

INVITATION FOR BIDS (IFB)
INTERNATIONAL COMPETITIVE BIDDING



The Republic of Ghana

Ministry of Communication, Digital Technology and Innovations

Procurement for

**DESIGN, SUPPLY, IMPLEMENTATION AND TRAINING FOR THE
NATIONAL DATA EXCHANGE HUB**

Credit No IDA 70960-GH

IFB No: GDAP/Comp2.1.5 -GH-MOCDTI-512196-GO-RFB

ADDENDUM 1

CLARIFICATIONS TO REQUESTS

Reference is made to the above invitation which was first published on 1st June, 2026 with a deadline of 14th July, 2026. We wish to clarify request from bidders as captured in the table below. The Bid submission deadline has been extended to **Tuesday, 4th August, 2026**.

As a result of the clarification requested by bidders, we attach responses to the clarifications as follows:

NO.	REQUEST	CLARIFICATION
1.	Please confirm the number of APIs/connectors/adapters expected per initial agency. How many APIs do you plan to expose initially? How many integration flows/services need to be implemented?	At the initial implementation stage, bidders should assume onboarding of eleven (11) agencies. For costing purposes, bidders should assume an average of five (5) API services or integration interfaces per agency, resulting in an indicative total of approximately seventy-five (50) initial integrations. This figure is provided solely for bid pricing purposes. During implementation, the exact number of APIs and integration interfaces per agency will be finalized during the detailed discovery and design phase.
2.	Please confirm whether the bidder must develop or modify standard APIs within agency systems, or only develop platform-side connectors/adapters.	The bidder shall develop the platform-side connectors, adapters, mediation services and integration artefacts required to onboard the identified agencies. Existing agency APIs shall be consumed where available. Where an agency exposes only legacy interfaces (database, file-based, messaging or proprietary interfaces), the bidder shall develop the appropriate adapters required to integrate such systems into the National Data Exchange Hub. The Purchaser will facilitate engagement with the respective agencies but does not guarantee that all agencies currently expose modern REST APIs.
3.	Please confirm responsibility for exposing services from systems that currently do not have APIs. For each of the named MDA backend systems intended for initial integration (e.g., NIA, ORC, DVLA, Births and Deaths Registry, GRA, SSNIT, Passport Office, Statistical Service, MoF/CAGD, NCA, Bank of Ghana), please confirm current technical readiness (i.e., whether each already exposes APIs, or only legacy/file-based	The National Data Exchange Hub is intended primarily to facilitate the secure discovery and exchange of government data and integration of services between participating institutions. Where agencies already expose APIs or supported integration interfaces, the successful bidder shall integrate those interfaces. Where suitable APIs are unavailable, the bidder shall develop the necessary platform-

NO.	REQUEST	CLARIFICATION
	interfaces) and whether API documentation can be made available to Proposers, to allow accurate sizing of connector-development effort and cost.	side integration adapters to connect to the agency's existing systems using supported integration mechanisms. The Government will facilitate technical engagement with participating agencies during implementation. Detailed interface specifications and technical documentation will be made available progressively during the discovery and onboarding phase. The development of citizen-facing digital services remains outside the scope of this procurement and is being addressed under the separate eGovernment Digital Service Platform project.
4.	Please provide the GoG Private Cloud and National Data Center service catalogue, unit rates, network options, storage options, backup options, and support contacts. Please provide the current technical specifications and available capacity (compute, storage, network) of the GoG Private Cloud Infrastructure referenced in the Hosting Infrastructure section, so Proposers can accurately size and cost the incremental infrastructure required to meet the stated Non-Functional Requirements.	Bidders requiring Government Cloud infrastructure pricing for the purpose of preparing their financial proposals should submit a request to businessservices@nita.gov.gh. NITA will coordinate with the Government Cloud operator to provide the applicable service catalogue, pricing information, and related commercial details required for bid preparation. Bidders are requested to copy pcu.gdap@moc.gov.gh on such requests to facilitate timely response and follow-up.
5.	Please confirm whether bidders must procure infrastructure capacity directly from the National Data Center/Government Cloud operator or only include estimated costs in the proposal.	The successful bidder shall include in its Financial Proposal all Government Cloud infrastructure costs required to support its proposed solution architecture. Following contract award, Government shall procure the required cloud infrastructure services directly from the designated Government Cloud

NO.	REQUEST	CLARIFICATION
		operator based on the successful bidder's approved architecture and sizing. Accordingly, although bidders shall include these costs in their financial proposals for evaluation purposes, payments relating to Government Cloud services shall be made directly by the Purchaser to the designated service provider and shall not form part of payments made to the implementation contractor.
6.	Please confirm the minimum and target capacity beyond the stated 3,000 concurrent user login button click per second, including transaction per second, API calls per day, data volumes, Concurrent user log-in button click and growth assumptions. The Hosting Infrastructure section requires the solution to “support 3000 concurrent users per second,” while the Non-Functional Requirements section specifies “3000 concurrent requests per second.” Please confirm the correct performance metric and unit of measure (concurrent users vs. transactions/requests per second), as this is the basis for sizing and for the Operational Acceptance Test.	The platform shall support a minimum throughput of 3,000 concurrent requests per second at go-live. References elsewhere in the bidding document to "3,000 concurrent users per second" shall be interpreted as referring to this same minimum performance requirement. Bidders shall size and cost their proposed solution based on this minimum performance threshold and demonstrate that their architecture can scale beyond this baseline to accommodate future growth. The minimum throughput of 3,000 concurrent requests per second shall form part of the Operational Acceptance Test.

NO.	REQUEST	CLARIFICATION
7.	Expected peak API transactions per second (TPS) or per minute (TPM)? Expected average daily/monthly API transaction volumes along with peak usage hours? (Are these figures based on actual analytics data, capacity planning, or estimates?) Expected peak Integration transactions per second (TPS) or per minute (TPM)? Expected average daily/monthly Integration transaction volumes along with peak usage hours? (Are these figures based on actual analytics data, capacity planning, or estimates?) (The 300 messages/system/day in the RFP implies around 30,000 messages/day if we assume 100 systems. Additionally, RFP mentions a few systems with a high volume of 100,000, therefore the total is a few hundred thousand a day. Is this assumption correct?) (Please include any growth projections for the above numbers where applicable.) Peak concurrent user logins expected (It is not about the users already logged into the system, rather about the users trying to log in at the same time into the system. If concurrency is 100 it means, 100 users click the login button at the same time)? Monthly and Daily active users, and peak activity hours? (Please include any growth projections for the above numbers where applicable.)	The Government has intentionally specified the minimum required platform capacity rather than projected transaction volumes. Bidders shall design and size their proposed architecture to support a minimum sustained throughput of 3,000 concurrent requests per second at go-live while providing sufficient architectural headroom for future growth. Where transaction volumes, API usage patterns, or peak utilization assumptions are required for sizing, bidders shall clearly state the assumptions used in preparing their proposals. These assumptions will form part of the technical evaluation and may be refined during the detailed solution design phase following contract award.
8.	Please confirm whether the Government of Ghana has an existing PKI/Certification Authority to integrate with, or whether the bidder must design/provide PKI components.	There is an existing Government Public Key Infrastructure (PKI) that provides Certification Authority (CA) services for Government. The proposed solution shall integrate with this existing PKI infrastructure for certificate-based authentication, digital signatures,

NO.	REQUEST	CLARIFICATION
	Please confirm whether the Government of Ghana currently operates an established national Public Key Infrastructure / Certification Authority with which the proposed PKI Integration Module must interface, or whether the Proposer is expected to design, supply, and operate a new CA as part of this Contract, as the answer materially affects solution architecture and cost.	encryption, certificate lifecycle management, and other trust services required under this procurement. The bidder is not required to establish or operate a new Certification Authority as part of this contract.
9.	Please confirm whether the project includes migration of historical data into the hub, or only real-time exchange/cataloging data from source systems.	Historical data migration is not within the scope of this procurement. The National Data Exchange Hub is intended to facilitate secure real-time discovery, exchange, and controlled access to data that remains under the ownership and management of the originating government institutions. Data shall remain resident within agency systems except where temporary caching or message persistence is required for secure and reliable transaction processing.
10.	Please confirm whether data is to be persisted centrally in the hub or only mediated/routed between source and consumer systems.	The National Data Exchange Hub is designed primarily as a federated integration and mediation platform rather than as a centralized operational data repository. Accordingly, production data shall remain under the ownership and control of the originating agencies. The platform shall mediate, route, transform, orchestrate, and secure data exchanges between participating systems without maintaining permanent centralized copies of operational datasets, except where temporary persistence, message queuing, audit logging, metadata management, or other platform operational functions require limited retention in accordance with Government policies.

NO.	REQUEST	CLARIFICATION
11.	Please confirm whether all hosting, cloud, data center, network, security appliance, storage, backup and monitoring costs must be included in the financial proposal.	Yes. Bidders shall include in their Financial Proposals all costs associated with the proposed solution architecture, including but not limited to Government Cloud hosting, compute, storage, networking, security appliances, backup, disaster recovery, monitoring, operating systems, middleware, databases, software licences, and any other infrastructure or platform services required to meet the requirements of the bidding document. These costs shall be included solely for bid evaluation purposes. Government Cloud service charges will subsequently be contracted directly by the Purchaser with the designated Government Cloud service provider based on the successful bidder's approved solution architecture.
12.	Please provide baseline assumptions for transaction volumes, paying consumers, tariffs/pricing authority, expected API products, and demand projections.	At this stage, the Government has intentionally not prescribed detailed commercial assumptions for platform usage. Bidders are expected to develop and submit their own commercialization model based on reasonable market assumptions, taking into consideration the Government's Digital Public Infrastructure strategy, anticipated public sector adoption, and future private-sector participation. The proposal should clearly state all assumptions relating to: • projected transaction volumes; • customer segments; • API products and service offerings; • pricing models; • revenue forecasts; • adoption curves; and

NO.	REQUEST	CLARIFICATION
		• Commercialization strategy. These assumptions will form part of the commercial evaluation.
13.	Please confirm source code escrow requirements, escrow scope, trigger events, escrow agent, update frequency and cost responsibility. Special Conditions of Contract Clause 15.5 requires a source-code Escrow Arrangement. Please confirm the Purchaser’s preferred or approved escrow agent and jurisdiction, the trigger events for release of escrowed code, and which party bears the escrow agent’s fees.	The successful bidder shall establish a Source Code Escrow Arrangement covering all custom-developed software delivered under this contract. The detailed escrow agreement, including the appointment of the escrow agent, jurisdiction, update frequency, release conditions, and associated responsibilities, shall be agreed during contract finalization. Typical release events shall include, but not be limited to: • insolvency or liquidation of the vendor; • failure to provide contracted support; • material breach of contractual obligations; • prolonged inability to maintain the platform; or • other events mutually agreed in the Escrow Agreement. The successful bidder shall bear the cost of establishing and maintaining the escrow arrangement throughout the contract period.
14.	Please confirm data ownership, rights to process data, commercialization rights, and restrictions on use of government data for monetization.	All data processed through the National Data Exchange Hub shall remain the exclusive property of the Government of Ghana and/or the originating government institution, as applicable. The successful bidder shall have no ownership rights over Government data and shall process such data solely for the purposes of performing its contractual obligations.

NO.	REQUEST	CLARIFICATION
		Government data shall not be copied, analyzed, commercialized, disclosed, reused, or processed for any secondary purpose without the prior written approval of the Government of Ghana. Any commercialization under this project relates solely to the provision of platform services and shall not confer any ownership or commercialization rights over Government data.
15.	Please confirm whether international gateway module requires production cross-border integrations at go-live or only capability/configuration readiness. Please confirm whether the International Gateway Module (for ECOWAS/regional data exchange) is a mandatory deliverable for Operational Acceptance of this Contract, given that no specific regional partner, country, or data exchange agreement is currently identified, or whether it may be delivered as an architectural readiness capability with phased/future activation.	The International Gateway Module is a mandatory deliverable under this procurement. At a minimum, the solution shall provide a fully operational gateway capability that is technically ready to support secure regional and international data exchange. Where compatible partner platforms become operational during the implementation period, the successful bidder shall complete production integration with such partner platforms, subject to the readiness of the respective external parties. The Smart Africa Regional Data Exchange initiative is expected to be one of the first regional platforms for integration.
16.	Please confirm whether the platform must support both government-to-government and private-sector data consumption from day one.	The platform shall support both Government-to-Government (G2G) and Government-to-Business (G2B) data exchange capabilities from the outset. However, Phase One operational deployment shall prioritize Government-to-Government data exchange.

NO.	REQUEST	CLARIFICATION
		The platform architecture shall be designed such that Government-to-Business services can be enabled without requiring significant architectural modification as commercialization activities expand.
17.	Please confirm whether the five demonstrative e-services and one mobile e-service are to be fully production-grade or demonstration/UAT-grade. Please identify the five (5) demonstrative e-services (and the one (1) service to be ported to the mobility platform) referenced in the Scope section, or confirm that Proposers may propose their own candidate use cases for the Purchaser’s approval during project mobilization.	The requirement relating to the development of five demonstrative e-Services and one mobile e-Service is hereby withdrawn from the scope of this procurement. Instead, the successful bidder shall demonstrate successful end-to-end integration with the eGovernment Digital Service Platform using the National Data Exchange Hub. The detailed integration scenarios will be agreed during implementation.
18.	Please confirm who is responsible for business process redesign, service design, UX/UI design, content creation, and legal approvals for the demonstrative e-services.	Business process design, service design, user experience (UX), user interface (UI), content development, and legal approvals relating to citizen-facing digital services fall under the separate eGovernment Digital Service Platform project and are not within the scope of this procurement.
19.	Please confirm whether the proposed solution must use a single integrated product suite or use best-of-breed components integrated as one platform.	Bidders may propose either: • an integrated product suite; or • a solution composed of multiple interoperable products, provided that the proposed solution functions as a single integrated National Data Exchange Platform and satisfies all mandatory business, functional, technical, security, interoperability, operational, and performance requirements specified in the bidding document.

NO.	REQUEST	CLARIFICATION
		Preference will be given to solutions that minimize operational complexity while maximizing interoperability, scalability, maintainability, and adherence to open standards.
20.	Please confirm whether the platform must be based primarily on open-source technologies or whether commercial/proprietary software is acceptable.	Government strongly encourages the use of open standards and open-source technologies where they provide a secure, mature, enterprise-grade, and supportable solution. However, commercial or proprietary software components may also be proposed where necessary to satisfy the functional, technical, operational, security, performance, or support requirements of the project. Bidders shall clearly identify all proprietary software components included in their proposals together with the associated licensing model, recurring costs, vendor dependencies, and long-term support implications. Preference may be given to solutions that reduce vendor lock-in and minimize long-term total cost of ownership.
21.	Please confirm whether the core products being under OSI-approved/business-friendly open-source licenses is mandatory or desirable.	Open-source is highly preferred
22.	Please confirm if workflow engine requirements include BPMN/process automation, DSA approval workflows only, or broader government service workflows.kn,	The Workflow Engine required under this procurement is intended primarily to support platform-level workflows, including integration orchestration, operational workflows, approval workflows related to

NO.	REQUEST	CLARIFICATION
		Data Sharing Agreements, consent management, onboarding processes, exception handling, and other platform administration activities. Citizen-facing business process workflows and digital service workflows are outside the scope of this procurement and will be implemented under the eGovernment Digital Service Platform.
23.	Please confirm whether mobility platform requirements include native mobile apps, responsive web, mobile SDK, or integration with the existing Citizens App only.	The Mobility Module is required to expose secure mobile integration services that enable interoperability with the Government Citizens App. The development of new native mobile applications is not within the scope of this procurement. The proposed solution should provide the necessary APIs, SDKs (where applicable), and mobile integration capabilities required to support secure interaction with the Citizens App and other future government mobile applications.
24.	Please confirm whether asynchronous event-driven integrations are required for all agencies or selectively for identified use cases.	The platform shall support both synchronous API-based integrations and asynchronous event-driven integrations. Event-driven integration capabilities are mandatory as part of the platform architecture. However, implementation during Phase 1 shall be driven by identified business use cases and agency readiness. Not every agency will necessarily require event-driven integration at go-live.
25.	Please confirm the expected integration with e-payment gateway, SMS gateway, and IVR gateway, including providers, APIs, environments, credentials, and transaction flows.	The National Data Exchange Hub shall integrate with the National Government Payment Gateway at go-live. For SMS and IVR gateway services, bidders are expected to recommend suitable enterprise-grade architecture and integration approaches as part of their technical proposals. Detailed implementation arrangements,

NO.	REQUEST	CLARIFICATION
		interfaces, and operational configurations will be finalized during the detailed solution design phase.
26.	Please confirm integration expectations with Ghana.gov One-Stop-Shop Service Online Platform and Citizens App Platform. The Scope/Business Requirements describe integration with the “Ghana.gov One-Stop-Shop Service Online Platform” and the “Citizens App,” while Annex A (Target Architecture) explicitly lists both as “out of scope for this project.” Please confirm whether integration with these two platforms is a deliverable required for Operational Acceptance under this Contract, or only an architectural readiness/provision requirement for a future, separately procured initiative.	The Annex A reference confirms that the One-Stop-Shop eGovernment Digital Service Platform and the Citizens App are out of scope for production integration under this Contract. The NDEH is only required to be infrastructure-ready for integration with these platforms which are separate and procured initiatives.
27.	Please confirm available platforms in GoG Private Cloud: virtualization stack, Kubernetes/container platform, database services, load balancers, firewalls, SIEM, monitoring, and backup services.	The Government Cloud provides enterprise-grade infrastructure and supporting platform services suitable for hosting mission-critical government systems. Bidders shall propose the infrastructure, platform services, middleware, databases, container platforms, virtualization technologies, security controls, monitoring, backup, and other technical components required to support their proposed architecture. Detailed implementation-level infrastructure configuration will be finalized during project implementation in collaboration with the Government Cloud operator.

NO.	REQUEST	CLARIFICATION
28.	Please confirm required environments: Production, DR, QA, Test, Development, and whether SIT/UAT/Staging/Training environments are also required.	The proposed solution shall include, at a minimum: • Production • Disaster Recovery • Development • Test • Quality Assurance (QA) • User Acceptance Testing (UAT) Bidders may propose additional environments such as System Integration Testing (SIT), Staging, Performance Testing, and Training where required to support their implementation methodology and operational best practices.
29.	Please confirm certificate lifecycle ownership: issuance, renewal, revocation, validation, OCSP/CRL, and agency onboarding responsibilities.	The proposed solution shall include, at a minimum: • Production • Disaster Recovery • Development • Test • Quality Assurance (QA) Bidders may propose additional environments such as System Integration Testing (SIT), User Acceptance Testing (UAT), Staging, Performance Testing, and Training where required to support their implementation methodology and operational best practices.

NO.	REQUEST	CLARIFICATION
30.	Please confirm encryption requirements for data at rest, data in transit, key management, HSM/KMS, key ownership, and key rotation.	The solution shall encrypt data at rest and data in transit using industry-standard encryption mechanisms. It shall support secure cryptographic key management, including key generation, storage, rotation, backup, revocation, and recovery. The solution shall support integration with Government-approved Hardware Security Modules (HSM) and/or Key Management Systems (KMS) within the Ghana Cloud environment. All production cryptographic keys shall remain under the ownership and control of the Government of Ghana and comply with applicable Government security policies and internationally recognized information security standards.
31.	Please confirm required audit log retention period, SIEM integration, log format, data residency, and reporting frequency.	The solution shall provide centralized audit logging for all security, administrative, operational, API, integration, and data exchange activities. Audit logs shall remain within Government-approved hosting infrastructure and comply with Government data governance and security policies. The solution shall support configurable retention periods, integration with Security Information and Event Management (SIEM) platforms, export using industry-standard log formats, and generation of operational and security reports. Specific retention periods and reporting schedules will be agreed during detailed solution design in accordance with applicable Government policies.

NO.	REQUEST	CLARIFICATION
32.	Please confirm whether security testing, vulnerability assessment, penetration testing, and certification are bidder responsibilities or will be performed by GoG/NITA. Please confirm whether there is a specific national cybersecurity framework, standard, or certifying authority (e.g., the Cyber Security Authority of Ghana) against which the proposed solution's security controls must be assessed or certified prior to, or as a condition of, Operational Acceptance.	The bidder shall be responsible for conducting vulnerability assessments, penetration testing, security hardening, remediation of identified vulnerabilities, and providing evidence of compliance prior to Operational Acceptance. The Purchaser reserves the right to conduct independent security assessments or require assessments by designated Government cybersecurity institutions, including the Cyber Security Authority, where applicable.
33.	Please provide the expected datasets, metadata, master data domains, data owners, classifications, and data quality rules for the semantic and system catalogue.	The detailed datasets, metadata definitions, data classifications, ownership assignments, master data domains, and data quality rules will be established during the discovery and onboarding activities with the participating agencies. The bidder shall provide the tools, methodologies, templates, and governance mechanisms necessary to support the identification, classification, documentation, and ongoing management of these information assets.
34.	Please confirm data residency, backup, archival, retention, deletion, and anonymization requirements.	Data residency, backup, archival, retention, and related requirements are addressed in the TOR under Section VII – Enterprise Data Governance Framework. Proposers should size their solution to meet these stated Data Governance requirements

NO.	REQUEST	CLARIFICATION
35.	Please confirm whether data cleansing, standardization, deduplication, validation, and MDM are in scope for initial implementation.	The primary objective of the National Data Exchange Hub is to facilitate secure, standardized, and governed data exchange between participating institutions. The platform shall support data validation, transformation, mapping, quality assessment, and metadata management as required to facilitate interoperability. Enterprise-wide master data management (MDM), bulk historical data cleansing, organization-wide deduplication exercises, and large-scale data remediation activities are not part of the initial implementation scope, except where limited transformation or validation is necessary to enable successful integration.
36.	Please confirm whether enhancements due to new browsers, devices, mobile OS updates and industry dynamics must be delivered at no extra cost during AMC only or during entire operations period.	Throughout the operational support period, the successful bidder shall maintain compatibility of the platform with supported browsers, operating systems, security updates, and supported device platforms without additional cost, provided such updates fall within normal product lifecycle support and do not constitute major functional enhancements or scope changes.
37.	Please confirm whether bidder must provide L1, L2 and L3 support, helpdesk tools, ticketing system, knowledge base, and user support channels.	The successful bidder shall provide comprehensive operational support for the National Data Exchange Hub, including Level 2 and Level 3 technical support throughout the operational support period, in accordance with the agreed Service Level Agreement (SLA). The Government of Ghana will utilize its existing centralized Government Helpdesk platform as the primary Level 1 service desk and incident management platform. Accordingly, bidders are not required to

NO.	REQUEST	CLARIFICATION
		provide a separate helpdesk application, ticketing platform, or service desk solution as part of this procurement. However, the successful bidder shall be responsible for: • Developing a comprehensive Helpdesk Operations Playbook for the National Data Exchange Hub; • Defining incident, problem, change, escalation, and service request management procedures aligned with the agreed SLA; • Developing knowledge articles, troubleshooting guides, standard operating procedures (SOPs), and other operational documentation required to support the platform; • Training and transferring knowledge to the Government Helpdesk workforce to enable them to effectively deliver Level 1 support and meet the required service levels; • Providing ongoing technical guidance and escalation support to the Government Helpdesk where necessary; and • Ensuring seamless integration between the Government Helpdesk processes and the vendor's Level 2 and Level 3 support functions. The operational support model shall demonstrate clear roles, responsibilities, escalation paths, communication procedures, and performance reporting mechanisms to ensure effective end-to-end service delivery.
38.	Please confirm the expected timeline for access to GoG cloud environments, agency systems, test data, VPN/network connectivity and credentials.	Following contract award and completion of project mobilization activities, the Purchaser will coordinate access to Government Cloud environments, participating agencies, technical documentation, test environments, network connectivity, credentials, and other

NO.	REQUEST	CLARIFICATION
		implementation prerequisites in accordance with the approved implementation schedule. Access will be provided progressively based on agency readiness, security approvals, and project governance requirements.
39.	Please confirm whether 'D' requirements are desirable only and how they will be scored compared with 'M' mandatory requirements.	Scoring is based on the Rated Criteria and assessed in the context of the proposed solution as a whole. There is no differential or higher mark allocated specifically to a requirement marked 'D' (Desirable) versus one marked 'M' (Mandatory)
40.	Please confirm how the Commercial category score will be evaluated, especially revenue share, five-year operational cost, and governance transparency.	The Commercial Proposal will be evaluated in accordance with the methodology set out in the bidding document. Evaluation will consider, among other factors: • Total evaluated cost; • Capital and operational expenditure; • Commercial sustainability; • Revenue-sharing model; • Operational cost structure; • Financial viability of the commercialization approach; • Risk allocation; • Transparency of the proposed governance model; and • Overall value for money. Revenue-sharing arrangements and operational cost proposals will be assessed as part of the overall commercial offering and not as standalone evaluation items unless otherwise stated in the bidding document.

NO.	REQUEST	CLARIFICATION
		Where bidders are required to submit commercialization models, revenue forecasts, pricing strategies, operational cost projections, or similar commercial assumptions, such submissions shall represent the bidder's proposed approach based on its own market assessment and technical solution. Government has not prescribed fixed commercial assumptions except where explicitly stated in the bidding document. These submissions will form part of the commercial evaluation and may be refined through contract finalization with the successful bidder.
41.	Section III states each Proposer’s technical score will be expressed as a proportion of the “maximum obtained score (440).” Please confirm the correct maximum denominator for the technical scoring formula, as the sum of the Importance Weighting values listed against the individual sub-criteria does not appear to reconcile to 440, to ensure all Proposers are scored on a consistent and transparent basis.	The maximum obtainable technical score has been revised from 440 to 400 to align with the total of the approved evaluation weightings. Accordingly, all references to 440 in the bidding document shall be read as 400. The technical evaluation score shall therefore be expressed as a proportion of the maximum obtainable technical score of 400, and all bids will be evaluated using this revised denominator to ensure fairness, consistency, and transparency.
42.	Kindly clarify whether the Recurrent Cost Sub-Table is required to be quoted in: Local currency, or Foreign currency. In case quoting in foreign currency is permitted: What exchange rate mechanism will be applied for conversion (e.g., reference rate, cut-off date, source such as RBI, world bank or another authority)? For the purpose of commercial evaluation, if different bidders quote prices in different foreign currencies, what standard methodology will be adopted to normalize and compare the bids?	Recurring costs shall be quoted in accordance with the Instructions to Bidders and the applicable provisions of the bidding document. Where foreign currencies are permitted, bid evaluation shall be undertaken using the exchange rate methodology specified in the bidding document and applicable World Bank Procurement Regulations. All bids will be converted to a common evaluation currency using the methodology prescribed in the bidding document.

NO.	REQUEST	CLARIFICATION
43.	What are the payment milestone for recurring cost	prices for Recurrent Costs are all-inclusive of the costs of necessary Goods and shall be paid together
44.	Please clarify criteria used to determine “unbalanced bid”	“unbalanced bid” is a bid that is seriously front loaded
45.	Please provide indicative demand projections / expected transaction volumes for revenue estimation. Kindly clarify whether negative revenue / low adoption risk is shared with purchaser	Government has not prescribed minimum transaction volumes, adoption levels, or revenue guarantees under this procurement. Bidders shall develop their own commercialization models and revenue projections based on reasonable assumptions and clearly document those assumptions within their proposals. Unless otherwise provided under the Contract, the commercial risks associated with adoption forecasts and revenue projections shall remain the responsibility of the successful bidder.
46.	We request you to kindly relax the Special Experience criteria to 2 projects of at least \$3Million instead of \$5Million. This will help in pooling of bidders.	The experience requirements stated in the bidding document are considered appropriate for the complexity, scale, strategic importance, and criticality of this project and therefore remain unchanged.
47.	Please confirm whether the AI module requires production AI/ML capabilities, analytics-assisted features, or only future-ready AI enablement.	The AI Integration Module forms part of the mandatory scope of this procurement. The proposed solution shall include production-ready AI integration capabilities that enable secure invocation of AI services, model management, inference, monitoring, governance, and integration with other platform components. Government is not prescribing specific AI use cases at this stage. Bidders are expected to demonstrate how their proposed platform

NO.	REQUEST	CLARIFICATION
		supports current requirements while providing flexibility for future AI-enabled government services.
48.	Please confirm whether the IoT module must include device management, MQTT/event ingestion, rule engine, or only API integration readiness.	The IoT Module shall provide enterprise-grade IoT integration capabilities including secure device connectivity, device registration and management, event ingestion, protocol support, API integration, and integration with the platform's messaging and analytics capabilities. Government is not prescribing any specific IoT implementation during the initial deployment; however, the capability shall be fully available for future government use cases.
49.	Please confirm whether zero-trust architecture is mandatory and what specific zero-trust controls are expected at go-live.	Yes. Zero Trust Architecture is mandatory. At minimum, the solution shall implement • strong identity verification; • least privilege access control; • continuous authentication and authorization; • mutual TLS between services; • encryption by default; • API security; • workload isolation and segmentation; • centralized policy enforcement; • comprehensive audit logging; • continuous monitoring; and • Integration with Government IAM and PKI services.

NO.	REQUEST	CLARIFICATION
50.	Please confirm who approves Data Sharing Agreements and whether the bidder must automate DSA workflows only or also draft/legal-review DSA templates.	Approval of Data Sharing Agreements (DSAs) remains the responsibility of the participating Government institutions in accordance with applicable legal, regulatory, and governance requirements. The successful bidder shall provide the technical capability to automate the DSA lifecycle, including submission, review, approval of workflow, version control, publication, monitoring, and enforcement. The bidder is not expected to provide legal drafting or legal review services for Data Sharing Agreements.
51.	Please confirm whether consent management applies to citizen personal data only, all data exchanges, or specific e-services.	The Consent Management Module shall support consent management for all data exchanges where consent is required under applicable laws, regulations, or approved Government data governance policies. The platform shall support both citizen consent and organization-authorized data access models, depending on the applicable legal basis for the exchange. This aligns much better with the Data Protection Act. Not every government data exchange requires citizen consent.
52.	Please confirm whether verifiable credentials and digital wallet integration are in scope now or future provision only. Please clarify the expected timeline for finalization of NITA's verifiable-credential/digital-wallet standards and guidelines and confirm whether digital wallet integration is required at Operational Acceptance or may be delivered as a later phase once those standards are published.	The verifiable credentials infrastructure exists, and digital wallet is for a separate activity for which it will be connected to the NDEH. The system should be infrastructure ready to accommodate these services and is not required at Operational Acceptance

NO.	REQUEST	CLARIFICATION
53.	Could MoC provide the total number of government agencies and institutions to be onboarded during the initial implementation phase? or What is the expected number of MDAs, MMDAs, SOEs and private-sector entities to be connected during the initial implementation phase? The Scope section states the initial onboarding cohort is “ten (10) government agencies,” the Operations/Commercialization section refers to “11 MDAs and MMDAs,” and Annex B (Implementation Schedule) refers to “onboard initial 15 agencies.” Please confirm the definitive number of agencies to be onboarded prior to Operational Acceptance and reconcile these figures, as the number directly drives connector-development effort, staffing, and cost.	The number of initial MDAs for the implementation phase is eleven (11). The earlier statements have been corrected. The agencies include: 1. National Identification Authority (NIA) 2. Office of Registrar of Companies (ORC) 3. Driver and Vehicle Licensing Authority (DVLA) 4. Births and Deaths Registry (BDR) 5. Ghana Revenue Authority 6. Social Security and National Insurance Trust 7. Passport Office 8. Statistical Service 9. Ministry of Finance / Controller and Accountant General 10. National Communications Authority (NCA) 11. Bank of Ghana
54.	Does MoC envisage a phased rollout approach or nationwide deployment from inception?	Rollout will start with the eleven initial MDAs as shown in the document with additional MDAs to be added in a phased approach
55.	Can you share any current architecture diagrams or flows? (E.g.: Backend systems (ERP, payment systems, third-party services, etc.) need to be integrated and enterprise applications (customer/employee-facing) that need to be integrated for consumption of services? (Mobile apps, branch systems, partner portals, etc.))	The target architecture contained in Annex A (confirm the annex reference—it appears the clarification says Annex B, while the TOR places the target architecture in Annex A) provides the baseline architectural view for the National Data Exchange Hub. Detailed solution architecture, integration flows, and agency-specific interface specifications will be finalized during the detailed design phase in collaboration with participating institutions.

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56.	Will there be any scheduled tasks or automations that run in the background (e.g., end-of-day reconciliation from GRA or SSNIT)? If so, can you explain what they do and how long they run within a month?	The National Data Exchange Hub shall support scheduled, event-driven, and real-time integration patterns. Specific scheduled integration of jobs, reconciliation activities, and background processing requirements will depend on participating agency business processes and will be identified during the detailed solution design and onboarding activities. The platform shall provide configurable scheduling capabilities capable of supporting these operational requirements.
57.	What types of users will authenticate through the IAM platform? Customers/Citizens (B2C); Employees/Staff (B2E); Partners/Third parties (B2B) with delegated administration requirements? (Other subsidiaries or sub-entities managing their own local users, partner admins managing their users etc.)	The Identity and Access Management platform shall support multiple user categories, including: • Government officials and public servants; • Citizens; • Businesses and registered organizations; • Authorized third-party service providers; • System administrators; • External partner systems; and • Federated identities where applicable. The solution shall support delegated administration, federation, role-based access control, and multi-factor authentication appropriate to each user category.
58.	Expected total user base per category? (Separate counts for B2C, B2E, B2B)	Government has not prescribed a fixed number of users by category. Bidders shall size their proposed solution to satisfy the minimum performance and scalability requirements stated in the bidding document

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		and clearly state the assumptions used in determining user capacity and future growth projections.
59.	The RFP mentions active-active across two data centers. Please confirm if both DCs will be active at the same time, or one will be a hot DR ready to take over immediately as this will affect proposed deployment and commercials.	The National Data Exchange Hub shall be deployed in an active-active configuration across the designated Government Data Centres to achieve the required availability, resiliency, and disaster recovery objectives specified in the bidding document. Bidders shall describe how their proposed architecture achieves workload distribution, failover, data synchronization, and business continuity across both sites.
60.	Will the platform be single-tenant or multi-tenant (separate tenant per MDA)?	The platform shall support a logically multi-tenant architecture whereby participating MDAs retain administrative and governance separation while sharing the common National Data Exchange infrastructure. Data ownership, metadata, policies, APIs and access controls shall remain isolated per participating institution.
61.	Is WSO2 Moesif Analytics (SaaS-based) preferred for this deployment? It provides a secure, encrypted environment where you maintain full authority over data transmitted. If SaaS is not an option, do you plan to integrate a third-party analytics solution (e.g., ELK, OpenSearch) instead? (Note: We have pre-built dashboards for several providers in our docs, but WSO2 does not support these third-party products directly.)	The Government does not prescribe any specific product, vendor, or technology stack for delivering the analytics capability. However, all solution components forming part of the National Data Exchange Hub, including analytics, monitoring, logging, reporting, and operational management components, shall be deployed and operated within the Government Digital Ecosystem and hosted on the Government Cloud infrastructure. The use of externally hosted Software-as-a-Service (SaaS) components for core platform functionality is not permitted under this procurement, as it introduces unnecessary operational dependencies, recurring

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		subscription costs, data sovereignty concerns, and potential vendor lock-in. Bidders are therefore expected to propose analytics and observability solutions that are fully deployable within the Government hosting environment and comply with the security, data residency, and operational requirements of the bidding document.
62.	Section VII states the Proposer will operate the platform “for a period of five (5) years minimum,” while the qualification criteria for the Project Manager key staff position requires “experience managing 10-year operational contracts with revenue-sharing models.” Please confirm the intended duration of the Operations and Commercialization phase (5 years or 10 years), as this materially affects the Recurrent Cost Schedule and the revenue-share financial model.	The two requirements are separate and unrelated. The five (5) year period refers to the initial operational and maintenance term of the National Data Exchange Hub under the resulting contract. The requirement for the Project Manager to possess a minimum of ten (10) years' relevant professional experience relates solely to the level of expertise, leadership capability, and depth of experience expected for managing a project of this scale, complexity, and strategic national importance. It is not linked to, nor does it imply the duration of the operational contract. The experience requirement therefore remains unchanged.
63.	The illustrative revenue split of “60% GoG / 40% Vendor after OPEX recovery” is presented as an example. Please confirm whether this ratio (or any minimum GoG share) is a mandatory floor that all Proposers must meet or exceed, or whether Proposers may submit an alternative split supported by their own financial model, for fair and transparent comparison at evaluation.	The “60% GoG / 40% Vendor after OPEX recovery” ratio stated in the bidding document is illustrative and is not a mandatory fixed revenue-sharing ratio. Bidders may propose alternative revenue-sharing models, provided that the proposed model is clearly justified by their financial assumptions,

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		operational cost structure, investment recovery model, and commercialization strategy. For evaluation purposes, bidders shall clearly state: • proposed GoG share; • proposed vendor share; • treatment of OPEX recovery; • assumptions on transaction volumes and pricing; • revenue growth assumptions; and • any conditions attached to the proposed split. Government will evaluate the proposed revenue-sharing model as part of the overall commercial sustainability, value-for-money, transparency, and risk-allocation assessment. However, proposals that offer stronger long-term value to Government, while remaining commercially realistic and sustainable, will be viewed more favorably.
64.	Please clarify the basis on which the Purchaser's CAPEX contribution is to be valued for purposes of OPEX/CAPEX recovery in the revenue-share formula – specifically, whether the GoG Private Cloud infrastructure is provided to the vendor at no cost, or whether incremental infrastructure procured/supplied by the vendor is to be treated as Purchaser CAPEX and recovered accordingly.	The Government of Ghana's CAPEX contribution shall include all infrastructure, software, licences, and other project assets procured directly by the Purchaser as part of this project, including Government Cloud infrastructure and related hosting services. Although bidders are required to include the cost of the Government Cloud infrastructure in their Financial Proposals for evaluation purposes, these services will be procured and paid for directly by the Purchaser during project implementation. Accordingly, such costs shall be treated

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		as part of the Purchaser's CAPEX contribution when developing the proposed commercialization and revenue-sharing model. Bidders shall clearly distinguish between: • Purchaser-funded CAPEX; • Vendor-funded investments (if any); and • Vendor operational expenditure (OPEX), and explain the proposed recovery mechanism within their commercialization proposal.
65.	ITP Clause 17.2 requires Proposers to cost Recurrent Cost Items, including for the Post-Warranty Services Period, yet the Special Conditions of Contract state “The Post-Warranty Services Period is ... Not Applicable.” Please confirm whether a Post-Warranty Services Period and associated recurrent cost obligations apply to this Contract, and if so, its duration.	The reference to "Post-Warranty Services Period" in the General Conditions of Contract is a standard contractual provision and is not applicable to this procurement. The National Data Exchange Hub will be delivered together with an operational and maintenance service for an initial period of five (5) years, as specified in the Terms of Reference. Accordingly, bidders shall provide pricing for all recurring operational costs associated with this operational period, including hosting, software subscriptions (where applicable), platform operations, maintenance, support services, and other recurring services required under the contract. No separate post-warranty service period applies under this procurement.
66.	Please confirm whether the requirement for a non-Ghanaian Proposer to partner with a local Ghanaian company requires a specific minimum equity shareholding or formal Joint Venture structure, or whether it may be satisfied through a	The bidding document did not say so. As provided under the Qualification Criteria relating to Joint Ventures, where a proposal is submitted as a Joint Venture (whether Local-Local,

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	subcontracting/teaming arrangement, and whether the local partner must be named at proposal submission or may be finalized post-award.	International-Local, or International-International), the Joint Venture Agreement shall be legally binding and signed by all participating members at the time of bid submission. Where the lead bidder is not a Ghanaian company, the required local Ghanaian partner shall form part of the Joint Venture and shall therefore be identified in the submitted Joint Venture Agreement. Local partners may not be introduced after contract award for the purpose of satisfying this requirement. Subcontracting or informal teaming arrangements shall not satisfy the mandatory local participation requirement, and the qualifications or experience of subcontractors will not be considered for qualification purposes. In line with Government's local content and capacity development objectives, the foreign partner shall implement a structured knowledge transfer and capacity-building programme for the local Ghanaian partner throughout the implementation and operational phases. The programme shall include technical, operational, administrative, and service management competencies necessary to enable the local partner to progressively assume responsibility for platform operations. The operational model shall demonstrate a phased transition under which the local Ghanaian partner progressively takes over operational responsibilities and assumes primary responsibility for the operation and maintenance of the platform not later than the end of the third year of the operational period. Thereafter, the foreign partner shall primarily provide Level 3 technical support, specialized expertise, product

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		support, and escalation services, while the local partner leads the day-to-day operations of the platform. Bidders shall include a detailed Knowledge Transfer and Localization Plan as part of their Technical Proposal, clearly outlining the transition milestones, training programme, competency development activities, and governance arrangements that will be used to achieve this objective.
67.	The Performance Requirements anticipate the platform supporting “more than 300 information system connections,” while the contracted onboarding Scope is limited to the initial cohort of MDAs. Please confirm whether infrastructure and licensing must be sized/costed for the full 300+ connection target state at go-live, or whether scaling beyond the initial onboarded agencies is intended to be the subject of future contract variations.	The requirement to support more than 300 information system connections represents the long-term scalability objective of the National Data Exchange Hub and not the initial onboarding scope. The successful bidder shall design and deploy a platform architecture capable of supporting this level of growth without requiring fundamental architectural redesign. Infrastructure sizing, software licensing, and implementation activities required for Operational Acceptance shall be based on the initial onboarding scope specified in the bidding document. However, the proposed architecture shall clearly demonstrate how additional agencies and systems can be onboarded progressively as adoption expands.
68.	The Proposal Data Sheet and Financial Evaluation criteria specify a maximum Time for Operational Acceptance of 27 weeks, while the itemized Implementation Schedule at Annex B lists individual workstream durations (e.g., Onboarding 24 weeks, Training 26 weeks, Go-Live 26 weeks) that, read sequentially, would exceed 27 weeks. Please confirm whether the Annex B workstreams are intended to run substantially in parallel from the Contract Effective	The implementation activities identified in Annex B are intended to be executed in parallel where practical and not sequentially. The maximum period for achieving Operational Acceptance remains 27 weeks, and this shall form the basis for project planning and commercial evaluation. Bidders shall submit a detailed project implementation plan demonstrating the critical path, task dependencies, resource allocation,

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	Date, and clarify the critical path and key dependencies the Purchaser expects to see reflected in the Proposer's Project Plan.	and parallel execution strategy necessary to achieve Operational Acceptance within the prescribed timeframe.
69.	Please confirm whether the 27-week Operational Acceptance Time Guarantee (and the associated liquidated damages under GCC Clause 28.2) is measured against full Operational Acceptance of the entire System – including completed onboarding and training of all initial MDAs – or against a defined Subsystem/phased acceptance milestone.	The 27-week Operational Acceptance Time Guarantee applies to full Operational Acceptance of the National Data Exchange Hub and not to individual subsystems or phased acceptance milestones. Operational Acceptance shall be deemed to have been achieved only upon successful completion of all mandatory deliverables required under the implementation phase, including, but not limited to: • Deployment and configuration of the complete platform; • Successful integration and onboarding of the initial fifteen (10) participating government agencies; • Completion of all required testing, including System Integration Testing (SIT), User Acceptance Testing (UAT), performance testing, and security testing; • Completion of the required training and knowledge transfer activities for the initial implementation scope; • Achievement of the specified performance, availability, and operational readiness requirements; and • Formal Operational Acceptance by the Purchaser in accordance with the Contract. Accordingly, the 27-week implementation period and any applicable liquidated damages under GCC Clause 28.2 shall be measured against the achievement of full Operational Acceptance as described above.

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70.	Please clarify whether the requirement for SEA/SH and Code of Conduct training, and the associated Management Strategy and Implementation Plan, applies only to Supplier personnel physically present at Project Site(s) in Ghana, or extends to all personnel (including offshore development/support staff) engaged on the Contract.	The Supplier shall prepare and implement the required SEA/SH Management Strategy and Implementation Plan in accordance with the bidding document and applicable contractual requirements. The Supplier's Code of Conduct shall apply to all personnel engaged on the Contract, including both onshore and offshore personnel. However, mandatory SEA/SH awareness training and implementation activities shall apply to all personnel who are physically deployed to Ghana, work at Project Sites, or interact directly with Government personnel, stakeholders, or beneficiaries as part of the delivery of the Contract. The Supplier shall ensure that offshore personnel are made aware of, acknowledge, and comply with the Code of Conduct and all applicable contractual obligations relevant to their role in the project. Please refer to the revised list of MSIPs
71.	Please confirm whether reference checks and/or site visits relating to a Proposer's previous similar engagements will be conducted prior to contract award, and if so, the expected timeline for such verification relative to the Notification of Intention to Award.	The Purchaser reserves the right to verify any information provided by a Proposer, including conducting reference checks with previous clients, reviewing Operational Acceptance Certificates, requesting additional supporting evidence, or undertaking site visits where considered necessary as part of the evaluation process. Such verification, if undertaken, will be completed before contract award and shall form part of the Purchaser's due diligence process. The absence of a site visit shall not prejudice the evaluation process.
72.	Please provide the complete Annex A — Target Architecture specification in whatever format it exists (written description,	The complete Annex A forms part of the bidding document.

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	narrative, diagram, or combination), including the architectural principles, prescribed platform layering, security architecture requirements, and Operational Governance Architecture referenced in the scope of operations section. Please confirm the format in which architectural compliance should be demonstrated in the proposal submission — for example, a narrative mapping section, a compliance table, or an annotated architecture description.	Bidders may demonstrate compliance with the Target Architecture using any clear and structured format, including architecture diagrams, compliance matrices, narrative descriptions, or a combination thereof, provided that the submission clearly demonstrates how the proposed solution satisfies the architectural principles, security architecture, operational governance architecture, and other requirements defined in Annex A. The clarity, completeness, and consistency of the architectural compliance submission will form part of the technical evaluation.
73.	Does NITA offer Kubernetes as a managed service — that is, a Kubernetes cluster that the Proposer deploys workloads onto using standard kubectl tooling — or will NITA provide virtual machines on which the Proposer's team installs and manages its own Kubernetes distribution? Does NITA operate a shared object storage infrastructure accessible from both data centre sites (equivalent to an S3-compatible endpoint) — either a SAN with S3-compatible interface or a managed object storage service — or must the Proposer deploy and operate its own object storage cluster on locally provisioned VM storage at each site?	The Government Cloud provides core infrastructure services suitable for hosting enterprise-grade applications. Bidders shall propose the infrastructure architecture required to support their solution, including container orchestration platforms, object storage, virtualization, databases, and other supporting technologies where required. Where managed platform services are available within the Government Cloud environment, bidders may utilize such services. Where such managed services are not available, bidders shall include the necessary platform components within their proposed solution architecture. The proposed solution shall be fully deployable within the Government Digital Ecosystem and shall not depend on externally hosted infrastructure or managed platform services for production operations.
74.	Which specific government agencies currently have active IoT deployments that the NDEH is required to integrate at go-live?	The IoT Module is a mandatory component of the National Data Exchange Hub and shall be delivered as a production-ready capability.

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	What device types are in use, and what communication protocols do those devices use? What is the anticipated data volume from IoT sources at go-live — order of magnitude: hundreds of messages per day, thousands, or millions? If no agency IoT deployments are active at the time of go-live, confirm that the IoT module is to be delivered as a ready infrastructure capability — protocol gateway deployed and device registry configured — that is connected to specific devices as agency deployments come online, rather than as a live active integration at go-live.	At the time of Operational Acceptance, Government has not identified any mandatory live IoT integrations that must be completed. Accordingly, bidders shall deploy and configure the IoT infrastructure, including the required protocol gateways, device management capabilities, event processing, and integration services, such that the platform is fully prepared to support future Government IoT deployments. Specific IoT device integrations will be undertaken as participating Government institutions to implement IoT-enabled services.
75.	What constitutes an accepted demonstrative e-service for the purposes of the go-live acceptance milestone: a working end-to-end data exchange integration between two agencies demonstrating a named use case, or a citizen-facing application (web portal or mobile app) that a member of the public can use to receive a government service? Who owns and operates each demonstrative e-service after go-live — the vendor as part of the operational contract, or the relevant MDA? Are there specific e-service use cases that NITA wishes to prioritise for the go-live demonstration?	The requirement for demonstrative e-Services has been removed from the scope of this procurement. Operational Acceptance shall instead require successful demonstration of end-to-end interoperability between the National Data Exchange Hub and the eGovernment Digital Service Platform through agreed integration scenarios. The development, ownership, operation, and management of citizen-facing e-Services remain within the scope of the separate eGovernment Digital Service Platform project.
76.	Are IFMS, HCM, and URA included in the 15-agency onboarding scope for this contract, or are they additional integrations beyond the contracted agency list? Which Ghanaian government institution or system does URA refer to in the context of this requirement? Confirm that the executive dashboard requirement for IFMS and HCM is satisfied by dashboards showing data exchange activity —	Eleven (11) MDAs and MMDAs are included in onboarding scope for this contract. The reference to "URA" is a typographical error and should read Ghana Revenue Authority (GRA).

NO.	REQUEST	CLARIFICATION
	query volumes, costs, success rates, and integration health — for those agency data sources, rather than requiring the platform to display the underlying payroll, HR, or financial records held by those agencies.	The executive dashboard requirement is intended to provide business intelligence and operational insights derived from data exchanged through the National Data Exchange Hub. Accordingly, dashboards shall present aggregated indicators, trends, KPIs, transaction volumes, service utilization, integration health, and other authorized analytical information generated from the Integrated Financial Management System (IFMS), Human Capital Management (HCM) System, Ghana Revenue Authority (GRA), and other connected systems. The platform is not required to expose or display the underlying operational records, payroll data, financial transactions, or other detailed business data maintained by those source systems except where explicitly authorized under approved data sharing arrangements.
77.	Do any of the 15 named agencies expose their data integration interfaces exclusively through EDIFACT, SAP BAPI/iDOC, IBM WebSphere MQ, Oracle AQ, or WS-Security-signed SOAP envelopes — that is, interfaces that cannot be reached by a standard REST or SOAP HTTP call? If any agency does use legacy protocols as their primary interface, please identify the agency and the protocol so the Proposer can assess whether a dedicated adapter is required.	Government has not undertaken a detailed protocol-level assessment of all the eleven (11) participating agencies for the purpose of this procurement. Bidders shall therefore assume that participating agencies may expose a combination of modern and legacy integration interfaces, including REST APIs, SOAP services, database interfaces, messaging systems, file-based interfaces, and other enterprise integration mechanisms. The proposed solution shall provide sufficient flexibility to integrate with both modern and legacy systems through appropriate connectors, adapters, protocol mediation, and transformation capabilities as required during implementation.

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		Detailed interface specifications for each participating agency will be made available during the discovery and onboarding phase.
78.	Is the XACML 2.0/3.0 requirement satisfied by a policy-based access control system that provides fine-grained Attribute-Based Access Control, a graphical Policy Administration Point where administrators can define and test policies through a user interface, and a policy impact simulation tool — regardless of whether the underlying technology implements the OASIS XACML XML standard specifically? Or is literal XACML 2.0/3.0 protocol compliance required — meaning the system must implement the OASIS XACML standard's XML policy language, PAP/PDP/PEP component model, and request/response protocol specifications?	The intent of the requirement is to ensure that the proposed solution provides a robust, standards-based policy authorization capability supporting fine-grained, attribute-based access control (ABAC). Solutions implementing equivalent or superior policy-based authorization capabilities are acceptable, provided they support, at a minimum: • Fine-grained Attribute-Based Access Control (ABAC); • Centralized policy administration and management; • Policy decision and enforcement capabilities; • Policy testing and impact analysis; • Separation of policy administration from application logic; and • Integration with the Government Identity and Access Management (IAM) platform. Literal implementation of the OASIS XACML 2.0/3.0 XML policy language is not mandatory, provided equivalent functionality is demonstrated, and interoperability with open standards is maintained.
79.	What is the minimum acceptable Government of Ghana / NITA revenue share percentage that a proposal must commit to in order to be considered commercially responsive? Does the revenue share apply from the first Ghana Cedi of gross revenue, or after the vendor has recovered a defined OPEX threshold? If after OPEX recovery, is there a maximum OPEX recovery cap or a defined	The revenue-sharing model presented in the bidding document is illustrative and is intended only to demonstrate a possible commercialization approach. Government has not prescribed a mandatory minimum revenue-sharing percentage or fixed recovery model.

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	recovery period? What type of performance guarantee instrument is required to underwrite the revenue share commitment — bank guarantee, insurance bond, or another instrument — and at what value relative to the projected annual revenue?	Bidders may propose their own commercially sustainable revenue-sharing model, provided that it clearly identifies: • Government revenue share; • Vendor revenue share; • Treatment of CAPEX and OPEX recovery; • Revenue recognition methodology; • Recovery period assumptions; • Pricing assumptions; and • Commercial governance arrangements. Government will evaluate the proposed commercialization model as part of the overall commercial evaluation, taking into account value for money, sustainability, fairness, transparency, long-term Government benefit, and risk allocation. Any required performance security or financial guarantee shall be provided in accordance with the bidding document and resulting Contract.
80.	What are the minimum qualification criteria for the local Ghanaian partner — minimum annual turnover, government ICT contract experience, technical staff requirements, or specific industry certifications? Where the Proposer itself is a Ghanaian-incorporated company operating in Ghana: does this satisfy the local partner requirement, or is a separate local sub-contractor or consortium member required in addition to the Proposer? If a separate local partner is required: must the partner be named with a signed consortium or sub-contracting agreement in the proposal	The qualification requirements applicable to all bidders are set out in Section III – Evaluation and Qualification Criteria. Where the Proposer is a Ghanaian-incorporated company that independently satisfies all applicable qualification requirements, no additional local partner is required. Where a Joint Venture is proposed, the Joint Venture shall comply with the requirements specified in the bidding document, and all Joint

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	submission, or is a letter of intent sufficient at proposal stage with the formal agreement completed at contract signing?	Venture members shall be identified at the time of proposal submission through a legally binding Joint Venture Agreement. Where a local Ghanaian partner is required, the partner shall participate meaningfully in the implementation, knowledge transfer, and long-term operation of the platform in accordance with the localization requirements of this procurement. <i>Subcontractor for qualifications or experience shall not be considered for qualification purposes.</i>
81.	Has NITA registered the NDEH as a data controller or data processor with the Data Protection Commission under Act 843? If so, will the Proposer operate under NITA's existing registration, or is the Proposer required to independently register as a data processor? Which specific Act 843 obligations are contractually the vendor's direct responsibility versus NITA's: data subject access requests, breach notification timelines, retention schedule compliance, or cross-border transfer restrictions?	Compliance with the Data Protection Act, 2012 (Act 843), and all applicable data protection regulations is mandatory. The Purchaser will fulfil its statutory obligations relating to governance and regulatory compliance as the owner of the platform. The successful bidder shall implement the technical and operational measures necessary to support compliance with applicable data protection requirements, including data security, access control, audit logging, retention, breach management, and privacy-by-design principles. Where required by applicable law, the successful bidder shall comply with any obligations applicable to a data processor acting on behalf of the Purchaser.
82.	The Proposer confirms its understanding that the International Gateway requirement is satisfied by the following model: foreign institutions — including ECOWAS member state government	The bidder's interpretation is partially correct.

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	agencies, regional bodies, and accredited international organisations — participate in the NDEH as individual registered members, subject to the same compliance onboarding, access agreement governance, and billing framework as domestic institutions. The international gateway is implemented as a dedicated network routing layer (separate API endpoint and Kubernetes namespace) that applies international pricing tiers and cross-border audit tagging to all transactions from non-Ghanaian institutions. Platform-to-platform federation with another country's equivalent national data exchange platform is not a requirement of this contract. Please confirm the above interpretation is correct.	The International Gateway shall support secure participation by authorized international institutions through appropriate governance, onboarding, access control, audit, and commercial arrangements. However, the platform shall also be capable of supporting future federation and interoperability with regional and international trusted data exchange platforms, including initiatives under the Smart Africa Alliance, ECOWAS, and other approved cross-border digital cooperation frameworks. While production federation with another national data exchange platform is not mandatory for Operational Acceptance, the architecture shall be designed to support such capability without requiring significant redesign.
83.	The Proposer confirms its understanding that the NDEH is a B2B institutional data exchange platform, and that the Mobility Module requirement is satisfied by ensuring the NDEH's data query and governance APIs are fully accessible from mobile applications built by MDA developers through the platform's existing OAuth 2.0 REST API layer. The requirement does not oblige the Proposer to deliver a mobile application development platform — including Mobile Application Management infrastructure, cross-platform SDK, or enterprise containerisation tooling — as a component of the NDEH infrastructure itself. Whether individual MDAs choose to build mobile applications that consume NDEH APIs is a decision for each MDA, not a deliverable of this contract. Please confirm the above interpretation is correct.	The bidder's interpretation is correct. The National Data Exchange Hub is an institutional integration platform designed to facilitate secure data exchange between Government institutions and authorized external entities. The Mobility Module requirement is satisfied by providing secure APIs, mobile integration capabilities, and appropriate security mechanisms that enable authorized mobile applications to consume National Data Exchange Hub services. The development of mobile application development platforms, mobile application management infrastructure, mobile SDKs, enterprise mobile containerization, or citizen mobile applications is not part of the scope of this procurement.

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84.	The Specific Procurement Notice, dated 1 June 2026, states evaluation weightings of 70% technical and 30% cost. The Bidding Document, issued on the same date, states 80% technical and 20% cost at ITP 32.2 and ITP 39.1. The applicable weighting directly determines bidding strategy and the structure of the Financial Proposal. We respectfully request that a corrective Addendum be issued confirming the authoritative weighting.	The weighting is 80% technical and 20% cost. The SPN will be corrected as such.
85.	The Bidding Documents require Proposers to demonstrate experience on similar contracts but do not define what constitutes a "similar project" for this purpose. For example, is the establishment of a Wide Area Network for an institution for the exchange of data similar experience? Given the specificity of the National Data Exchange Hub concept, we would like to understand what qualifies under this criterion.	For the purposes of this procurement, similar projects shall mean projects involving the design, supply, implementation, integration, operation, or management of enterprise-scale or national-scale digital integration platforms of comparable complexity. Examples of similar projects include, but are not limited to: • National or Government Data Exchange Platforms; • Government Interoperability Platforms; • Enterprise Service Bus (ESB) or Enterprise Integration Platforms; • API Management Platforms deployed at enterprise or national scale; • Digital Public Infrastructure (DPI) platforms; • National Digital Government Platforms; • Enterprise application integration projects involving multiple institutions and systems; • Large-scale secure data sharing and interoperability platforms; and

NO.	REQUEST	CLARIFICATION
		Other projects demonstrating comparable technical complexity, integration scope, governance requirements, security requirements, and operational responsibilities. The Purchaser will assess whether the submitted reference projects demonstrate experience that is substantially similar in scope, complexity, scale, and technical requirements to the National Data Exchange Hub.
86.	The Bidding Documents describe a post Go-Live change management support requirement of a minimum of 12 months but do not confirm whether this falls within the initial contract price or is invoiceable separately as a recurrent cost. We would like to structure the Financial Proposal accurately based on whether the contract covers the implementation phase alone (approximately 26 to 27 weeks per the Implementation Schedule), or whether the 12-month post Go-Live support period forms part of the same contracted scope and price.	The post Go-Live support requirement cost should be included in the financial proposal. <i>NB: Bidders will be required to provide annual costing for the operations of the platform over the next five years</i>
87.	Under the Key Personnel requirements for the Chief Technical Architect, the RFP requests certifications in both TOGAF and AWS/Azure Solutions Architect. Kindly confirm whether the proposed Chief Technical Architect is required to personally hold both certifications, or whether the requirement may be collectively fulfilled by two proposed personnel (for example with one holding the TOGAF certification and the other holding the AWS/Azure Solutions Architect certification).	Requirement is for one person as the key proposed personnel.

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88.	For the Information Security Expert position, the RFP specifies the following certifications: CISSP, CISM, CEH, or ISO 27001 Lead Auditor. Kindly confirm whether possession of any one of the listed certifications is sufficient to meet the minimum qualification requirement for this position.	For the Information Security Expert position, possession of any one of the listed professional certifications (CISSP, CISM, CEH, or ISO/IEC 27001 Lead Auditor) is sufficient to satisfy the minimum qualification requirement. Where additional relevant security certifications are held by the proposed expert, bidders are encouraged to include them as part of their technical proposal.
89.	Could the Purchaser clarify which "quantities" are subject to the $\pm 20\%$ variation indicated in ITP 44, considering that the project primarily concerns the design and implementation of a Data Exchange Hub rather than the supply of unit-based deliverables? Does this variation apply to the onboarding scope (e.g., the number of government agencies initially foreseen) or to infrastructure/software components?	The $\pm 20\%$ variation provision refers to an adjustment that will be made to the project scope based on the financial bids received. Should such a variation become necessary, it may apply to quantities of deliverables, services, software licences, infrastructure resources, onboarding activities, or other measurable contractual items in accordance with the Contract. Any variation shall be subject to the applicable contractual provisions, approval procedures, and procurement regulations, and shall not be interpreted as a pre-approved increase or decrease in the number of agencies to be onboarded.
90.	Could the Purchaser confirm the duration of the warranty period, as this does not appear to be explicitly defined in the bidding documents? In addition, could the scope of the warranty services be clarified (e.g., corrective maintenance, SLA commitments, coverage of infrastructure and software)?	The warranty period shall commence upon Operational Acceptance and shall remain in force until the commencement of the operational and maintenance phase. During the warranty period, the successful bidder shall, at no additional cost to the Purchaser: • Correct defects; • Resolve software bugs;

NO.	REQUEST	CLARIFICATION
		• Apply security patches; • Maintain platform stability; • Replace defective deliverables where applicable; and • Ensure compliance with the agreed Service Levels. The warranty does not replace the operational support obligations, which shall continue in accordance with the operational services defined under the Contract. This shall be for two years of post-acceptance.
91.	Could the Purchaser confirm the number of years of recurrent costs to be included in the bid? Shall we assume it is five (5) years, as indicated in the bidding documents for outsourced maintenance?	Yes, 5 years.
92.	Regarding the requirement for cloud-based connectors/adaptors (e.g., Salesforce, Gmail, JIRA, Amazon S3, etc.), could the Purchaser clarify whether these specific connectors are mandatory, or provided as indicative examples? Would alternative or functionally equivalent connectors be acceptable?	The Bidding Document lists cloud-based connectors/adapters as a platform capability requirement. The specific connector types cited are illustrative of the range expected, not a mandatory fixed list. Proposers shall detail their recommended connector catalogue and any alternative or functionally equivalent connectors in their Technical Proposal
93.	Can the Purchaser confirm the expected deployment model for the Data Exchange Hub (on-premises, cloud-based, or hybrid)? Are there any preferred standards or frameworks for interoperability, API management, or PKI infrastructure?	The National Data Exchange Hub shall be deployed entirely within the Government Digital Ecosystem , utilizing the Government Data Centres and Government Cloud infrastructure.

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		The deployment architecture shall support an active-active configuration across geographically separated Government Data Centres in accordance with Annex A of the bidding document. The proposed solution shall comply with the interoperability, API management, security, PKI, and architectural principles specified in the bidding document, including but not limited to: • API-first architecture; • Open standards; • Zero Trust security; • OpenID Connect and OAuth 2.0 where applicable; • PKI integration; • TLS 1.3 or higher; • Container orchestration; • Observability by design; and • Other applicable requirements contained in Annex A.
94.	Can the Purchaser provide the current application inventory for the first 10 onboarding agencies? Which systems currently expose APIs versus legacy protocols/files? Are existing enterprise integration tools already deployed within Government? Are there known legacy systems requiring proprietary adapters/connectors?	The current application inventory, API readiness status, and existing integration tooling for the initial onboarding eleven agencies are not available at proposal stage. Proposers are expected to conduct a discovery exercise as part of the onboarding and transition phase following contract award. Proposals should include a Discovery and Technical Assessment methodology to determine the integration approach, connector requirements, and any legacy adapter needs for each agency at that stage.

NO.	REQUEST	CLARIFICATION
95.	Is the API Gateway expected to support public APIs, private APIs, and partner APIs simultaneously? Are monetized APIs expected from day one or phased later? Is there an expected API standards framework (REST, SOAP, GraphQL, Open API version, OAuth profiles)?	The API Gateway shall support the secure publication and management of public APIs, private APIs, and partner APIs in accordance with Government governance policies. The platform shall support API monetization capabilities as part of its overall functionality. However, commercialization and monetized API offerings will be implemented progressively in line with Government adoption and commercialization plans and are not required for Operational Acceptance. The solution shall support widely adopted industry standards, including REST, SOAP, OpenAPI Specification, OAuth 2.0, OpenID Connect, and other open interoperability standards appropriate to the proposed architecture.
96.	Can the Purchaser provide sample Data Sharing Agreements (DSAs)?	Sample Data Sharing Agreements (DSAs) are not provided as part of the bidding documents. The successful bidder shall provide configurable technical workflow capabilities to support the lifecycle management of Data Sharing Agreements. The detailed legal templates and governance arrangements for Data Sharing Agreements will be developed by the Purchaser in collaboration with participating Government institutions during implementation.
97.	Are the 3,000 requests/second requirement peak sustained throughput or burst throughput? What is the expected annual	Government has intentionally specified the minimum performance and scalability requirements rather than projected transaction volumes.

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	transaction growth rate? Are there latency SLAs for API response times?	Bidders shall size their proposed solution to support, at a minimum, the non-functional requirements specified in the bidding document, including: • Minimum support for 3,000 concurrent requests per second at go-live; • Horizontal scalability to accommodate future growth; and • Compliance with the specified availability, performance, and scalability requirements. Government has not prescribed annual transaction growth projections. Bidders shall clearly state the assumptions used in sizing their proposed solution. The proposed solution shall also include API response time commitments as part of the proposed Service Level Agreement (SLA), demonstrating that the solution can meet enterprise-grade performance expectations.
98.	Who is responsible for DR infrastructure costs? Will annual DR simulations involve full failover testing in production?	The Disaster Recovery (DR) infrastructure shall form part of the overall solution architecture proposed by the bidder and shall be hosted within the Government Digital Ecosystem. The cost of the required DR infrastructure shall be included in the bidder's Financial Proposal in the same manner as the production infrastructure. Where the infrastructure is procured directly by the Purchaser, it shall be treated as part of the Purchaser's CAPEX contribution in accordance with the commercial model. Annual Disaster Recovery simulations are mandatory and shall include end-to-end validation of the disaster recovery capability, including

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		failover and failback procedures, in accordance with an approved test plan. Production failover testing shall be planned and executed in coordination with the Purchaser to minimize service disruption.
99.	Is there an existing national data governance policy/framework already approved? Who owns master data governance decisions across MDAs? Will NITA provide standardized metadata and classification taxonomies? Are there existing records retention laws that define archival/deletion timelines? Is data lineage required at field level or dataset level?	Government data governance policies and standards will continue to evolve as part of the National Data Exchange Hub implementation. The successful bidder shall provide the platform capabilities necessary to support enterprise data governance, including: • Metadata management; • Data classification; • Data lineage; • Data quality management; • Master data management services; • Data catalogue capabilities; and • Data governance workflows. Detailed governance policies, metadata standards, classification taxonomies, retention schedules, and stewardship responsibilities will be finalized by the Purchaser during implementation in consultation with participating institutions. The proposed solution shall support both dataset-level and field-level lineage where applicable.
100	Will agencies provide dedicated technical teams during onboarding? Who is responsible for remediation of agency-side	Participating Government institutions will provide appropriate technical representatives to support the onboarding process. The successful bidder shall be responsible for leading the onboarding activities, conducting technical assessments, defining integration

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	legacy systems? Are sandbox/test environments available for each agency?	approaches, developing required connectors and adapters, and coordinating implementation activities with the participating agencies. Where agency-side legacy systems require modification or remediation to expose the agreed integration interfaces, such activities shall remain the responsibility of the respective agency. However, the successful bidder shall provide the necessary technical guidance and interface specifications to support such activities. Where available, agencies will provide appropriate development, test, or sandbox environments to support integration and testing.
101	What are the expected operational support hours (8x5, 24x7, etc.)? Will NITA provide L1 support staff or is the vendor expected to provide full support operations? Are there penalties tied to SLA breaches? Can the Purchaser share the draft SLA/OLA measurement methodology? Is there an expectation for a local Network Operations Center (NOC) or Security Operations Center (SOC)?	The National Data Exchange Hub is expected to operate as a 24x7 mission-critical national platform. The Government of Ghana will utilize its existing centralized Government Helpdesk platform to provide Level 1 support. Accordingly, bidders are not required to provide a separate helpdesk application or ticketing platform. The successful bidder shall provide Level 2 and Level 3 technical support, including incident resolution, problem management, software maintenance, security updates, and escalation support in accordance with the agreed Service Level Agreement. The successful bidder shall also: • Develop the Helpdesk Operations Playbook; • Train the Government Helpdesk personnel; • Define escalation procedures; • Develop knowledge articles and operational documentation; and

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		• Support integration between the Government Helpdesk and the vendor's support processes. The proposed solution shall support integration with Government Network Operations Centre (NOC), Security Operations Centre (SOC), monitoring, and observability platforms where applicable. Detailed SLA metrics and operational reporting arrangements will be finalized during contract finalization.
102	How will revenue auditing and reconciliation be governed? Can the Purchaser clarify the expected financial model assumptions behind the illustrative 60/40 revenue share? Is the vendor expected to fund platform expansion during the operational period? Are there minimum onboarding targets tied to commercialization success?	The commercialization model presented in the bidding document is illustrative and is intended to guide bidders in developing commercially sustainable proposals. Bidders shall propose their own commercialization approach, including: • Revenue collection and reconciliation mechanisms; • Revenue audit arrangements; • Revenue-sharing methodology; • Treatment of Purchaser-funded CAPEX; • Vendor investment recovery; • Operational expenditure recovery; • Platform expansion assumptions; and • Commercial governance arrangements. Government has not prescribed minimum onboarding targets linked to commercialization. Platform expansion during the operational period shall be undertaken in accordance with Government priorities and the agreed governance processes.

NO.	REQUEST	CLARIFICATION
		Revenue auditing and reconciliation mechanisms shall be transparent, auditable, and subject to Government oversight.
103	What minimum participation level is expected from the Ghanaian local partner? Are there minimum local staffing ratios during operations? Are there mandatory local content reporting obligations? Will local knowledge transfer deliverables be formally evaluated?	The qualification requirements applicable to local partners are specified in Section III – Evaluation and Qualification Criteria. In addition, where a local Ghanaian partner forms part of the proposed delivery model, bidders shall demonstrate meaningful local participation throughout implementation and operations. The proposal shall include: • The roles and responsibilities of the local partner; • Local staffing arrangements; • Knowledge transfer and capacity-building programme; • Localization milestones; • Operational transition plan; and • Mechanisms for progressively increasing local operational responsibility. The objective is to ensure sustainable local capability and long-term operational ownership within Ghana.
104	What percentage of the technical score relates to architecture, methodology, team, commercialization, operations, local content, and experience? Will oral presentations/demonstrations form part of the evaluation? Are reference site visits planned? Will proof-of-concept demonstrations be requested?	Evaluation criteria breakdown can be found under ITP 32.2 under Section II- Proposal Data Sheets and Section III- Evaluation and Qualification Criteria

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105	Who owns custom-developed IP created during the engagement? Can the vendor reuse generic platform components outside Ghana Government implementations? What are the liability caps under the proposed contract? Are there liquidated damages tied to delivery delays? Is source-code escrow required? What are the termination rights during the 5-year operational phase? Will pricing adjustments be permitted during long-term operations?	The Bidding Document provides custom-developed IP vests in the Purchaser under GCC Clause 15.4, while Standard Software and Materials remain the vendor's property under GCC Clause 15.1, with the Purchaser receiving a licence under GCC Clause 16.1. The Supplier's liability is capped at the total Contract Price under GCC Clause 33.1(b) (excluding IP indemnity obligations under GCC Clause 32). Liquidated damages are 0.5% per week, capped at 10% of the Contract Price, under GCC Clause 28.2. Source code escrow is mandatory under SCC Clause 15.5. Termination is governed by GCC Clause 41, including termination for convenience, default, or insolvency. Pricing is fixed for the contract duration under ITP 17.7, with no price adjustments permitted.
106	What level of operational handover documentation is expected at contract end? Is there a required transition period before contract expiry? Must the platform remain operational during transition to a successor vendor? Are there data portability/open-standard requirements for all modules?	The successful bidder shall develop and maintain a comprehensive Transition and Exit Management Plan throughout the operational period, to be finalized and executed prior to the end of the Contract. At a minimum, the operational handover shall include: • Complete system architecture documentation; • Infrastructure, network, and deployment documentation; • Configuration baselines and environment documentation; • System administration and operational manuals;

NO.	REQUEST	CLARIFICATION
		• Standard Operating Procedures (SOPs); • Incident, problem, change, and release management procedures; • Security architecture, policies, and operational procedures; • Backup, recovery, and disaster recovery procedures; • API catalogue, interface specifications, and integration documentation; • Source code, build scripts, deployment pipelines, and technical documentation for all custom-developed components; • Knowledge base articles, troubleshooting guides, and operational runbooks; • Asset inventories, licence registers, and configuration inventories; and • Training and knowledge transfer materials necessary to support continued operation of the platform. A structured transition period shall be undertaken prior to contract expiry to facilitate the orderly transfer of operational responsibility to the Government of Ghana or its appointed successor service provider. During this transition period, the successful bidder shall provide reasonable assistance, knowledge transfer, and technical support to ensure continuity of operations. The National Data Exchange Hub shall remain fully operational throughout the transition period. The successful bidder shall cooperate fully to ensure that there is no interruption or degradation of service during the transition. The solution shall be designed using open standards and shall support the export and migration of all Government-owned data, metadata, configurations, APIs, documentation, and other operational artefacts in

NO.	REQUEST	CLARIFICATION
		industry-standard, non-proprietary formats where applicable. The successful bidder shall not implement technical or contractual mechanisms that prevent or unreasonably restrict the Government or a successor service provider from operating, maintaining, or further developing the platform after contract expiry.
107	Considering the number of clarification questions raised and the need for bidders to fully assess the technical, contractual, and operational aspects of this complex project (including system architecture, integration scope, and long-term operational requirements), could the Purchaser kindly consider granting an extension of the bid submission deadline of at least 8 weeks? Such an extension would allow bidders to incorporate the Purchaser's clarifications adequately and to submit well-prepared and fully compliant proposals.	Timeline extension will be communicated officially through an addendum.