

Date: 20-10-2026

To Whom It May Concern

Recommendation Letter

This letter is issued at the request of **Tech Bay IT Solutions W.L.L.**

We hereby confirm that **Tech Bay IT Solutions W.L.L.** has been engaged by **Kalaam Telecom** as a service provider for **Benefit Fawateer payment gateway Integration**. The project commenced on 01-Mach-2023 and is **currently support is ongoing**.

Throughout our engagement, Tech Bay IT Solutions W.L.L. has demonstrated professionalism, technical competence, commitment, and responsiveness in delivering their services. Their team has maintained effective communication, adhered to project requirements, and has shown a high level of cooperation and dedication.

Based on our experience, we are satisfied with the services provided by Tech Bay IT Solutions W.L.L. and consider them to be a reliable and capable service provider. We have no hesitation in recommending them for similar IT projects and professional services.

This recommendation letter is issued at the request of **Tech Bay IT Solutions W.L.L.** to support their participation in government tenders. As part of the tender submission and evaluation process, bidders may be required to provide supporting documentation demonstrating their relevant experience and successful completion of previous projects. Accordingly, this letter is issued to confirm our experience working with **Tech Bay IT Solutions W.L.L.** and to support their qualification and evaluation process.

This reference reflects solely our experience with Tech Bay IT Solutions W.L.L. in the engagement described above and is provided for information purposes only. It does not constitute any warranty or guarantee of its future performance or suitability for any other engagement. Any recipient considering their appointment should undertake its own independent assessment and do so at its own discretion and risk, without reliance on this letter as an assurance of performance or suitability. We accept no responsibility or liability arising from any such appointment or the services provided.

Yours faithfully,

Mahmood Hamood Yusuf
Head of Digital

Kalaam Telecom