SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS

Title of Assignment: Consultancy for Development of the Conflict Tracking and Analysis Tool (CON-TAT)

Reference Number: SADC/3/5/2/420

Date; 30 October 2025

Find below latest responses to clarifications:

S/N	Clarification Sought	Response Made
1.	Does SADC intend Con-TAT to run entirely on-premises, or would a hybrid model (cloud-hosted frontend with on-prem data storage) be acceptable?	The preferred deployment is **on-premises at SADC Headquarters (Gaborone)** within the Secretariat's data centre for full data sovereignty and control. However, hybrid **architecture** (cloud-based frontend with secure on-prem data storage) may be considered if it improves scalability, performance, and redundancy, subject to compliance with SADC ICT and data protection policies.
2.	Should the system handle real-time ingestion from multiple Member States simultaneously? If so, what is the expected data volume and frequency?	**Yes.** The platform must support **simultaneous data submissions** from all 16 SADC Member States. Expected volume: 100–200 indicator records per day per Member State during active monitoring periods (e.g., elections or crisis events). The system must support real-time ingestion and near-real-time analytics.
3.	Are existing APIs available for CEWS and AMM systems, or will these require custom connectors?	CEWS provides a limited REST API via AU's data exchange gateway. AMM currently has no public API, so a **custom connector or middleware** will be required. Data mapping standards to be defined jointly with AU CEWS and SADC ICT units.
4.	Does SADC expect the platform to integrate other data sources beyond CEWS and AMM (e.g., ACLED)? Do these have APIs?	**Yes.** SADC expects integration with external datasets such as **ACLED**, **UNDP Crisis Watch**, and **regional election data feeds** to enrich analysis. Most provide APIs, though **custom adapters** may be needed for harmonisation with SADC schemas.
5.	If additional data sources are expected, does SADC have or plan to procure licenses, or should costs be built into the proposal?	SADC currently does not hold proprietary data licenses for certain external sources. Contractors are therefore expected to design the system with flexibility for future integration of such data sources and, where applicable, include provisions or cost estimates for potential licensing and API access (e.g., ACLED Premium API) within their proposals.

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6.	Does SADC have a preferred technology stack (e.g., Python)?	SADC ICT Unit prefers **open-source, vendor-neutral technologies**. Python or Node.js are acceptable for backend development; PostgreSQL for the database; and modern frontend frameworks (React, Angular, or Vue). Solutions should run on Ubuntu LTS servers or, if necessary, Windows, in line with SADC's standard environment.
7.	Should the database support geospatial extensions (e.g., PostGIS) for conflict mapping?	**Yes.** The system must support geospatial extensions, such as PostGIS, for mapping incidents, hotspots, and early warning indicators, and integrate with GIS layers from AU CEWS and REWC.
8.	Are there regional data protection laws or SADC protocols guiding encryption and access control?	**Yes.** The system must comply with SADC ICT Security Policy, Botswana Data Protection Act (2021), and align with ISO/IEC 27001 principles. Encryption (AES-256), HTTPS/TLS 1.2+, MFA, and RBAC are mandatory.
9.	What is the anticipated number of concurrent users (field reporters vs analysts)?	Up to 50 concurrent users, including 100 field reporters and 50 analysts/admins. During peak events (e.g., elections), the system should handle spikes up to 200 concurrent sessions.
10.	Should the system support role-based access control (RBAC) with different data visibility per Member State?	**Yes.** The platform must include RBAC with granular permissions. Member States can access and update only their own data, while Secretariat analysts and administrators have regional and aggregated views.
11.	Will SADC provide translation for multilingual UI, or should that be part of the contractor's deliverables?	The contractor is expected to **include multilingual support** (English, French, Portuguese, Swahili) as part of the deliverables. SADC will assist with translation validation and terminology alignment.
12.	Does the prime/bid coordinator need to be a company, or can it be an independent consultant?	The lead bidder must be a registered company or consulting firm capable of contracting with SADC. Independent consultants may participate as team members or subcontractors, but not as the primary contracting entity.
13.	Does the company need 5 years of experience itself, or does this refer to the personnel?	The company/firm should demonstrate at least **5 years of institutional experience** delivering ICT systems or data analytics platforms. The experience of key personnel will complement, not substitute, this requirement.
14.	What are the specific integration requirements for CEWS, AMM, and other systems mentioned in the ToR? Are APIs already available, or do they need to be	CEWS and AMM both expose limited REST or SOAP APIs through AU data exchange frameworks; however, Con-TAT may require custom middleware connectors. Estimated 4–6 integrations (CEWS, AMM, SADC M&E, RCTC, REWC, and GIS platform). Interactions are expected to be bidirectional

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	developed? How many distinct integrations are there, and what is the nature of the interaction?	(sync and query) with both push and pull capabilities for incident, indicator, and alert data.
15.	What existing data needs to be migrated into Con-TAT, including approximate volume, format, quality, and sources?	Historical datasets from the Conflict Indicators Database, SEOM observation forms, and Excel-based regional reports (approx. 10–15 GB combined). Formats: CSV, XLSX, and some JSON exports. Data quality: moderate (it requires cleaning and standardisation). Source systems: RCTC database, AU CEWS feeds, and REWC submissions.
16.	What is the expected data load for the platform in terms of data volume?	Initially, 100 GB of structured and unstructured data per year (growing at 10 GB annually). Designed to scale to 1 TB within 5 years with on-premises storage, but with capabilities of cloud or hybrid storage.
17.	Who has final sign-off authority on each delivery? What are the roles of the Project Manager, Project Board, and Director of the Organ? Will there be a single focal point?	**Project Manager (SADC Secretariat ICT/Peace & Security):** operational approval and day-to-day coordination. **Project Board:** strategic oversight, budget validation, milestone endorsement. **Director of the Organ:** final sign-off on all major deliverables and contractual acceptance. A single SADC focal point will be appointed to coordinate daily communications and technical clarifications.
18.	Who are the key stakeholders to be consulted during requirements gathering, design validation, and UAT?	**Key stakeholders:** SADC Secretariat (ICT, Organ, RCTC, REWC, Strategic Planning Units), AU CEWS technical team, Member State Early Warning Units. During UAT, Member State representatives and regional analysts participate as test users.
19.	How many users need to be trained, and across how many Member States?	Approx. 50 users across all 16 SADC Member States and Secretariat staff. Training is divided into basic (data entry) and advanced (analysis/dashboard) levels.
20.	Will training be in-person, remote, or hybrid? Who covers costs?	**Hybrid approach:** initial remote sessions followed by an in-person regional workshop. Where travel of the consultant will be required for approved training sessions, SADC Secretariat will cover costs for all travel associated costs as per SADC Secretariat travel policy.
21.	The ToR requires evidence of at least two similar projects in the past five years is this strict?	*Yes,* this is part of technical evaluation. Evidence (contracts, reference letters, completion or certificates) must demonstrate experience with early warning, crisis response, or analytical platforms of comparable scale.

End of Responses

Southern African Development Community

CBD Plot 54385

Phone: (267) 395 1863 | Fax: (267) 397-2 848

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Signature Request ID:	370c1099-66f0-40a8-a4ff-34f9042ee769	Timestamp:	2025-10-29 19:18:53 GMT
Signee Name:	Thomas Chabwera	Sender Name:	Thomas Chabwera
Request Type:	WebSigning	Request Status:	WEBVIEWER SIGNED

Original Document

Document Name:	Clarifications No 1_Conflict Tracking Tool.pdf	Document Size:	279.8 KB

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Signee GPS (if shared):	ZA: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/141.0.0.0 Safari/537.36	Terms Accepted Timestamp:	2025-10-29 19:17:04 GMT

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Attached Document Name:	20251029T191852.850611Z Clarifications No 1_Conflict Tracking Tool.pdf	Attached Timestamp:	2025-10-29 19:18:53 GMT