

**ADDENDUM SET 2**
**5<sup>th</sup> June 2024.**

To all Prospective bidders,

**REF: TENDER NO. KRA/HQS/NCB -075/2023-2024 – PROCUREMENT OF ENHANCED LICENSES, PROFESSIONAL SERVICES, SUPPORT AND MAINTENANCE SERVICES FOR CYBERARK PRIVILEGED ACCESS MANAGEMENT (PAM) SOLUTION**

Kenya Revenue Authority wishes to inform prospective bidders of the following amendments/clarifications:

Page No	Section	Description	Clarifications	KRA Response
46 of 189	8 OEM Partnership	Successful bidders MUST have attained a CERTIFIED or ADVANCED partnership Level with for CyberArk PAM OEM. Bidders MUST provide a letter from the OEM addressed to KRA indicating their partnership level and certifying that the bidder mandated to sell, implement and support the CyberArk PAM solution.	There are very limited partners in Kenya with partnership level asked in the RFP. This clause will restrict the participation for the RFP. Request KRA to relax the condition.	KRA runs enterprise class mission critical services on a 24*7*365 basis. To guarantee premium services to its customers, KRA technology vendors and partners are required to demonstrate industry proven capacity to support the services they are contracted provide. In this procurement, Bidders are required to demonstrate their ability to provide premium support for CyberArk PAM solution on a 24*7*365 by having attained a <b>CERTIFIED</b> or <b>ADVANCED</b> partnership Level for CyberArk PAM OEM.
Page 42 of 189	B. VENDOR EVALUATION	Bidder Experience Demonstrated experience through execution of at-least two (2) Privileged Access Management projects of similar scope and magnitude. Provide at least two (2) similar Projects/clients with more than one hundred (100) managed accounts, executed within the last five years (5) years 5 Marks for each project Bidders to submit recommendation letters for each project cited which should be supported by copies of signed Contracts or copies of signed LSOs. In addition, and the recommendation letters should have: is) Contacts: postal address, telephone and email of the contact person. ii) A brief description of the	Total Number of customer with 100 managed accounts in Kenya are very limited. Request KRA to allow references with 25 Managed Accounts and above for evaluation.	KRA runs enterprise class mission critical services on a 24*7*365 basis. To guarantee premium services to its customers, KRA technology vendors and partners are required to demonstrate industry proven capacity to support the services they are contracted provide. In this procurement, Bidders are required to demonstrate their experience in CyberArk PAM by having implemented <b>at least two (2) similar Projects with more than one hundred (100) managed accounts, executed</b> within the last five years (5) years from the tender closing date.





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		<ul style="list-style-type: none"> <li>project delivered</li> <li>· Submission of recommendation letters with corresponding LSO/ Contracts- 2.5 marks each</li> <li>· Brief description of the project- 2 marks each</li> <li>· Contact details - 0.5 marks each</li> </ul>		
Page 45 of 189	TABLE 2: MANDATORY TECHNICAL REQUIREMENTS.	<p>Development and integration of ten (10) custom connectors for internally developed and maintained systems.</p> <p>KRA runs several internally developed and maintained systems including applications and databases. In order to manage the privileged accounts in these systems, successful bidder will be required to provide (or develop) a minimum of ten (10) custom connectors for integration with the internally developed and maintained systems. The integrations will be required to pass an independent internal Quality Assurance (QA) and security testing process before acceptance. Details of the internally developed and maintained systems to be covered will be provided by KRA</p>	Please provide details of Application and User repository if possible to define the efforts for the customization and connector development.	Most of the Application and user repositories covered under this procurement are based on standard platforms including Java, Oracle and postgres. A list of systems to be covered will be provided to the successful bidder at implementation stage.
Page 47 of 189	14 TRAINING AND CAPACITY BUILDING	<p>Successful bidder MUST provide Manufacturer Authorized administrator training (classroom environment) for fifteen (15) KRA staff leading to a professional certification in the solution. Training proposals MUST include Course outline, duration and mode of delivery. Bidder MUST clearly indicate (and include) all costs associated with the training, including certification costs in the price schedule</p>	Please suggest if the bidder can provide Remote Instructor Lead training for the same.	Successful bidder <b>MUST</b> provide Manufacturer Authorized administrator training (classroom environment) for fifteen (15) KRA staff leading to a professional certification in the solution. <i>Prospective bidders are advised that Remote Instructor Lead training will be considered non responsive.</i>





Page No	Section	Description	Clarifications	KRA Response
Page 4 of 189	Page 4 of 189 TENDER NOTICE	Qualified and interested tenderers may obtain further information and inspect the Tender Documents during office hours 8:00am-5:00pm. Completed Bids are to be saved as PDF documents marked "KRA/HQS/NCB-075/2023-2024 Procurement of Enhanced Licenses, Professional Services, Support and Maintenance Services for CyberArk Privileged Access Management (PAM) Solution and submitted to the appropriate KRA E-procurement Web Portal found on the KRA website so as to be received on or before Friday, 7th June 2024 at 11.00 a.m.	Request KRA to extend the submission of the RFP by at least 2 Weeks.	Prospective bidders are advised that the tender opening date has been rescheduled from Friday, 7 <sup>th</sup> June 2024 to <b><u>Friday, 14<sup>th</sup> June 2024 at 11.00 a.m.</u></b>

**NOTE**

- **Bidders to take note of the revised tender opening date; Friday, 14<sup>th</sup> June 2024 at 1100hrs. (EAT)**
- Bidders are advised to acknowledge receipt of this addendum published and uploaded on the KRA Website on **5<sup>th</sup> June 2024 on [eprocurement@kra.go.ke](mailto:eprocurement@kra.go.ke).**
- To align their tender securities to be valid for three hundred and sixty five (365) days from the revised tender closing date, **i.e. valid until 14<sup>th</sup> June 2025.**

The Addendum form part of the bidding document and is binding to all bidders. 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 Mukundi

**For: Deputy Commissioner - Supply Chain Management**

