



KEFRI/AD/SD/VOL.XI (849)

24TH MARCH 2025

TO INVITED BIDDERS

Dear All,

CLARIFICATION/ADDENDUM NO. 1

TENDER NO. KEFRI/ONT/010/2024 – 2025

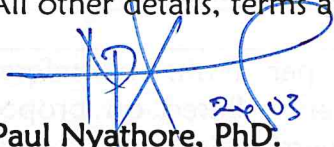
TENDER NAME. DEVELOPMENT OF A WEB-BASED AND MOBILE SYSTEM FOR LINKING PRODUCERS AND BUYERS OF GUMS AND RESINS IN KENYA

The Kenya Forestry Research Institute (KEFRI) would wish to bring to your attention the following clarification: -

Technical Clarifications Required		Response
1	System Hosting and Infrastructure:	
a	Is there a preference for on-premises hosting within KEFRI's IT infrastructure, or should the solution be cloud-hosted (AWS, Azure, GCP)?	Cloud Hosting
b	If cloud-hosted, will KEFRI provide an existing cloud environment, or should the bidder propose a new setup?	KEFRI will provide (GCP/cPanel)
c	What are the expected security and compliance standards (e.g., ISO 27001, GDPR, or Kenya Data Protection Act)?	As per terms of reference given
2	User Roles and Access Control:	
a	Could you provide more details on the various user roles and permissions required (e.g., buyers, producers, KEFRI admins, regulators)?	As per terms of reference given
b	Should the system support multi-factor authentication (MFA) for sensitive transactions?	As per terms of reference given – Security Plan
3	Mobile Application Requirements:	
a	Will the mobile application need to function in offline mode for users in remote areas with limited internet access?	As per terms of reference given – Based on proposed understanding and implementation of TORs

b	Is there a preferred mobile development framework (e.g., Native Android/iOS, Flutter, React Native)?	No preferred mobile development framework
c	Should the app integrate with external APIs (e.g., government databases, certification authorities)?	As per terms of reference given. No integration to government databases or certification authorities.
4	Payment Integration:	
a	Which payment methods are required (e.g., M-Pesa, bank transfers, credit cards)?	No payment integration
b	Will KEFRI facilitate payment gateway credentials, or should bidders propose their own payment service providers?	No payment integration
5	Data Analytics and Reporting:	
a	What level of reporting and analytics is expected? Should the system provide real-time dashboards, custom reporting, and data export capabilities?	As per terms of reference given
b	Are there specific key performance indicators (KPIs) or compliance reports that must be included?	As per terms of reference given
6	Training and Support Expectations:	
a	Will KEFRI require a Train-the-Trainer model or direct end-user training?	Train-the-Trainer model
b	Is there a minimum support period expected post-go-live (e.g., 6 months, 1 year)?	6 Months (At no cost)
7	Terms of Reference	
a	Is the tenderer developing TWENDE Market Based System or gums and resins stakeholders Website?	As per terms of reference given. Section IV
b	Is the intention of the tender to procure only a website, or does it also include the development of mobile applications (iOS and Android)?	As per terms of reference given in Page 38
c	If mobile applications are within the expected deliverables, should they offer identical functionality to the website, or be lite/companion versions tailored for mobile users?	As per terms of reference given.

All other details, terms and conditions (including closing date and time) remain the same.


 Paul Nyathore, PhD.
 Manager-SCM