

27th September, 2024

CLARIFICATION/ADDENDUM “SET 3”
KRA/HQS/NCB-003/2024 -2025: UPGRADE AND RENEWAL OF CHECKPOINT SOLUTION APPLIANCES, LICENSES AND SUPPORT SERVICES FOR A PERIOD OF THREE (3) YEARS

Kenya Revenue Authority wishes to inform prospective bidders of the clarification for the above tender as detailed below.

S/No	Page No	Section	Specifications	Query	KRA Response
1	30 and 34	Vendor Evaluation Criteria (Table 1, Clause 4) and Mandatory Technical Specifications (Table 2, clause 12)	Partnerships with Checkpoint OEM Industry proven and OEM certified capacity to support enterprise checkpoint solutions (bidder MUST attach copies of partnership certification or letter from the Manufacturer confirming partnership level	<p>This tender is an open tender but the clause Elite or Premium OEM Partnership is unfairly giving international bidders a competitive advantage in terms of sales numbers from the regional offices.</p> <p>The Mandatory Clause Elite or Premium doesn't offer any additional support to KRA since from the advance level all the certification level are the same, the only difference is the sales volumes which makes no difference with regard to technical support for the appliances to be deployed at Kenya Revenue Authority.</p>	<p>Checkpoint OEM has put in place necessary measures to ensure fairness its partnership program to address this concern. <i>To ensure fairness and relevance for its partners, Check Point has categorized each country based on financial measures to align partners with peers with similar economic environments. Check Point evaluates partner performance relative to others in similar economic landscapes. (Refer to page 8 of the attached document)</i></p> <p>The Checkpoint Partnership program is based on two (2) broad criteria:</p> <ol style="list-style-type: none"> 1. Annualized Bookings Thresholds (Sales) 2. Partner Training Requirements <p>There is a clear difference in the Numbers, Level of training, specializations and adds-on services required for each partnership level. An assessment of the KRA environment based on the Number of Data centres, Criticality of services offered, Number of customers, Number of services and the overall complexity of KRA environment clearly shows that only the Elite and Premier partners have the Numbers, Level of training, specializations and adds-on services required to meet KRA requirements.</p>



				<p>We understand the requirement of having onsite engineers to support solutions locally. We believe given a fair chance we can equally fulfil the fulfil tender requirements to its satisfactory.</p>	<p>(refer to pages 10-15 of attached document)</p> <p>KRA requires that the successful bidder provides Unlimited Vendor onsite and online Implementation, Maintenance and Support Services on a 24*7*365 Basis. <i>Successful bidder MUST therefore provide Unlimited Vendor onsite and online Implementation, Maintenance and Support Services covering the entire solution throughout the contract period on a 24*7*365 Basis. The vendor's staff providing support MUST have attained relevant Checkpoint OEM certifications</i></p> <p>(Refer to Page 35, Clause 17 of the bidding document)</p> <p>Furthermore, please note that that Numbers, skill levels, OEM certifications, ability to meet the 24*7*365 online and onsite support Basis etc. are also key requirements based on the KRA environment.</p> <p>From the above clarification, this criterion remains unchanged.</p>
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The clarification/addendum 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.

Martha Wakio

FOR: DEPUTY COMMISSIONER - SUPPLY CHAIN MANAGEMENT