

Ref. No: CA/SCM/OT/07/2025-2026

March 6th, 2026,

Addendum No. 1

To All Bidders,

OPEN NATIONAL TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF THE CONTACT CENTRE'S PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) TENDER NO: CA/SCM/OT/07/2025-2026

Please refer to the above-mentioned tender.

Pursuant to ITT 9.1 of the tender document shared with bidders, the Authority wishes to respond to the clarifications sought out as follows:

NO.	CLARIFICATION QUESTIONS	CA RESPONSE
Under Technical Evaluation:		
1.	<p>Request for Review of ICT Authority Certification and Data Protection Certification Requirements – Tender No. CA/SCM/OT/07/2025-2026</p> <p>We refer to tender for the Supply, Installation, Commissioning and Maintenance of the Contact Centre's PABX ,Tender No. A/SCM/OT/07/2025-2026.</p> <p>We respectfully seek clarification and review regarding the requirement for bidders to provide:</p> <ul style="list-style-type: none"> • A valid certificate issued by the ICT Authority in the following categories: <ul style="list-style-type: none"> • ICT Networks Category 1 • Systems & Application Category 1 • Cloud Services Category 1 • Information Security Category 1 • End User Devices Category 1 • Data Processor and Data Controller Certification <p>While we fully appreciate the importance of regulatory compliance and technical competence, we note that the scope of this</p>	<p>a) Mandatory requirement no. 13 on ICT Authority certifications shall remain as indicated in the Tender.</p> <p>b) Mandatory requirement no. 14 has now been revised from:</p> <p><i>“Bidder Must provide Data processor & Data Controller Certification”</i></p> <p>To:</p> <p><i>“Bidder Must provide Data processor OR Data Controller Certification certification/s”</i></p>

NO.	CLARIFICATION QUESTIONS	CA RESPONSE
	<p>tender primarily relates to the supply, installation, commissioning, and maintenance of a PABX system. In our considered view, the above certifications particularly the full spectrum of ICT Authority Category 1 registrations and Data Controller/Data Processor certifications are not directly proportionate to the core scope of the assignment.</p> <p>Requiring these certifications may inadvertently restrict fair competition by excluding otherwise qualified and experienced firms that are technically capable of delivering the required PABX solution.</p> <p>We respectfully submit that these requirements limit competition contrary to the principles of fairness, equity, transparency, and competitiveness under the Public Procurement and Asset Disposal Act, 2015.</p> <p>In the spirit of promoting broader participation while safeguarding technical quality, we kindly request that the Procuring Entity considers removing these requirements to align strictly with the essential and proportionate needs of the tender.</p> <p>We remain committed to participating in this procurement process and look forward to your clarification.</p>	

ALL other terms and conditions of the tender remain unchanged.

This addendum forms part of the tender document and shall be read together with the original tender document.

Yours Faithfully,



Philip Kiplagat
FOR: DIRECTOR GENERAL /CEO