

ADDENDUM "SET 1"

11th August 2021.

To all Prospective bidders,

REF: TENDER NO.KRA/HQS/NCB -073 /2020-2021 – PROVISION OF THREE (3) YEAR LICENSE RENEWAL AND ANNUAL SUPPORT AND MAINTENANCE FOR NEW DATA CENTRE IT INFRASTRUCTURE.

Kenya Revenue Authority wishes to inform prospective bidders of the clarifications / addendum highlighted below:

S/No	Page No	Section	Tender Specification	Query	KRA Response
1	22	ITT 8.2	The tendered bids requested to submit any request for clarification in writing on or before 30th August, 2021 to eprocurement@kra.go.ke	We believe that this is a typo error and last date for clarification is 30th July and not 20th Aug. Please confirm	This is confirmed to be a typo.
2	23	ITT 13.1	ITT 13.1 No work plan is required in this procurement except an indication of the delivery time	The information is conflicting with the details asked in evaluation section. Please suggest if work plan is desired.	Provide a work plan for the delivery of the procurement items. Refer to No 3 below.
3	28	TABLE 2: Evaluation Attribute	b)Work plan (Bidder SHOULD provide one(1) year work plan for the delivery of the service – 4 Marks	Please confirm if KRA is looking for work plan on per lot basis on a single work plan for all lots. Please confirm	The bidders are expected to quote for all the lots. The work plan submitted should be for all the lots.







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4	29	Table 1: SOFTWARE AND PARTNERSHIP REQUIREMENT	2-License quantity Licenses provided MUST cover ALL the Part Numbers, Products and Stock Keeping Units (SKU) in Tables 5, 6 and 7	We could not find table 5, 6, 7 Please suggest if there are separate annexures for the same.	The referenced Part number and SKU are on the PRODUCTS, EQUIPMENT AND PARTS SUPPORT SCHEDULE from page 62- 68
5	29	Table 1: SOFTWARE AND PARTNERSHIP REQUIREMENT	4- Manufacturers OEM Support All Equipment and Services MUST be covered under manufacturer's direct premium technical support services, including Accelerated hardware replacement options, Operating system updates, direct access to Manufacturer's technical assistance team, online troubleshooting / support tools .This includes equipment Part Numbers, Products and Stock Keeping Units (SKU) in Tables 5, 6 and 7	We could not find table 5, 6, 7 Please suggest if there are separate annexures for the same.	The referenced Part number and SKU are on the PRODUCTS, EQUIPMENT AND PARTS SUPPORT SCHEDULE from page 62- 68

6	29	<p>Table 1: SOFTWARE AND PARTNERSHIP REQUIREMENT</p>	<p>5 -Configuration, optimization Maintenance and Support</p> <p>Successful bidder MUST provide three (3) years onsite Implementation, Maintenance and Support Service Level Agreement(SLA) covering all Software, ,Part Numbers, Products and Stock Keeping Units (SKU) in Tables 5, 6 and 7</p>	<p>We could not find table 5,6,7 Please suggest if there are separate annexures for the same.</p>	<p>The referenced Part number and SKU are on the PRODUCTS, EQUIPMENT AND PARTS SUPPORT SCHEDULE from page 62- 68</p>
7	29	<p>Table 1: SOFTWARE AND PARTNERSHIP REQUIREMENT</p>	<p>3-OEM Partnerships Successful bidder MUST be rated as a premier partner or above. Successful bidder MUST also have Value Added Reseller AND Managed Service Provider Partnerships.</p>	<p>We like to highlight that all OEM for whom the renewal cost has to be quoted for this RFP do not follow the partnership levels asked in this clause. For example, some OEM follow - One Star, Two Star, Three Star partnership level and Some Vendors follow Bronze, Silver and Gold Partnership levels.</p> <p>It will be difficult for any single bidder to meet both these mandatory clauses. We request KRA to relax this requirement as below</p> <p>"The bidder MUST be a confirmed partner of the OEM." Documentary proof in the form of Manufacturer letter/Accreditation certificate should be provided.</p>	<p>The requirements for OEM Partnership to be replaced with</p> <p>"Successful bidder should have Value Added Reseller or Managed Service Provider Partnerships or equivalent"</p> 

8	30	TABLE NO.2: HARDWARE AND TECHNICAL REQUIREMENTS	3-Onsite troubleshooting and support Successful bidder will be required to provide 24x7 NBD onsite support and troubleshooting so as to ensure that the solution is fully operational at all times.	The clause requirement is contradictory to the requirements mentioned on Table-3. Page 31 Please confirm if requirement is for 24x7 NBD or 8x5 NBD.	The requirement is for 24x7 NBD onsite support and troubleshooting to ensure that the solution is operational at all times.
9	31	Table 3: CLAUSE BY CLAUSE TECHNICAL REQUIREMENTS	4 -Provision of maintenance and support • Successful bidder will be expected to provide an SLA covering the entire IT solutions for a contract period of three (3) years, renewable annually. This includes periodic solution review and maintenance, Hardware, equipment and parts maintenance and upgrades, and 8x5xNBD on-site support.	The clause requirement is contradictory to the requirements mentioned on Table-2. Page no 30 Please confirm if requirement is for 24x7 NBD or 8x5 NBD.	The requirement is for 24x7 NBD onsite support and troubleshooting to ensure that the solution is operational at all times.
10	31	Table 3: CLAUSE BY CLAUSE TECHNICAL REQUIREMENTS	5 -Provision of Work Plan • The bidder should provide a detailed work plan for the supply, delivery, installation, testing, system integration and provision of all other requested services for the successful implementation of the entire IT infrastructure solution.	Please confirm if KRA is looking for work plan on per lot basis on a single work plan for all lots. Please confirm	The bidders are expected to quote for all the lots. The work plan submitted should be for all the lots.

11	58	SECTION VII- PRICE SCHEDULE	<p>Instructions to Bidders:</p> <p>1. Bidders MUST complete the Table below in the format provided.</p> <p>· NB: A three (3) year contract period, PAYABLE ANNUALLY applies to all Licenses and Support Services under this procurement. Bidders should strictly provide their annual costs as provided in the price schedule table.</p>	<p>KRA is looking for bidders to quote for renewal cost for hardware and software for Year-1 (2021-2022), Year-2(2022-2023) and year-3(2023-2024).</p> <p>Please suggest how bidders are supposed to quote for any products/software that is declared End of Support or will be declared end of support during framework period of 2021-2024. Please suggest</p>	<p>Bidders are to quote for the period the product is supported by the OEM and indicated the End of Support of the affected products</p>
12	58	SECTION VII- PRICE SCHEDULE	<p>Instructions to Bidders:</p> <p>1. Bidders MUST complete the Table below in the format provided.</p> <p>· NB: A three (3) year contract period, PAYABLE ANNUALLY applies to all Licenses and Support Services under this procurement. Bidders should strictly provide their annual costs as provided in the price schedule table.</p>	<p>KRA is looking for bidders to quote for renewal cost for hardware and software for Year-1 (2021-2022), Year-2(2022-2023) and year-3(2023-2024).</p> <p>We assume that Renewal Anniversary Dates are Year-1 - 30th Aug 2021 till 29th Aug 2022 Year-2- 30th Aug 2022 till 29th Aug 2023 Year-3- 30 Aug 2023 till 29th Aug 2024 Please confirm</p>	<p>The renewal anniversary will commence upon conclusion of procurement (award and contracting with the successful bidder)</p>
13	62	PRODUCTS, EQUIPMENT AND PARTS SUPPORT SCHEDULE	<p>LOT 1: CHECKPOINT SOLUTIONS</p>	<p>Please share the Serial No for the appliances for DC and DR to create renewal costing</p>	<p>The Part Numbers for the procurement items are provided in pages 62-68.</p> 



14	62	PRODUCTS, EQUIPMENT AND PARTS SUPPORT SCHEDULE	LOT 1: CHECKPOINT SOLUTIONS	We understand that bidder has to quote for the renewal of the BOQ mentioned on the page no 62 for support and subscriptions for 3 Years, Payable annually. Please confirm	Confirmed. The BOQ is as indicated pages 62-68
15	66	PRODUCTS, EQUIPMENT AND PARTS SUPPORT SCHEDULE	LOT 4: VIRTUALIZATION SOFTWARE	Please confirm if the BOQ shared for virtualization is complete and includes all licenses, support and subscriptions. Please confirm. If not, please share the complete BOQ.	See Addendum 1 LOT 4: VIRTUALIZATION SOFTWARE attached.
16	63	PRODUCTS, EQUIPMENT AND PARTS SUPPORT SCHEDULE	LOT3: NETWORK SOLUTIONS	Please share the Serial No for the appliances for DC and DR to create renewal costing	The provided information with specific part numbers is adequate for tendering.
17	66	PRODUCTS, EQUIPMENT AND PARTS SUPPORT SCHEDULE	LOT3: NETWORK SOLUTIONS 7. Application Delivery Controllers/Load Balancers: F5	Please share the Serial Nos for the appliances for DC and DR to create renewal costing Additionally the BOQ does not cover the licenses installed on the F5 appliance. Please share the same so that renewal for the same can be quoted.	Check Addendum 2 and 3 attached.
18	35	SECTION IV – TENDERING FORMS	2. 40% PERCENT RULE FORM (NOT APPLICABLE)	Please confirm what details needs to be provided by Bidder. Can we assume that this is not applicable for this RFP. Please confirm	This requirement is not applicable on this Tender

19	45	7 APPENDIX 1 - FRAUD AND CORRUPTION	Description of the Methodology and Work Plan [in accordance with ITT 13.1] ii) Detailed Staffing Plan [Procuring Entity to insert more specific requirements, if any, for this section] on page 45	We understand that KRA is not looking for onsite deployment of resources for full time. KRA is looking for onsite support only during any incident. Please suggest what is desired from Staffing plan.	The staff planning are the staff that will be involved in the implementation of the project/solution
20				Kindly clarify with the whether the VMware renewals are for 3 yrs according to the Tender heading or 1 year according to the BOM	The VMware support and license renewal is 3 years, payable annually.
21				Kindly share the VMware contract number for KRA. All licenses have a contract number; all the quotes are pegged to the contract number since it's a renewal. Since we are not the partner that registered the original license, we will need the contract number to be able to get the renewal price from VMware and its distributional channel.	Please refer to VMware bill of materials, which is adequate for the bidding process.
22				The Cisco BOQ in the RFP is well outdated. The N7k, N5K & N2K in the BoQ are end of sale. Kindly provide us with appropriate BOQ.	The terms of reference for the RFP is renewal of support and licensing and the affected products are still supported by the OEM.

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23				Please see below further clarification question on LOT 4 1. Re this license new or is this a renewal request 2. Clarify on the support period by the OEM, is it 1 year or 3 years?	3 years, payable annually.
24				Kindly clarify on whether the bidder can respond to 1 or 2 lots or we are expected to bid for all lots.	Bidders expected to quote for all the LOTS
25				OEM Partnerships- Successful bidder MUST be rated as premier partner or above. Please note that Premier partner applies to CISCO only, other vendors use different terminologies	Refers to clarification on item No 7 above.
26				Kindly assist us with serial numbers/ existing contract numbers for LOT3.	Check Addendum 2 and 3 attached.

**ADDENDUM FOR PRODUCTS, EQUIPMENT AND PARTS SUPPORT SCHEDULE FOR LOT 4
LOT 4: VIRTUALIZATION SOFTWARE**

PART NO	ITEM/FEATURE	QTY	Bidder's Response
	1. VMWARE SOFTWARE LICENSES		
VS6-OEPL-C	VMware vSphere 6 with Operations Management Enterprise Plus for 1 processor	184	
VS6-OEPL-P-SSS-C	Production Support/Subscription VMware vSphere 6 with Operations Management Enterprise Plus	184	

VCS6-STD-C	VMware vCenter Server 6 Standard for vSphere 6 (Per Instance)	3	
VCS6-STD-P-SSS-C	Production Support/Subscription VMware vCenter Server 6 Standard for vSphere 6 (Per Instance)	3	

ADDENDUM on : LOT3: NETWORK SOLUTIONS:

Application Delivery Controllers/Load Balancers: F5 Licenses

No	Material/License	Quantity
1	F5-BIQ-VE-LOG-NODE	4
2	F5-BIQ-VE-S	2
3	F5-ADD-BIG-AFM-I5XXX	8
4	F5-ADD-BIG-DNS	4
5	F5-ADD-BIG-AWF-I5XXX	8
6	F5-ADDBIGAWFABMI5XXX	8
7	F5-SBS-BIG-IPI-5-3YR	8

ADDENDUM on : LOT3: NETWORK SOLUTIONS:

Application Delivery Controllers/Load Balancers: F5 Serial Numbers

No	Serial Number
1	f5-uofl-vubx
2	f5-qjks-qklx
3	f5-ualp-fzyg
4	f5-rpbv-dcmv
5	f5-mhgz-ouny
6	f5-vksl-sizu
7	f5-phyy-jqzb
8	f5-tpqu-jpxy

[Handwritten Signature]



TENDER EXTENSION DATE

No	Tender Description	PREVIOUS TENDER CLOSING DATE	NEW TENDER CLOSING DATE
1.	KRA/HQS/NCB -073 /2020-2021 – PROVISION OF THREE (3) YEAR LICENSE RENEWAL AND ANNUAL SUPPORT AND MAINTENANCE FOR NEW DATA CENTRE IT INFRASTRUCTURE	12 th August, 2021 at 11.00 am Times Tower	26 th August, 2021 at 11.00 am Times Tower
2.	Note: Prospective bidders are hereby advised to align their Tender Security to the new tender opening date i.e 26th August, 2021 to be valid up to and including 26th August, 2022.		

The clarification / addendum form part of the bidding document and is binding to the bidder. All other terms and conditions of the tender remain the same. You are therefore required to immediately acknowledge the receipt of this addendum.

Regards,

Bernard Mwangi

For: Deputy Commissioner - Supply Chain Management

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