



THE INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY

KENYA DIGITAL ECONOMY ACCELERATION PROJECT ICTA-PROGRAM IMPLEMENTATION UNIT

Name of Assignment: Framework Agreement for Provision of Broadband Internet Capacity to Educational Institutions

RFP Reference No.: KE-ICTA-554032-NC-RFB

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

Country: Kenya

Date: 7th August 2026

To: All Interested Bidders

CLARIFICATION FOR REQUEST FOR BIDS DOCUMENT THROUGH CLARIFICATION NO. 1

In accordance with Instructions to Bidders (ITB) 7, the Client has amended the issued RFB Document as shown below:

S/No	Section of Bidding Document	Clarification Request	ICTA's Response
		A. SITE SCOPE AND SITE INFORMATION	
		1. Detailed site database — Please provide the complete Annex A site database and confirm whether it includes, for each institution, the GPS coordinates, county and sub-county, institution type, estimated users, assigned density category,	The list of institutions provided in Annex 1, page 183, is indicative and is intended to give bidders a general understanding of the anticipated sites. As further provided on page 55, Section III – Evaluation and Qualification Criteria, <i>"This list may be extended and modified at the time</i>

		available power supply, existing connectivity and nearest OGN/NOFBI or Government POP.	<i>of call-off contracts.” Accordingly, detailed site-specific information will be provided during the Secondary Procurement (Call-off) stage</i>
		2. Institutions covered by the framework — Please confirm whether the framework scope is limited to educational institutions or also includes other Government institutions, as referenced in Sections III and VII.	The Framework is intended primarily for the provision of broadband connectivity to educational institutions. However, the scope allows for connectivity to other Government institutions, as provided under Section III, page 56, and Section VII, page 108 of the Tender Document. The specific beneficiary institutions applicable to each assignment will be identified during the Secondary Procurement (Call-off) stage.
		3. Density classification — Will ICT Authority assign each institution’s low- or medium-density classification before the call-off, or will the final classification be determined following the service provider’s pre-installation survey? Please also confirm the procedure where the survey identifies that the assigned category is insufficient.	ICT Authority will determine the applicable density plan at the Call-off stage. The pre-installation survey will facilitate the proposed internal distribution and AP placement, subject to ICTA approval, to ensure adequate coverage without dark spots, as provided under Section III, pages 55–59 and 63 of the Tender Document.
		4. High-density sites — Please confirm whether high-density institutions are within the scope and, if so, provide their bandwidth, user-capacity, access-point, UPS and pricing requirements.	High-density sites are not included under this Framework. The applicable service requirements and pricing are limited to Low-Density and Medium-Density sites, as specified in Section III, pages 57–60; Section VII, pages 108–109; and the Priced Activity Schedule, pages 117–118 of the Tender Document
		5. Existing infrastructure — Where an institution already has usable racks, structured cabling, switches, access points, fiber termination or power equipment, may the service provider reuse that infrastructure following inspection and ICTA approval, or must all infrastructure be newly supplied?	Priority will be given to institutions requiring connectivity, with the default requirement being for the bidder to provide the necessary equipment, cabling and accessories. Any existing usable infrastructure should be identified in the pre-installation survey/design sketch and may be considered for use on a case-by-case basis based on usability, subject to ICTA approval, as provided under Section III, pages 55 and 63.

		B. BANDWIDTH AND SERVICE DEFINITIONS	
		6. Internet-service bandwidth profiles — Please confirm the exact CIR profiles for the internet-connectivity packages, including both downstream and upstream capacity for low- and medium-density sites.	The applicable Internet bandwidth profiles are as specified in the Tender Document, with Low-Density sites at 30 Mbps download / 10 Mbps upload and Medium-Density sites at 50 Mbps download / 20 Mbps upload. Refer to Section III, pages 57–59 and Section VII, pages 108–109.
		7. Leased-service bandwidth symmetry — Please confirm whether the 30 Mbps and 50 Mbps leased capacities are symmetric CIR services, meaning equal upstream and downstream capacity.	The leased service will utilize existing Government-acquired Internet capacity through the designated OGN/NOFBI POP. The 30 Mbps and 50 Mbps leased links shall provide dedicated, equal upload and download capacity. Refer to Section III, pages 59–60 and Section VII, pages 108–109.
		8. Definition and verification of CIR — Please define how CIR compliance will be verified, including the measurement interval, test endpoint, testing protocol, busy-hour treatment and whether any contention ratio is permitted within the provider network.	CIR shall be measured at the end-user site as dedicated bandwidth. ICT Authority will use standard bandwidth measurement tools and procedures, as applicable, to verify compliance. Refer to Section III, pages 57–60 and Section VII, pages 108–109 of the Tender Document.
		9. Scalability requirement — Does scalability to 100 Mbps download and 50 Mbps upload mean that the initially installed last-mile, CPE, LAN and Wi-Fi infrastructure must support those capacities without equipment replacement? Please also confirm how future bandwidth upgrades will be requested and commercially treated.	The requirement is for a managed connectivity service, not subscription to specific equipment capabilities. The Service Provider remains responsible for ensuring the service can scale to the required bandwidth; any future bandwidth changes will be addressed through the applicable Call-off provisions. Refer to Section III, pages 57–60 and Section VII, page 109.
		10. Duplicate leased-service item — The technical requirements and Priced Activity Schedule appear to contain two identical low-density leased-service packages at 30 Mbps. Please confirm whether these represent different service scenarios or whether one is a duplicated item.	The repeated 30 Mbps Low-Density Leased Service is a duplication and does not represent a separate service scenario. It should be treated as one Low-Density Leased Service item, alongside the 50 Mbps Medium-Density service. Refer to Section III, pages 59–60; Section VII, pages 108–109; and Priced Activity Schedule, page 97.
		C. OGN/NOFBI INTERCONNECTION	

		11. POP locations — Please provide the locations and technical details of the OGN/NOFBI POPs that will be available for the 10 Gbps interconnection, including the geographical service area associated with each POP.	The applicable OGN/NOFBI POP and interconnection details will be specified at the Call-off stage, based on the beneficiary sites and service requirements. The Service Provider shall interconnect to the designated OGN/NOFBI POP at 10 Gbps. Refer to Section III, pages 59–60 and Section VII, page 108 .
		12. Handover specification — Please define the complete 10 Gbps handover specification, including physical interface/optical standard, fibre type, connector type, Layer 2/3 handover, VLANs, IP addressing, routing/BGP, MTU, IPv4/IPv6, traffic routing and security responsibilities.	The specific 10 Gbps handover interface and optical requirements will be provided at the Call-off stage. Refer to Section III, pages 59–60 and Section VII, page 108.
		13. POP facilities and costs — Please confirm which party is responsible for rack space, power, cross-connects, optical transceivers, patching, installation access and maintenance access at each OGN/NOFBI POP.	The applicable POP facilities, access arrangements and interconnection responsibilities will be specified at the Call-off stage, based on the designated OGN/NOFBI POP. Refer to Section III, pages 59–60 and Section VII, page 108.
		14. Interface allocation and scaling — Will each framework provider receive a dedicated 10 Gbps interface at each relevant POP, or will the interface be shared across providers or call-off packages? Please also confirm the procedure where aggregated capacity requirements exceed 10 Gbps.	Each Service Provider will have a dedicated 10 Gbps interface at the applicable OGN/NOFBI POP. Scaling beyond 10 Gbps will be considered case-by-case, as an exception. Refer to Section III, pages 59–60 and Section VII, page 108.
		15. Leased-service traffic path — Please clarify the intended end-to-end traffic path for the leased-service option and the party responsible for internet breakout, routing, DNS, NAT, firewalling and upstream capacity after traffic reaches the OGN/NOFBI POP.	For leased services, the Service Provider’s responsibility terminates at the designated OGN/NOFBI POP; onward Internet services and associated functions will utilize Government-provided infrastructure and capacity. Refer to Section III, pages 59–60 and Section VII, page 108.
		16. OGN/NOFBI service responsibility — Please define the technical demarcation and responsibility where a fault occurs within the OGN/NOFBI network or at the ICTA-provided 10 Gbps interface.	Faults attributable to the OGN/NOFBI network or ICTA-provided interface will not be considered Service Provider-attributable downtime, subject to the applicable SLA verification and reporting provisions. Refer to Section VII –

			Service Level Requirements, pages 110–114.
		D. RESILIENCE AND QUALITY OF SERVICE	
		17. Backbone redundancy — Please clarify the requirement for two redundant backbone routes at the aggregation/sink POP, including whether routes must be physically diverse, use separate ducts/towers or operators, terminate at separate POPs and support automatic failover.	The redundancy requirement applies to the Service Provider’s backbone at the aggregation/sink POP serving the site cluster and should demonstrate adequate network resilience to assure required availability. Refer to Section III – Technical Requirements, pages 60–61
		18. Last-mile redundancy — Does the redundancy requirement apply only to the provider’s backbone and aggregation layer, or is a redundant last-mile connection required for each beneficiary institution?	The redundancy requirement applies to the Service Provider’s backbone and aggregation network serving the site cluster to assure required availability. Refer to Section III – Technical Requirements, pages 60–61.
		19. QoS thresholds — In addition to the maximum 60 ms latency, please provide acceptable thresholds for packet loss, jitter, throughput, availability of committed bandwidth and DNS response time where applicable.	The applicable QoS and SLA parameters shall be those prescribed in the Tender Document. Refer to Section III, pages 60–61 and Section VII – SLA Requirements, pages 110–114.
		20. Latency measurement — Please confirm the official latency-measurement destinations, test method and measurement frequency, including the endpoint against which the 60 ms ceiling will be measured.	Latency shall be measured in accordance with the prescribed SLA and monitoring requirements. Refer to Section III, pages 60–61 and Section VII, pages 110–114.
		E. INTERNAL NETWORK AND WI-FI	
		21. Minimum equipment specifications — Will ICT Authority issue minimum technical specifications for routers, switches, access points, racks, cabling and UPS equipment, or should bidders propose equipment based on required performance outcomes?	This is a managed service; ICT Authority does not prescribe specific equipment specifications. The Service Provider shall provide equipment that meets the required service and performance outcomes. Refer to Section III, pages 57–63 and Section VII, pages 108–114.

		22. Wi-Fi standards and capacity — Please confirm the minimum required Wi-Fi standard and performance, including whether Wi-Fi 6 or later is required and whether APs must support centralised management, PoE, multiple SSIDs, VLANs and enterprise authentication.	This is a managed service; The Service Provider shall ensure the solution meets the required coverage, capacity and performance outcomes. Refer to Section III, pages 57–63.
		23. Wi-Fi coverage acceptance — Please define measurable acceptance criteria for avoiding “dark spots,” including required coverage, minimum RSSI, throughput, concurrent users/AP, heat maps and treatment of separate buildings.	Acceptance shall be based on full Wi-Fi coverage without dark spots, verified using ICT Authority’s applicable standard testing methods. Refer to Section III, page 63.
		24. Number of access points — Where the approved site survey shows that more than the stated minimum of two or four APs is required, must the additional APs be included within the standard site unit price?	The managed service is based on the prescribed site package. Any additional requirements beyond the stated AP provision will be considered case-by-case at the Call-off stage. Refer to Section III, pages 57–63.
		F. POWER REQUIREMENTS	
		25. Medium-density UPS capacity — Please confirm the controlling UPS specification for medium-density sites: minimum 1 kVA or minimum 3 kVA.	The applicable requirement is minimum 1 kVA UPS, as specified in Section III – Evaluation and Qualification Criteria, pages 58–60.
		26. Required UPS autonomy — Please confirm the minimum backup runtime required from the UPS at low- and medium-density sites under the expected connected load.	The applicable requirement is the UPS capacity specified in Section III, pages 57–60.
		27. UPS technical characteristics — Please confirm whether the UPS must meet specific requirements for online/line-interactive operation, remote monitoring, replaceable batteries, surge protection and AVR.	The applicable requirement is the UPS capacity specified in Section III, pages 57–60.

		28. Solar and alternative power — Please confirm whether solar or hybrid backup systems are within bidder scope for institutions with unreliable/unavailable grid power, or whether power scope is limited to UPS backup.	Solar or hybrid power is not prescribed within the bidder's standard scope; the power requirement is limited to the specified UPS backup. Refer to Section III, pages 57–60
		29. Battery replacement — Is the service provider responsible for UPS battery replacement throughout the complete call-off period, including contracts lasting up to five years?	Battery replacement is not separately prescribed; this is a managed service governed through the applicable SLA. Refer to Section VII, pages 110–114.
		G. NMS, REPORTING AND DATA INTEGRATION	
		30. Central monitoring architecture — Will each provider operate a separate NMS dashboard accessible to ICTA, or must all providers integrate monitoring data into a central ICTA platform?	ICT Authority has an existing monitoring tool to be used for SLA monitoring. Service Providers may maintain their own NMS tools for cross-verification, including dispute resolution. Refer to Section VII – SLA and Monitoring Requirements, pages 110–114.
		31. SLA tool integration — Please provide technical integration requirements between provider NMS and ICTA's SLA Compliance Tool, including API, data schema, polling frequency, authentication, encryption and time synchronization.	The school/site equipment shall be monitored, using applicable open ITU-T standard monitoring protocols. Refer to Section VII – SLA and Monitoring Requirements, pages 110–114.
		32. Giga Meter compatibility — Please confirm whether formal integration or compatibility with Giga Meter is required and provide the applicable data model/interface specification.	Giga Meter will not be used for SLA verification, as it is a client-based measurement tool rather than the prescribed ITU-T monitoring approach. Refer to Section VII – SLA and Monitoring Requirements, pages 110–114.
		33. Authoritative monitoring record — Where ICTA's SLA tool and provider NMS report different availability/outage values, which system is authoritative and what reconciliation procedure applies?	ICT Authority's SLA Compliance Tool shall be authoritative. Any variance will be reconciled in good faith using available supporting records, with disputes handled through the Contract's dispute resolution provisions. Refer to Section VII, pages 109–111 and Framework Agreement Provision 21, page 146.

		34. NMS access roles — Please define required NMS access levels for ICTA, schools, Government departments and World Bank, including visibility restrictions.	NMS access shall be provided case-by-case, upon request and based on stakeholder relevance and applicable access controls. Refer to Section VII – SLA and Monitoring Requirements, pages 110–114.
		35. Commonly accessed resources — Does reporting “commonly accessed resources” require application-level/deep-packet inspection, or is aggregated DNS/category-level reporting sufficient? Please confirm applicable privacy/data-protection restrictions.	Reporting shall be aggregated, subject to applicable data protection and cybersecurity requirements. Refer to Section III, page 62 and Section VII, page 111.
		36. Data hosting and retention — Please confirm whether NMS, SLA and security data must be hosted in Kenya and whether the five-year data-retention obligation continues after expiry of the call-off contract.	Hosting and retention shall comply with the Kenya Data Protection Act, 2019 and applicable Contract requirements.
		H. SLA MEASUREMENT AND INCIDENT MANAGEMENT	
		37. SLA measurement point — Please define the exact point at which site availability is measured.	Site availability shall be measured across the managed service, including the Customer Edge (CE), switches, Access Points (APs) and UPS, using ICT Authority’s SLA monitoring and verification mechanisms. Refer to Section VII – SLA Requirements, pages 110–114.
		38. Service demarcation — Please define technical demarcation between provider-attributable infrastructure and institution internal infrastructure for SLA calculation and fault responsibility.	The Service Provider is responsible for the managed last-mile and all provider-supplied site infrastructure. Faults beyond this boundary within institution-owned infrastructure are client-attributable. Refer to Section III, pages 63–66 and Section VII, pages 110–111.
		39. Applicable availability target — Please clarify whether the effective operational availability target is 95% or 98%.	The applicable monthly SLA availability threshold is 95% for full payment. The 98% threshold is a performance condition for eligibility for subsequent Call-offs, not the monthly payment threshold. Refer to Section III, page 64 and Section VII, page 110.

		40. Application of the 98% rule — Is the three-month 98% performance rule assessed per site, call-off package, county or across the provider's complete portfolio?	The 98% performance rule shall be assessed quarterly on an aggregated basis across all sites under the Service Provider's scope. Continued non-performance shall be addressed under the applicable contractual remedies. Refer to Section III, page 64 and the Framework Agreement non-performance provisions.
		41. Planned maintenance — Are approved planned-maintenance periods excluded from monthly availability calculations, and what maintenance windows and advance-notice requirements apply?	Approved planned maintenance shall be treated under the ICT Authority change-management process and applicable maintenance windows and shall not be treated as provider-attributable downtime where duly approved. Refer to Section III, page 63 and Section VII, pages 109–110.
		42. Severity 3 response time — Please confirm the controlling initial response time for Severity 3 incidents.	For Severity 3, the applicable initial response time is within 4 hours. Level 1 escalation under Severity 3 applies within 24 hours, with restoration within 72 hours. Refer to Section III, page 66.
		43. Degraded-service calculation — How will Severity 2 degradation, such as bandwidth reduction above 30%, packet loss or excessive latency, translate into outage minutes or payment deductions?	Severity 2 degradation shall be managed within the prescribed 24-hour restoration target. Any failure beyond the restoration timeline shall count toward the monthly SLA calculation and applicable payment deductions. Refer to Section III, page 66 and Section VII, pages 110–111.
		44. External outage evidence — Please confirm evidence and verification procedures for excluding KPLC power outages, denied site access, Government-network failures and other non-provider events from SLA calculation.	KPLC power outages denied site access and Government/ICTA network failures are treated as client-attributable/non-provider events and excluded from SLA calculation where appropriately evidenced and verified. Refer to Section VII – Client-Attributable Outages, pages 110–111.
		I. CYBERSECURITY AND CONTENT FILTERING	
		45. Central content-filtering policy — Will ICT Authority issue a centrally approved filtering-policy baseline, category list, whitelist and exception process, or should each provider propose its own filtering policy?	ICT Authority shall provide the applicable content-filtering policy at Call-off, to be applied by all Service Providers. Refer to Section VII, page 111.

		46. Filtering architecture — Is DNS-level filtering alone acceptable, or will ICTA require a secure web gateway or another inspection layer?	All content filtering shall be implemented based on ICT Authority's applicable requirements and policies during call-offs. Refer to Section VII, page 111.
		47. Security-log retention — Please specify the required retention period, format and storage location for security events and blocked-content logs.	Security-log retention, format and storage shall be based on ICT Authority's applicable security requirements and policies to be provide at call-off stage. Refer to Section VII, page 111.
		48. Cybersecurity incident notification — Please provide required notification/escalation timelines for cybersecurity incidents and confirm whether integration with an ICTA/Government SOC/CERT platform is required.	Cybersecurity incident notification shall follow ICT Authority's applicable security requirements. Incidents of national significance shall additionally follow National KE-CIRT/CC reporting and escalation requirements applicable to ISPs. Refer to Section VII, page 111
		49. Personal-data protection — Is the provider expected to retain user-identifiable browsing records, or only aggregated security and content-category statistics?	Collection and retention of user-identifiable data shall be governed by ICT Authority's applicable information-security and data-protection policies. Refer to Section VII, page 111.
		J. TESTING, COMMISSIONING AND HANDOVER	
		50. Site-acceptance procedure — Please provide formal site-acceptance and commissioning criteria, covering CIR/throughput, latency/jitter/packet loss, Wi-Fi coverage, UPS tests, NMS visibility, filtering, inventory, as-built documentation and sign-off.	Site acceptance and commissioning shall be undertaken post Call-off by the appointed Contract Management Team, in accordance with ICT Authority's procurement and contract-management procedures. Refer to Section VII – Contract Management provisions.
		51. Acceptance test duration — Is a continuous stabilization/observation period required before final site acceptance, and if so, what is its duration?	The applicable stabilization and observation requirements shall be agreed and committed at the Call-off stage. Refer to the Call-off Contract provisions in the Tender Document.
		52. ICTA standards and SOPs — Please provide ICT Authority installation standards, SLA SOP, change-management procedures, acceptance templates and other referenced ICTA standards/SOPs.	Applicable ICT Authority standards, SOPs and templates shall be provided or applied as relevant at the Call-off and contract-management stage. Refer to Section VII – Contract Management and SLA provisions.

		53. As-built documentation format — Please define required format/content of as-built documentation, including GIS coordinates, fibre routes, rack layouts, equipment serial numbers, logical diagrams, configuration backups and editable source files.	As-built documentation shall be submitted in ICT Authority's prescribed format during acceptance and commissioning. Refer to Section VII – Contract Management provisions.
		54. Equipment ownership and handover — Please clarify whether ownership of installed routers, switches, APs, racks, UPS systems and other equipment transfers to ICT Authority at site acceptance, call-off expiry, or not at all.	Equipment shall remain owned and operated by the Service Provider during the three-year service period, after which ownership shall transfer to ICT Authority. Site acceptance does not constitute transfer of ownership. Refer to Section IV, page 85 and Section III, page 57.
		K. DEPLOYMENT RESPONSIBILITIES AND SPECIAL TECHNOLOGIES	
		55. Wayleaves and permits — Please clarify which party is responsible for obtaining wayleaves, municipal approvals, road-crossing permissions, building approvals and other permits required for fibre, microwave or civil works.	As a managed service, the Service Provider is responsible for all wayleaves, permits and approvals required for service delivery. Refer to Section III – Service Requirements.
		56. Civil-works boundaries — Please confirm whether all civil works, reinstatement, poles, ducts, trenching, tower works and internal building modifications required for service delivery must be included in the per-site unit price.	This is a managed service; any civil works required and how they are costed remain the Service Provider's responsibility. Refer to Section III – Service Requirements and Priced Activity Schedule.
		57. LEO scope boundary — Please confirm the precise boundary between aggregated LEO leased services allowed under this tender and direct LEO services covered by the separate framework.	This Framework covers LEO aggregated leased services through a licensed Ground Station in Kenya. Direct LEO connectivity from the provider network/constellation to the institution is outside this Framework. Refer to Section III, page 68 and Section VII, pages 111–112.
		58. Relocation and density migration — Please define technical and asset responsibilities where an institution is relocated or migrated to a higher-density category, including whether existing equipment must be reused, expanded or replaced.	As a managed service, any relocation or change in density category shall be addressed case-by-case at Call-off, with the Service Provider responsible for adapting the service to the revised requirement. Refer to Section III – Service Requirements and Call-off provisions.

This Clarification No. 1 forms part of the issued RFB document. All other terms and conditions of the issued RFB remain unchanged.

Jessy K. Maruti
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ICT AUTHORITY