THE INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY
KENYA DIGITAL ECONOMY ACCELERATION PROJECT
ICTA-PROGRAM IMPLEMENTATION UNIT

Name of Assignment: Procurement of: Data Management Information System, Case Management System, Legislative Drafting Information Management System, Legal Opinion System and Correctional Services Management Information System.
Provision of Automation Services for Selected Ministries, Departments & Agencies in Three (3) Lots
LOT 1: Data Management Information System for Office of the Data Protection Commissioner;
LOT 2: Case Management System, Legislative Drafting Information Management System, & Legal Opinion System for Office of the Attorney General;
LOT 3: Correctional Services Management Information System for State Department for Correctional Services
RFB Reference No.: **KE-ICTA-458650-NC-RFB**
Loan No./Credit No./Grant No.: IDA 7289-KE and 7290-KE
Country: Kenya
Date: 23th August,2025

Dear Bidder,

RE: CLARIFICATION OF RFP DOCUMENT THROUGH CLARIFICATION 2

In accordance with the Instructions to Bidders *[Clarification of Bidding Document/ Technical Specification],* the Client is clarifying on technical requirement of the issued RFB Document

S.no	Catgeory	Query	Response
	LOT 2: LEGISLATIVE DRAFTING INFORMATION MANAGEMENT SYSTEM		
1.		Can one key technical expert cover more expert categories if fulfilling all requirements or not?	No. Only one CV shall be submitted for each technical Expert position.
2.		Is TOGAF/ArchiMate certificate an acceptable equivalent for expert categories B. or E.?	TOGAF or ArchiMate is acceptable for categories B or E if the individual also meets the required experience and practical application criteria.
3.		Is ISTQB an acceptable alternative for expert category G.?	ISTQB is acceptable for category G if it meets or exceeds the required level and is supported by relevant experience.

S.no	Catgeory	Query	Response
4.		According to our experience and expertise with implementation of this type of complex project and its scope, we consider requirement implementation timeline as unrealistic and/or potentially insufficient for delivery of required project solution. How will the contracting authority proceed if the Bidder proposes its own project schedule that is longer than that specified in the requirements?	The bidding documents set the minimum implementation timeline. Vendors may propose a longer schedule if justified by quality, risk, or technical factors. Such proposals will be reviewed and require formal approval under procurement guidelines.
5.		What is the existing infrastructure currently in operation by the OAG, and can the contracting authority provide more detail on the initial and target architecture?	The SPD includes a detailed TOR with system requirements and infrastructure details, and the supplier will deliver the target architecture during the design phase after project initiation.
6.		Regarding legacy data migration from the existing OAG&DOJ systems into the new CMS, LOD and LDIS, please specify the	Details are provided in the SPD. The supplier must demonstrate ETL capability for historical data into the
7.		technology architecture of the existing systems, data range, volumes, storage, and migration timeline.	new system, while the client's team as agreed at project inception will handle any extra migration.
8.		What is the scope of intended user volumes, managed cases, and data capacity growth?	Currently, about 200 staff members will use the system, along with clients accessing it for case follow-up and evidence submission. User numbers will increase over time. The office currently receives around 150 new cases daily, with volumes varying by litigation levels.
9.		We assume that the delivery of server, security, communication infrastructure and data connectivity is not part of the procurement. How will these be secured?	Physical servers, security infrastructure, communication equipment, and connectivity are excluded from this procurement and will be provided by our office. The OAG&DOJ will work with the selected Bidder to ensure full integration with existing and planned infrastructure.
10.		After operational support ends, what cooperation is required from the Bidder?	At the end of operational support, the Bidder will hand over source code, configurations, documentation, and provide training, as specified in the contract
11.		Please define the complexities of the workflow process required, along with number of steps, number of forms, integration touchpoints for each process.	This has been answered in the previous addedumn
12.	Workflow Management	Kindly list the envisaged initiation channels like Portal, Scanning, Manual, third party system etc.	Web Portal Document Scanning / OCR Manual Entry Third-Party System Integration

S.no	Catgeory	Query	Response
13.		Kindly specify the number of workflow process along with the use case for which the system is required.	The envisaged number of workflow processes will depend on the functional requirements of the institution
14.		Are you using any Workflow or case management system? If yes, please share if that needs to be replaced?	There is none, activities are currently manual
15.		Is there a need of Web Portal for the external user to submit their request?	Yes
16.	Migration	We understand data migration is required from current systems. Therefore, please let us know the names of legacy system/ sources from where document needs to be migrated.	Computer Drives, Email archives, and manual paper files
17.		Please specify the approximate total size (in GB/ TB) and format type of these documents.	Its provided in the TOR
18.	Digitization	We understand there is a requirement of digitisation using scanners. Please specify the number of locations from where the scanning needs to be done ?	Information on digitisation, scanning, and document conditions is provided in the TOR. The bidder is expected to make appropriate technical assumptions where necessary and propose suitable technology solutions
19.		What is the physical condition of the documents that needs to be digitised? (e.g., handwritten, typed, damaged)?	
20.		Are there specific document formats (e.g., A4, legal) or mixed sizes to scan/digitise?	
21.	Image Enablement	Do you require integration with any third-party system for Image Enablement i.e., (Viewing of documents from OmniDocs within the third-party system)? Please mention number of concurrent requests	The TOR outlines requirements on system interoperability and integrations. The bidder should propose relevant technical approaches in line with these requirements.
22.	Client Portal	Is there a need of client Portal which needs to be developed by Us?	Yes , its clear in the document
23.		Is there a need of Initiating Application Process on the Web Portal without user login (External Users) ? Please share the Application Volume per month.	The TOR specifies external user access and submission requirements; bidders should design accordingly and size the system based on anticipated volumes.
24.	General	What's the type of required Licenses schema (Perpetual / Subscription)?	The TOR already provide guidance on licensing requirements.
25.		4+ years of experience in ICT system design, development and implementation with a bias on database management. Give a minimum of 2 projects, is there any certification required?	
26.	GENERAL QUERIES		

S.no	Catgeory	Query	Response
27.		Just to clarify, are vendors required to prepare separate technical proposals for each lot (i.e., three separately bound files) or can we submit a single bound file containing proposals for all three lots? i,e all the three lots proposal in one file/book.	Bidders must meet all the evaluation requirements for each LOT. Evaluation and award will be conducted per LOT
28.		We are bidding for all three lots. Since the clarification regarding the Bid Security was issued only recently, we have already secured a consolidated Bid Security covering all three lots. This was done in line with the earlier submission deadline of 14th August. Considering the cost, time, and effort involved in cancelling the current BG and arranging three separate BGs, we request confirmation if it is acceptable to submit the original BG with one lot and include copies of the same BG in the proposals for the other two lots. If we can submit only one consolidated proposal for all the 3 lots then this may not be an issue.	Bidders must meet all the evaluation requirements for each LOT. Evaluation and award will be conducted per LOT. The Bid Security should indicate the amount and the LOT.
29.		"Should we submit **Only one Proposal comprising all the lots** or **Separate proposal for each lot,** as mentioned in the RFP that each lot is reporting to different departments in Govt.? In case of the "Separate Proposal for each lot", where and how can we mention about the discounts to be offered?	Bidders must meet all the evaluation requirements for each LOT. Evaluation and award will be conducted per LOT. Incase of a discount, kindly mention in each proposal
	LEGAL OPINION SYSTEM AND CORRECTIONAL SERVICES MANAGEMENT INFORMATION SYSTEM		
30.		Could you please confirm the total number of users for the Management Information system? Kindly also provide information on the user role matrix for the MIS based on each required module to guide on costing. Please advise on number of users as per: -**Full users:** These are users who will be involved in operational business processes to be done through the system. (e.g. Approvers, Accountants). -**Light users:** These are users who will access the system for self service functions only and their access is through a web portal.	Full Users (35,000) Light Users (30,000)
31.		Kindly confirm whether bidders are allowed to propose a cloud-hosted MIS solution?	No
32.		Does SDCS currently have a Business Intelligence (BI) tool? If not, and bidders are expected to provide one, please advise on the number of users to be supported.	No

S.no	Catgeory	Query	Response
		Does SDCS have an existing Electronic Document Management System (EDMS)? If not, and provision is expected under this assignment, please provide the number of users to be licensed.	None (Not a license based system)
33.	General	Kindly confirm the number of IT technical staff (administrators and technical support staff) in SDCS to be trained on the solution?	610
34.	General	Kindly confirm the support and maintenance period required by SDCS for the Management Information system?	5 years SLA renewable
35.	General	Kindly confirm whether bidders are allowed to propose a cloud-hosted MIS solution?	20
36.	2.1General	A user session begins when a user interacts with the solution, whether they are logged in or not. Duration of a user session:	To support 200 concurrent users
37.	2.2General	A user session continues as long as the user is actively engaged with the site. If the user is inactive for a defined period (usually 30 minutes), the session ends. Please confirm	10 minutes
38.	2.3General	Also, the session ends when the user explicitly closes their session (e.g., by logging out).	yes
39.	2.4General	User session and API calls: User sessions also include API calls that deliver website content or application data to external resources, excluding CDN deliveries.	Yes
40.	3 General	How many endpoints to be secured it to:	15,000
41.	3.1 General	*Client Devices (Computers, laptops, Mobiles)	
42.	3.2 General	*Servers	
43.		Are you looking at a company to develop the software for the 3 lots or once can propose an existing software which meets all requirements in all lots.	Preference is customization of an existing system
44.		Is a foreign bidder required to get Bid security from a local bank, or can it be sourced from a foreign bank.	This Bidding is open for all eligible Bidders. Refer to ITB 4. Refer to ITB 20.3 on Bid Security and can be source from an eligible country

S.no	Catgeory	Query	Response
45.		Is a foreign bidder required to get a power of attorney from a local law firm, or can it be sourced from a foreign firm.	This Bidding is open for all eligible Bidders. Refer to ITB 4.
46.	**Page 52: Key Technical Experts**	This section outlines the required qualifications for the project team involved in designing, developing, deploying, and providing post-cutover support for the database systems.	Preference is customization of an existing system
47.		Are foreign companies allowed to bid as the prime bidder, with the local company providing technical support?	This Bidding is open for all eligible Bidders. Refer to ITB 4.

This Clarification 2 forms part of the issued RFB document. All other terms and conditions of the issued RFB document remain unchanged.

Zilpher Owiti, OGW
Ag. Chief Executive Officer,
Information and Communications Technology Authority