



MINISTRY OF AGRICULTURE AND LIVESTOCK DEVELOPMENT
STATE DEPARTMENT FOR AGRICULTURE
ADDENDUM 2

The State department for Agriculture, wishes to inform prospective bidders that the under listed tender **KE-MOALF-533751-NC-RFB; Development , development and installation of an Integrated Sacco Core Banking System** received a number of requests for clarifications. We wish to provide responses as tabulated below:

S No.	Query	Clarification Sought	Response	Tender Submission date
1	Query 1: User Distribution and Licensing.	<p>Reference: Section VII – Purchaser's Requirements, Section 1.3 (Project Overview and Scope)</p> <p>The RFB indicates that the solution will serve 259 SACCOs distributed across 13 counties within four geographical clusters, with a total of 275 system users.</p> <p>We have assumed there will be 259 users (1 per SACCO). Kindly clarify the allocation of the additional 16 users beyond the SACCO user count. Specifically, are these users intended for:</p> <ul style="list-style-type: none"> • National Project Coordination Unit (NPCU) personnel. • County-level administrators. • System administrators and support staff. • Audit, compliance, or supervisory users; or • Other stakeholder groups? 	<ul style="list-style-type: none"> • National Project Coordination Unit (NPCU) personnel. -3 • County-level administrators. -2 • System administrators and support staff. -2 • Audit, compliance, or supervisory users; or -2 • Other stakeholder groups? -6 	2 nd July 2026 at 11.00am. East African time.

2.	<p>Query 2: Data Centre Infrastructure, Hosting Environment, and Connectivity Responsibilities.</p>	<p>Reference: Section VII – Purchaser's Requirements, Section 1.3.1.2 (Hardware Architecture – KALRO Data Centre)</p> <p>We seek clarification regarding the target infrastructure architecture and connectivity model envisaged under this procurement to enable accurate solution sizing, deployment planning, and cost estimation.</p> <p>Kindly confirm whether the successful bidder shall be responsible for supplying, delivering, installing, configuring, and commissioning the complete infrastructure stack required to host the Integrated SACCO Core Banking System within the KALRO Data Centre.</p> <ul style="list-style-type: none"> • Application servers. • Database servers. • Storage and backup infrastructure. • Network and security equipment. • Operating systems, virtualization platforms, and supporting software; and • Disaster recovery and business continuity components were applicable. <p>Alternatively, please confirm whether the Purchaser will provide an existing hosting environment within the KALRO Data Centre onto which the successful bidder will deploy and configure the Core Banking Solution.</p> <p>Where existing infrastructure will be provided, kindly share the available technical specifications, including:</p> <ul style="list-style-type: none"> • Compute capacity (server specifications). • Virtualization platform and licensing. • Storage architecture and capacity. • Operating systems and database platforms. • Network topology. • Cybersecurity architecture; and • Backup and disaster recovery arrangements. <p>In addition, kindly clarify whether the Wide Area Network (WAN), Virtual Private Network (VPN), or any other connectivity</p>	<p>The intended deployment architecture for the Integrated SACCO Core Banking System shall be based on a primary hosting environment provided and managed by the successful bidder (Service Provider). The Service Provider shall be responsible for provisioning, hosting, managing, securing, backing up, and maintaining the production environment required for the operation of the solution.</p> <p>The hosting environment shall include all necessary infrastructure components, including but not limited to:</p> <ul style="list-style-type: none"> • Application servers. • Database servers. • Storage and backup infrastructure. • Security and monitoring systems. • Operating systems, middleware, and database platforms. • Disaster recovery and business continuity mechanisms. <p>In addition, the KALRO Data Centre shall serve as the secondary (redundant) site for disaster recovery, business continuity, backup replication, and failover purposes. The successful bidder shall be required to establish appropriate replication and synchronization mechanisms between the primary hosting environment and the KALRO Data Centre to ensure system resilience and data availability.</p> <p>The successful bidder shall therefore deploy and configure the necessary disaster recovery components within the KALRO Data Centre and provide documentation and</p>	
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		<p>infrastructure linking the 13 County Project Coordination Units (CPCUs), the 259 SACCOs, and the central system hosted at the KALRO Data Centre will be provisioned and funded by the Purchaser or forms part of the successful bidder's implementation scope.</p> <p>Further, please indicate:</p> <ul style="list-style-type: none"> • The minimum connectivity and bandwidth requirements expected at each CPCU and SACCO site; and • Whether the proposed solution is required to support offline operations with periodic data synchronization in locations where reliable connectivity may not be available. <p>Clarification on the above is essential for defining the target solution architecture, infrastructure sizing, network design, implementation methodology, and the associated capital and recurrent cost components of the proposal.</p>	<p>procedures for failover and recovery operations.</p> <p>With regard to connectivity, the successful bidder shall provide a web-based solution accessible through standard internet connectivity. Connectivity between the central system, County Project Coordination Units (CPCUs), and participating SACCOs shall utilize existing internet services available at each location. Any additional connectivity requirements beyond standard internet access shall be specified by the bidder as part of the proposed solution architecture.</p> <p>The proposed solution should support operation in environments with intermittent connectivity through appropriate mechanisms such as transaction queuing, offline data capture, and automated synchronization where applicable.</p> <p>The bidder shall clearly indicate the minimum bandwidth and connectivity requirements necessary to support optimal system performance across all participating SACCOs and CPCUs.</p>	
3.	Query 3: Site Readiness and Connectivity Requirements	<p>Reference: Section VII – Purchaser's Requirements, Section 1.3</p> <p>Considering the distributed implementation across 13 counties, kindly confirm whether each implementation site will have the necessary operational infrastructure available prior to deployment, including:</p> <ul style="list-style-type: none"> • Reliable power supply. 	The successful bidder will undertake site readiness.	

		<ul style="list-style-type: none"> • Internet connectivity with adequate bandwidth. • Local Area Network (LAN) infrastructure. • Secure workstation environments; and • Appropriate physical facilities for system deployment and user training. <p>Please indicate whether any site readiness activities are expected to be undertaken by the successful bidder.</p>		
4.	Query 4: Training Approach and User Coverage	<p>Reference: Section VII – Purchaser’s Requirements, Implementation Schedule, S/No. 5 (Training and Capacity Building)</p> <p>Kindly clarify the expected training model under this assignment.</p> <p>Specifically, should the successful bidder:</p> <ul style="list-style-type: none"> • Conduct end-user training for all approximately 2,500 users across the participating SACCOs; or • Adopt a Train-the-Trainer (ToT) approach whereby designated trainers are trained and subsequently cascade knowledge to end users? <p>Where a ToT model is preferred, kindly indicate the anticipated number of trainers to be trained per county and/or SACCO.</p>	Anticipated number of trainers will depend on bidders training model (POEs at county level). The approximate number of users to be trained will be (275*3=825 Sacco users) ,(13*3=39 Cpcu users), (10 Other stakeholders)	
5.	Query 5: Security, Logistics and Field Deployment Costs	<p>Reference: Section VII – Purchaser's Requirements – Multi-Site Implementation Activities</p> <p>Given that implementation of the project will involve travel and deployment activities across multiple counties, some of which may present varying security and logistical challenges, kindly clarify whether the financial proposal should include provisions for the following:</p> <ol style="list-style-type: none"> 1. Security personnel or security escort services were deemed necessary. 	It should not include any of the items	

		<p>2. Personnel insurance and project-related risk coverage.</p> <p>3. Air travel, accommodation, local transportation, and other field logistics costs associated with implementation activities.</p>		
6.	<p>Query 6: Clarification on Digital Access Channels, USSD Services, and Transaction Cost Responsibilities</p>	<p>Reference: Section 0.6 – Technical Requirements (Deployment Requirements) and Section 6 – Functional Requirements (USSD Integration and Mobile Money Integration)</p> <p>The RF specifies web-based access and mobile access as solution deployment requirements and further identifies USSD integration and mobile money integration as mandatory functional capabilities.</p> <p>To facilitate accurate solution design, integration planning, and cost estimation, kindly clarify the following:</p> <p>i. Primary Access Channels</p> <p>Please confirm the intended user access model for both SACCO staff and SACCO members. Specifically, users / members primarily will access the system through:</p> <ul style="list-style-type: none"> • Web-based browser access. • USSD services. • Mobile application access; or • A combination of the above channels? 	<p>It is combination of all the proposed items</p>	
		<p>Additionally, kindly indicate the anticipated user distribution across these access channels.</p>	<p>This will depend with the Sacco and you will get to know more about this during training of Sacco users.</p>	
		<p>ii. USSD Short code Provisioning and Management</p> <p>Kindly indicate:</p>		

		<p>a) whether an existing USSD infrastructure and short code will be provided by the Purchaser.</p> <p>b) Whether successful bidder shall be responsible for providing and managing the USSD infrastructure through subcontracting an existing PSP or any other preferred model</p> <p>iii. USSD Transaction Cost Responsibility</p> <p>Please clarify the commercial model applicable to USSD service usage across the 259 participating SACCOs.</p> <p>Specifically, should bidders include in their financial proposals the recurring USSD session and transaction charges for the duration of the contract, including the warranty and post-warranty support periods, or will such operational costs be borne directly by the Purchaser and/or the participating SACCOs under separate commercial arrangements?</p> <p>This clarification is essential to ensure consistent pricing assumptions and comparable financial proposals across all bidders.</p>	<p>USSD Short code will be procured by the sacco</p> <p>USSD Services</p> <p>The solution may support USSD-based access for SACCO members where required. The successful bidder shall facilitate the setup and integration of the USSD platform with the Core Banking System and the respective Mobile Network Operator(s).</p> <p>However, all costs associated with the operation of the USSD service, including setup fees, monthly charges, session fees, transaction charges, and any other recurring costs, shall be borne directly by the respective SACCO utilizing the service. Such costs shall not be financed by the Purchaser and shall be subject to separate agreements between the SACCO, the Service Provider, and/or the Mobile Network Operator as applicable.</p>	
7.		<p>Would the Purchaser be open to bringing all SACCOs to Nairobi for assessment, training, system configuration and other activities and IF SO, should the cost of travel and accommodation, per diem for users be built into the BID or would it be borne by each SACCO?</p>	<p>The Purchaser's preferred approach is for assessments, training, system configuration, and related implementation activities to be conducted at the County level to ensure accessibility and participation by all targeted SACCOs.</p>	

			<p>Accordingly, SACCO representatives will not be required to travel to Nairobi for these activities unless specifically authorized by the Purchaser under exceptional circumstances.</p> <p>The respective County Project Coordination Units (CPCUs) shall be responsible for coordinating and facilitating participant travel, accommodation, and related logistical arrangements within their counties where applicable. Therefore, bidders should not include the costs of participant travel, accommodation, or per diem for SACCO representatives in their financial proposals.</p> <p>Bidders should, however, include all costs directly related to the delivery of training and implementation services, including trainer fees, training materials, system configuration, and technical support required for successful deployment of the solution.</p>	
8.		We notice the annual turnover for participating bidders is KES 8 million (\$61,000). Is this a typo or is that the actual value?	It is Kes 8 Million	
9.		Database - Regarding the database selection, should we consider Oracle as an option instead of Postgres and MySQL? Please clarify. : we will not charge you for Oracle database	We will not charge you for Oracle database - There is no preferred database platform under this procurement. Bidders may propose Oracle, PostgreSQL, MySQL, SQL Server, or any other database platform supported by their solution. The proposed solution should include its own database platform and any associated licensing requirements. The Purchaser will not provide or separately procure database	

			licenses; therefore, all database-related costs, where applicable, should be included in the bidder's proposal.	
10.		<p>Migration - Based on our understanding, we expect to receive data from all SACCOs in a standardized Excel data structure. Our responsibility will be to provide a data migration utility to import this data into the core system. Could you please confirm if this understanding is correct?</p> <p>If any SACCOs will be providing data in different formats or structures, please let us know.</p>	<p>The format and structure of data to be migrated will be determined following the diagnostic assessment and readiness report conducted by the successful bidder before commencement of implementation. While some SACCOs may provide data in standardized Excel formats, others may have data in different formats, systems, or manual records. Bidders should therefore propose flexible data migration tools and methodologies capable of handling multiple data formats and migration scenarios identified during the assessment phase.</p>	
11		<p>Implementation -</p> <p>a) Could you please clarify the implementation approach? Will we be onboarding the SACCOs one by one in a phased rollout, or will the entire group go live in a single deployment?</p> <p>b) Customization Scope: Our understanding is that all core system customizations and modifications will be uniform across all SACCOs, with no individual or unique customizations required for specific SACCOs. Please confirm if this understanding is correct.</p>	<p>The implementation shall be carried out using a phased rollout approach, with SACCOs onboarded in batches based on the agreed implementation plan and readiness assessment outcomes. A single deployment for all SACCOs at the same time is not anticipated. Regarding customization, the expectation is that the core system configuration, workflows, and customizations will be standardized across all participating SACCOs to ensure consistency, ease of support, and efficient project implementation. Any SACCO-specific requirements identified during implementation shall be subject to approval by the Purchaser and evaluated on a case-by-case basis.</p>	

12	Part 1 → Section III (Evaluation & Qualification Criteria, 5.4 Experience) AND Part 2 → Section B (Functional, Architectural & Performance Requirements), Section D (Technology Specifications – Experience of Firm)	Section III requires bidders to demonstrate similar contracts valued at KES 10 million within the last five (5) years, while Section D requires at least two (2) SACCO assignments. Kindly confirm whether any two (2) contracts executed under the Food Systems Resilience Project (FSRP) would satisfy both requirements. Further, please clarify whether FSRP assignments that involve SACCO digitization, financial systems, or related ICT implementations will be considered equivalent experience.	Yes. Contracts executed under the Food Systems Resilience Project (FSRP) will be considered acceptable for meeting the experience requirements, provided they involved SACCO digitization, financial systems, ICT implementations, systems integration, automation, or related digital transformation activities. However, bidders must satisfy all qualification requirements, including demonstrating similar contracts valued at KES 10 million within the last five (5) years and at least two (2) SACCO-related assignments. The Purchaser will evaluate the relevance, scope, complexity, and successful completion of the submitted contracts when determining compliance.	
13	Part 2 → Section B (Functional, Architectural & Performance Requirements), Section 1.3.1.2 Hardware Architecture	The RFP specifies two (2) Intel Xeon Application/File Servers with 32GB RAM and 1TB storage. Considering the implementation scope covering approximately 275 SACCOs, these specifications appear insufficient to support the anticipated workload, growth, reporting, and high-availability requirements. Kindly confirm whether bidders may propose alternative hardware specifications and infrastructure sizing based on their solution architecture and capacity assessment.	Yes. Bidders may propose alternative hardware specifications and infrastructure sizing based on their solution architecture, performance requirements, and capacity assessment. The specifications provided in the RFP represent the minimum requirements and should be considered as a baseline. Where necessary, bidders are encouraged to recommend enhanced infrastructure configurations to ensure optimal performance, scalability, availability, security, and future growth of the solution across all participating SACCOs.	
		Kindly specify the required Recovery Point Objective (RPO), Recovery Time Objective (RTO), and disaster recovery environment expectations for the proposed solution.	Bidders should propose a disaster recovery solution based on industry best practices. As a guideline, the Purchaser expects a Recovery Point Objective (RPO) of not more than 24 hours and a Recovery Time Objective (RTO) of not more than 8 hours. The disaster recovery environment should provide secure data backup, replication, business continuity, and	

			failover capabilities to ensure uninterrupted service delivery and protection of critical SACCO data.	
14.	Commercial Proposal / Financial Proposal Requirements	Kindly clarify the period for which recurring costs should be quoted. Specifically, please confirm the number of years for software licensing, maintenance, support services, cloud subscriptions (if applicable), and annual maintenance costs that should be included in the commercial proposal.	The commercial proposal should include software licensing, maintenance, and support costs for a period of two (2) years . For other recurring costs, including cloud hosting, subscriptions, managed services, and annual maintenance arrangements, bidders should propose pricing based on their respective business and service delivery models. Such costs should be clearly itemized and disclosed in the financial proposal.	
		Please clarify whether perpetual licensing, subscription licensing, or either model is acceptable under this procurement.	Perpetual licensing is the preferred licensing model under this procurement. However, bidders may propose alternative licensing models, including subscription-based licensing, where such models are integral to their solution architecture and service delivery approach. Bidders should clearly describe the proposed licensing model, associated costs, and any implications for long-term ownership, maintenance, support, and sustainability of the solution.	
15.	Part 2 → Functional Requirements (Data Conversion and Migration)	Kindly provide details of the current systems used by the 275 SACCOs, including system names, technology platforms, database types, approximate database sizes, number of active members, and historical data volumes. Please also indicate whether data dictionaries, source schemas, and migration extracts will be made available to the successful bidder.	The Purchaser does not currently have detailed information on the systems used by the participating SACCOs, including system names, technology platforms, database types, database sizes, membership records, or historical data volumes. The successful bidder will be required to conduct a detailed assessment of each SACCO prior to the commencement of digitization and migration activities. Any available data dictionaries, source schemas, reports, and migration extracts will be provided by the respective	

			SACCOs where available to facilitate the migration process.	
		Kindly provide the expected number of users, concurrent users, member accounts, daily transactions, and projected growth assumptions to be supported by the solution.	The solution is expected to support a minimum of 825 users , based on an estimated three (3) users per SACCO across the 275 participating SACCOs. At this stage, the Purchaser does not have consolidated information on concurrent users, member accounts, daily transaction volumes, or projected growth rates. Such metrics will become available following deployment and operationalization of the solution across the participating SACCOs. Bidders are therefore encouraged to propose a scalable solution capable of accommodating future growth in users, transactions, and membership.	
		Please provide a list of mandatory integrations including USSD, SMS gateways, payment platforms, mobile money services, government systems, reporting platforms, and any third-party applications.	The solution shall support integration with key digital financial service channels and stakeholder reporting platforms. Mandatory integrations include USSD services, SMS gateways, Safaricom M-Pesa (C2B and B2C), banking platforms for electronic funds transfer, and stakeholder reporting dashboards . The solution must provide real-time or near real-time reporting capabilities through configurable dashboards accessible to authorized stakeholders. Bidders may propose additional integrations and value-added interfaces that enhance functionality, interoperability, and service delivery.	
		Please clarify whether data cleansing, deduplication, correction of data quality issues, and reconciliation activities are the responsibility of the successful bidder, the SACCOs, or a shared responsibility.	Data cleansing, deduplication, correction of data quality issues, validation, and reconciliation of records shall be the responsibility of the respective SACCO staff. The successful bidder shall provide the	

			necessary tools, templates, guidance, and technical support to facilitate the migration process. However, the accuracy, completeness, validation, and approval of the data to be migrated shall remain the responsibility of the SACCO.	
16.	Part 2 → Section D (Technology Specifications), Sections 3.1 – 3.6	Please confirm whether all hardware components specified under Sections 3.1 to 3.6 are required to be supplied, installed, configured, and supported by the successful bidder as part of this procurement. If yes, kindly provide the expected Bill of Materials (BoM), quantities, deployment locations, and indicate whether any hardware components will be supplied directly by the Client.	The successful bidder shall be responsible for provisioning, hosting, managing, securing, backing up, and maintaining the production environment required for the operation of the solution. Accordingly, bidders are expected to propose the hardware, software, and infrastructure components necessary to support their solution architecture. The hardware specifications provided in the RFP represent minimum requirements and may be enhanced by bidders as appropriate. No detailed Bill of Materials (BoM), quantities, or deployment locations are prescribed by the Purchaser, and bidders should propose these based on their technical design and hosting model.	
17	Part 2 – Section VII – Solution Architecture Requirements	The RFP refers to an "Open or Cloud-based Integrated Core Banking System." Kindly clarify whether Public Cloud, Private Cloud, Hybrid Cloud, and On-Premise deployment models are acceptable. Additionally, please confirm any data residency, hosting, regulatory, or infrastructure requirements applicable to the solution, including whether hosting must be within Kenya.	The preferred deployment model for this procurement is a Private Cloud environment managed by the successful bidder. The solution shall include appropriate security, backup, and business continuity measures, with the KALRO Data Centre serving as the disaster recovery (DR) and data residency site . Bidders should ensure that all data is replicated to the KALRO Data Centre for backup, recovery, and continuity purposes. Any alternative deployment model proposed must clearly demonstrate compliance with the security, availability, and data residency requirements specified in the RFP.	

		In the event that a cloud-based deployment is proposed, please clarify whether cloud infrastructure costs are to be included in the bidder's proposal and, if so, the duration for which such costs should be quoted.	Yes. Where a cloud-based deployment is proposed, bidders shall include all associated cloud infrastructure costs in their financial proposals, including hosting, storage, backup, security, maintenance, and related services. Such costs should be quoted for the full contract period of two (2) years and clearly itemized in the financial proposal.	
18	Part 2 – Section VII – Scope of Work & Implementation Schedule	The RFP references 275 SACCOs under the diagnostic assessment, training, and support activities, while system implementation activities refer to 259 SACCOs. Kindly clarify the definitive scope of work and confirm the exact number of SACCOs applicable to each project phase and deliverable, including diagnostic assessment, system implementation, data migration, user training, Go-Live, and post-implementation support.	The definitive scope of work under this procurement covers 275 SACCOs . The successful bidder shall be responsible for conducting diagnostic assessments, system customization, deployment, data migration, user training, Go-Live support, and post-implementation support for all 275 SACCOs. Bidders should therefore base their technical and financial proposals on a total of 275 SACCOs for all project phases and deliverables unless otherwise advised by the Purchaser through an official amendment or clarification.	
		Kindly provide the acceptance criteria applicable for each project milestone and the final Go-Live sign-off. Please clarify the criteria for successful completion of data migration, UAT, training, and operational acceptance.	Acceptance of each project milestone shall be based on the successful completion of the agreed deliverables, approval by the respective SACCO and the Purchaser, and submission of the required documentation. Data migration shall be deemed complete upon successful migration, validation, and reconciliation of approved SACCO data. User Acceptance Testing (UAT) shall be considered successful upon sign-off by authorized SACCO representatives. Training shall be accepted	

			upon completion of the scheduled training sessions and submission of attendance records. Final Go-Live acceptance shall be based on successful system deployment, operational readiness, user sign-off, and stable production operation in the respective SACCO.	
19.	Bid Data Sheet ITB 2.1, page 43	The Borrower is: The Government of Kenya through the Ministry of Agriculture and Livestock Development, State Department for Agriculture which is the Implementing Agency. Loan or Financing Agreement amount: USD 150 Million. The name of the Project is: Food Systems Resilience Project. Query Can you please specify what part of the mentioned Amount is attributed to this specific Project of Design, development and installation of an Integrated Sacco core banking system.	USD 150M is the overall project cost. The amount attributable to the Design, Development, Installation, and Commissioning of the Integrated SACCO Core Banking System is determined by each bidder based on their proposed solution and pricing model; however, the proposed system is intended to serve and support 275 institutions under the project scope.	
20.	Specific Experience 5.4, page 61	Participation as a prime supplier, management contractor, JV5 member, sub-contractor, in at least Three (3) contracts within the last five (5) years, each with a value of at least Ten Million (10m), that have been successfully and substantially completed and that are similar to the proposed Information System. The successfully completed similar contracts shall be documented by a copy of an Operational acceptance certificate (or equivalent documentation satisfactory to the Purchaser) issued by the purchaser(s). Query Can you please confirm that the mentioned 10m mean 10m KES?	Yes, the referenced amount of 10M is understood to mean Kenya Shillings Ten Million (KES 10,000,000)	
21	Hardware Architecture 1.3.1.2, page 128	The KALRO Data Center Specifications mentioned at the table are only presented as an example? Aren't we supposed to provide the suggested HW Specifications as per our Solution? Kindly elaborate.	The KALRO Data Center specifications provided in the table are for reference purposes only. Bidders are required to propose and specify their own hardware and infrastructure specifications based on their proposed solution architecture, system design, performance requirements, scalability considerations, storage needs, high availability requirements, security	

			controls, and expected user load to adequately support the Integrated SACCO Core Banking System. The proposed specifications should meet or exceed the minimum functional and technical requirements of the project.	
22.	System Integrations 2.3, page 131	<p>System Integration (to other existing systems) 2.3.1 The Supplier MUST perform the following Integration Services Integration to:</p> <ul style="list-style-type: none"> · Business Intelligence tools for analytics · API integrations <p style="text-align: center;">Query</p> <p>Can you please list which exactly existing systems should be we integrate with? We need to know the tools or system names and their purpose</p>	The specific Business Intelligence tools, banking systems, mobile money platforms, SMS gateways, and other third-party systems are not prescribed under this tender. Each bidder shall propose and specify the APIs, integration platforms, and middleware components required to support the solution. At a minimum, bidders should provide integration capabilities for M-Pesa (C2B, B2C, STK Push, B2B, and Transaction Status APIs), commercial banking systems through secure APIs or ISO 8583/Open Banking interfaces, SMS gateway services for notifications and alerts, and Business Intelligence/analytics tools for reporting and dashboarding. The bidder should clearly describe the proposed integrations, their purpose, security controls, and implementation approach as part of the technical proposal.	
23.	Mobile Banking Integration page 137	6.Mobile Banking Integration Is there a specific Mobile application with which the solution should be integrated with? Please specify or elaborate further	There is no specific mobile application prescribed under this tender. Each bidder shall propose a suitable mobile application strategy as part of their solution, including integration with mobile banking, mobile money services, customer self-service applications, and other relevant digital channels. At a minimum, the proposed solution should support integration with M-Pesa APIs (C2B, B2C, STK Push, B2B), banking APIs, SMS gateways, and any mobile	

			<p>applications required for member services, transactions, notifications, and account management. The bidder should clearly describe the proposed mobile application architecture, integration approach, and supported functionalities in the technical proposal.</p>	
24.	<p>Payment & Transaction Management page 138</p>	<p>EFT/RTGS integration Can you please specify which exactly Payment Systems should the new Solution be integrated with?</p>	<p>There are no specific payment systems mandated under this tender. Each bidder shall propose and specify the payment systems and integration mechanisms supported by their solution. At a minimum, the solution should provide integration capabilities for M-Pesa (C2B, B2C, B2B, STK Push, and Transaction Status APIs), commercial banks through secure APIs or Open Banking interfaces, EFT/RTGS payment channels, card payment systems where applicable, and SMS notification services. The bidder should clearly describe the proposed payment integrations, transaction workflows, security controls, and scalability considerations in the technical proposal.</p>	
25.	<p>Technical Infrastructure Requirements page 140</p>	<p>Cloud deployment support On-premise deployment support Hybrid deployments Is there any preference on these mentioned models? When you say on-premise deployment support, what exactly does it mean? That the system should be deployed on-premise at each different SACCO?</p>	<p>The preferred deployment model is a centralized cloud-based solution hosted in a secure, highly available data center environment. This approach provides uniform service delivery across all participating SACCOs, simplifies system administration and maintenance, reduces infrastructure costs at the SACCO level, enables centralized security management, supports business continuity and disaster recovery, and accommodates institutions with varying ICT capacities and end-user devices. Bidders should propose the deployment architecture that best supports</p>	

			their solution; however, a centralized cloud-based model is recommended for scalability, ease of management, and efficient support of all participating institutions.	
26		Can you please clarify what would be the purpose of KALRO Data Center mentioned at page 128?	The KALRO Data Center referenced in the tender is intended to serve as the Disaster Recovery (DR) Site for the SACCO Core Banking System. In the proposed centralized cloud-based deployment model, the primary production environment may be hosted in a secure cloud infrastructure, while the KALRO Data Center provides a secondary recovery environment for business continuity, disaster recovery, data backup, and system restoration in the event of a failure or outage affecting the primary site. Bidders should describe how their solution will utilize the KALRO Data Center for DR purposes, including backup, replication, failover, recovery objectives (RPO/RTO), and overall business continuity arrangements.	
27		Can you provide the list with the names of all SACCOs supposed to get onboard of the new Core Banking System?	The list of SACCOs to be onboarded onto the new Core Banking System is not being provided at this stage of the procurement process. The successful bidder will be provided with the list of SACCOs and relevant onboarding details upon contract award to facilitate implementation, automation, data migration, training, and digitization activities under the project. Bidders should therefore propose a scalable solution capable of supporting the onboarding and digitization of all participating SACCOs within the project scope.	

28		Can you please provide the number of current members per SACCO supposed to get onboard of the new Core Banking System?	The number of current members per SACCO to be onboarded onto the new Core Banking System is not being provided at this stage of the procurement process. The successful bidder will be provided with the necessary SACCO-specific information, including membership data, during the implementation phase. Bidders should therefore propose a scalable solution capable of supporting institutions of varying sizes and membership volumes within the overall project scope.	
29		If the exact number of members per SACCO cannot be provided, can you please provide a safe average number of members per SACCO. Such numbers would be required in order to do proper sizing for HW specifications and Commercial proposals	The procuring entity is unable to provide an average number of members per SACCO at this stage. Bidders are expected to propose a scalable solution and size their infrastructure based on their own assumptions, experience, and best practices for supporting the anticipated number of institutions under the project. The successful bidder will be provided with detailed SACCO-specific membership and operational data during the implementation phase. Therefore, bidders should clearly state any assumptions used for hardware sizing, capacity planning, performance requirements, and commercial pricing in their proposals.	
30		Can you please elaborate further or confirm who is going to be responsible for Testing and Accepting the implemented system?	The responsibility for testing and acceptance of the implemented system shall be shared between the successful bidder and the participating SACCOs. The bidder shall be responsible for conducting system testing, integration testing, performance testing, security testing, data migration validation, and supporting User Acceptance Testing (UAT). The SACCOs shall participate in UAT,	

			verify that the system meets their operational and business requirements, and formally accept the solution upon satisfactory completion of testing and resolution of identified issues. Final acceptance shall be subject to successful completion of agreed acceptance criteria and sign-off by the respective SACCOs.	
31		Can you please elaborate further or confirm who is going to be responsible for administrating the new CBS for each SACCO, from the time of Go-live up to end of the 24 months period?	The day-to-day administration and operation of the new Core Banking System (CBS) shall be the responsibility of each participating SACCO from the date of go-live. However, the successful bidder shall be responsible for hosting, server administration, system maintenance, technical support, monitoring, security management, backups, upgrades, bug fixes, and ensuring system availability and performance for a period of 24 months after go-live. During this support period, the bidder shall provide the necessary technical and operational support to ensure continuous and effective use of the system by the SACCOs.	
32		Can you please elaborate further or confirm who is going to be responsible for administrating the new CBS for each SACCO, after the end of the 24 months' period?	Upon expiry of the 24-month support period, the responsibility for administration, operation, hosting, maintenance, and support of the Core Banking System shall be determined by the respective SACCOs. The SACCOs may choose to continue receiving hosting and support services from the successful bidder under a separate maintenance and support agreement or transition the administration of the system to their own ICT resources or another qualified service provider. The successful bidder shall ensure proper knowledge transfer, documentation, and handover	

			procedures to facilitate a smooth transition at the end of the support period.	
33		Can you please elaborate further who is going to be responsible for fetching to the winning bidder the necessary data for the data migration to happen at the mutually agreed format?	The successful bidder shall conduct a detailed assessment and readiness exercise for each SACCO prior to automation and data migration. During this process, the SACCO shall be responsible for providing access to the relevant data, systems, and records required for migration, subject to the execution of appropriate Non-Disclosure Agreements (NDAs), Service Level Agreements (SLAs), and data-sharing authorizations. The successful bidder shall be responsible for data extraction, mapping, cleansing, validation, transformation, and migration into the new Core Banking System in the mutually agreed format, working closely with the SACCO to ensure data accuracy, completeness, and successful migration.	
34		Can you please elaborate further or confirm who is going to be responsible for operating the new CBS for each SACCO, from the time of Go-live up to end of the 24 months period?	As stated in the earlier response, the day-to-day operation of the Core Banking System (CBS) from go-live up to the end of the 24-month support period shall be the responsibility of the participating SACCOs through their authorized users and administrators. The successful bidder shall provide the hosting environment, server administration, technical support, system maintenance, monitoring, backups, security management, upgrades, and operational support services throughout the 24-month period to ensure the system remains available, secure, and fully functional. The SACCOs will use and operate the CBS for their business activities, while the successful	

			bidder will provide the underlying technical and infrastructure support.	
35		Can you please elaborate further or confirm who is going to be responsible for operating the new CBS for each SACCO, after the end of the 24 months period?	Upon expiry of the 24-month support period, the day-to-day operation and administration of the Core Banking System shall become the responsibility of the respective SACCOs. However, SACCOs may opt to continue receiving hosting, maintenance, technical support, and system administration services from the successful bidder under a separate support and maintenance agreement. The successful bidder shall ensure adequate knowledge transfer, documentation, training, and handover to enable the SACCOs to operate the system independently or through an alternative service provider if they so choose.	
36		Is the envisioned system to be installed somewhere centrally and then service all the SACCOs from there OR should each SACCO have its own installation?	The envisioned solution is a centralized deployment , whereby the Core Banking System is installed and hosted in a central environment and serves all participating SACCOs from a single platform. Each SACCO will have its own segregated data, users, configurations, and operational environment within the system, while benefiting from centralized hosting, maintenance, security management, backups, upgrades, and technical support. Bidders should therefore propose a scalable, secure, multi-tenant architecture capable of supporting all participating SACCOs from a centralized infrastructure.	

37		<p>If the System is to be installed separately for each SACCO: Where exactly would that be per SACCO</p>	<p>The system is not intended to be installed separately at each SACCO. The envisioned deployment model is a centralized cloud-based environment, where a single Core Banking System instance is hosted in a secure central infrastructure and accessed by all participating SACCOS through secure internet connectivity. Each SACCO will operate within its own logically segregated environment, with dedicated users, data, and configurations, while benefiting from centralized hosting, maintenance, security, backup, disaster recovery, and technical support services. Therefore, no separate on-premises installation at individual SACCO locations is anticipated.</p>	
38		<p>If the System is to be installed somewhere Centrally for all SACCOS: Who is going to be responsible for the Data Center Operations?</p>	<p>In the proposed centralized cloud-based deployment model, the successful bidder shall be responsible for the day-to-day Data Center operations for the duration of the initial 24-month support period. This includes hosting, server administration, infrastructure management, monitoring, security management, backups, disaster recovery, system maintenance, and ensuring service availability. The KALRO Data Center shall serve as the Disaster Recovery (DR) site. After the 24-month period, Data Center operations may continue under a separate support and hosting agreement between the SACCOS and the successful bidder, or be transitioned to another arrangement as agreed by the participating SACCOS.</p>	
39		<p>If the System is to be installed somewhere Centrally for all SACCOS: Who is going to provide the HW, System SW, Network, Security and Database components required by the new CBS?</p>	<p>In the proposed centralized cloud-based deployment model, the successful bidder shall provide and manage all hardware, system software, database software, network</p>	

			<p>infrastructure, security components, hosting environment, backup facilities, and related technical infrastructure required for the operation of the Core Banking System during the contract period. The bidder shall also be responsible for ensuring high availability, performance, security, monitoring, and maintenance of the production environment. The KALRO Data Center shall serve as the Disaster Recovery (DR) site, supporting business continuity and disaster recovery requirements through appropriate backup, replication, and failover mechanisms.</p>	
40		<p>If the System is to be installed somewhere Centrally for all SACCOs: How is the envisioned architecture to be set to serve all SACCOs? Are we looking at a SaaS model or only Cloud Based is enough?</p>	<p>The tender does not prescribe a specific architecture model such as Software-as-a-Service (SaaS), Platform-as-a-Service (PaaS), or any other deployment approach. Bidders are expected to propose the architecture that best supports their solution and meets the project requirements. The envisioned deployment is a centralized cloud-based solution capable of serving all participating SACCOs from a single platform. Whether this is implemented as a SaaS model, a multi-tenant cloud architecture, or another suitable approach shall depend on the bidder's proposed solution. Bidders should clearly describe their proposed architecture, including scalability, security, data segregation, availability, disaster recovery, and operational management arrangements.</p>	
41		<p>If the System is to be installed somewhere Centrally for all SACCOs in Kenya: Can we have part of the system located in Kenya and part outside Kenya (on Cloud/SaaS model), under the condition that no Personal Data gets out of Kenya?</p>	<p>The tender does not prescribe a specific hosting arrangement. Bidders may propose an architecture where components of the solution are hosted within Kenya and/or outside Kenya, provided that the proposed</p>	

			design complies with all applicable laws, regulations, and data protection requirements. Where personal or sensitive data is involved, bidders must ensure strict adherence to the Kenya Data Protection Act, 2019 , data sovereignty requirements, cybersecurity standards, and any other applicable regulatory obligations. Bidders should clearly describe their proposed hosting architecture, data residency model, security controls, and compliance measures in their technical proposal.	
42		Who is going to pay for the Recurring Costs after the initial 24 months period? Who is going to fund that part of the costs?	Upon expiry of the initial 24-month support period, any recurring costs associated with hosting, maintenance, technical support, software updates, infrastructure, security services, connectivity, and other operational requirements of the Core Banking System shall be the responsibility of the respective SACCOs. The participating SACCOs shall be responsible for funding and sustaining these recurring costs, either through continued engagement with the successful bidder or through alternative arrangements as may be agreed upon.	
43	Average Annual Turnover	<p>The Bidder shall have a minimum average annual turnover of 8 Million, calculated as total certified payments received for contracts in progress or completed, within the last 4 years.</p> <p>Can you please confirm whether the minimum average annual turnover threshold of 8 Million is denominated in Kenya Shillings (KES 8,000,000) or United States Dollars (USD 8,000,000)? The bidding document does not explicitly state the currency for this threshold. Given that bid evaluation will be conducted in Kenya Shillings per ITB Clause 33.1, we assume the threshold is KES 8,000,000, but request formal confirmation to avoid any ambiguity in our submission.</p>	Yes, the minimum average annual turnover threshold of 8 Million is denominated in Kenya Shillings (KES 8,000,000) . Bidders should therefore demonstrate an average annual turnover of at least KES 8,000,000 for the period specified in the bidding document. The evaluation and comparison of bids shall be conducted in accordance with the provisions of the bidding document.	

44	Contract Value Disclosure for Reference Projects	<p>Participation as a prime supplier, management contractor, JV member, sub-contractor, in at least Three (3) contracts within the last five (5) years, each with a value of at least Ten Million (10m), that have been successfully and substantially completed and that are similar to the proposed Information System.</p> <p>We note that in many cases, client confidentiality obligations and the terms of existing contracts restrict vendors from disclosing precise contract values in public procurement submissions. Kindly advise whether the Purchaser will accept alternative forms of evidence to demonstrate contract value compliance, such as: (a) a letter of confirmation from the client organisation; (b) a reference letter indicating the contract fell within a specified value range; or (c) a statutory declaration by the bidder's authorised representative. Guidance on acceptable formats for this disclosure would be appreciated, so that qualifying bidders are not inadvertently disadvantaged by contractual confidentiality restrictions.</p>	<p>It is Kenya shillings 10 Million.</p> <p>The Purchaser will accept alternative forms of evidence where disclosure of exact contract values is restricted by confidentiality obligations, provided that such evidence is sufficient to demonstrate compliance with the qualification requirements. Acceptable evidence may include: (a) a letter of confirmation from the client organization, (b) a reference letter indicating that the contract falls within a specified value range relevant to the qualification threshold, or (c) a statutory declaration by the bidder's authorized representative. The Purchaser reserves the right to seek clarification, verification, or additional supporting documentation where necessary to confirm compliance with the stated requirements.</p>	
45		<p>We kindly request clarification on the scope of the tender. Specifically, does it cover only the supply and implementation of the SACCO core banking system, or does it also include server procurement, installation, and configuration services?</p>	<p>The scope of the tender covers the design, development, supply, implementation, hosting, configuration, deployment, data migration, training, support, and maintenance of the SACCO Core Banking System, including the provision and management of the required server infrastructure, system software, database,</p>	

			network, security, and hosting environment as proposed by the successful bidder. The solution is envisaged as a centralized cloud-based deployment , with the successful bidder responsible for providing and configuring the necessary infrastructure and technical environment required for the operation of the system during the contract period. The KALRO Data Center shall serve as the Disaster Recovery (DR) site.	
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State Department for Agriculture

For: Principal Secretary