KENYA REINSURANCE CORPORATION LTD

ADDENDUM -2

Pursuant to section 75 of the PPADA 2015, Kenya Reinsurance Corporation Limited wishes to clarify to various aspects of the tender for SUPPLY AND DELIVERY OF ROBOTIC PROCESS AUTOMATION WITH ARTIFICIAL INTELLIGENCE SYSTEM - **TENDER NO: KRC/2025/2582/262.**

Clarification	KenyaRe Response
Kindly provide the number of users or the number of flows to be licensed. **1. Per User Plan**: Ideal for business users automating personal or team workflows. Includes attended bot and connectors (cloud/on-prem). **2. Per Flow Plan**: Suitable for enterprise-wide or departmental automation. Includes unattended bot and connectors.	We are looking for an enterprise-wide implementation covering approximately 180 users.
Dear Kenya Re Procurement Team, Please note that we at Computech Limited in Kenya will be submitting a bid for the above mentioned tender, and would like to request that you extend the submission by an additional 2 weeks as the initial 2 weeks period is insufficient to come up with a comprehensive proposal that captures your requirements and provides the best solution for a complex project of this nature	**Extended to 11ᵗʰ September 2025**

Kindly furnish us with clarifications on the following questions from the tender document - KRC/2025/2582/202:

1. **Are we required to purchase the tender documents?**

   o Invitation to Tender: No 12 - "..address for further information and <u>purchasing</u> tender documents"
   o ITT: No 6.3 - "...unless obtained directly from the Procuring Entity,"
   o ITT: No 9 - "...shall forward copies of its response to all tenderers who have acquired the Tender Documents in accordance with IIT6.3.."
2. **What is the procedure for scheduling the site visit? Who is the primary contact to understand the environment and scope?**
   o ITT: No 7 - Site visit

3. **When is the Pre-Tender Meeting scheduled for? Please confirm dates and times**
   o ITT: No 8 - Pre-Tender Meeting
4. **What is the proposed completion date?**
   o ITT No.2.2. - "...complete Performance of the Services by the Intended Completion Date provided in the TDS."
   o TDS - ITT 2.2. - "...intended completion date [TBA].."
5. **What is the Scope for the Proof of Concept/ Demo (including set up/configuration requirements and success criteria)?**
   o Evaluation and Qualification Criteria No 4 - provide PoC or Demo with relevant data

1. **Are we required to purchase the tender documents?**
   o The tender document is freely available from our website

2. **What is the procedure for scheduling the site visit? Who is the primary contact to understand the environment and scope?**
   o A site visit is not necessary, however, if you need to carry out a site visit you can reach out to the ICT Department, on Reinsurance Plaza, 15th floor – through the Supply Chain Department.
3. **When is the Pre-Tender Meeting scheduled for? Please confirm dates and times**
   o This is not planned for. For any clarification, write via email to address provided on the tender document.
4. **What is the proposed completion date?**
   o This is dependent on your work plan but not later than six months after contract signing.
5. **What is the Scope for the Proof of Concept/ Demo (including set up/ configuration requirements and success criteria)?**
   o Evaluation and Qualification Criteria No 4 - provide PoC or Demo with relevant data
     • The proof of concept will be evaluated based on the evaluation criteria as per an agreed plan between the Corporation and the bidder.
     • The Proof-of-concept implementation must meet the requirements as detailed in the tender document.

Clarification	KenyaRe Response
6. Business Objectives & Priorities • Which three priority processes do you want automated first (e.g., claims, underwriting, finance reconciliation)? • What AI/ML insights do you most value (e.g., predictive claims risk, automated underwriting decisions)? **7. Current Environment & Integrations** • Can you describe your existing core systems and versions (reinsurance management system, Oracle EBS, document management, email platforms, databases)? • Are there specific APIs or connectors already in place, or need custom integration? Do you host on-premises, in a private cloud, or via a public cloud provider **8. Environment Planning** • How many environments are you planning to implement (Development, Testing/QA, UAT, Production, Disaster Recovery)? • What are the sizing requirements for each environment (concurrent users, processing volumes, storage)? • Do you require separate environments for different business units or geographical locations? **9. Document Processing & AI Capabilities** • What types of documents (structured, semi-structured, unstructured, handwritten) and volumes are in scope?	**6. Business Objectives & Priorities** • We are looking at the core reinsurance processes as well as finance-related ones, as high priority. • Do list the AI and ML insights available for your proposed solution. **7. Current Environment & Integrations** • We have an ERP system, a core reinsurance system, an enterprise content management (ECM) and emails platform running on Microsoft 365 platform. We have our databses from both Oracle and Microsoft (MS SQL server). • Yes, there are APIs in place – to some other systems. • We have a combination of on-prem as well as in cloud hosting of our systems. **8. Environment planning** • We need at least development, testing and production environments. • The requirements for each environment is depedent on your solution's computing resource requirements. • No **9. Document processing and AI Capabilities** • **All types of documents should be supported:** structured, semi-structured, unstructured, and even handwritten.

Clarification	KenyaRe Response
• Which OCR/IDP engines or AI services have you evaluated, and what accuracy levels do you require? • Do you have existing NLP models or entity-extraction rules we need to import? **10. Deployment, Scalability & High Availability** • What are your non-functional requirements for disaster recovery (RTO, RPO) and active-active vs. active-passive architectures? • How many concurrent bots/users do you anticipate in initial rollout vs. 12-month growth? • Are there performance baselines or stress tests from similar deployments? **11. Security, Governance & Compliance** • Do you require integration with your existing credential vaults (e.g., CyberArk, HashiCorp Vault)? • What governance and audit-trail details (log retention, reporting) are mandatory under your compliance regime? **12. User Roles, Training & Change Management** • How many developers, administrators, business analysts and citizen-developers will need training? • What internal COE or command-center structure do you plan for bot scheduling and monitoring? • Do you already have an RPA center of excellence, or should we help establish one? **13. Support & SLAs**	• Accurate enough to provide reliable and consintent results. • No **10. Deployment** • 2 hours, ideally active-passive architecture. • This is dependant on your solution's offerings. Preferablly multiple concureent bots co working seamlessly. • None **11. Security, governance & compliance** • Yes • Compliance to ISO/IEC 27001, Data Protection Act requirements, and any other regulatory requirements applicable to us. **12. Users roles, training and change management** • 3 administrators, 5 developers, 60 business analysts and 20 citizen developers • Do propose as per your solution offering. • None currently. You can assist to establish one. **13. Support & SLAs**

Clarification	KenyaRe Response
• What levels of support response/resolution times do you need for critical vs. non-critical issues? • Do you require on-site support during rollout or remote/L1-L3 support only? • What reporting frequency (e.g., weekly health checks, monthly SLA reports) is expected?	• 24/7/365 support • During implementation, on-site support. • Weekly healthy checks and realtime communication and alerting of any issues with the system
14. Licensing & Commercial Model • Will you require consumption-based (pay-as-you-go) licensing or term-based entitlements? • Are there existing IBM or third-party software agreements we should align with? • What procurement timelines or budgetary constraints must we accommodate?	**14. Licensing** • Term based licensing • None • Propose your solution based on your workplan
15. Pilot & Proof of Concept • Which specific end-to-end use case would you like to include in an initial POC? • What success criteria (throughput, accuracy, user acceptance) will determine POC sign-off? • How quickly do you need the POC delivered (e.g., within 4–6 weeks)?	**15. Proof of concept and demo** • Underwriting or finance use case • Accuracy and user acceptance and compliance to the technical requirements • As per your work plan
16. Roadmap & Future Integrations • Beyond initial RPA+AI workflows, which other processes or systems (e.g., BPM, decision automation, task mining) do you plan to onboard? • How do you envision evolving your automation program over the next 12–24 months?	**16. Roadmap** • None at the moment • Keep on fine tuning the implemented solution, citizen development enablement, and customer experience enhancement.

Clarification	KenyaRe Response
• Are there broader digital-transformation initiatives (e.g., data-lake integration, real-time dashboarding) that must support?	• Support for any digital transformation initiaves will be most welcome. The current one which needs to be supported in realtime reporting which include having a dashboard in place.

The addendum has been sent to all bidders who have so far downloaded the respective tender documents. Any bidder who has not received their relevant addendum may download the same from the Kenya Re website **www.kenyare. co.ke.** All other conditions and requirements in the respective principal tender documents remain the same.

Prospective bidders may download the principal tender document from the Kenya Re website **www.kenyare. co.ke** free of charge

Tenders in sealed envelopes bearing the correct **tender number** should be deposited in the Tender Box located on the 16th floor of Reinsurance Plaza Aga Khan Walk Nairobi or be sent to:-

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Managing Director
Kenya Reinsurance Corporation, Ltd
Reinsurance Plaza, Nairobi
Aga Khan Walk
P.O. Box 30271 - 00100
NAIROBI

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