



**KENYA REVENUE
AUTHORITY**

ISO 9001:2015 CERTIFIED

CONFIDENTIAL

SERVICE LEVEL AGREEMENT

BETWEEN

KENYA REVENUE AUTHORITY

AND

SAFARICOM PLC

FOR

**PROVISION OF FIXED DATA VIA
GPRS/2G/3G/4G SERVICE, MICROWAVE
SERVICE and E1 VIA FIBRE OR MICROWAVE
SERVICE.**

This Service Level Agreement (SLA) is made on the ____ day of _____ **2024**

BETWEEN

KENYA REVENUE AUTHORITY (KRA), a State Corporation in the republic of Kenya duly incorporated under the Kenya Revenue Authority Act (Cap. 469 of the Laws of Kenya) and whose registered office is situated at Times Tower, Haile Selassie Avenue, of P.O. Box 48240-00100 Nairobi (hereinafter referred to as “**KRA**” or “**Client**” which expression shall where the context so admits include its successors and assigns) of the one part;

AND

SAFARICOM PLC, a company incorporated in Kenya and having its registered office at Safaricom House, Waiyaki Way, Westlands, Nairobi and having the following postal address: P.O. Box 66827-00800, Nairobi, Kenya (herein referred to as the “**Service Provider**” which expression shall where the context so admits include its successors and permitted assigns) of the other part.

1. Purpose

The purpose of this document is to define and measure the services provided by **SAFARICOM PLC** to **KENYA REVENUE AUTHORITY** for the duration of the Contract/ framework agreement for the provision of Network Connectivity services.

2. Scope of Service

The scope of service shall be as detailed in the Contract document/ framework agreement.
The Service Provider shall provide a single link to the following sites in Table 1 to Kenya Revenue Authority.

Table 1: Scope of services per site

| No. | KRA SITES | SERVICE | NUMBER/ID | CAPACITY | MONTHLY CHARGE EXCL.TAX | BILLING- QUATERLY EXCL.TAX |
|-----|--|---------|-----------|----------|-------------------------------|----------------------------------|
| 1 | KENYA REVENUE AUTHORITY-KITUI CERAGON | MPLS | 95045429 | 10MBPS | 43,500.00 | 130,500.00 |
| 2 | KENYA REVENUE AUTHORITY BUNGOMA MICROWAVE | MPLS | 95054463 | 25MBPS | 27,500.00 | 82,500.00 |
| 3 | KENYA REVENUE AUTHORITY GARISSA LOOP MICROWAVE | MPLS | 95054469 | 20MBPS | 78,000.00 | 234,000.00 |
| 4 | KENYA REVENUE AUTHORITY KRATI MOMBASA WIMAX | MPLS | 95001628 | 10MBPS | 60,006.03 | 180,018.09 |
| 5 | KENYA REVENUE AUTHORITY-SIO PORT | MPLS | 95044901 | 5MBPS | 29,304.31 | 87,912.93 |
| 6 | KENYA REVENUE AUTHORITY MALABA-WIMAX | MPLS | 95096536 | 12MBPS | 69,997.41 | 209,992.23 |
| 7 | KENYA REVENUE AUTHORITY NYERI CERAGON | MPLS | 95054482 | 6MBPS | 21,366.38 | 64,099.14 |
| 8 | KENYA REVENUE AUTHORITY-KISUMU-LOOP-MICROWAVE | MPLS | 95034612 | 10MBPS | 44,990.52 | 134,971.56 |
| 9 | KENYA REVENUE AUTHORITY - TIMES TOWER BACKHAUL | MPLS | 95009016 | 200MBPS | 110,000.00 | 330,000.00 |
| 10 | KENYA REVENUE AUTHORITY-MANDERA | MPLS | 95004139 | 10MBPS | 44,990.52 | 134,971.56 |



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|----|--|----------|----------|--------|-----------|------------|
| 11 | KENYA REVENUE AUTHORITY ELDORET KIPTAGICH MPLS FIBER | MPLS | 95054464 | 60MBPS | 51,721.55 | 155,164.65 |
| 12 | KENYA REVENUE AUTHORITY MACHAKOS LOOP FIBER | MPLS | 95054476 | 6MBPS | 21,366.38 | 64,099.14 |
| 13 | KENYA REVENUE AUTHORITY- KIAMBU | MPLS | 95054474 | 10MBPS | 25,432.76 | 76,298.28 |
| 14 | KENYA REVENUE AUTHORITY NAKURU KPC MICROWAVE | MPLS | 95054480 | 5MBPS | 20,357.76 | 61,073.28 |
| 15 | KENYA REVENUE AUTHORITY- MARALAL | MPLS | 95044900 | 20MBPS | 64,660.34 | 193,981.02 |
| 16 | KENYA REVENUE AUTHORITY THIKA-WIMAX | MPLS | 95096537 | 30MBPS | 50,000.00 | 150,000.00 |
| 17 | KENYA REVENUE AUTHORITY FORTIS-WESTLANDS LOOP FIBER | MPLS | 95054468 | 30MBPS | 29,997.41 | 89,992.23 |
| 18 | KENYA REVENUE AUTHORITY-CITY SQUARE PPO | MPLS | 95054485 | 10MBPS | 25,439.66 | 76,318.98 |
| 19 | KENYA SCHOOL OF REVENUE -FIBER | INTERNET | 95021939 | 10MBPS | 15,300.00 | 45,900.00 |
| 20 | KENYA REVENUE AUTHORITY VOI CERAGON | MPLS | 95054486 | 5MBPS | 20,000.00 | 60,000.00 |
| 21 | KENYA REVENUE AUTHORITY NANYUKI LOOP FIBER | MPLS | 95054481 | 5MBPS | 20,352.59 | 61,057.77 |
| 22 | KENYA REVENUE AUTHORITY KISII LOOP CERAGON | MPLS | 95054475 | 30MBPS | 30,062.07 | 90,186.21 |
| 23 | KENYA REVENUE AUTHORITY LUNGA LUNGA WIMAX | MPLS | 95096873 | 12MBPS | 69,997.41 | 209,992.23 |
| 24 | KENYA REVENUE AUTHORITY SHIMONI- WIMAX | MPLS | 95096132 | 10MBPS | 44,990.52 | 134,971.56 |
| 25 | KENYA REVENUE AUTHORITY NAIVASHA LOOP FIBER | MPLS | 95054478 | 5MBPS | 20,352.59 | 61,057.77 |
| 26 | KENYA REVENUE AUTHORITY FORODHA JKIA LOOP FIBER | MPLS | 95054467 | 10MBPS | 25,439.66 | 76,318.98 |
| 27 | KENYA REVENUE AUTHORITY ISIOLO LOOP MICROWAVE | MPLS | 95054470 | 20MBPS | 78,000.00 | 234,000.00 |
| 28 | KENYA REVENUE AUTHORITY - KILINDINI 20 MBPS MPLS | MPLS | 95065396 | 20MBPS | 72,414.00 | 217,242.00 |
| 29 | KENYA REVENUE AUTHORITY MBITA CERAGON | MPLS | 95060864 | 5MBPS | 19,997.41 | 59,992.23 |
| 30 | KENYA REVENUE AUTHORITY- KOPANGA | MPLS | 95044902 | 5MBPS | 29,304.31 | 87,912.93 |
| 31 | KENYA REVENUE AUTHORITY- NAROK-LOOP-CERAGON | MPLS | 95059102 | 20MBPS | 70,000.00 | 210,000.00 |
| 32 | KENYA REVENUE AUTHORITY- NAIVASHA ICD-MICROWAVE MPLS | MPLS | 95062310 | 10MBPS | 50,000.86 | 150,002.58 |
| 33 | KENYA REVENUE AUTHORITY CUSTOMS OFFICE- NAIROBI- NAMANGA WIMAX | MPLS | 95096687 | 12MBPS | 69,997.41 | 209,992.23 |
| 34 | KENYA REVENUE AUTHORITY JKIA ACHIL SHED LOOP FIBER | MPLS | 95054471 | 5MBPS | 20,352.59 | 61,057.77 |
| 35 | KENYA REVENUE AUTHORITY CUSTOMS OFFICE MALINDI-WIMAX | MPLS | 95001135 | 10MBPS | 60,006.03 | 180,018.09 |
| 36 | KENYA REVENUE AUTHORITY LOITOKTOK BORDER WIMAX | MPLS | 95001574 | 10MBPS | 60,006.03 | 180,018.09 |
| 37 | KENYA REVENUE AUTHORITY MURANGA - 15 MBPS MPLS | MPLS | 95061438 | 15MBPS | 18,504.31 | 55,512.93 |
| 38 | KENYA REVENUE AUTHORITY ISEBANIA-WIMAX | MPLS | 95096716 | 20MBPS | 70,000.00 | 210,000.00 |
| 39 | KENYA REVENUE AUTHORITY- TAVETA CERAGON | MPLS | 95035538 | 12MBPS | 69,997.41 | 209,992.23 |
| 40 | KENYA REVENUE AUTHORITY ELDORET KPC LOOP MICROWAVE | MPLS | 95054465 | 5MBPS | 20,357.76 | 61,073.28 |
| 41 | KENYA REVENUE AUTHORITY 30TH FLOOR 3001 | MPLS | 95006961 | 15MBPS | 11,274.36 | 33,823.08 |



| | | | | | | |
|---------------------------|--|----------|----------|---------|---------------------|---------------------|
| 42 | KENYA REVENUE AUTHORITY-MOYALE | MPLS | 95004140 | 20MBPS | 64,655.17 | 193,965.51 |
| 43 | KENYA REVENUE AUTHORITY-KILIFI MICROWAVE | MPLS | 95035537 | 10MBPS | 60,006.03 | 180,018.09 |
| 44 | KENYA REVENUE AUTHORITY JKIA SWISSPORT | MPLS | 95054472 | 5MBPS | 20,352.59 | 61,057.77 |
| 45 | KENYA REVENUE AUTHORITY KAKAMEGA LOOP CERAGON | MPLS | 95054473 | 25MBPS | 27,500.00 | 82,500.00 |
| 46 | KENYA REVENUE AUTHORITY USENGE 10 MBPS MPLS | MPLS | 95065397 | 10MBPS | 43,500.00 | 130,500.00 |
| 47 | KENYA REVENUE AUTHORITY NAKURU GENERATION LOOP FIBER | MPLS | 95054479 | 35MBPS | 35,862.07 | 107,586.21 |
| 48 | KENYA REVENUE AUTHORITY MOI AIRPORT MSA LOOP MICROWAVE | MPLS | 95054466 | 10MBPS | 25,432.76 | 76,298.28 |
| 49 | KENYA REVENUE AUTHORITY 25TH FLOOR 2575 | INTERNET | 95006963 | 15MBPS | 11,274.36 | 33,823.08 |
| 50 | KENYA REVENUE AUTHORITY MERU LOOP CERAGON | MPLS | 95054477 | 6MBPS | 21,366.38 | 64,099.14 |
| 51 | KENYA REVENUE AUTHORITY-LWAKHAKHA | MPLS | 95044903 | 5MBPS | 22,500.00 | 67,500.00 |
| 52 | KENYA REVENUE AUTHORITY PODO PARK-KESRA LOOP FIBER | MPLS | 95054484 | 30MBPS | 30,040.52 | 90,121.56 |
| 53 | KENYA REVENUE AUTHORITY-HQ-INTERNET | INTERNET | 95034216 | 180MBPS | 185,287.11 | 555,861.33 |
| 54 | KENYA REVENUE AUTHORITY -KAJIADO-LOOP-FIBER | MPLS | 95059101 | 4MBPS | 16,998.28 | 50,994.84 |
| 55 | KENYA REVENUE AUTHORITY-KERICHO FIBER | MPLS | 95022778 | 10MBPS | 60,006.03 | 180,018.09 |
| 56 | KENYA REVENUE AUTHORITY WIMAX-WAJIR TOWN | MPLS | 95004141 | 20MBPS | 64,655.17 | 193,965.51 |
| 57 | KENYA REVENUE AUTHORITY- DR BACKHAUL FIBRE | MPLS | 95038953 | 80MBPS | 93,504.31 | 280,512.93 |
| 58 | KENYA REVENUE AUTHORITY BUSIA-WIMAX | MPLS | 95096538 | 20MBPS | 82,200.00 | 246,600.00 |
| 59 | KENYA REVENUE AUTHORITY -SIAYA | MPLS | 95018756 | 10MBPS | 38,000.00 | 114,000.00 |
| 60 | KENYA REVENUE AUTHORITY -MIGORI | MPLS | NEW LINK | 20MBPS | 35,000.00 | 105,000.00 |
| 61 | KENYA REVENUE AUTHORITY -LAMU | MPLS | NEW LINK | 20MBPS | 42,840.00 | 128,520.00 |
| 62 | KENYA REVENUE AUTHORITY -ATHI RIVER EPZ | MPLS | NEW LINK | 20MBPS | 42,840.00 | 128,520.00 |
| 63 | KENYA REVENUE AUTHORITY -SIP REDUNDANCY CBC | MPLS | NEW LINK | 5MBPS | 15,000.00 | 45,000.00 |
| Total Amount (KES) | | | | | 2,824,159.13 | 8,472,477.39 |

3. Obligations of the Client

During the SLA lifecycle, **the Client** shall undertake the following obligations:

- 3.1 Monitor the links and report any observed incident through the service provider's portal, mail or through a call
- 3.2 Provide physical access to the service provider as may be requested
- 3.3 Provide secure space and cooling for installed equipment
- 3.4 Provide a single point of contact for incident reporting and resolution (request fulfilment).
- 3.5 Monitor SLA compliance.



4. Obligations of the Service Provider

During the SLA lifecycle, **the Service Provider** shall undertake the following obligations:

- 4.1 Ensure that links are up 24 hours, 7 days per week
- 4.2 Ensure that the services are rendered in accordance to the SLA commitments
- 4.3 Undertake all associated maintenance required for the operation of the Service upon appropriate notification to Customer
- 4.4 Provide requisite reports on service level performance

5. Billing

- 5.1 Billing will commence upon successful commissioning and activation of the service signified by the receipt of a duly signed Service Connectivity Completion Form ("SCCF"). In the absence of or in the event of delay in delivery of the SCCF to Service provider, billing will be initiated on the activation day after notification of KRA that the link is active for billing.
- 5.2 The Service Provider upon calculation of service credits will make billing upfront on quarterly basis where applicable.
- 5.3 Payment to be made to the Service Provider upfront on a quarterly basis.
- 5.4 The Service Provider **SHALL NOT** effect any disconnections of the KRA service before escalation of such actions to the Chief Manager IT Infrastructure, Manager service level Management and business perspective and **FINAL CONSENT** obtained from Deputy Commissioner, ICT.

6. Service Availability, Reports and Service Credits

- 6.1 The Service provider guarantees the client 99.0% service availability per link.

- 6.2 The methodology for measuring Service Availability (SA) is as follows:

$$SA\% = \frac{\text{Total available Time (TAT)} - \text{Total Unavailable Time (TUT)}}{\text{Total available Time (TAT)}} \times 100$$

Total available Time (TAT)

- 6.3 Performance reports shall be obtained from the incidents and problem management tools at the Client's premises.
- 6.4 The Service Provider Support Team shall thoroughly investigate the causes of failure and generate a monthly Service Availability Report ("SAR"). The SAR will be presented to KRA for review and discussions to take place with all interested parties with the aim of improving the level of Service Availability to KRA.
- 6.5 The Service Provider shall provide quarterly and ad hoc reports to the Client detailing activity in the last quarter period, incidents reported and SLAs compliance level for each service, number of problems outstanding beyond target in each Priority, upgrades/improvements planned and proposed changes to maintenance schedules.
- 6.6 All scheduled maintenance periods will be communicated to the Client in a timely manner to allow prepare for possible disruption or changes. Planned outages are generally scheduled and performed on Sundays or at night. Work scheduled outside of this window should have explicit sign-off and advance warning to the Client.
- 6.7 Service Credits shall be calculated and allocated annually and credited on the next quarterly invoice. The Service Credits shall appear as a credit on the invoice and shall be off-set against Charges. Where no future invoice is due, payment will be made separately to the Client within 30 days of calculation of the Service Credit.

Overall, service availability and associated service credits are indicated in **Table 2** below

Table 2: Service Availability Levels

| Performance Measurement | Measurement Target | Measurement Period | Service Credits QSC = Quarterly Service Charge |
|-------------------------|--------------------|---|---|
| Service Availability | 99.0% | Per Service line, calculated for previous Quarterly Billing cycle | 97% to 99.0%= 10% of SC; 95% to 99.0%= 25% of SC; 90% to 99.0%= 50% of SC; 85% to 99.0%= 80% of SC; ≤84.9% = 100% of SC and right to terminate. |

6.8 In no event shall any Interruption Credit be given in respect of any Service Outage or Performance Degradation:

- 6.8.1 Where the Customer has overloaded beyond 98% of the allocated bandwidth for the Service or that is caused by:
- 6.8.2 Any Service Outage or Performance Degradation which is not reported to the Service Provider in accordance to the procedures defined in this SLA
- 6.8.3 Where the services (KRA connected devices & services) connected to the dark fibre service ports are offline due to scheduled equipment maintenance, equipment failure or offline due to any reason other than dark fibre equipment or link failure.
- 6.8.4 The failure or non-performance of Customer Equipment or other equipment or facilities of the Customer, including but not limited to the Service Location(s).
- 6.8.5 Any act or omission of the Customer, its employees, agents or contractors;
- 6.8.6 Any reasonable period during which the Service Provider interrupts a Service in order to perform scheduled or emergency testing, maintenance and adjustments in accordance with the terms of the Agreement; or
- 6.8.7 Any cause outside the Service Provider's reasonable control, or any circumstances other than those set out in this SLA.

7. Fault Reporting, Response and Closure

- 7.1 The client will monitor the service for event disruptions that will affect quality service delivery.
- 7.2 All events will trigger a "Trouble Ticket" to log all service related events to service desk.
- 7.3 All Faults, whether identified by Service provider or reported by KRA, shall be recorded by Service provider on a Fault logging system and be allocated a unique Fault number. This Fault number shall be provided to the KRA when the Fault is reported and shall then be used as a common reference for all subsequent Fault resolution activity.
- 7.4 Fault logs will include, amongst others, the following details: Reference number, time reported, reported by whom, equipment/ service affected, symptoms, action taken, time restored, root cause of the problem and comments.
- 7.5 The service provider's Customer Service and Incidents Management will be available to the Client on a twenty-four hours a day, seven days a week three hundred and sixty-five days a year (24/7/365) basis.
- 7.6 Where KRA has logged a fault, Service provider shall respond within the times set out in Table 3 below confirming allocation of resource to investigate the fault and actions to be taken including timescales where possible.

- 7.7 The service provider shall: in respect of all faults where it is necessary to undertake repair or rectification work at KRA Site, notify KRA as soon as Service provider' engineering personnel arrive at Site; and notify KRA immediately if Service provider considers that it will not be possible to repair or rectify the fault within the timescales set out in **Table 3**

Table 3: Priority Levels

| Priority | Description | Reporting Requirement | Response Time | Resolution Time |
|-----------------------------------|--|--|-------------------|-------------------|
| PRIORITY 1 (Critical Impact) | Primary backbone route down or service down; Client Network down; IS security issue | Full root cause analysis shall be performed to provide a Schedule for Service Degradation and Improvement | Within 5 minutes | Within 30 minutes |
| PRIORITY 2 (High Impact) | Service impaired or backbone secondary route down; Client Network Impaired | Full root cause analysis shall be performed to provide a Schedule for Service Degradation and Improvement. | Within 5 minutes | Within 2 hours |
| PRIORITY 3 (Moderate Impact) | All other faults | Full root cause analysis performed as referred to with service Degradation and Improvement schedule | Within 30 minutes | Within 4 hours |
| PRIORITY 4 (Minimal Impact) | Request for information and/ or investigation in respect to the Access Network | Root cause analysis performed on the affected component/ Report provided as requested | Within 2 hours | Within 24 hours |
| PRIORITY 5 (Scheduled Process) | Work can continue but there upgrades scheduled replacements/ relocations/ new installations/equipment repair | Root cause analysis performed on the affected component/ Report provided as requested | Within 1 Day | Within 48 Hrs |

- 7.8 KRA may at any stage after a fault has been logged initiate the Fault escalation process. Escalation contacts will be as indicated in **Table 4**.
- 7.9 Fault reports shall only be closed with the agreement of KRA. Although closed for the purposes of this Agreement, a Fault may be kept open by KRA in order to progress other activities not related to the Fault Repair Time. The exact Fault duration and cause shall be discussed openly and frankly between the Parties at the time of closure. Failure to meet the Fault Repair Time set out in **Table 3** shall result in the payment of Service Credits in accordance with **Table 2**.
- 7.10 For the purposes of change or modification of services, the persons authorized to provide or receive notices of Service Outage or Performance Degradation and related responses and documentation are listed in **Table 5** (Client's Escalation contacts).

8. Service Review Meetings

Service Review Meetings may be called at the request of either party. Periodic review meetings will take place bi-annually. Either party may call for Emergency Service Review Meetings upon a minimum of 3 days' notice. At periodic service review meetings, the agenda may include SLAs performance reviews, Changes and Improvements, Costs and Charging, Administrative and Planning issues.

9. Information Systems Security

The parties agree to work together to ensure that security requirements are fully implemented. The implementation should adhere to the provisions of the Authority's Information Security policies, procedures, standards and guidelines. The Contractor shall fill out and sign the Vendor Security Compliance Checklist.

10. Confidentiality

- 10.1 The service provider, its employees, agents and or independent Contractors acknowledge that in dealing with the Authority pursuant to this agreement, it may come across information, which is confidential and proprietary to the Client, disclosure or use of which might result in damages or loss to the Client business or affairs of the Client. It is therefore agreed that the service provider shall keep all such information confidential and will not disclose the same without the Client's prior written consent. For the avoidance of doubt, it is agreed that the provisions of this clause shall survive the termination of this Agreement
- 10.2 The service provider shall sign the prescribed non-disclosure agreement (NDA) attached to this agreement, **Annex I**, and upon which they shall be issued with access control pass whenever necessary during the subsistence of this Agreement
- 10.3 The service provider will ensure all its employees, agents and contractors are well informed of the NDA and terms thereof, and provide communication to the client of any employee changes. The NDA remains in effect even after the existence of this contract.

11. Suspension of Services

KENYA REVENUE AUTHORITY reserves the right to suspend the services covered in this SLA, by issuing, in writing, one (1) month notice to the service provider, if in its own opinion KRA feels that the performance of the services rendered is inadequate.

12. Dispute Resolution and Arbitration

Any dispute or difference arising between the parties as to the meaning or construction of this Agreement shall be referred to arbitration. In that event, each party will appoint two representatives and the representatives will agree on one Arbitrator. In all other respects the proceedings shall be regulated by the provisions of the Arbitration Act and any statutory modification or re-enactment thereof. The decisions of the arbitrator shall be final and binding on all the parties.

13. Duration

The SLA shall be in force from _____ to _____ in line with the contract/ framework agreement. Either party shall have the right to terminate or suspend its obligations under the SLA if the other party defaults in the performance of any obligation under the contract/ framework agreement. Any amendment to this agreement will require approval of both parties and will take place through an addendum to this agreement which will be recorded as an Appendix to this agreement.

14. Governing Law

The SLA shall be governed by and construed in accordance with the laws of Kenya.

15. Service Provider Contacts and Escalation Matrix

Table 4: Service Provider Contacts and Escalation Matrix

Calls for service should be made to the provided contacts. Where necessary the escalation should be made as per the matrix below.

| Escalation Level | Function: | Timelines: | Contact: |
|-----------------------------|---|------------|---|
| 1st Level | Platinum Engineer | Immediate | Names: Joel Kipsang Too Phone: 0721664169 Email: jktoo@safaricom.co.ke |
| 2nd Level | Relationship Manager | 1 hr | Names: Mkala Kauli Phone: 0722781493 Email: mkauli@safaricom.co.ke |
| 3rd Level | Senior Manager - Enterprise Services Support. | 12 Hrs | Names: Fredrick Chacha Meni Phone: 0721530953 Email: fchacha@safaricom.co.ke |

Table 5: Client Contacts and Escalation Matrix

| Escalation Level | Function | Contact |
|------------------|------------------------------|---|
| KRA Contact 1 | ICT Service Desk | Email: servicedesk@kra.go.ke Phone: 020 2816100/ 0709 012 000 |
| KRA Contact 2 | KRA Business User | Name: Wahiire Kanake Email: wahiire.kanake@kra.go.ke Office: +254 709 111 850 Mobile: +254 722 877 099 |
| KRA Contact 3 | Head, ICT Service Management | Name: Edwin Oyuchio Email: Edwin.oyuchio@kra.go.ke Office: +254 709 013 204 Mobile: +254 722 629 324 |
| KRA Contact 4 | Head, ICT IT Infrastructure | Name: Kevin Kiptoo Email: k.kiptoo@kra.go.ke Office: +254 709 017 036 Mobile: +254 728 438 852 |
| KRA Contact 5 | Deputy Commissioner, ICT | Name: Deputy Commissioner - ICT Email: dcict@kra.go.ke Office: +254 709 017 080 / +254 709 017 124 |



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Signatures:

IN WITNESS WHEREOF the authorized representatives of the parties have set their hands here on the day herein before mentioned.

KRA

The Service Provider

Name: _____

Name: _____

Position: _____

Position: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Name: _____

Name: _____

Position: _____

Position: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Witness

Witness

Name: _____

Name: _____

Position: _____

Position: _____

Signature: _____

Signature: _____

Date: _____

Date: _____