

**ADDENDUM/CLARIFICATION SET "1"**

**27<sup>th</sup> January 2020**

To all Prospective bidders,

**TENDER NO.KRA/HQS/NCB-047/2019-2020- PROVISION OF MANAGED PRINTING SOLUTION (LEASING OF MULTIFUNCTIONAL PRINTERS SERVICES FOR A PERIOD OF (2) YEARS**

Kenya Revenue Authority wishes to inform prospective bidders that the requirements and scores of the above tender number have been revised as detailed below.

**1. VENDOR EVALUATION CRITERIA**

The following vendor evaluation criteria will be used in the evaluation of all potential suppliers and the scores has been revised as tabulated below.

**Table 1: Revised Scores for Vendor Evaluation**

No	PREVIOUS REQUIREMENT			CURRENT REQUIREMENT				
	TABLE 2: Evaluation Attribute	Evaluation Criteria	Maximum Score	Cut - Off Score	TABLE 2: Evaluation Attribute	Evaluation Criteria	Maximum Score	Cut - Off Score
1.	<p><b>Technical Approach and Methodology.</b> Bidder SHOULD demonstrate a good and clear understanding of KRA's Requirements. He SHOULD propose an approach, a methodology and a work plan to capture the requirements and ensure they are comprehensively</p>	<p>Bidders to demonstrate/provide evidence of a clear and detailed understanding of the solution, including: a)Technical Approach and Methodology of carrying out the assignment - 5 Marks b)Work plan (Bidder SHOULD provide one(1)</p>	9	9	<p><b>Technical Approach and Methodology.</b> Bidder SHOULD demonstrate a good and clear understanding of KRA's Requirements. You SHOULD propose an approach, a methodology and a work plan to capture the requirements and ensure they are comprehensively</p>	<p>Bidders to demonstrate/provide evidence of a clear and detailed understanding of the solution, including: a)Technical Approach and Methodology of carrying out the assignment - <b>4 Marks</b> b)Work plan (Bidder SHOULD provide one(1) year work plan for the delivery of the service - <b>4</b></p>	8	6



	addressed in his proposed solution.	year work plan for the delivery of the service – 4 Marks	15	10	addressed in your proposed solution.	Marks	8
2.	<p><b>Technical staff Qualifications.</b></p> <p>At least five (5) Technical staff and capacity to maintain the printers.</p> <p>The Staff should have at least two (2) years of experience in managing printing solution.</p> <p>(MUST attach copies of the certificates and CVs for each staff to score).</p>	<p>1) Attach CV of each staff clearly indicating where the staff had undertaken a similar solution – 1 mark per each staff (5 staff to be evaluated, maximum of 5 marks)</p> <p>2) Provide five (5) technical staff with or academic professional certification qualifications. ( Attach certificates)- 1 mark per each staff (Maximum score of 5 marks)</p> <p>3) Relevant Technical Experience to the Solution being procured Per Staff (maximum 5 marks) –</p> <p>i. 2 years – 1 mark per staff</p> <p>ii. 1 year – 0.5 mark per staff</p>			<p><b>Technical staff Qualifications.</b></p> <p>At least four (4) Technical staff and capacity to maintain the printers.</p> <p>The Staff should have at least two (2) years of experience in managing printing solution.</p> <p>(MUST attach copies of the certificates and CVs for each staff to score).</p>	<p>1) Attach CV of each staff clearly indicating where the staff had undertaken a similar solution – 1 mark per each staff (4 staff to be evaluated, maximum of 4 marks)</p> <p>2) Provide four (4) technical staff with academic or professional certification qualifications. ( Attach certificates)- 1 mark per each staff (Maximum score of 4 marks)</p> <p>3) Relevant Technical Experience to the Solution being procured Per Staff (maximum 4 marks) –</p> <p>iii. 2 years – 1 mark per staff</p> <p>iv. 1 year – 0.5 mark per staff</p>	12



3.	<p><b>Service Provider branch Network</b> The service provider must have established branch network to support Nairobi &amp; Regional head offices in Mombasa, Kisumu, Eldoret, Meru, Nyeri, Nakuru and Embu.</p>	<p>Please indicate location building and contacts of your branch offices.</p>	1	1	<p><b>Service Provider branch Network</b> The service provider must have established branch network to support Nairobi &amp; Regional head offices in Mombasa, Kisumu, Eldoret, Meru, Nyeri, Nakuru and Embu.</p>	<p>Please indicate location of the building and contacts of your branch offices.</p>	10	8
4.	<p><b>Company Experience</b> Proof of satisfactory service for contracts of three (3) similar projects - Proven experience in managing printing solution and support in organizations with more than five hundred thousand (500,000) plus pages per month in Kenya.</p>	<p>Three (3) or more similar Projects/clients with more than five hundred thousand (500,000) plus pages per month in Kenya - 15 Marks.  <i>Reference letter (with full contact; telephone and email) of assignments executed within the last five years.</i></p>	15	10	<p><b>Company Experience</b> Proof of satisfactory service for contracts of two (2) similar projects - Proven experience in managing printing solution and support in organizations with more than five hundred thousand (500,000) plus pages per month in Kenya.  Submit reference letters supported by either a copy of signed Contract or signed LSO from at least three clients.</p>	<p>Two(2) or more similar Projects/clients with more than five hundred thousand (500,000) plus pages per month in Kenya - 10 Marks.  <i>Reference letter (with full contact; postal address, telephone and email) of assignments executed within the last five years.</i></p>	10	8
<b>Total Scores</b>							40	30



**Total Vendor Scores will be prorated to 20 marks.**

**Total Vendor Cut off scores will be prorated to 15 marks.**

**2. TECHNICAL EVALUATION**

The following technical evaluation criteria will be used in the evaluation of all potential suppliers and the scores has been revised as tabulated below.

**Table 2: Revised Scores for Technical Evaluation**

No	PREVIOUS REQUIREMENT	CURRENT REQUIREMENT
1.	The documents submitted will be evaluated for suitability and awarded marks which will contribute to a maximum prorated score of 60 marks of the total tender evaluation. Prorated Cut off score is 45 marks.	The documents submitted will be evaluated for suitability and awarded marks which will contribute to a maximum score of 80 marks of the total tender evaluation. Cut off score is 65 marks.

**3. OVERALL TENDER EVALUATION CRITERIA**

The following overall tender evaluation criteria will be used in the evaluation of all potential suppliers and the scores has been revised as tabulated below.

**Table 3: Overall Revised Tender Evaluation Criteria**

Criteria	PREVIOUS REQUIREMENT		CURRENT REQUIREMENT	
	Maximum Score/ Requirement	Cut-off Score	Maximum Score/ Requirement	Cut-off Score
Tender Responsiveness	Mandatory	All	Mandatory	All
Vendor Evaluation	40	30	20	15
Technical Evaluation	60	45	80	65
Financial Evaluation		Award to the lowest evaluated bidder		Award to the lowest evaluated price



**4. RESPONSES TO BIDDER'S QUERY**

**Table 4: Clarification to Bidder's Query**

Title	Bidders Query	KRA's Response
1.	Is the tender locked to Times Tower or regional KRA offices, this is due to the requirement that they should have presence in key regions where KRA is	This particular tender will be for Nairobi. The need to have offices outside Nairobi is if after piloting we want to extend to other offices country wide.
2.	Are the suppliers responsible for delivering the printers on site	Yes the suppliers will deliver the printers and install the printing solution including the configuration. KRA will avail the servers for the software to run on.
3.	What is the minimum pages or the volume expected to be printed per month	The approximate usage is about <b>25,000 pages</b> per week.
4.	For the specifications of mono chrome /restricted color( of the 58 printers to be delivered which are supposed to be color or monochrome). The tender document specifies monochrome/restricted	The printers are not supposed to be 58. It is up to the supplier to do an assessment and recommend printers that will meet the requirements of the department where we are piloting. The printers will by default print in black and white but have the ability to print in colour which can be restricted using the print management software. The colour printing will be authorized only for few people who need to do colour. We are NOT asking for 58 printers. It is up to the vendor to analyze the need and give the number of printers that are appropriate since what we will be paying for printouts and not the printers. The printers should be both monochrome and colour but the ability to print colour will be ENABLED using the printing software availed by the vendor. By default everyone will print in black and white but those who have need to print colour will be enabled for colour printing.
5.	On RFID or pin specification, should they be both multi factorial or if they meet one of the specifications if its ok (the specifications on device security indicates only RFID on authentication but on security section it indicates both RFID & Pin)	We would prefer the printers to have capabilities for both PIN and Card then we will enable whichever we prefer.



**5. EXTENSION OF TENDER CLOSING DATE**

Bidders are advised that the tender closing date had been extended as tabulated below.

**Table 5: Tender Closing Date Extension**

Previous Closing Date	New Closing Date	Prospective bidders are hereby advised to align their Tender Security to the new tender opening date.
28 <sup>th</sup> January 2020 at 11:00 AM	4 <sup>th</sup> February, 2020 at 11:00 AM	

The addendum/clarifications for Tender No.KRA/HQS/NCB-047/2019-2020- Provision of Managed Printing Solution (Leasing of Multifunctional Printers Services for a Period of (2) years 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/clarifications.

Regards,



**Benson Kiruja**

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