



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

**Name of Assignment:** Development of an E-Learning Portal and Inclusive Content to Support Digital Skills Training for Citizens

**RFB Reference No.:** RFB No: KE-ICTA-418124-NC-RFB

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

**Country:** Kenya

**Date:** 7<sup>th</sup> December, 2025

Dear All,

**RE: CLARIFICATION OF RFB DOCUMENT THROUGH CLARIFICATION 2**

In accordance with the Instructions to Bidders [*Clarification of Bidding Document*], the Client is clarifying the following sections of the issued RFB Document

S/NO	RFP REFERENCE (SECTION NO., CLAUSE, PAGE NO.)	BIDDER'S CONCERNS/OBSERVATIONS/COMMENTS	ICTA RESPONSE
1.		<p>Functional Scope Clarification Questions</p> <p>1.1 SCORM Requirements</p> <ul style="list-style-type: none"> <li><b>Please clarify whether full SCORM 1.2, SCORM 2004, or both standards must be supported.</b></li> </ul> <p>1.2 Interactive Content</p> <ul style="list-style-type: none"> <li><b>Does ICTA require support for H5P interactive activities, simulations, or only SCORM packages?</b></li> </ul>	<p>1.1 Both <b>SCORM 1.2 and SCORM 2004</b> must be supported.</p> <p>ICTA requires support of developing interactive content in terms of simulations, branching scenarios and gamification elements.</p> <p>1.2 We will provide the static content i.e., word and powerpoint slides for re-purposing into interactive SCORM packages.</p> <p>1.3 The Training Planning &amp; Budgeting Module should include annual training budgets, with each year having quarterly indicators for reporting purposes.</p>

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		<p>1.3 Training Planning &amp; Budgeting Module</p> <ul style="list-style-type: none"> <li>• <b>Should budgeting include</b> multi-year planning, <b>or only annual training budgets?</b></li> <li>• <b>Should training cost data be integrated with GoK financial/ERP systems, or captured manually inside the portal?</b></li> </ul> <p>1.4 User Types</p> <ul style="list-style-type: none"> <li>• <b>Can ICTA confirm all expected</b> user roles, <b>including whether county officers, trainers, and MCDAs will have separate permissions?</b></li> </ul>	<p>1.4 The user roles accessing the Training Planning and Budgeting Module will be the Training Coordinators and System Administrators.</p>
2.		<p>Technical Requirements Clarifications</p> <p>2.1 Deployment Environment</p> <ul style="list-style-type: none"> <li>• <b>Will ICTA provide the hosting environment (cloud/on-prem), or should the bidder propose and include cloud hosting?</b></li> <li>• <b>If cloud is required, does ICTA prefer AWS, Azure, or GCP?</b></li> <li>• <b>Who will manage hosting in both cases?</b></li> </ul> <p>2.2 eCitizen Integration</p> <ul style="list-style-type: none"> <li>• <b>Please clarify the integration level required with eCitizen:</b> <ul style="list-style-type: none"> <li>• <b>Only authentication/SSO? -- what Identity Management being used in eCitizen [MS-Active Directory, KeyCloak]????</b></li> <li>• <b>Or deeper user-data linkage (profiles, demographics)?</b></li> </ul> </li> </ul>	<p>2.1 ICTA will provide the hosting environment as well as manage the hosting.</p> <p>2.2 The integration will utilize the Identity and Access Management (IAM) system currently used by eCitizen, which is based on Keycloak.</p> <p>2.3 The HR system has API endpoints available for integration.</p> <p>2.4 Yes, there exists training data and user records that will need to be migrated to the new system.</p> <p>2.5 The concurrent user load depends on the National training activities being conducted at a given time. However, during large-scale campaigns, such as nationwide government digital skills programs, we anticipate a peak of 2,000 to 3,500 concurrent users accessing the platform simultaneously.</p> <p>2.6 The demonstration needs to be on a fully working solution that provides a realistic view</p>

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		<p>2.3 HRMIS Integration</p> <ul style="list-style-type: none"> <li>• <b>Please specify the HR system(s) the LMS must integrate with — is there a defined API, or will the bidder need to build custom connectors?</b></li> </ul> <p>2.4 Data Migration</p> <ul style="list-style-type: none"> <li>• <b>Does ICTA have existing training data, content, or user records to migrate into the new system?</b></li> </ul> <p>2.5 Scalability Requirements</p> <ul style="list-style-type: none"> <li>• <b>What is the expected peak concurrent user load (e.g., national training campaigns)?</b></li> <li>• <b>What is the planned number of:</b> <ul style="list-style-type: none"> <li>• <b>Registered users</b></li> <li>• <b>Concurrent learners</b></li> <li>• <b>SCORM course launches per month</b></li> </ul> </li> </ul> <p>2.6 Portal Demonstration Requirement</p> <ul style="list-style-type: none"> <li>• <b>Should the demonstration be based on a prototype, MVP, or fully working solution?</b></li> </ul>	<p>of the system end-to-end.</p>
3.		<p>Content Development Clarification Questions</p> <p>3.1 Number of Courses Required</p> <ul style="list-style-type: none"> <li>• <b>The RFP does not explicitly state the number of digital-skills courses to be developed.</b></li> <li>• <b>Can ICTA confirm the exact number of courses/learning modules required?</b></li> </ul> <p>3.2 Course Length &amp; Format</p> <ul style="list-style-type: none"> <li>• <b>Are there specifications for each course's format:</b></li> </ul>	<p>3.1 The total number of courses is two: Foundational Digital Skills that has six modules and Basic Digital Skills that has ten modules.</p> <p>3.2 The videos duration and the number of lessons is based on the National Digital Skills Curriculum. The total learning hours for Foundational Digital Skills is 16 hours and Basic Digital Skills is 40 hours.</p> <p>3.3 For inclusivity, the content should be</p>

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		<ul style="list-style-type: none"> <li>• <b>Video duration</b></li> <li>• <b>Number of lessons</b></li> <li>• <b>Total learning hours</b></li> </ul> <p>3.3 Language Requirements</p> <ul style="list-style-type: none"> <li>• <b>Should the training content be developed only in English, or will Swahili / any other versions also be required?</b></li> </ul> <p>3.4 SME (Subject Matter Experts)</p> <ul style="list-style-type: none"> <li>• <b>Will ICTA provide SMEs for content review, or must the bidder provide all domain expertise?</b></li> </ul> <p>3.5 Ownership of Content</p> <ul style="list-style-type: none"> <li>• <b>After handover, will ICTA own full intellectual property rights to all produced content (scripts, videos, SCORM packages)?</b></li> </ul>	<p>developed in both English and Kiswahili.</p> <p>3.4 The bidder is required to provide subject matter experts for the entire process.</p> <p>3.5 Yes, ICTA will own full intellectual property rights to all produced content.</p>
4.		<p>Integration &amp; External Systems Clarifications</p> <p>4.1 Job / Gig Portal Integration</p> <ul style="list-style-type: none"> <li>• <b>Please provide more details on the job/gig portal:</b></li> <li>• <b>Is it already built?</b></li> <li>• <b>Does it have an API for integration?</b></li> </ul> <p>4.2 Notification Systems</p> <ul style="list-style-type: none"> <li>• <b>Should SMS and email notifications use existing GoK gateways, or should the bidder procure its own?</b></li> </ul>	<p>4.1 The Gig Portal is already built and it has API for integration.</p> <p>4.2 For email notifications, Government gateways will be provided. For the SMS, the bidder will procure its own for use.</p>
5.		Cybersecurity Clarifications	5.1 The bidder should include independent third-party penetration testing as part of their proposal.

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		<p>5.1 Penetration Testing</p> <ul style="list-style-type: none"> <li>• <b>Should the bidder include</b> independent third-party penetration testing, <b>or will ICTA conduct this?</b></li> </ul> <p>5.2 Compliance Requirements</p> <ul style="list-style-type: none"> <li>• <b>Are there additional GoK cybersecurity standards besides OWASP, ISO 27001, and World Bank digital safeguards?</b></li> </ul> <p>5.3 Data Residency</p> <ul style="list-style-type: none"> <li>• <b>Must all learner data be stored</b> within Kenya, <b>or is regional cloud storage allowed?</b></li> </ul>	<p>5.2 In addition to OWASP, ISO 27001, and the World Bank Digital Safeguards, the solution must also adhere to the GoK cybersecurity and ICT standards issued through the Office of the CIO and ICT Authority. These consist of The National Cybersecurity Strategy (2022), Government ICT Standards and Guidelines, The Data Protection Act (2019) and its accompanying regulations and any sector-specific guidelines relevant to public-sector digital services.</p> <p>5.3 All learner data must be stored within Kenya in compliance with the Data Protection Act (2019) and the Government of Kenya's data residency and cloud service guidelines.</p>
6.		<p>Training, Support &amp; Maintenance Questions</p> <p>6.1 Duration of Support</p> <ul style="list-style-type: none"> <li>• <b>How long is the bidder expected to provide</b> post-deployment support?</li> <li>• <b>3 months? 6 months? 1 year?</b></li> </ul> <p>6.2 Training Requirements</p> <ul style="list-style-type: none"> <li>• <b>How many ICTA staff need to be trained?</b></li> <li>• <b>Should the bidder train</b> trainers, content creators, <b>or only</b> administrators?</li> <li>• <b>Any rough number of trainers and their specific role for readiness?</b></li> <li>• <b>Will mostly trainings be centralized or divided region wise?</b></li> </ul>	<p>6.1 post-deployment support is 1 year.</p> <p>6.2 Approximately 5-10 ICTA staff will need to be trained.</p> <ul style="list-style-type: none"> <li>• The bidder is expected to conduct training for System Administrators, Content Creators / Instructional Designers and Trainers / Facilitators. The trainings will be Centralized.</li> </ul>

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		<ul style="list-style-type: none"> <li>If region wise division is available then please share?</li> </ul>	
7.		<p>Project Timeline &amp; Deliverables Clarifications</p> <p>7.1 Project Duration</p> <ul style="list-style-type: none"> <li>The RFP mentions the intended completion date, but not the detailed schedule.</li> <li>Should bidders propose a 5-month, 6-month, or custom timeline?</li> </ul> <p>7.2 Deliverables Acceptance Criteria</p> <ul style="list-style-type: none"> <li>Will ICTA provide a standard template for acceptance testing, or should the bidder define UAT criteria?</li> </ul>	<p>7.1 Bidders are expected to propose a detailed and realistic implementation timeline based on their technical approach, resource capacity, and understanding of the project requirements.</p> <p>7.2 ICTA will provide overall guidance and approval for the acceptance testing process; however, bidders are expected to define the detailed User Acceptance Testing (UAT) criteria as part of their technical proposal. ICTA will review, refine, and validate these criteria to ensure they align with government standards and the project's functional requirements.</p>
8		<p>Licensing &amp; Third-Party Tools</p> <p>8.1 SCORM Engine Licensing</p> <ul style="list-style-type: none"> <li>Does ICTA prefer: <ul style="list-style-type: none"> <li>A commercial SCORM engine (e.g., Rustici), or</li> <li>An open-source SCORM runtime?</li> </ul> </li> </ul> <p>8.2 Analytics Platform</p> <p>Can the bidder propose an analytics stack of their choice (e.g., ClickHouse, BigQuery, Metabase)?</p>	<p>8.1 ICTA does not prescribe a specific SCORM engine vendor; however, the solution should utilize a robust, compliant, and well-supported SCORM runtime environment.</p> <p>8.2 The bidder may propose an analytics stack of their choice and are encouraged to justify their proposed stack based on performance, compliance, and sustainability.</p>
9.	Section VII – Modules (pg. 86–91)	<p>Please confirm whether the system is required to include a full-fledged LMS (course delivery, SCORM/xAPI support, assessments, quizzes, certificates) or only the modules explicitly listed in the RFP.</p>	<p>- Yes, the system is required to include a full-fledged Learning Management System. This should support course delivery, SCORM/xAPI-compliant content, assessments, quizzes, and the generation of completion certificates.</p>

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10.	Section VII – Training Content Development	The clause mentions “upload multimedia content”. Please confirm whether video streaming infrastructure (transcoding, CDN, adaptive bitrate) must be provisioned by the bidder or if the government will provide shared streaming infrastructure.	- The system will support uploading multimedia content; however, the specific streaming infrastructure requirements—such as CDN, transcoding, and adaptive bitrate streaming—will depend on the government’s existing capabilities. This will be confirmed prior to implementation, and the bidder will be informed whether to provision these services or integrate with the government’s shared infrastructure.
11.	Section VII – Integration (pg. 132)	We assume that the for the integration of HRM, LMS and E-citizen portal, the APIs will provided by the ICTA.	- Yes, ICTA will provide the necessary APIs for the integration with the HRMIS, LMS, and the eCitizen portal. Once the APIs and related documentation are shared, the bidder will be able to implement the required connectors accordingly.
12.	Section VII – Data Storage & Security	We assume that the hosting infrastructure will be provided by the client. Kindly confirm. Additionally, please clarify whether the system is expected to be hosted on-premises or on the cloud.	- The hosting infrastructure will be provided by ICT Authority. The system is expected to be hosted on the cloud, as per the client's existing infrastructure strategy.
13.	General – System Scalability	Please specify the Expected number of Trainees, concurrent learners, Concurrent users of the system, Training content size in GB/TB.	- The concurrent user load depends on the National training activities being conducted at a given time. However, during large-scale campaigns, such as nationwide government digital skills programs, we anticipate a peak of 2,000 to 3,500 concurrent users accessing the platform simultaneously.
14.	Section VII – Course Delivery	We assume that the third-party content will be delivered through a shared link. Kindly confirm. Vendor is not	- Third-party content will be delivered through shared links provided by the content owners. The vendor will not be

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		required to build or host any third-party content delivery or video-conferencing systems. Kindly confirm.	required to build or host any third-party content delivery or video-conferencing systems.
15.	Section VII (Pg 86-91)	Is this a new LMS build or an upgrade to an existing system? Kindly Confirm	- It's a new LMS build
16.	Section VII (Pg 86-91)	Does content development include only e-learning modules or also video production and regional language versions?	- Content development for this project covers only e-learning modules. Video production and regional language versions are not included unless otherwise specified.
17.	Section VII (Pg 86-91)	We assume that the job/contract/gig will be posted on the LMS platform developed by the vendor. No external job/contract/gig integration is required. Kindly Confirm.	- The Gig Portal is already built and it has API for integration.
18.	Section VII (Pg 86-91)	We assume that SSL certificates and domains be provided by ICTA. Kindly confirm	- SSL Certificates and Domains will be provided by ICTA
19.	Data Import Pg 91	Kindly provide comprehensive information on the existing data sets that will need to be imported into the system, including the data formats, estimated number of records, current data quality, and any known data inconsistencies or gaps	- The system will require the migration of existing datasets such as user information and historical training records. These datasets are typically available in standard formats such as CSV or Excel. The estimated number of records, current data quality, and any known inconsistencies will be confirmed and shared with the vendor during the data mapping stage. A complete data migration guide, including sample files and validation rules, will be provided prior to the commencement of data import activities.
20.	2. Evaluation of Technical Proposal- Training Content Development Module, Pg No. -45	We assume that the Content Creator will train the administrators on creating content templates and operating the content development module, and that the	- The vendor will be required to train administrators on creating templates and using the content development module.



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		Vendor is not required to create the content itself. Kindly confirm.	
21.	Is the solution expected to be deployed on ICTA supplied infrastructure?  Does this include ICTA infrastructure for development, staging and production or just production?		- The hosting infrastructure will be provided by ICT Authority. This is only the production environment.
22.	Would ICTA accept customisation and enhancement of an existing solution supplied under a perpetual, non-exclusive, non-commercial source code license to use the software for the purposes specified in the Contract  i.e., solution deployed on ICTA infrastructure with provision for ICTA to use/manage the solution and take over maintenance and 2nd - line support (including access to source code to further develop the solution) ? This would make it feasible to deliver on all requirements within the timeframe while producing a mature core/foundational solution, significantly reducing risk of completely new development-from-the-groun		- We expect a custom solution based on the requirements provided, not an existing solution that will be customized and enhanced.
23.	Would the ICTA provide the required development tools such as version control system, issue tracking system, etc. required during the development of software solutions? If not, then must these be included in the price presuming 5 months of development and 12 months of "bug-fixing, maintenance and 2nd-		- ICTA does not provide the development tools.

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	line support"?		
24.	<p>What is the purpose of including a "marketing/communication" expert in the project implementation key experts team?</p> <p>Is the vendor expected to undertake marketing/communication activities related to how the solution (and digital skills training) would be promoted to citizens?</p>		<p>The bidder will be required to have key messaging information and best way to attract the citizens to undertake the courses</p>

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 Chief**  
**Ag. Chief Executive Officer,**  
**ICT Authority**