplier does not accept the Purchaser's estimate of a fair and reasonable time extension, the Supplier shall be entitled to refer the matter to the provisions for the Settlement of Disputes pursuant to GCC Clause 43.

40.3 The Supplier shall at all times use its reasonable efforts to minimize any delay in the performance of its obligations under the Contract.

41. Termination

41.1 Termination for Purchaser's Convenience

41.1.1 The Purchaser may at any time terminate the Contract for any reason by giving the Supplier a notice of termination that refers to this GCC Clause 41.1.

41.1.2 Upon receipt of the notice of termination under GCC Clause 41.1.1, the Supplier shall either as soon as reasonably practical or upon the date specified in the notice of termination

(a) cease all further work, except for such work as the Purchaser may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;

(b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to GCC Clause 41.1.2 (d) (ii) below;

(c) remove all Supplier's Equipment from the site, repatriate the Supplier's Personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind;

(d) in addition, the Supplier, subject to the payment

specified in GCC Clause 41.1.3, shall

(i) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;

(ii) to the extent legally possible, assign to the Purchaser all right, title, and benefit of the Supplier to the System, or Subsystem, as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;

(iii) deliver to the Purchaser all nonproprietary drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.1.3 In the event of termination of the Contract under GCC Clause 41.1.1, the Purchaser shall pay to the Supplier the following amounts:

(a) the Contract Price, properly attributable to the parts of the System executed by the Supplier as of the date of termination;

(b) the costs reasonably incurred by the Supplier in the removal of the Supplier's Equipment from the site and in the repatriation of the Supplier's Personnel;

(c) any amount to be paid by the Supplier to its Subcontractors in connection with the termination of any subcontracts, including any cancellation charges;

(d) costs incurred by the Supplier in protecting the System and leaving the site in a clean and safe condition pursuant to GCC Clause 41.1.2 (a); and

(e) the cost of satisfying all other obligations, commitments, and claims that the Supplier may in good faith have undertaken with third parties in connection with the Contract and that are not covered by GCC Clauses 41.1.3 (a) through (d) above.

41.2 Termination for Supplier's Default

41.2.1 The Purchaser, without prejudice to any other rights or remedies it may possess, may terminate the Contract forthwith in the following circumstances by giving a notice of termination and its reasons therefore to the Supplier, referring to this GCC Clause 41.2:

(a) if the Supplier becomes bankrupt or insolvent, has a receiving order issued against it, compounds with

its creditors, or, if the Supplier is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Supplier takes or suffers any other analogous action in consequence of debt;

(b) if the Supplier assigns or transfers the Contract or any right or interest therein in violation of the provision of GCC Clause 42 (Assignment); or

(c) if the Supplier, in the judgment of the Purchaser has engaged in Fraud and Corruption, as defined in paragraph 2.2 a. of the Appendix 1 to the GCC, in competing for or in executing the Contract, including but not limited to willful misrepresentation of facts concerning ownership of Intellectual Property Rights in, or proper authorization and/or licenses from the owner to offer, the hardware, software, or materials provided under this Contract.

41.2.2 If the Supplier:

(a) has abandoned or repudiated the Contract;

(b) has without valid reason failed to commence work on the System promptly;

(c) persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;

(d) refuses or is unable to provide sufficient Materials, Services, or labor to execute and complete the System in the manner specified in the Agreed Project Plan furnished under GCC Clause 19 at rates of progress that give reasonable assurance to the Purchaser that the Supplier can attain Operational Acceptance of the System by the Time for Achieving Operational Acceptance as extended;

then the Purchaser may, without prejudice to any other rights it may possess under the Contract, give a notice to the Supplier stating the nature of the default and requiring the Supplier to remedy the same. If the Supplier fails to remedy or to take steps to remedy the same within thirty (30) days of its receipt of such notice, then the Purchaser may terminate the Contract forthwith by giving a notice of termination to the Supplier that refers to this GCC Clause 41.2.

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41.2.3 Upon receipt of the notice of termination under GCC Clauses 41.2.1 or 41.2.2, the Supplier shall, either immediately or upon such date as is specified in the notice of termination:

(a) cease all further work, except for such work as the Purchaser may specify in the notice of termination for the sole purpose of protecting that part of the System already executed or any work required to leave the site in a clean and safe condition;

(b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to GCC Clause 41.2.3 (d) below;

(c) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;

(d) to the extent legally possible, assign to the Purchaser all right, title and benefit of the Supplier to the System or Subsystems as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;

(e) deliver to the Purchaser all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as at the date of termination in connection with the System.

41.2.4 The Purchaser may enter upon the site, expel the Supplier, and complete the System itself or by employing any third party. Upon completion of the System or at such earlier date as the Purchaser thinks appropriate, the Purchaser shall give notice to the Supplier that such Supplier's Equipment will be returned to the Supplier at or near the site and shall return such Supplier's Equipment to the Supplier in accordance with such notice. The Supplier shall thereafter without delay and at its cost remove or arrange removal of the same from the site.

41.2.5 Subject to GCC Clause 41.2.6, the Supplier shall be entitled to be paid the Contract Price attributable to the portion of the System executed as at the date of termination and the costs, if any, incurred in protecting the System and in leaving the site in a clean and safe condition pursuant to GCC Clause 41.2.3 (a). Any sums due the Purchaser from the Supplier accruing prior to the date of termination shall be deducted from the amount to be paid to the Supplier under this Contract.

41.2.6 If the Purchaser completes the System, the cost of completing the System by the Purchaser shall be

determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC Clause 41.2.5, plus the reasonable costs incurred by the Purchaser in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under GCC Clause 41.2.5, the Supplier shall pay the balance to the Purchaser, and if such excess is less than the sums due the Supplier under GCC Clause 41.2.5, the Purchaser shall pay the balance to the Supplier. The Purchaser and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.

41.3 Termination by Supplier

41.3.1 If:

(a) the Purchaser has failed to pay the Supplier any sum due under the Contract within the specified period, has failed to approve any invoice or supporting documents without just cause **pursuant to the SCC,** or commits a substantial breach of the Contract, the Supplier may give a notice to the Purchaser that requires payment of such sum, with interest on this sum as stipulated in GCC Clause 12.3, requires approval of such invoice or supporting documents, or specifies the breach and requires the Purchaser to remedy the same, as the case may be. If the Purchaser fails to pay such sum together with such interest, fails to approve such invoice or supporting documents or give its reasons for withholding such approval, fails to remedy the breach or take steps to remedy the breach within fourteen (14) days after receipt of the Supplier's notice; or

(b) the Supplier is unable to carry out any of its obligations under the Contract for any reason attributable to the Purchaser, including but not limited to the Purchaser's failure to provide possession of or access to the site or other areas or failure to obtain any governmental permit necessary for the execution and/or completion of the System;

then the Supplier may give a notice to the Purchaser of such events, and if the Purchaser has failed to pay the outstanding sum, to approve the invoice or supporting documents, to give its reasons for withholding such approval, or to remedy the breach within twenty-eight (28) days of such notice, or if the Supplier is still unable to carry out any of its obligations under the Contract for any reason attributable to the Purchaser within twenty-eight (28) days of the said notice, the Supplier may by a further notice to the Purchaser referring to this GCC

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Clause 41.3.1, forthwith terminate the Contract.

41.3.2 The Supplier may terminate the Contract immediately by giving a notice to the Purchaser to that effect, referring to this GCC Clause 41.3.2, if the Purchaser becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, being a corporation, if a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Purchaser takes or suffers any other analogous action in consequence of debt.

41.3.3 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, then the Supplier shall immediately:

(a) cease all further work, except for such work as may be necessary for the purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;

(b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to Clause 41.3.3 (d) (ii);

(c) remove all Supplier's Equipment from the site and repatriate the Supplier's Personnel from the site.

(d) In addition, the Supplier, subject to the payment specified in GCC Clause 41.3.4, shall:

(i) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;

(ii) to the extent legally possible, assign to the Purchaser all right, title, and benefit of the Supplier to the System, or Subsystems, as of the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;

(iii) to the extent legally possible, deliver to the Purchaser all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.3.4 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, the Purchaser shall pay to the Supplier all payments specified in GCC Clause 41.1.3 and reasonable compensation for all loss, except for loss of profit, or damage sustained by the Supplier arising out of, in

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connection with, or in consequence of such termination.

41.3.5 Termination by the Supplier pursuant to this GCC Clause 41.3 is without prejudice to any other rights or remedies of the Supplier that may be exercised in lieu of or in addition to rights conferred by GCC Clause 41.3.

41.4 In this GCC Clause 41, the expression "portion of the System executed" shall include all work executed, Services provided, and all Information Technologies, or other Goods acquired (or subject to a legally binding obligation to purchase) by the Supplier and used or intended to be used for the purpose of the System, up to and including the date of termination.

41.5 In this GCC Clause 41, in calculating any monies due from the Purchaser to the Supplier, account shall be taken of any sum previously paid by the Purchaser to the Supplier under the Contract, including any advance payment paid **pursuant to the SCC.**

42. Assignment

42.l Neither the Purchaser nor the Supplier shall, without the express prior written consent of the other, assign to any third party the Contract or any part thereof, or any right, benefit, obligation, or interest therein or thereunder, except that the Supplier shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract.

I. SETTLEMENT OF DISPUTES

43. Settlement of Disputes

43.1 Adjudication

43.1.1 If any dispute of any kind whatsoever shall arise between the Purchaser and the Supplier in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, or the operation of the System (whether during the progress of implementation or after its achieving Operational Acceptance and whether before or after the termination, abandonment, or breach of the Contract), the parties shall seek to resolve any such dispute by mutual consultation. If the parties fail to resolve such a dispute by mutual consultation within fourteen (14) days after one party has notified the other in writing of the dispute, then, if the Contract Agreement in Appendix 2 includes and names an Adjudicator, the dispute shall, within another fourteen (14) days, be referred in writing by either party to the Adjudicator, with a copy to the other party. If there is no Adjudicator specified in the Contract Agreement, the mutual consultation period stated above shall last twenty-

eight (28) days (instead of fourteen), upon expiry of which either party may move to the notification of arbitration pursuant to GCC Clause 43.2.1.

43.1.2 The Adjudicator shall give his or her decision in writing to both parties within twenty-eight (28) days of the dispute being referred to the Adjudicator. If the Adjudicator has done so, and no notice of intention to commence arbitration has been given by either the Purchaser or the Supplier within fifty-six (56) days of such reference, the decision shall become final and binding upon the Purchaser and the Supplier. Any decision that has become final and binding shall be implemented by the parties forthwith.

43.1.3 The Adjudicator shall be paid an hourly fee at the rate specified in the Contract Agreement plus reasonable expenditures incurred in the execution of duties as Adjudicator, and these costs shall be divided equally between the Purchaser and the Supplier.

43.1.4 Should the Adjudicator resign or die, or should the Purchaser and the Supplier agree that the Adjudicator is not fulfilling his or her functions in accordance with the provisions of the Contract, a new Adjudicator shall be jointly appointed by the Purchaser and the Supplier. Failing agreement between the two within twenty-eight (28) days, the new Adjudicator shall be appointed at the request of either party by the Appointing Authority **specified in the SCC,** or, if no Appointing Authority is **specified in SCC,** the Contract shall, from this point onward and until the parties may otherwise agree on an Adjudicator or an Appointing Authority, be implemented as if there is no Adjudicator.

43.2 Arbitration

43.2.1 If

(a) the Purchaser or the Supplier is dissatisfied with the Adjudicator's decision and acts before this decision has become final and binding pursuant to GCC Clause 43.1.2, or

(b) the Adjudicator fails to give a decision within the allotted time from referral of the dispute pursuant to GCC Clause 43.1.2, and the Purchaser or the Supplier acts within the following fourteen (14) days, or

(c) in the absence of an Adjudicator from the Contract Agreement, the mutual consultation pursuant to GCC Clause 43.1.1 expires without resolution of the dispute and the Purchaser or the Supplier acts within the following fourteen (14) days,

then either the Purchaser or the Supplier may act to give notice to the other party, with a copy for information to the Adjudicator in case an Adjudicator had been involved, of its intention to commence arbitration, as provided below, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

43.2.2 Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GCC Clause 43.2.1, shall be finally settled by arbitration. Arbitration may be commenced prior to or after Installation of the Information System.

43.2.3 Arbitration proceedings shall be conducted in accordance with the rules of procedure **specified in the SCC.**

43.3 Notwithstanding any reference to the Adjudicator or arbitration in this clause,

(a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree;

(b) the Purchaser shall pay the Supplier any monies due the Supplier.

J. CYBER SECURITY

44. Cyber Security

44.1 **Pursuant to the SCC**, the Supplier, including its Subcontractors/ suppliers/ manufacturers shall take all technical and organizational measures necessary to protect the information technology systems and data used in connection with the Contract. Without limiting the foregoing, the Supplier, including its Subcontractors/ suppliers/ manufacturers, shall use all reasonable efforts to establish, maintain, implement and comply with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or data used in connection with the Contract.

APPENDIX 1

Fraud and Corruption

(Text in this Appendix shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

a. Defines, for the purposes of this provision, the terms set forth below as follows:

i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;

iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

v. "obstructive practice" is:

(a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or

(b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time

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that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;

d. Pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;[1] (ii) to be a nominated[2] sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;

e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect[3] all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

[1] For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

[2] A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

[3] Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

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APPENDIX 2

Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration for Subcontractors

[The following table shall be filled in by each subcontractor proposed by the Supplier, that was not named in the Contract]

Subcontractor's Name: *[insert full name]*

Date: *[insert day, month, year]*
Contract reference *[insert contract reference]*
Page *[insert page number]* of *[insert total number]* pages

SEA and/or SH Declaration
We: ☐ (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. ☐ (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. ☐ (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.
[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]
Period of disqualification: From: _____ To: _____

Name of the Subcontractor_____

Name of the person duly authorized to sign on behalf of the Subcontractor_____

Title of the person signing on behalf of the Subcontractor_____

Signature of the person named above_____

Date signed _____ day of _____, _____

Countersignature of authorized representative of the Supplier:
Signature: _____

Date signed _____ day of _____, _____

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SECTION IX - SPECIAL CONDITIONS OF CONTRACT

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Special Conditions of Contract

The following Special Conditions of Contract (SCC) shall supplement or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions of the SCC shall prevail over those in the General Conditions of Contract. For the purposes of clarity, any referenced GCC clause numbers are indicated in the left column of the SCC.

A. CONTRACT AND INTERPRETATION

Definitions (GCC Clause 1)

GCC 1.1 (a) (ix)	The applicable edition of the Procurement Regulation is dated: **Procurement Regulation is dated: "Procurement Regulations for IPF Borrowers" First Published July 2016 and Revised Fifth Edition September 2023. ("Procurement Regulations"),**
GCC 1.1 (b) (i)	The Purchaser is: **The Information And Communication Technology Authority**
GCC 1.1 (b) (ii)	The Project Manager is: **Director Programmes and Standards.**
GCC 1.1 (e) (i)	The Purchaser's Country is: ***Kenya***
GCC 1.1 (e) (x)	***There are no Special Conditions associated with GCC 1.1 (e) (x).***
GCC 1.1 (e) (xiii)	The Post-Warranty Services Period is : • **LOT 1: Integration and Interoperability Platform-** twe**nty four (24) months** • **LOT 2: Identity and Access Management Federation Services** -twelve **(12) months** • **LOT 3: Digital Signing & Trust Services** twelve **-(12) months** starting with the completion of the Warranty Period, and applies only if the Purchaser contracts the optional post-warranty services (SCC 7.3; Section VII 13.4)

Notices (GCC Clause 4)

GCC 4.3	Address of the Project Manager: Director Programmes and Standards 12th Floor ,Telposta Towers , Kenyatta Avenue P O Box 27150-00100 Tel:+254 02211960

	Nairobi, Kenya Fallback address of the Purchaser ***The Information and Communication Technology Authority***\ 12th Floor , Telposta Towers , Kenyatta Avenue info@ict.go.ke/procurement@ict.go.ke P O Box 27150-00100 Nairobi, Kenya

B. SUBJECT MATTER OF CONTRACT

Scope of the System (GCC Clause 7)

GCC 7.3	The Supplier's obligations under the Contract will include the following recurrent cost items, as identified in the Recurrent Cost tables in the Supplier's Proposal: **Recurrent Cost Items and Spare Parts** 1. **Enterprise software/platform support and subscription services**, including applicable enterprise support for the core platform and software components required for continued operation of the System; 2. **Software support and subscription services**, including the applicable support and subscription requirements for the Identity and Access Management and Federation Services under Lot 2; 3. **Platform and HSM support services**, including support and maintenance for the Digital Signing and Trust Services platform and associated HSM infrastructure under Lot 3; 4. **Warranty and support services**, including service desk operations, incident logging, classification, escalation and resolution tracking, preventive and corrective maintenance, SLA reporting, security support, vulnerability remediation, security patch management, security incident response, security monitoring support and security configuration reviews; 5. **Knowledge transfer and updated documentation during the warranty period**, sufficient to enable Government personnel to independently operate, administer, maintain and support the solution; and

	6. Any other recurrent support or subscription costs expressly identified in the applicable Financial Proposal and required under the Technical Requirements. The above recurrent cost items shall be provided in accordance with the Technical Requirements, including the provisions relating to **Warranty, Maintenance and Support**, Service Desk and SLAs, Security Support and Knowledge Transfer. The warranty period shall be as follows: • **Lot 1:** a minimum of twenty-four (24) months from the date of Operational Acceptance (SCC GCC 29.4); and • **Lots 2 and 3:** a minimum of twelve (12) months from the date of Operational Acceptance (SCC GCC 29.4). The warranty shall cover the platform software components, configured services and integrations, APIs, security configurations, documentation and related deliverables. Defects attributable to the Supplier shall be corrected at no additional cost to the Purchaser. The Supplier shall provide the applicable support services throughout the warranty period in accordance with the response and resolution times specified in the Technical Requirements. The Supplier shall also provide vulnerability remediation, security patch management, security incident response support, security monitoring support, security configuration reviews, updated documentation and continued knowledge transfer during the warranty period. **Spare Parts** Spare parts shall be **Not Applicable**, except where spare parts are expressly identified as required for hardware or infrastructure components in the Supplier's Proposal and the applicable Spare Parts Price Schedule. Where applicable, the Supplier shall supply such spare parts at the prices stated in the Spare Parts Price Schedule, inclusive of the purchase price and all costs and expenses associated with their supply. No specific number of years for the supply of spare parts is prescribed under the Technical Requirements. Accordingly, the Supplier shall only be required to provide spare parts where expressly identified and agreed under the Contract. **Post-Warranty Services**

	Post-warranty support arrangements, including annual maintenance, technical support, managed services, security monitoring, application support and enhancement services, may be proposed as optional services and shall be quoted separately. Such post-warranty services shall not form part of the financial evaluation (PDS ITP 17.2).

Time for Commencement and Operational Acceptance (GCC Clause 8)

GCC 8.1	The Supplier shall commence work on the System within: ***14*** **days** from the Effective Date of the Contract.

Supplier's Responsibilities (GCC Clause 9)

GCC 9.1	Health and safety manual is required
GCC 9.8	*There are no sustainable procurement contractual provisions applicable to this Contract.*
GCC 9.18	***The Supplier is not required to make security arrangements for the Project Site/s. Physical security at Government hosting sites and MDA premises remains the responsibility of the Purchaser; the Supplier shall comply with the site security rules notified by the Purchaser.***
GCC 9.20	The Supplier shall comply with the Government readiness schedule and the cross-lot dependency register in Section VII, Annex J, J.6, which form part of the Contract. The Supplier shall meet the dependency dates for which it is the provider. A delay caused by a late dependency from another Lot Contractor, the Purchaser or an agency shall entitle the Supplier to an extension of time under GCC 40.

C. PAYMENT

Contract Price (GCC Clause 11)

GCC 11.2	Adjustments to the Contract Price shall be as follows***: "not applicable"***

Terms of Payment (GCC Clause 12)

GCC 12.1	Subject to the provisions of GCC Clause 12 (Terms of Payment), the Purchaser shall pay the Contract Price to the Supplier according to the categories and in the manner specified below. Payment of the implementation milestones (M1–M7) shall be made against deliverables accepted by the Purchaser. No advance payment applies under this Contract.

Recurrent Cost Items for the Warranty Period (Annex D lines D1.1.2, D1.4.1–D1.4.2, D2.1.4, D2.3.1, D3.1.6 and D3.3.1) are excluded from milestones M1–M7 and shall be paid quarterly in arrears during the Warranty Period, against the Purchaser's acceptance of the quarterly SLA and support report.

Payment Milestones

Milestone	Trigger	% of Contract Price
M1	Inception and planning deliverables accepted	10%
M2	Architecture and design accepted (including PIC approval)	15%
M3	Core platform configured and readiness accepted	20%
M4	Priority integrations and onboarding accepted	20%
M5	Testing, UAT and rollout readiness accepted	15%
M6	Training, Go-Live and handover accepted	10%
M7	Retention / warranty performance milestone: released six (6) months after Operational Acceptance, provided that no Critical or High defects (Section VII 12.3) remain open and the service levels in Section VII 13.2 have been met in each month of that period	10%

GCC 12.3	The Purchaser shall pay to the Supplier interest on the delayed payments at a rate of: **the Central Bank Rate published by the Central Bank of Kenya and prevailing on the date the payment fell due, per annum.**
GCC 12.4	The Supplier will invoice the Purchaser in the currency used in the Contract Agreement and the Price Schedules it refers to, for Goods and Services supplied locally, and the conversion between this currency and *Kenya Shilling* for payment purposes - in case the two currencies are different - will be made as of the actual payment date using the exchange rate found in ***Central Bank of Kenya***

GCC 12.6	*"There are no Special Conditions of Contract applicable to GCC Clause 12.6".*

Securities (GCC Clause 13)

GCC 13.3.1	The Performance Security shall be denominated in ***Kenya Shillings*** for an amount equal to ***10%*** percent of the Contract Price, excluding any Recurrent Costs.
GCC 13.3.4	During the Warranty Period (i.e., after Operational Acceptance of the System), the Performance Security shall be reduced to **2.5 percent** of the Contract Price, excluding any Recurrent Costs

D. INTELLECTUAL PROPERTY

Copyright (GCC Clause 15)

GCC 15.3	***There are no Special Conditions of Contract applicable to GCC Clause 15.3***
GCC 15.4	***There are no Special Conditions of Contract applicable to GCC Clause 15.4***
GCC 15.5	***Source-code escrow is required for all proprietary core components of the System (Section VII, Section 4.4). The Supplier shall deposit the Source Code and build documentation with an escrow agent acceptable to the Purchaser before Operational Acceptance, update the deposit with each new release, and the Source Code shall be released to the Purchaser on the Supplier's insolvency or if the Supplier ceases to support the Software. Escrow costs shall be borne by the Supplier.***

Software License Agreements (GCC Clause 16)

GCC 16.1 (a) (iv)	***There are no Special Conditions of Contract applicable to GCC Clause 16.1 (a) (iv)***
GCC 16.1 (b) (vi)	***There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vi)***
GCC 16.1 (b) (vii)	***There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vii)***

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GCC 16.2	***There are no Special Conditions of Contract applicable to GCC Clause 16.2***

Confidential Information (GCC Clause 17)

GCC 17.1	***There are no Special Conditions of Contract applicable to GCC Clause 17.1***

E. SUPPLY, INSTALLATION, TESTING, COMMISSIONING, AND ACCEPTANCE OF THE SYSTEM

Representatives (GCC Clause 18)

GCC 18.1	***There are no Special Conditions of Contract applicable to GCC Clause 18***
GCC 18.2.2	***There are no Special Conditions of Contract applicable to GCC Clause 18.2.2***

Project Plan (GCC Clause 19)

GCC 19.1	Chapters in the Project Plan shall address the following subject**:** ***(a) Project Organization and Management Plan, including quality assurance, configuration management, problem escalation and resolution, etc.*** ***(b) Systems Development Methodology Plan*** ***(c) Delivery and Installation Plan*** ***(d) Integration and Data Migration Plan*** ***(e) Training Plan*** ***(f) Documentation Plan*** ***(g) Verification, Validation and Testing Plan*** ***(h) Technical Support Plan, including Warranty Services***

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	(i) Task, Time, and Resource Schedules; ***Further details regarding the required contents of each of the above chapters are contained in the Technical Requirements, .***
GCC 19.6	***The Supplier shall submit to the Purchaser:*** ***(i) monthly inspection and quality assurance reports*** ***(ii) monthly training participants test results*** (iii) ***monthly log of service calls and problem resolutions*** (iv) ***Monthly Cybersecurity Risk Management Report:*** The Supplier shall submit a monthly report on the status of compliance with cybersecurity risk management requirements, including any actual or foreseeable cybersecurity risks identified during the reporting period and the mitigation measures undertaken or proposed to address such risks.
GCC 19.7	*The Supplier shall notify the Project Manager of any cyber security incident affecting the System, its interfaces or Government data within twenty-four (24) hours of detection, and shall submit a full incident report, including root cause and remediation measures, within five (5) working days.*

Design and Engineering (GCC Clause 21)

GCC 21.3.1	The Supplier shall prepare and furnish to the Project Manager the following documents for which the Supplier must obtain the Project Manager's approval before proceeding with work on the System or any Subsystem covered by the documents: (i) Detailed System and Subsystem Architecture and Design; (ii) Detailed System Integration and API Specifications; (iii) Final System and Subsystem Configurations; (iv) Detailed Implementation and Deployment Plan; (v) Data Migration, Data Mapping and Data Validation Plan; (vi) Cybersecurity and Information Security Implementation Plan;

	(vii) System Testing and Acceptance Plan, including test scripts and acceptance criteria; (viii) System Integration and Interface Design; (ix) Business Continuity, Backup and Disaster Recovery Plan; (x) User Access, Identity and Access Management Configuration; (xi) Training and Knowledge Transfer Plan; and (xii) Detailed Site Survey and Infrastructure Requirements, where applicable. The Supplier shall not proceed with implementation of any System or Subsystem covered by the above documents until the relevant document has been reviewed and approved by the Project Manager.

Product Upgrades (GCC Clause 23)

GCC 23.4	***There are no Special Conditions of Contract applicable to GCC Clause 23.4.***

Inspections and Tests (GCC Clause 25)

GCC 25	***There are no Special Conditions of Contract applicable to GCC Clause 25.***

Commissioning and Operational Acceptance (GCC Clause 27)

GCC 27.2.1	***There are no Special Conditions of Contract applicable to GCC Clause 27.2.1.***

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F. GUARANTEES AND LIABILITIES

Operational Acceptance Time Guarantee (GCC Clause 28)

GCC 28.2	***There are no Special Conditions of Contract applicable to GCC Clause 28.2.***
GCC 28.3	***There are no Special Conditions of Contract applicable to GCC Clause 28.3.***

Defect Liability (GCC Clause 29)

GCC 29.1	***There are no Special Conditions of Contract applicable to GCC Clause 29.1.***
GCC 29.4	***The Warranty Period shall commence from the date of Operational Acceptance and shall extend for: Lot 1 – twenty-four (24) months; Lot 2 – twelve (12) months; Lot 3 – twelve (12) months.***
GCC 29.10	***There are no Special Conditions of Contract applicable to GCC Clause 29.10***

Functional Guarantees (GCC Clause 30)

GCC 30	***There are no Special Conditions of Contract applicable to GCC Clause 30.***
GCC 32	***There are no Special Conditions of Contract applicable to GCC Clause 32.***

G. RISK DISTRIBUTION

Insurances (GCC Clause 37)

GCC 37.1 (c)	The Supplier shall obtain and maintain Third-Party Liability Insurance in an amount of not less than the Contract Price, with deductible limits of no more than KES 1,000,000 per occurrence. The insured parties shall

	be the Supplier, the Purchaser, and their respective officers, employees, agents and authorized representatives, as applicable. The Insurance shall cover the period from the Effective Date of the Contract until completion of the Services and/or expiry of the applicable warranty and defects liability period, as specified in the Contract, and shall remain valid for any period during which the Supplier may have third-party liability arising from the performance of the Contract.
GCC 37.1 (e)	***There are no Special Conditions of Contract applicable to GCC Clause 37.1 (e).***

H. CHANGE IN CONTRACT ELEMENTS

Changes to the System (GCC Clause 39)

GCC 39.2.1	***(f) sufficient information to enable assessment of cyber security risks.***
GCC 39.4	**Value Engineering** The Purchaser ***will not*** consider a Value Engineering Proposal.

I. SETTLEMENT OF DISPUTES

Settlement of Disputes (GCC Clause 43)

GCC 43.1.4	The Appointing Authority for the Adjudicator is The Chairman, Chartered Institute of Arbitrators Kenya Chapter. Hourly rate and types of reimbursable expenses to be paid to the Adjudicator: KES 15,000 per hour, up to a maximum of eight (8) hours per day, plus reimbursable expenses for transportation and office expenses at cost, supported

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	by receipts (consistent with PDS ITP 49).
GCC 43.2.3	If the Proposer is from outside the Purchaser's Country arbitration proceedings shall be conducted in accordance with the rules of arbitration of **UNCITRAL**. These rules, in the version in force at the time of the request for arbitration, will be deemed to form part of this Contract. If the Proposer is a national of the Purchaser's Country, any dispute between the Purchaser and a Supplier arising in connection with the present Contract shall be referred to arbitration in accordance with the laws of the Purchaser's country.

J. CYBER SECURITY

Cyber Security (GCC Clause 44)

GCC 44.1	Cyber Security *"**applies**"*

SECTION X - CONTRACT FORMS

Notes to the Purchaser on preparing the Contract Forms

Performance Security: Pursuant to GCC Clause 13.3, the successful Proposer is required to provide the Performance Security within twenty-eight (28) days of notification of Contract award.

Advance Payment Security (not applicable – no advance payment under this Contract): Pursuant to Clause 13.2, the successful Proposer is required to provide a bank guarantee securing the Advance Payment, if the SCC related to GCC Clause 12.1 provides for an Advance Payment.

Installation and Operational Acceptance Certificates: Recommended formats for these certificates are included in this SPD. Unless the Purchaser has good reason to require procedures that differ from those recommended, or to require different wording in the certificates, the procedures and forms shall be included unchanged. If the Purchaser wishes to amend the recommended procedures and/or certificates, it may propose alternatives for the approval of the World Bank before release of the request for proposals document to potential Proposers.

Change Order Procedures and Forms: Similar to the Installation and Operational Acceptance Certificates, the Change Estimate Proposal, Estimate Acceptance, Change Proposal, Change Order, and related Forms should be included in the request for proposals document unaltered. If the Purchaser wishes to amend the recommended procedures and/or certificates, it may propose alternatives for the approval of the World Bank before release of the request for proposals document.

Notes to Proposers on working with the Sample Contractual Forms

The following forms are to be completed and submitted by the successful Proposer following receipt of the Letter of Acceptance from the Purchaser: (i) Contract Agreement, with all Appendices; (ii) Performance Security; and (iii) Advance Payment Security.

- Contract Agreement: In addition to specifying the parties and the Contract Price, the Contract Agreement is where the: (i) Supplier Representative; (ii) if applicable, agreed Adjudicator and his/her compensation; and (iii) the List of Approved Subcontractors are specified. In addition, modifications to the successful Proposer's Proposal Price Schedules are attached to the Agreement. These contain corrections and adjustments to the Supplier's Proposal prices to correct errors, adjust the Contract Price to reflect – if applicable - any extensions to Proposal validity beyond the last day of original Proposal validity plus 56 days, etc.
- Performance Security: Pursuant to GCC Clause 13.3, the successful Proposer is

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required to provide the Performance Security in the form contained in this section of this request for proposals document and in the amount specified in accordance with the SCC.

- Advance Payment Security: Pursuant to GCC Clause 13.2, the successful Proposer is required to provide a bank guarantee for the full amount of the Advance Payment - if an Advance Payment is specified in the SCC for GCC Clause 12.1 - in the form contained in this section of this request for proposals document or another form acceptable to the Purchaser. If a Proposer wishes to propose a different Advance Payment Security form, it should submit a copy to the Purchaser promptly for review and confirmation of acceptability before the proposal submission deadline.

The Purchaser and Supplier will use the following additional forms during Contract implementation to formalize or certify important Contract events: (i) the Installation and Operational Acceptance Certificates; and (ii) the various Change Order forms. These and the procedures for their use during performance of the Contract are included in the request for proposals document for the information of Proposers.

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NOTIFICATION OF INTENTION TO AWARD

[This Notification of Intention to Award shall be sent to each Proposer that submitted a Proposal, unless the Proposer has previously received notice of exclusion from the process *Proposer.]*

[Send this Notification to the Proposer's Authorized Representative named in the Proposer Information Form]

For the attention of Proposer's Authorized Representative

Name: *[insert **Authorized Representative's name**]*

Address: *[insert **Authorized Representative's Address**]*

Telephone/Fax numbers: *[insert **Authorized Representative's telephone/fax numbers**]*

Email Address: *[insert **Authorized Representative's email address**]*

[IMPORTANT: insert the date that this Notification is transmitted to all participating Proposers. The Notification must be sent to all Proposers simultaneously. This means on the same date and as close to the same time as possible.]

DATE OF TRANSMISSION: This Notification is sent by: *[specify **email / fax**]* on *[specify **date**]* (local time)

Notification of Intention to Award

Purchaser: *[insert **the name of the Purchaser**]*
Project: *[insert **name of project**]*
Contract title: *[insert the **name of the contract**]*
Country: *[insert **country where RFP is issued**]*
Loan No. /Credit No. / Grant No.: *[insert **reference number for loan/credit/grant**]*
RFP No: *[insert RFP **reference number from Procurement Plan**]*

This Notification of Intention to Award (Notification) notifies you of our decision to award the above contract. The transmission of this Notification begins the Standstill Period. During the Standstill Period you may:

a) request a debriefing in relation to the evaluation of your Proposal, and/or

b) submit a Procurement-related Complaint in relation to the decision to award the contract.

1. The successful Proposer

Name:	[*insert name of successful Proposer*]
Address:	[*insert address of the successful Proposer*]
Contract price:	[*insert contract price of the successful Proposer*]
Total combined score:	[*insert the total combined score of the successful Proposer*]

2. Other Proposers *[INSTRUCTIONS: insert names of all Proposers that submitted a Proposal, Proposal prices as read out and evaluated, technical scores and combined scores.]*

Name of Proposer	Technical Score (If applicable)	Proposal price	Evaluated Proposal Cost	Combined Score
[*insert name*]	[*insert Technical score*]	[*insert Proposal price*]	[*insert evaluated cost*]	[*insert combined score*]
[*insert name*]	[*insert Technical score*]	[*insert Proposal price*]	[*insert evaluated cost*]	[*insert combined score*]
[*insert name*]	[*insert Technical score*]	[*insert Proposal price*]	[*insert evaluated cost*]	[*insert combined score*]

3. Reason/s why your Proposal was unsuccessful *[Delete if the combined score already reveals the reason]*

[INSTRUCTIONS; State the reason/s why <u>this</u> Proposer's Proposal was unsuccessful. Do NOT include: (a) a point by point comparison with another Proposer's Proposal or (b) information that is marked confidential by the Proposer in its Proposal.]

4. How to request a debriefing

DEADLINE: The deadline to request a debriefing expires at midnight on *[insert date]* (local time).

You may request a debriefing in relation to the results of the evaluation of your Proposal. If you decide to request a debriefing your written request must be made within three (3) Business Days of receipt of this Notification of Intention to Award.

Provide the contract name, reference number, name of the Proposer, contact details; and address the request for debriefing as follows:

Attention: [*insert full name of person, if applicable*]

Title/position: [*insert title/position*]

Agency: [*insert name of Purchaser*]

Email address: [*insert email address*]

Fax number: [*insert fax number or state "not applicable"*]

If your request for a debriefing is received within the 3 Business Days deadline, we will provide the debriefing within five (5) Business Days of receipt of your request. If we are unable to provide the debriefing within this period, the Standstill Period shall be extended by five (5) Business Days after the date that the debriefing is provided. If this happens, we will notify you and confirm the date that the extended Standstill Period will end.

The debriefing may be in writing, by phone, video conference call or in person. We shall promptly advise you in writing how the debriefing will take place and confirm the date and time.

If the deadline to request a debriefing has expired, you may still request a debriefing. In this case, we will provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of the Contract Award Notice.

5. How to make a complaint

DEADLINE: The deadline for submitting a Procurement-related Complaint challenging the decision to award the contract expires on midnight, *[insert date]* (local time).

Provide the contract name, reference number, name of the Proposer, contact details; and address the Procurement-related Complaint as follows:

Attention: [*insert full name of person, if applicable*]

Title/position: [*insert title/position*]

Agency: [*insert name of Purchaser*]

Email address: [*insert email address*]

Fax number: [*insert fax number or state "not applicable"*]

At this point in the procurement process, you may submit a Procurement-related Complaint challenging the decision to award the contract. You do not need to have requested, or received, a debriefing before making this complaint. Your complaint must be submitted within the Standstill Period and received by us before the Standstill Period ends.

For more information see the "Procurement Regulations for IPF Borrowers (Procurement Regulations) (Annex III)." You should read these provisions before preparing and submitting your complaint. In addition, the World Bank's Guidance "How to make a Procurement-related Complaint" provides a useful explanation of the process, as well as a sample letter of complaint.

In summary, there are four essential requirements:

1. You must be an 'interested party'. In this case, that means a Proposer who submitted a Proposal in this procurement, and is the recipient of a Notification of Intention to Award.
2. The complaint can only challenge the decision to award the contract.
3. You must submit the complaint within the deadline stated above.
4. You must include, in your complaint, all of the information required by the Procurement Regulations (as described in Annex III).

6. Standstill Period

DEADLINE: The Standstill Period is due to end at midnight on *[insert date]* (local time).

The Standstill Period lasts ten (10) Business Days after the date of transmission of this Notification of Intention to Award.

The Standstill Period may be extended. This may happen where we are unable to provide a debriefing within the five (5) Business Day deadline. If this happens we will notify you of the extension.

If you have any questions regarding this Notification please do not hesitate to contact us.

On behalf of the Purchaser:

Signature: _____

Title/position: [*insert* ***title/position***]

Agency: [*insert* ***name of Purchaser***]

Email address: [*insert* ***email address***]

Telephone number: [insert ***telephone number]***

BENEFICIAL OWNERSHIP DISCLOSURE FORM

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form ("Form") is to be completed by the successful Proposer. In case of joint venture, the Proposer must submit a separate Form for each member. The beneficial ownership information to be submitted in this Form shall be current as of the date of its submission.

For the purposes of this Form, a Beneficial Owner of a Proposer is any natural person who ultimately owns or controls the Proposer by meeting one or more of the following conditions:

- *directly or indirectly holding 25% or more of the shares*
- *directly or indirectly holding 25% or more of the voting rights*
- *directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer*

RFP No.: *[insert **number of RFP process**]*
Request for Proposals No.: *[insert **identification**]*

To: **[***insert **complete name of Purchaser***]**

In response to your request in the Letter of Acceptance *dated [insert date of letter of Acceptance]* to furnish additional information on beneficial ownership: *[select one option as applicable and delete the options that are not applicable]*

(i) we hereby provide the following beneficial ownership information.

Details of beneficial ownership

Identity of Beneficial Owner	Directly or indirectly holding 25% or more of the shares (Yes / No)	Directly or indirectly holding 25 % or more of the Voting Rights (Yes / No)	Directly or indirectly having the right to appoint a majority of the board of the directors or an equivalent governing body of the Proposer (Yes / No)
[include full name (last, middle, first), nationality, country of residence]			

OR

(ii) *We declare that there is no Beneficial Owner meeting one or more of the following conditions:*

- directly or indirectly holding 25% or more of the shares
- directly or indirectly holding 25% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer

OR

(iii) We declare that we are unable to identify any Beneficial Owner meeting one or more of the following conditions. [If this option is selected, the Proposer shall provide explanation on why it is unable to identify any Beneficial Owner]

- directly or indirectly holding 25% or more of the shares
- directly or indirectly holding 25% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer]"

Name of the Proposer: *[*insert* ***complete name of the Proposer***]

Name of the person duly authorized to sign the Proposal on behalf of the Proposer: ***[*insert* ***complete name of person duly authorized to sign the Proposal****]*

Title of the person signing the Proposal: [*insert* ***complete title of the person signing the Proposal***]

Signature of the person named above: _____

Date signed *[insert* ***ordinal number****]* day of *[insert* ***month****], [insert* ***year****]*

* In the case of the Proposal submitted by a Joint Venture specify the name of the Joint Venture as Proposer. In the event that the Proposer is a joint venture, each reference to "Proposer" in the Beneficial Ownership Disclosure Form (including this Introduction thereto) shall be read to refer to the joint venture member.

** Person signing the Proposal shall have the power of attorney given by the Proposer. The power of attorney shall be attached with the Proposal Schedules.

LETTER OF ACCEPTANCE

Purchaser: *[insert **the name of the Purchaser**]*
Project: *[insert **name of project**]*
Contract title: *[insert the **name of the contract**]*
Country: *[insert **country where RFP is issued**]*
Loan No. /Credit No. / Grant No.: *[insert **reference number for loan/credit/grant**]*
RFP No: *[insert RFP **reference number from Procurement Plan**]*

Date: *[insert **Date**]*

To: *[insert **Name of Proposer**]*

This is to notify you that your Proposal dated *[insert **Date**]* for execution of the *[insert **brief description of the Information System**]* for the Contract Price in the aggregate of *[insert **amount in figures**]* (*[insert **amount in words**]*), as corrected and modified in accordance with the Instructions to Proposers is hereby accepted by our Agency.

You are requested to furnish (i) the Performance Security within 28 days in accordance with the Conditions of Contract, using for that purpose one of the Performance Security Form*s* and (ii) the additional information on beneficial ownership in accordance with ITP 47.1 within eight (8) Business days using the Beneficial Ownership Disclosure Form, included in Section X, - Contract Forms, of the request for proposals document.

Authorized Signature: _____
Name and Title of Signatory: *[insert **Name and Title**]*
Name of Agency: *[insert **Purchaser Name**]*

Attachment: Contract Agreement

1. CONTRACT AGREEMENT

THIS CONTRACT AGREEMENT is made
the ***[insert: ordinal number]*** day of ***[insert: month], [insert: year].***

BETWEEN

(1) ***[insert: Name of Purchaser],*** a ***[insert: description of type of legal entity, for example, an agency of the Ministry of . . .]*** of the Government of ***[insert: country of Purchaser],*** or corporation incorporated under the laws of ***[insert: country of Purchaser]*** and having its principal place of business at ***[insert: address of Purchaser]*** (hereinafter called "the Purchaser"), and

(2) ***[insert: name of Supplier],*** a corporation incorporated under the laws of ***[insert: country of Supplier]*** and having its principal place of business at ***[insert: address of Supplier]*** (hereinafter called "the Supplier").

WHEREAS the Purchaser desires to engage the Supplier to supply, install, achieve Operational Acceptance of, and support the following Information System ***[insert: brief description of the Information System]*** ("the System"), and the Supplier has agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HEREBY AGREED as follows:

Article 1. Contract Documents

1.1 Contract Documents (Reference GCC Clause 1.1 (a) (ii))

The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract:

(a) This Contract Agreement and the Appendices attached to the Contract Agreement
(b) Special Conditions of Contract
(c) General Conditions of Contract
(d) Technical Requirements (including Implementation Schedule)
(e) The Supplier's proposal and original Price Schedules
(f) Code of Conduct for Supplier's Personnel
(g) ***[Add here: any other documents]***

1.2 Order of Precedence (Reference GCC Clause 2)
In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above, provided that Appendix 7 shall prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in Article 1.1 above.

1.3 Definitions (Reference GCC Clause 1)
Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.

Article 2. Contract Price and Terms of Payment

2.1 Contract Price (Reference GCC Clause 1.1(a)(viii) and GCC Clause 11)
The Purchaser hereby agrees to pay to the Supplier the Contract Price in consideration of the performance by the Supplier of its obligations under the Contract. The Contract Price shall be the aggregate of:

[insert: amount of foreign currency A in words], [insert: amount in figures], plus ***[insert: amount of foreign currency B in words], [insert: amount in figures],*** plus ***[insert: amount of foreign currency C in words], [insert: amount in figures], [insert: amount of local currency in words], [insert: amount in figures],*** as specified in the Grand Summary Price Schedule.

The Contract Price shall be understood to reflect the terms and conditions used in the specification of prices in the detailed price schedules, including the terms and conditions of the associated Incoterms, and the taxes, duties and related levies if and as identified.

Article 3. Effective Date for Determining Time for Operational Acceptance

3.1 Effective Date (Reference GCC Clause 1.1 (e) (ix))

The time allowed for supply, installation, and achieving Operational Acceptance of the System shall be determined from the date when all of the following conditions have been fulfilled:

(a) This Contract Agreement has been duly executed for and on behalf of the Purchaser and the Supplier;

(b) The Supplier has submitted to the Purchaser the performance security, in accordance with GCC Clause 13.3 (no advance payment applies under this Contract);

Each party shall use its best efforts to fulfill the above conditions for which it is responsible as soon as practicable.

3.2 If the conditions listed under 3.1 are not fulfilled within two (2) months from the date of this Contract Agreement because of reasons not attributable to the Supplier, the parties shall discuss and agree on an equitable adjustment to the Contract Price and the Time for Achieving Operational Acceptance and/or other relevant conditions of the Contract.

Article 4. Appendixes

4.1 The Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.

4.2 Reference in the Contract to any Appendix shall mean the Appendixes listed below and attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

APPENDIXES

Appendix 1. Supplier's Representative

Appendix 2. Adjudicator *[if there is no Adjudicator, state **"not applicable"**]*

Appendix 3. List of Approved Subcontractors

Appendix 4. Categories of Software

Appendix 5. Custom Materials

Appendix 6. Revised Price Schedules (if any)

Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

IN WITNESS WHEREOF the Purchaser and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Purchaser

Signed:

in the capacity of ***[insert: title or other appropriate designation]***

in the presence of

For and on behalf of the Supplier

Signed:
in the capacity of ***[insert: title or other appropriate designation]***

in the presence of

CONTRACT AGREEMENT
dated the ***[insert: number]*** day of ***[insert: month], [insert: year]***
BETWEEN
[insert: name of Purchaser], "the Purchaser"
and
[insert: name of Supplier], "the Supplier"

Appendix 1. Supplier's Representative

In accordance with GCC Clause 1.1 (b) (iv), the Supplier's Representative is:

Name: ***[insert: name and provide title and address further below, or state "to be nominated within fourteen (14) days of the Effective Date"]***

Title: ***[if appropriate, insert: title]***

In accordance with GCC Clause 4.3, the Supplier's addresses for notices under the Contract are:

Address of the Supplier's Representative: ***[as appropriate, insert: personal delivery, postal, cable, facsimile, electronic mail, and/or EDI addresses.]***

Fallback address of the Supplier: ***[as appropriate, insert: personal delivery, postal, cable, facsimile, electronic mail, and/or EDI addresses.]***

Appendix 2. Adjudicator

In accordance with GCC Clause 1.1 (b) (vi), the agreed-upon Adjudicator is:

Name: ***[insert: name]***
Title: ***[insert: title]***
Address: ***[insert: postal address]***
Telephone: ***[insert: telephone]***

In accordance with GCC Clause 43.1.3, the agreed-upon fees and reimbursable expenses are:

Hourly Fees: ***[insert: hourly fees]***
Reimbursable Expenses: ***[list: reimbursables]***

Pursuant to GCC Clause 43.1.4, if at the time of Contract signing, agreement has not been reached between the Purchaser and the Supplier, an Adjudicator will be appointed by the Appointing Authority named in the SCC.

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Appendix 3. List of Approved Subcontractors

The Purchaser has approved use of the following Subcontractors nominated by the Supplier for carrying out the item or component of the System indicated. Where more than one Subcontractor is listed, the Supplier is free to choose between them, but it must notify the Purchaser of its choice sufficiently in advance of the time when the subcontracted work needs to commence to give the Purchaser reasonable time for review. In accordance with GCC Clause 20.1, the Supplier is free to submit proposals for Subcontractors for additional items from time to time. No subcontracts shall be placed with any such Subcontractors for additional items until the Subcontractors have been approved in writing by the Purchaser and their names have been added to this list of Approved Subcontractors, subject to GCC Clause 20.3.

[specify: item, approved Subcontractors, and their place of registration that the Supplier proposed in the corresponding attachment to its proposal and that the Purchaser approves that the Supplier engage during the performance of the Contract. Add additional pages as necessary.]

Item	Approved Subcontractors	Place of Registration

Appendix 4. Categories of Software

The following table assigns each item of Software supplied and installed under the Contract to one of the three categories: (i) System Software, (ii) General-Purpose Software, or (iii) Application Software; and to one of the two categories: (i) Standard Software or (ii) Custom Software and to one of the two categories: (i) Proprietary or (ii) Open Source.

	(select one per title)			(select one per title)		(select one per title)	
Title	System	General-Purpose	Application	Standard	Custom	Proprietary	Open Source
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							

Appendix 5. Custom Materials

The follow table specifies the Custom Materials the Supplier will provide under the Contract.

Custom Materials
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*

Appendix 6. Revised Price Schedules

The attached Revised Price Schedules (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the Price Schedules contained in the Supplier's Proposal. These Revised Price Schedules reflect any corrections or adjustments to the Supplier's proposal price, pursuant to the ITP Clauses 30.3 and 38.2.

Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

The attached Contract amendments (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the relevant clauses in the GCC, SCC, Technical Requirements, or other parts of this Contract as defined in GCC Clause 1.1 (a) (ii).

2. PERFORMANCE AND ADVANCE PAYMENT SECURITY FORMS

2.1 Performance Security Form (Bank Guarantee)

(Bank Guarantee)

[The bank, as requested by the successful Proposer, shall fill in this form in accordance with the instructions indicated]

[Guarantor letterhead or SWIFT identifier code]

*[insert: **Bank's Name, and Address of Issuing Branch or Office**]*

Beneficiary: *[insert: **Name and Address of Purchaser**]*

Date: *[insert: **date**]*

PERFORMANCE GUARANTEE No.: *[insert: **Performance Guarantee Number**]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that on *[insert: **date of award**]* you awarded Contract No. *[insert: **Contract number**]* for *[insert: **title and/or brief description of the Contract**]* (hereinafter called "the Contract") to *[insert: **complete name of Supplier which in the case of a joint venture shall be in the name of the joint venture**]* (hereinafter called "the Applicant"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert: **amount(s)**[14] **in figures and words**]* such sum being payable in the types and proportions of currencies which the Contract Price is payable upon receipt by us of the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the contract without the Beneficiary needing to prove or to show grounds or reasons for their demand or the sum specified therein.

On the date of your issuing, to the Supplier, the Operational Acceptance Certificate for the System, the value of this guarantee will be reduced to any sum(s) not exceeding *[insert: **amount(s)**[14] **in figures and words**]*. This remaining guarantee shall expire no later than *[insert: **number** and select: **of months/of years** (of the Warranty Period that needs to be covered by the remaining guarantee)]* from the date of the Operational Acceptance Certificate for the System,[15] and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under 15 (a) is hereby excluded.

_____

[Signature(s)]

*[**Note**: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.]*

[14] *The bank shall insert the amount(s) specified and denominated in the SCC for GCC Clauses 13.3.1 and 13.3.4 respectively, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Purchaser.*

[15] *In this sample form, the formulation of this paragraph reflects the usual SCC provisions for GCC Clause 13.3. However, if the SCC for GCC Clauses 13.3.1 and 13.3.4 varies from the usual provisions, the paragraph, and possibly the previous paragraph, need to be adjusted to precisely reflect the provisions specified in the SCC.*

2.2 Advance Payment Security Bank Guarantee

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *[insert: **Name and Address of Purchaser**]*

Date: ***[insert date of issue]***

ADVANCE PAYMENT GUARANTEE No.: *[insert: **Advance Payment Guarantee Number**]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that on *[insert: **date of award**]* you awarded Contract No. *[insert: **Contract number**]* for *[insert: **title and/or brief description of the Contract**]* (hereinafter called "the Contract") to *[insert: **complete name of Supplier, which in the case of a joint venture shall be the name of the joint venture**]* (hereinafter called "the Applicant").
Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of ***[insert: amount in numbers and words, for each currency of the advance payment]*** is to be made to the Supplier against an advance payment guarantee.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert **amount in figures**]*
*([insert **amount in words**])*[1] upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating either that the Applicant:

(a) has used the advance payment for purposes other than toward delivery of Goods; or

(b) has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary's bank stating that the advance payment referred to above has been credited to the Applicant on its account number *[insert **number**]* at *[insert **name and address of Applicant's bank**]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that ninety (90) percent of the Accepted Contract Amount, has been certified for payment, or on the *[insert **day**]* day of *[insert **month**]*, *[insert **year**]*, whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

[1] *The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Purchaser.*

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No.758, except that the supporting statement under Article 15(a) is hereby excluded.

_____
[signature(s)]

*[**Note**: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.]*

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3. INSTALLATION AND ACCEPTANCE CERTIFICATES

3. Installation and Acceptance Certificates

3.1 Installation Certificate

Date: ***[insert: date]***
Loan/Credit Number: ***[insert: loan or credit number from RFP]***
RFP: ***[insert: title and number of RFP]***
Contract: ***[insert: name and number of Contract]***

To: ***[insert: name and address of Supplier]***
Dear Sir or Madam:
Pursuant to GCC Clause 26 (Installation of the System) of the Contract entered into between yourselves and the ***[insert: name of Purchaser]*** (hereinafter the "Purchaser") dated ***[insert: date of Contract],*** relating to the ***[insert: brief description of the Information System],*** we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: ***[insert: description]***
2. Date of Installation: ***[insert: date]***

   Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:
Date:
in the capacity of: ***[state: "Project Manager" or specify a higher level authority in the Purchaser's organization]***

3.2 Operational Acceptance Certificate

Date: ***[insert: date]***
Loan/Credit Number: ***[insert: loan or credit number from RFP]***
RFP: ***[insert: title and number of RFP]***
Contract: ***[insert: name of System or Subsystem and number of Contract]***

To: ***[insert: name and address of Supplier]***

Dear Sir or Madam:

Pursuant to GCC Clause 27 (Commissioning and Operational Acceptance) of the Contract entered into between yourselves and the ***[insert: name of Purchaser]*** (hereinafter the "Purchaser") dated ***[insert: date of Contract],*** relating to the ***[insert: brief description of the Information System],*** we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Purchaser hereby takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the System (or Subsystem or major component): ***[insert: description]***
2. Date of Operational Acceptance: ***[insert: date]***

This letter shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:_____
Date: *[insert:* ***date*** *]*
in the capacity of: ***[state: "Project Manager" or specify a higher level authority in the Purchaser's organization]***

4. CHANGE ORDER PROCEDURES AND FORMS

Date: ***[insert: date]***
Loan/Credit Number: ***[insert: loan or credit number from RFP]***
RFP: ***[insert: title and number of RFP]***
Contract: ***[insert: name or System or Subsystem and number of Contract]***

General

This section provides samples of procedures and forms for carrying out changes to the System during the performance of the Contract in accordance with GCC Clause 39 (Changes to the System) of the Contract.

Change Order Log

The Supplier shall keep an up-to-date Change Order Log to show the current status of Requests for Change and Change Orders authorized or pending. Changes shall be entered regularly in the Change Order Log to ensure that the log is kept up-to-date. The Supplier shall attach a copy of the current Change Order Log in the monthly progress report to be submitted to the Purchaser.

References to Changes

(1) Request for Change Proposals (including Application for Change Proposals) shall be serially numbered CR-nnn.
(2) Change Estimate Proposals shall be numbered CN-nnn.
(3) Estimate Acceptances shall be numbered CA-nnn.
(4) Change Proposals shall be numbered CP-nnn.
(5) Change Orders shall be numbered CO-nnn.

On all forms, the numbering shall be determined by the original CR-nnn.

Annexes

4.1 Request for Change Proposal Form
4.2 Change Estimate Proposal Form
4.3 Estimate Acceptance Form
4.4 Change Proposal Form
4.5 Change Order Form
4.6 Application for Change Proposal Form

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4.1 Request for Change Proposal Form

(Purchaser's Letterhead)

Date: ***[insert: date]***
Loan/Credit Number: ***[insert: loan or credit number from RFP]***
RFP: ***[insert: title and number of RFP]***
Contract: ***[insert: name of System or Subsystem or number of Contract]***

To: ***[insert: name of Supplier and address]***
Attention: ***[insert: name and title]***

Dear Sir or Madam:

With reference to the above-referenced Contract, you are requested to prepare and submit a Change Proposal for the Change noted below in accordance with the following instructions within ***[insert: number]*** days of the date of this letter.

1. Title of Change: ***[insert: title]***
2. Request for Change No./Rev.: ***[insert: number]***
3. Originator of Change: ***[select Purchaser / Supplier (by Application for Change Proposal), and add: name of originator]***
4. Brief Description of Change: ***[insert: description]***
5. System (or Subsystem or major component affected by requested Change): ***[insert: description]***
6. Technical documents and/or drawings for the request of Change:
   Document or Drawing No. Description
7. Detailed conditions or special requirements of the requested Change: ***[insert: description]***
8. Procedures to be followed:
   (a) Your Change Proposal will have to show what effect the requested Change will have on the Contract Price.
   (b) Your Change Proposal shall explain the time it will take to complete the requested Change and the impact, if any, it will have on the date when Operational Acceptance of the entire System agreed in the Contract.
   (c) If you believe implementation of the requested Change will have a negative impact on the quality, operability, or integrity of the System, please provide a detailed explanation, including other approaches that might achieve the same impact as the requested Change.
   (d) You should also indicate what impact the Change will have on the number and mix of staff needed by the Supplier to perform the Contract.
   (e) You shall not proceed with the execution of work related to the requested Change until we have accepted and confirmed the impact it will have on the Contract Price and the Implementation Schedule in writing.
9. As next step, please respond using the Change Estimate Proposal form, indicating how much it will cost you to prepare a concrete Change Proposal that will describe the proposed approach for implementing the Change, all its elements, and will also address the points in paragraph 8 above pursuant to GCC Clause 39.2.1. Your Change Estimate Proposal should contain a first approximation of the proposed approach, and implications for schedule and cost, of the Change.

For and on behalf of the Purchaser

Signed:
Date:
in the capacity of: ***[state: "Project Manager" or specify a higher level authority in the Purchaser's organization]***

4.2 Change Estimate Proposal Form

(Supplier's Letterhead)

Date: ***[insert: date]***
Loan/Credit Number: ***[insert: loan or credit number from RFP]***
RFP: ***[insert: title and number of RFP]***
Contract: ***[insert: name of System or Subsystem and number of Contract]***

To: ***[insert: name of Purchaser and address]***
Attention: ***[insert: name and title]***

Dear Sir or Madam:
With reference to your Request for Change Proposal, we are pleased to notify you of the approximate cost of preparing the below-referenced Change in accordance with GCC Clause 39.2.1 of the Contract. We acknowledge that your agreement to the cost of preparing the Change Proposal, in accordance with GCC Clause 39.2.2, is required before we proceed to prepare the actual Change Proposal including a detailed estimate of the cost of implementing the Change itself.

1. Title of Change: ***[insert: title]***
2. Request for Change No./Rev.: ***[insert: number]***
3. Brief Description of Change (including proposed implementation approach): ***[insert: description]***
4. Schedule Impact of Change (initial estimate): ***[insert: description]***
5. Initial Cost Estimate for Implementing the Change: *[insert:* ***initial cost estimate****]*
6. Cost for Preparation of Change Proposal: ***[insert: cost in the currencies of the Contract],*** as detailed below in the breakdown of prices, rates, and quantities.

For and on behalf of the Supplier

Signed:
Date:
in the capacity of: ***[state: "Supplier's Representative" or specify a other higher level authority in the Supplier's organization]***

4.3 Estimate Acceptance Form

(Purchaser's Letterhead)

Date: ***[insert: date]***
Loan/Credit Number: ***[insert: loan or credit number from RFP]***
RFP: ***[insert: title and number of RFP]***
Contract: ***[insert: name of System or Subsystem and number of Contract]***

To: ***[insert: name of Supplier and address]***

Attention: ***[insert: name and title]***
Dear Sir or Madam:

We hereby accept your Change Estimate and agree that you should proceed with the preparation of a formal Change Proposal.

1. Title of Change: ***[insert: title]***
2. Request for Change No./Rev.: ***[insert: request number / revision]***
3. Change Estimate Proposal No./Rev.: ***[insert: proposal number / revision]***
4. Estimate Acceptance No./Rev.: ***[insert: estimate number / revision]***
5. Brief Description of Change: ***[insert: description]***
6. Other Terms and Conditions: ***[insert: other terms and conditions]***
   In the event that we decide not to order the Change referenced above, you shall be entitled to compensation for the cost of preparing the Change Proposal up to the amount estimated for this purpose in the Change Estimate Proposal, in accordance with GCC Clause 39 of the General Conditions of Contract.

For and on behalf of the Purchaser

Signed:
Date:
in the capacity of: ***[state: "Project Manager" or specify a higher level authority in the Purchaser's organization]***

4.4 Change Proposal Form

(Supplier's Letterhead)

Date: ***[insert: date]***

Loan/Credit Number: ***[insert: loan or credit number from RFP]***

RFP: ***[insert: title and number of RFP]***

Contract: ***[insert: name of System or Subsystem and number of Contract]***

To: ***[insert: name of Purchaser and address]***

Attention: ***[insert: name and title]***

Dear Sir or Madam:

In response to your Request for Change Proposal No. ***[insert: number],*** we hereby submit our proposal as follows:

1. Title of Change: ***[insert: name]***
2. Change Proposal No./Rev.: ***[insert: proposal number/revision]***
3. Originator of Change: ***[select: Purchaser / Supplier; and add: name]***
4. Brief Description of Change: ***[insert: description]***
5. Reasons for Change: ***[insert: reason]***
6. The System Subsystem, major component, or equipment that will be affected by the requested Change: ***[insert: description]***
7. Technical documents and/or drawings for the requested Change:

   Document or Drawing No. Description
8. Estimate of the increase/decrease to the Contract Price resulting from the proposed Change: ***[insert: amount in currencies of Contract],*** as detailed below in the breakdown of prices, rates, and quantities.

   Total lump sum cost of the Change:

   Cost to prepare this Change Proposal (i.e., the amount payable if the Change is not accepted, limited as provided by GCC Clause 39.2.6):
9. Additional Time for Achieving Operational Acceptance required due to the Change: ***[insert: amount in days / weeks]***
10. Effect on the Functional Guarantees: ***[insert: description]***
11. Effect on the other terms and conditions of the Contract: ***[insert: description]***
12. Validity of this Proposal: for a period of ***[insert: number]*** days after receipt of this Proposal by the Purchaser
13. Procedures to be followed:
    (a) You are requested to notify us of your acceptance, comments, or rejection of this detailed Change Proposal within ***[insert: number]*** days from your receipt of this Proposal.
    (b) The amount of any increase and/or decrease shall be taken into account in the adjustment of the Contract Price.

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: ***[state: "Supplier's Representative" or specify a other higher level authority in the Supplier's organization]***

4.5 Change Order Form

(Purchaser's Letterhead)

Date: ***[insert: date]***

Loan/Credit Number: ***[insert: loan or credit number from RFP]***

RFP: ***[insert: title and number of RFP]***

Contract: ***[insert: name of System or Subsystem and number of Contract]***

To: ***[insert: name of Supplier and address]***

Attention: ***[insert: name and title]***

Dear Sir or Madam:

We hereby approve the Change Order for the work specified in Change Proposal No. ***[insert: number]***, and agree to adjust the Contract Price, Time for Completion, and/or other conditions of the Contract in accordance with GCC Clause 39 of the Contract.

1. Title of Change: ***[insert: name]***
2. Request for Change No./Rev.: ***[insert: request number / revision]***
3. Change Order No./Rev.: ***[insert: order number / revision]***
4. Originator of Change: ***[select: Purchaser / Supplier; and add: name]***
5. Authorized Price for the Change:

   Ref. No.: ***[insert: number]*** Date: ***[insert: date]***

   [insert: amount in foreign currency A] plus ***[insert: amount in foreign currency B]*** plus ***[insert: amount in foreign currency C]*** plus ***[insert: amount in local currency]***
6. Adjustment of Time for Achieving Operational Acceptance: ***[insert: amount and description of adjustment]***
7. Other effects, if any: ***[state: "none" or insert description]***

For and on behalf of the Purchaser

Signed: _____

Date*: [insert* ***date*** *]*

in the capacity of: ***[state: "Project Manager" or higher level authority in the Purchaser's organization]***

For and on behalf of the Supplier

Signed:_____

Date: *[insert* ***date*** *]*

in the capacity of: ***[state "Supplier's Representative" or specify a higher level authority in the Supplier's organization]***

4.6 Application for Change Proposal Form

(Supplier's Letterhead)

Date: ***[insert: date]***

Loan/Credit Number: ***[insert: loan or credit number from RFP]***

RFP: ***[insert: title and number of RFP]***

Contract: ***[insert: name of System or Subsystem and number of Contract]***

To: ***[insert: name of Purchaser and address]***

Attention**:** ***[insert: name and title]***

Dear Sir or Madam:

We hereby propose that the below-mentioned work be treated as a Change to the System.

1. Title of Change: ***[insert: name]***
2. Application for Change Proposal No./Rev.: ***[insert: number / revision]*** dated: ***[insert: date]***
3. Brief Description of Change: ***[insert: description]***
4. Reasons for Change: ***[insert: description]***
5. Order of Magnitude Estimation: ***[insert: amount in currencies of the Contract]***
6. Schedule Impact of Change: ***[insert: description]***
7. Effect on Functional Guarantees, if any: ***[insert: description]***
8. Appendix: ***[insert: titles (if any); otherwise state "none"]***

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: ***[state: "Supplier's Representative" or specify a higher level authority in the Supplier's organization]***