BANKI KUU YA KENYA

CENTRAL BANK OF KENYA

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ADDENDUM NO. 1

PROVISION OF CONSULTANCY SERVICES FOR POST IMPLEMENTATION REVIEW OF T24 SYSTEM UPGRADE FOR CENTRAL BANK OF KENYA.- (TENDER REFERENCE NO. CBK/RFP/083/2025-2026)

The above captioned tender was published on www.tenders.go.ke and www.centralbank.go.ke on 2nd March 2026. In response to clarifications sought by prospective bidders, the Bank is hereby issuing Addendum No. 1 in line with Section 75 of the Public Procurement and Asset Disposal Act 2015 and will form part of the tender document.

Clarification Sought	Bank's Response
Confirmation of the full technical scope of the review. Is the scope limited to the core T24 platform, or does it also extend to connected and dependent systems — including channels (internet/mobile banking), RPA Processes, middleware, payments infrastructure, reporting/MIS, data warehouse, authentication services, and third-party external integrations? If peripheral systems are in scope, please list the key systems in scope	The review will cover the implemented T24 Transact system and all its related products. The peripheral systems that integrate with T24 will be shared with the successful bidder.
Confirmation of the T24 version upgraded from and to (e.g., R18 to R22), the specific modules implemented, and whether these are exclusively Temenos-standard modules or whether Temenos-certified partner modules are also in scope.	The requested information relates to internal system configurations which is considered confidential. These will be provided to the successful bidder. Please note that Temenos-certified partner modules are also in scope.
The TOR refer to a "Post Implementation Review of T24 System Upgrade". Kindly clarify the implementation window to be covered (start and end dates) and whether the review should include any subsequent patches or minor releases deployed after the main go-live.	The implementation window will cover activities during the implementation period (these will be shared) upto and including the post go-live period.
Confirmation of the exact Temenos T24/Transact release, localizations, and major customizations that were included in the recent upgrade which is being reviewed under this assignment Specifically details around (Standard modules, Local country model, new features activated, and decommissioned components).	The requested information relates to internal system configurations which is considered confidential. These will be provided to the successful bidder.
Please also clarify whether the review of customizations against baseline T24 is expected to include source code review, configuration review, structured walkthrough sessions, or an evidence-based review only.	The review is expected to provide adequate assurance and should include the methods the vendor deems fit to provide that assurance.
What is the status of the post-go-live environment? Has the system been stabilized, or are there ongoing change requests, patches, or open incidents that the review team should be aware of at the time of engagement?	This information will be provided to the successful bidder as it is not deemed critical for tender response.

As part of the upgrade please confirm if there any refactoring/Local code conversion done to port existing customer code retrofit, API standardization and runtime migration(TAFC/TAFJ) done	This information will be provided to the successful bidder as it is not deemed critical for tender response.
Kindly confirm whether the Consultant is expected to perform testing or technical validation (e.g., running test cases on T24 environments) or whether the mandate is strictly limited to review, assessment, and audit of artefacts, controls, and outcomes.	The review is expected to provide adequate assurance and should include the methods the vendor deems fit to provide that assurance.
Under **"**project benefit realization assessment", does the Bank expect the Consultant to validate against a pre-defined business case/benefits list/register, or to independently define measurable KPIs and benefit metrics as part of the engagement?	The review is expected to provide adequate assurance and should include the methods the vendor deems fit to provide that assurance.
Who currently holds custody of all project artefacts from the T24 upgrade — including business requirements, design documents, test plans and results, go-live decision records, and sign-off documentation? Will these artefacts be made available to the review team at engagement initiation?	This information will be provided to the successful bidder as it is not deemed critical for tender response.
Are current-state architecture diagrams, interface inventory, data flow diagrams, environment topology maps, and system configuration documentation for the upgraded solution updated and baselined?	This information will be provided to the successful bidder as it is not deemed critical for tender response.
Are the original project governance records available for review — including steering committee minutes, project change logs, risk registers, and implementation vendor contractual deliverables? If not, please indicate what governance documentation is accessible.	This information will be provided to the successful bidder as it is not deemed critical for tender response.
For the data migration review, will read-only access to the legacy system be provided where required, or will the Bank instead provide legacy data extracts, reconciliation reports, field-level mapping documents, and migration sign-off evidence?	This information will be provided to the successful bidder as it is not deemed critical for tender response.
Are data migration reconciliation reports, exception logs, cleansing and enrichment records, and post-migration quality assurance signoffs preserved and accessible? If some artefacts have been archived or are no longer available, please indicate which.	This information will be provided to the successful bidder as it is not deemed critical for tender response.
Have any data quality issues been identified post-go-live that the review should specifically investigate — such as balance discrepancies, missing records, failed transactions, or customer master data anomalies?	This information will be provided to the successful bidder as it is not deemed critical for tender response.
Is validation of post migration data completeness and correctness part of the scope of the review. What are the key pain areas around data ?.	This is part of the scope
For "System penetration test and remediation plan", please clarify whether: The Bank expects full execution of penetration testing by the Consultant, or The Consultant is expected to review penetration tests performed by other parties and validate their adequacy.	Primarily vulnerability assessments will be expected. Penetration testing will be based on targets/scope to be advised to the successful bidder.
Will penetration testing be conducted on a production environment, a pre-production/staging environment, or a fully mirrored test environment? If production, has the Bank obtained or will it obtain board and regulatory authorization prior to testing commencement?	This information will be provided to the successful bidder as it is not deemed critical for tender response.
What are the permitted testing windows for penetration testing (internal and external)? Are there blackout periods, restricted hours, or specific dates that must be observed?	This information will be provided to the successful bidder as it is not deemed critical for tender response.
Are there any systems, interfaces, third-party integrations, or counterparty connections that are explicitly excluded from the scope of security and penetration testing?	This information will be provided to the successful bidder as it is not deemed critical for tender response.
Please clarify the expected depth of technical security testing on "external and internal interfaces". Are there any specific standards or frameworks (e.g., OWASP, NIST, PCI-DSS) that CBK requires the Consultant to align with?	This information will be provided to the successful bidder as it is not deemed critical for tender response.

Is data encryption reviewed in the scope of this engagement for both databases and backup platforms? If so, will the Bank provide encryption configuration documentation, or is this expected to be independently assessed?	Data encryption is part of the scope. Specific configuration documentation is confidential and will be provided to the successful bidder.
Will the final audit report be submitted to the Central Bank of Kenya (CBK) or any other regulatory authority, or is it intended exclusively for internal governance and board purposes? This is material to the professional standards, report structure, and liability framing we will apply.	Final audit report is submitted solely to Central Bank of Kenya
Are there any active or recent CBK examination findings, external audit observations, or internal audit recommendations specifically related to the T24 system that the review team should be aware of prior to commencement?	This information will be provided to the successful bidder as it is not deemed critical for tender response.
Does the Bank require the report to follow a specific format, structure, or risk rating framework (e.g., CBK ICT Risk Guidelines, ISO 27001, COBIT)?	The report should follow a professional audit report structure.
Please clarify what documentation & primary data will be made available (e.g., Project Documentation(BRD/FSD/PFD's), configuration documents, parameterization setting, test results, incident/problem logs, change records, audit/compliance reports) and whether any data anonymization or masking constraints apply.	All necessary information for the conduct of the assignment will be provided to the successful bidder.
Will CBK provide the Consultant with access to non-production T24 environments (e.g., UAT/Pre-Prod) for limited observation, configuration review, and log analysis, or will the review be primarily based on documentation and production evidence?	All necessary information for the conduct of the assignment will be provided to the successful bidder.
For "system logging and retention mechanism", will the Bank provide access to log management/monitoring tools and retention policies, or should the Consultant rely solely on policy documents and sampled log extracts shared by CBK?	All necessary information for the conduct of the assignment will be provided to the successful bidder.
What level of system access will be granted to the review team — read-only access to the live T24 environment, access to a sandboxed replica, or access through supervised sessions only	All necessary information for the conduct of the assignment will be provided to the successful bidder.
Will the original implementation vendor be contractually required to provide documentation and participate in technical walkthroughs and interview sessions during the review?	All necessary information for the conduct of the assignment will be provided to the successful bidder.
What are the key Bank stakeholders (by function — IT, business operations, risk, compliance, internal audit) who will be made available for interviews and structured walkthroughs? Will a dedicated Bank project coordinator be assigned?	All necessary information for the conduct of the assignment will be provided to the successful bidder.
Are there any restrictions on remote access (VPN, secure portals) for Consultants' staff located outside Kenya, subject to CBK's information security policies?	Any access required to facilitate the review will be provided, subject to CBK's information security policy.
What is the expected engagement duration and the hard deadline for submission of the final report? Is phased reporting (interim findings per TOR domain) acceptable to the Bank, or is a single consolidated final report required?	The bidder is expected to provide the proposed engagement duration in their proposal to meet the review objectives.
The TOR list a "comprehensive audit report summarizing findings, risks, and actionable recommendations". Please confirm whether intermediate deliverables (e.g., Kick off or inception reports, interim review findings, periodic management presentations/review presentations, final report presentation to Board/Committee) are also expected, and how many iterations of each.	Kick off or inception reports, interim review findings, periodic management presentations/review presentations, final report presentation to Board/Committee are expected.

Are there any prescribed templates or formats (e.g., CBK internal audit format, risk register format, issue logs) that the Consultant must adapt or align to for the purpose of the reporting, or should the Consultant propose its own templates as part of the Technical Proposal?	The vendor may use their own templates so long as the format of the report meets professional audit report standards.
For "project benefit realization assessment", does the Bank expect the Consultant to conduct end-user surveys and stakeholder interviews, or will CBK provide existing feedback and data for analysis?	The vendor will conduct end user surveys and stakeholder interviews. Where existing data is available, these will be provided.
Appendix B refers to Key Experts. Could the Bank please confirm the minimum number and type of Key Experts expected (e.g., T24 functional lead, T24 technical/architecture expert, information security specialist, data migration specialist, project management/assurance expert)?	The review is expected to provide adequate assurance and should include the number of experts the vendor deems fit to provide that assurance.
What is the expected on-site presence requirement — full-time in-country presence throughout the engagement, periodic on-site visits at defined milestones, or primarily remote delivery with specific on-site sessions? Is there a maximum team size the Bank can accommodate on-site at any given time?	The review is expected to provide adequate assurance and should include the number of experts the vendor deems fit to provide that assurance.
Please confirm if reimbursable expenses (e.g., travel, accommodation, per diem) should be included within the Lump-Sum/summary of costs or shown separately as reimbursables in Form FIN-4.	Bidders are requested to provide a detailed breakdown of remuneration costs in Form FIN 3 and a separate breakdown of reimbursable expenses (e.g., travel, accommodation, per diem) in Form FIN 4. The totals from both Form FIN 3 and Form FIN 4 should then be transferred to Form FIN 2 (Summary of Costs).
Request for Extension of Tender Closing/ Opening Date from 25th March 2026 at 10.30 a.m.	Tender closing date is hereby extended from 25th March 2026 to 1st April 2026 at 10.30 a.m.

All other terms and conditions of the tender remain the same.

DEPUTY DIRECTOR/HEAD OF PROCUREMENT
24TH MARCH 2026