



KENYA REVENUE AUTHORITY

ISO 9001:2015 CERTIFIED

11th June 2024

ADDENDUM "SET 2"

KRA/HQS/NCB-077/2023-2024: PROVISION OF SUPPORT AND MAINTENANCE SERVICES FOR DATA CENTRE UPS AND BATTERY SYSTEM FOR A PERIOD OF TWO (2) YEARS

Kenya Revenue Authority wishes to inform prospective bidders on changes to the tender document's evaluation criteria as follows;

No.	Current Requirement	Amended Requirement
1.	Table A: Preliminary/Mandatory Evaluation Criteria	KRA wishes to notify prospective bidders that the Table A: Preliminary/Mandatory Evaluation Criteria has been expunged and been replaced with Amended Preliminary/Mandatory Evaluation Criteria , hereto attached.
2.	Table B: Vendor Evaluation Criteria	KRA wishes to notify prospective bidders that the Table B: Vendor Evaluation Criteria has been expunged and been replaced with Amended Vendor Evaluation Criteria , hereto attached.
3.	Table C: Technical Evaluation Criteria	KRA wishes to notify prospective bidders that the Table C: Technical Evaluation Criteria has been expunged and been replaced with Amended Technical Criteria , hereto attached.
4.	Mandatory Site Visit	KRA wishes to notify prospective bidders that a Mandatory Site Visit has been scheduled for Friday, 14th June 2024 at 11.00 am at Ushuru Pension Towers (formerly Corporate Business Park), Upper Hill. A site visit form, which MUST be filled, signed and stamped is hereto attached and marked as Annex I
5.	Tender Closing Date	KRA wishes to notify prospective bidders that the Tender Closing date has been extended to close on Thursday, 20th June 2024 at 11.00 am at Times Tower 21st floor Meeting Room 1

The clarification forms 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,

Rhodah Nzovila.

FOR: DEPUTY COMMISSIONER - SUPPLY CHAIN MANAGEMENT

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AMENDED PRELIMINARY/MANDATORY EVALUATION CRITERIA

1.	Form of Tender duly filled, signed and stamped.
2.	A detailed filled, signed & stamped price schedule for services.
3.	<p>Tender Security of Kshs.100,000.00 valid for 365 days from the date of tender closing i.e. 19th June 2025</p> <p>An original hard copy of the bid security shall be dropped in the Tender Security Box located at Ground Floor, Times Tower Building. This should be in a sealed envelope bearing the Tender Number and Description and addressed to the address indicated above.</p> <p>Where a bidder submits digital tender security, it MUST be verifiable in form of QR code or an online portal and must be submitted in the notes and attachments folder.</p>
4.	Power of Attorney (except for sole proprietors)
5.	Company Profile; <ul style="list-style-type: none">• Certificate of Incorporation/ Registration.
6.	Bidder MUST submit an authentic Manufacturer Authorization letter addressed to Kenya Revenue Authority and referencing the tender number for all equipment bided for.
7.	Duly Filled and Signed off Site Visit Form to assess the scope of the service. (refer to Annex I)
8.	The bidder MUST provide maintenance/ inspection report templates
9.	Financial Resources Submit: <ul style="list-style-type: none">• Reference Letter from the bank indicating that the firm is currently operating an account. The letter should be dated within the last Six (6) months from the date of tender closure/opening
10.	Social Obligations Submit certificate of compliance for the following; <ul style="list-style-type: none">• A valid Tax Compliance Certificate
11.	Copy of CR12/ CR13 (Official Search certificate), which must be dated within twelve months to the tender closing date.
12.	Dully filled, signed and stamped Tendering Forms that are under Section IV of the tender document <ul style="list-style-type: none">• Tenderer's Eligibility - Confidential Business Questionnaire• Certificate of Independent Tender Determination• Self-Declaration Forms - SD1• Self-Declaration that the Person/Tenderer will not engage in any Corrupt or Fraudulent Practice. – SD2• Declaration and Commitment to the Code of Ethics

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AMENDED VENDOR EVALUATION CRITERIA

S/N	Item	Evaluation Criteria	Max Score
1	Evidence of Services Provided:	<p>Provide three (3) LSOs or Contracts with corresponding recommendation letter/certificate of completion for similar assignment undertaken successfully (5 marks each)</p> <p>The LSO's /contracts MUST have corresponding recommendation letters/certificates of completion submitted above.</p> <p>Note: Recommendation Letters must have Name of contact Person, Email Address and Telephone Number</p>	15
2	Technical staff Qualifications.	<p>Should have a support office in Nairobi with minimum three support engineers. At least two (2) officers should be trained on the equipment bided for.</p> <p>The three (3) personnel/ staff must have at least five (5) years of experience in providing the services for the products/equipment.</p> <p>Bidder must submit detailed CV with corresponding Academic (Degree or Diploma) and Professional Certificates in a related field to the equipment in the tender requirements (Engineering and ICT) for each technical staff proposed.</p> <p>(5 marks per staff)</p>	15
Total Vendor Score			30
Cut off of the Evaluation			20

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TABLE C: AMENDED TECHNICAL EVALUATION

Instructions to Bidders:

1. Bidders **MUST** complete the Table below in the format provided.
2. Bidders **MUST** provide a substantive response in the format provided, irrespective of any attached technical documents. Use of Yes, No, tick, compliant, blank spaces etc. in the Technical Specification Table will be considered Non Responsive.
3. Bids **MUST** meet all requirements in the Tables below in order to be considered for further evaluation.

Note:

The Service Provider shall ensure service is delivered according to the timelines stipulated below

SUPPORT AND MAINTENANCE SERVICES FOR DATA CENTER UPS AND BATTERY SYSTEM

Introduction

KRA hereby invites bids from prospective tenderers for Support and Maintenance Services for Data Centre facility. The equipment to be covered under this contract will be Data Centre UPS & its Battery System.

This is planned to be a Two (2) years maintenance contract with a service review after one year. However, depending on KRA satisfaction with the services provided, the Authority will reserve the right to either extend for the remaining one (1) year or terminate the contract.

Scope of services

The scope of the Annual Maintenance Services entails both Preventive & Curative maintenance Services for all the specified equipment. This involves comprehensive maintenance of all components covered under the contract, including repairing, replacement of parts, modules, sub-modules, assemblies, sub-assemblies, spare parts which should be in line with the OEMs replacement requirements (whichever comes first), and to ensure that the system/equipment is operational as per the negotiated SLA requirements.

a) Preventive Maintenance, will entail;

- (i) Blowing dust from interior of all equipment at least once in each quarter;
- (ii) Routine inspection and performance testing/configuration of each item of equipment in conjunction with KRA technical staff at least once in each quarter;
- (iii) Carrying out of such repairs, replacement of parts, cleaning or adjustment of each item of equipment as a result of the inspection and testing under item (ii) above;

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b) Curative maintenance (upon a service call being made by the Authority), will entail;

- (i) the inspection, testing and diagnosing any fault reported in an item or equipment and;
- (ii) Carrying out of such repairs, replacement of faulty parts, cleaning or adjustment as shall be necessary to remedy the fault.

No	Item/ Components	Minimum Maintenance guideline	Bidders Response
1.	1. Modular 500KVA- 100kw DPA UPS 2. 30KVA DPA UPS	<p>The Bidder MUST carry out Preventive Maintenance (PM) every three (3) months of all the UPS systems covered / to be covered under AMC & submit the related PM reports at the end of every three (3) months or in the following month of completion of Preventive Maintenance</p> <p>The scope of preventive maintenance, inter alia, includes the following checks:</p> <ol style="list-style-type: none">i. Checking health status of the UPS system & batteriesii. Report of UPS condition & status of batteries (Voltage level)iii. Battery Backup will be tested during the PM & submit the reportiv. UPS and batteries visual inspection (dust, mechanical damages, grounding)v. Visual inspection of screws and cable connectionsvi. Check and remediation of air ventilation and room temperaturevii. Check the operation and function (commutations, displays, remote monitoring and Signalling)viii. Measure and record the Current, voltage and frequenciesix. Measure and record the current load conditionsx. Check and record the load sharing (in parallel systems)xi. Check, record and report Battery voltage.xii. Conduct and record Battery discharge testxiii. Check and record transfer of the load from UPS to mains operation via bypass panelsxiv. Perform Unit cleaning for the UPS system components.	
		<ul style="list-style-type: none">• The bidder is expected to repair/replace defective equipment in the UPS at his own cost, including the cost of transport	

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		<p>if any during the preventive maintenance period and costed within the AMC cost.</p> <ul style="list-style-type: none">• The bidder is also expected to respond to ad-hoc emergency calls or incidences related to the UPS units and batteries from time to time as per SLA to be developed and signed with KRA.• The Bidder shall maintain adequate stock of UPS spares/ UPS systems in proportionate to the KRA inventory at their service centres in order to meet the SLA requirements• The Bidder shall be responsible for any mishap or accident or untoward incidence during the maintenance of UPS systems which may occur due to negligence / default on the part of the Bidder or its staff deployed at the KRA premises	
2	Support calls	<p>a) The bidder is also expected to respond to ad-hoc emergency calls or incidences related to the power systems and switch gears from time to time as per SLA to be developed and signed with KRA.</p> <p>b) The bidder will support KRA in replacing/installing procured components related to the procurement item whenever required.</p>	
REMARKS			



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AMENDED PRICE SCHEDULE

Instructions

1. The BOQ template is to be filled as it is without any modification.
2. Any additional information should be attached as a separate document.
3. All the quoted maintenance prices/cost **MUST** be inclusive of associated consumables

PROVISION OF SUPPORT AND MAINTENANCE SERVICE FOR DATA CENTRE UPS AND BATTERY SYSTEM FOR A PERIOD OF TWO (2) YEARS (PRICES SHOULD BE INCLUSIVE OF TAXES WHERE APPLICABLE)

Description	Year 1 (KES)	Year 2 (KES)
PROVISION OF SUPPORT AND MAINTENANCE SERVICE FOR DATA CENTRE UPS AND BATTERY SYSTEM FOR A PERIOD OF TWO (2) YEARS		
GRAND TOTAL FOR TWO (2) YEARS INCL. VAT [TO BE CARRIED TO FORM OF TENDER]		

1. All prices quoted must be inclusive all applicable taxes in Kenya
2. Affix Company Stamp on this page.

Tender's Signature: _____

Date: _____

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ANNEX I: SITE VISIT FORM

Date:

Time:

Location/Site: Ushuru Pension Towers...

Tender No. KRA/HQS/NCB-077/2023-2024

Description of Work: PROVISION OF SUPPORT AND MAINTENANCE SERVICE FOR DATA CENTRE UPS AND BATTERY SYSTEM FOR A PERIOD OF TWO (2) YEARS

Contractor's Representative:

I/We.....of

.....do hereby declare that I/We have visited the site in the company of the below mentioned KRA representative/Consultant and fully understand the scope and sequence of works.

Address:.....

Tenderer:

KRA Representative:

Signature.....

Signature.....

Date.....

Date.....

Stamp.....

Stamp.....