



13th March 2024

ADDENDUM SET "3"

KRA/HQS/NCB-043/2023-2024: DESIGN, SUPPLY AND DELIVERY, IMPLEMENTATION, COMMISSIONING, SUPPORT AND MAINTENANCE OF A NETWORK ACCESS CONTROL (NAC) SOLUTION FOR A PERIOD OF THREE (3) YEARS.

S/NO	Specifications	Clarifications	Responses
1	<p>96 of PDF Document PRICE SCHEDULE</p> <p>2- Licenses (Estimated 12,000 Devices) (3,000 Licenses) (9,000 Licenses)</p> <p>Premium OEM Support SLA (3 years)</p>	<p>Please confirm on the distribution of OEM Support for the required licenses to be quoted in the price bid as per defined Pricing Template.</p> <p>The price schedule defined OEM Support for 3 Years. Is KRA looking for 3000 Licenses procured in Year-1 to be supported for 3 Years ie Year-1, Year-2 and Year-3 and 9000 Licenses Procured in Year-2 to be supported for 2 Years ie Year-2 and Year-3.</p>	<p>Bidders are advised that the required OEM support for the three (3) years is not directly tied to Licenses. The level of support ranges from online support, on phone support etc. on a 24/7 /365 basis and covers all components of the solution.</p> <p>Bidders are advised delivery and support of the Licenses will be as follows: 3,000 Licenses in Year 1 (Support for Licenses required for Year 1,Year 2 and Year 3) 9,000 Licenses in Year 2 (Support for Licenses required for Year 2 and Year 3)</p>
2	<p>96 of PDF Document PRICE SCHEDULE</p> <p>5 Manufacturers Authorised Staff Training for 20 KRA staff</p>	<p>As per the price schedule, KRA is looking for the training to be provided in Year-2 only and no Training is required for Year-1. Please confirm</p>	<p>Bidders are advised that Manufacturers Authorised Staff Training be conducted in Year 2 ONLY (refer to the price schedule)</p>
3	<p>Page 61 Device & User Discovery Requirements</p> <p>9.5 Successful Bidder MUST ensure that the solution supports and is configured to provide at least 20 Device Profiling and Classification methods</p>	<p>Classification methods and Profiling Approach can vary based on OEM to OEM to meet the required Outcome. However, Keeping the value at 20 Classification methods makes it vendor specific. Request KRA to allow OEM's to use multiple methods to perform classification and profiling.</p>	<p>Bidders are advised that the primary objective is to ensure that the solution is robust and meets KRA's classification and profiling requirements. KRA will evaluate any proposal (clause response) that provides multiple methods for classification and profiling and award marks accordingly. However, the successful bidder will be required to ensure the solution is configured to meet the requirements of the Authority.</p>



4	<p>Page 60: Authentication Requirements 7.5 Successful Bidder MUST ensure that the solution supports and is configured to provide Multi Factor Authentication like using OTP and push notification</p>	<p>We understand from this requirement that KRA is already using MFA solution and KRA is looking for the NAC solution to integrate with the existing MFA solution using standard protocols and open frameworks. Please confirm</p>	<p>Successful bidder will be required to integrate the solution with the existing MFA solution using standard protocols and open frameworks</p>
5	<p>Page 47: Integration requirements 2.1 Successful Bidder MUST ensure that the solution supports and is configured to integrate seamlessly with KRA's existing IT infrastructure comprising of routers, switches, firewalls, IPS, various types of WAN links and computers, devices, Operating Systems etc.</p>	<p>Please provide details of the devices including make and model to assess the integration options and define the efforts required.</p>	<p>Bidders are advised that KRA runs an enterprise class ICT infrastructure comprising of routers, switches, firewalls, IPS, EDR and SOC solutions. All Devices, appliances and other components are from leading international brands that conform to International Network Interoperability standards (refer to Page 28)</p>
6	<p>Page 50: Integration requirements 2.12 Successful Bidder MUST ensure that the solution supports and is configured to provides a plug-in module to support new security features.</p>	<p>Please elaborate what is required for the specifications. Does the specification means that the proposed solution should support open interfaces / integration module to integrate with other security solution? Please confirm</p>	<p>Bidders are advised the proposed NAC solution will be required to support standard protocols and provide a plug-in module feature for integration with other solutions</p>
7	<p>Page 47: General Requirements. Successful Bidder MUST ensure that the solution supports and is configured to provide capability for detecting endpoint state changes (AV disabled, execution of an unauthorized application, etc.) and perform auto-remediation. It should be done on a continuous basis rather than waiting for the next authentication event to happen.</p>	<p>Each vendor has different way to enforce and validate posture and perform remediation. Request KRA to allow NAC vendor to provide Auto remediation feature by using any methods possible.</p>	<p>Bidders are advised that KRA requirements are not vendor specific. However the solution provided must meet the specified posturing and auto remediation requirements.</p>



8	<p>Page 37 Table 2: mandatory technical requirements 7 OEM to Vendor support Bidders MUST be backed by professional technical support from the OEM through the contract period. Bidder MUST submit a written commitment from the OEM (or the OEM's Local office) referencing this tender and indicating OEM's willingness to provide oversight and support through the contract period</p>	<p>Most of the OEM donor have authorized signatories to provide customized letter for the same. Additionally most of the OEM operate in Channel model and do not engage with customer directly. Request KRA to allow Support Policy from OEM to define the support commitment from OEM for the proposed solution. Please suggest</p>	<p>Bidders are advised that KRA requires a written commitment from the OEM (or the OEM's Local office) referencing this tender and indicating OEM's willingness to provide oversight and support through the contract period</p>
9	<p>Page 37 Table 2: mandatory technical requirements OEM Premium Enterprise support Proposed solution MUST include provision of OEM Premium Enterprise support on a 24*7*365 basis through the contract period.</p>	<p>We understand that KRA is looking for 24x7 support for the provided solution and we understand this support covers proposed hardware and software component covering Software Support and Advanced Hardware Replacement services for proposed hardware appliances. Please confirm</p>	<p>Bidders are advised that KRA requires Premium OEM Enterprise support for all components of the solution on a 24*7*365 basis through the contract period</p>
10	<p>Page 38 Table 2: mandatory technical requirements OEM to KRA technical support OEM (or OEM's Local Office) MUST commit to provide technical support to KRA through the Vendor or directly to KRA on a need basis through the contract period. Bidder MUST provide a letter from the OEM (or Local OEM office) referencing this tender and committing to actively support the project through the contract period.</p>	<p>Most of the OEM do not have authorized signatories to provide customized letter for the same. Additionally most of the OEM operate in Channel model and do not engage with customer directly Request KRA to allow bidder to provide OEM professional services document with defined man-days to be provided along with the Bid to cover up for the desired support. Please confirm</p>	<p>Bidders are advised that KRA requires Premium OEM Enterprise support for all components of the solution on a 24*7*365 basis through the contract period</p>
11	<p>Page 40: Table 2: mandatory technical requirements 20 licensing Bidders price schedule be inclusive of premium</p>	<p>Please confirm on what is meant by Admin Node Licenses. What does 25 licenses means. Does it means that solution should be provided with licenses</p>	<p>Bidders are advised that KRA requires that the solution thus provided be inclusive of twenty five (25) Admins licences for monitoring and Management.</p>



	Licenses for ten thousand (10,000) thousand endpoints and twenty-five (25) Admin Node Licenses	off 25 Admins to monitor and Manage the solution? Please confirm	
12	Page 31 Table 1: vendor evaluation criteria table 1: vendor evaluation criteria	The last column of the Evaluation criteria table is not visible/Hidden. Please provide details of marks for each point per line item.	Bidders are advised that the Table 1: VENDOR EVALUATION CRITERIA in the tender document has been expunged and replaced with REVISED VENDOR EVALUATION CRITERIA hereto attached and Annexed as 1.
13	Page 33: Table 1: VENDOR EVALUATION CRITERIA Detailed Design & Architecture Recommendation Bidders must submit a proposed design and architecture for Network Access Control NAC solution covering the two [2] datacentres inclusive of the following: • Details on how the Branch offices will be covered. • High availability and Disaster recovery functionality that meets KRA ICT security requirements. • 2FA implementation design	From 2FA implementation design, we understand that Bidder has to provide design approach to integrate with Existing 2FA solution KRA is using. Please suggest what the MFA solution KRA is using right now is. Is it on premise or cloud based? Please confirm	Bidders are advised that KRA has deployed an on premise MFA solution based on open standards Application programming interfaces (APIs)
14	Page 32: Table 1: VENDOR EVALUATION CRITERIA 4 Company Experience Demonstrated experience through Previous execution of two (2) Network Access Control projects of similar scope and magnitude. Provide at least two (2) similar Projects/clients with more than ten thousand (10,000) endpoints executed within the last five (5) years	We understand that the reference expected is from Kenya. Please suggest. Additionally request KRA to allow any NAC projects done by organization in Kenya for more than 5 years as well.	Bidders are advised that KRA acknowledge that some bidders may have implemented various NAC solution projects in Kenya more than five (5) years ago. However, KRA specifically requires that the projects quoted under this procurement must have been undertaken within the last five (5) years due to the rapid technological changes that have been taking place in the NAC Technology.
15	Page 36 table 2: mandatory technical requirements 3	Please elaborate on the HA requirements. We understand KRA is looking	KRA requires that the proposed NAC solution MUST be inclusive of OEM Hardware

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	<p>Hardware Environment The proposed solution MUST be based on an OEM Hardware Appliances Environment, delivered in High Availability (HA) mode and deployed in the Data Centre(s) Solutions based of virtual servers or cloud environment will be considered non responsive. Bidders MUST provide a schedule of proposed Hardware appliances</p>	<p>for resiliency architecture which includes (1+1) appliance at One DC and Failover appliance at other DC. Please confirm</p>	<p>Appliances, delivered in High Availability (HA) mode and deployed in the Data Centre(s). This is a MANDATORY requirement (refer to instructions for TABLE 2)</p>
16	<p>page 91 A. NETWORK ACCESS CONTROL SOLUTION - TECHNICAL REQUIREMENTS OEM Premium Enterprise support Proposed solution MUST include provision of OEM Premium Enterprise support on a 24*7*365 basis through the contract period</p>	<p>Please elaborate what is required from 24x7 Premium Enterprise Support. Is KRA looking for 24x7 Access to partner support portal, one Hour response time, updates and upgrades, Next Business Day faulty Hardware Product replacement. Please confirm</p>	<p>Bidders are advised that OEM Premium Enterprise support is a comprehensive service package designed to provide robust and reliable technical assistance including includes 24*7 availability to ensure no service disruption and high level of service</p>
17	<p>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-038/2023-2024: Design, Supply And Delivery, Implementation, Commissioning, Support and Maintenance of a Network Access Control (NAC) Solution for A Period of Three (3) Years and submitted to the appropriate KRA E-procurement Web Portal found on the KRA website so as to be received on or before 12th March, 2024 at 11.00 a.m.</p>	<p>Request KRA to extend the tender submission by at least 2 Weeks</p>	<p>Bidders are advised to refer to addendum set "2" uploaded on the KRA website, PPIP and published on the KRA SAP system.</p>
18		<p>We need a clarification on whether we should quote for TACACs licenses for device</p>	<p>Bidders are advised that KRA requires that the solution supports and is configured to</p>

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		administration functionality?	integrate with RADIUS server for client device authentication and TACACS+ for Network device authentication and logging.
19		Should we quote for Cisco ISE TACACS+ device administration licenses? This is one of the requirements in the technical section.	Bidders are advised that KRA requires that the solution supports and is configured to integrate with RADIUS server for client device authentication and TACACS+ for Network device authentication and logging. The requirements are not vendor specific
20		Whether we can provide recommendations on the required number of licenses and hardware appliance sizing	Bidders are advised that KRA's minimum hardware requirements are as specified under TABLE 2 in the bid document. License requirements are also provided under the PRICE SCHEDULE (Page 96)
21		Can we provide recommendations on the hardware appliance specifications and the required number of licenses?	Bidders are advised that KRA's minimum hardware requirements are as specified under TABLE 2 in the bid document. License requirements are also provided under the PRICE SCHEDULE (Page 96)
22.		Can we quote for enhanced OEM support as opposed to the premium OEM support? There's a significantly huge price difference between the two, with the premium support offerings overlapping with bidder local support.	Bidders are advised that KRA requires that the solution be inclusive of OEM Premium Enterprise support for the entire solution on a 24*7*365 basis through the contract period

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 clarification.

Regards,

Bernard Mukundi

For: Deputy Commissioner - Supply Chain Management

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REVISED VENDOR EVALUATION CRITERIA – ANNEX 1			
Item	Evaluation Attribute	Evaluation Criteria	Max Score
1	<p>Technical staff Qualifications.</p> <p>Minimum three (3) Technical staff with the computer related academic and professional qualifications:</p> <p>1) Academic Qualifications: A minimum of Relevant Diploma or University Degree.</p> <p>2) Professional Qualifications: Valid NAC OEM Certification.</p>	<p>3 Marks for each Qualified Staff (0.5 mark for Diploma or degree, 2.5 marks for product professional qualification)</p> <p>Note: Bidders MUST attach CV of each staff supported by Academic and professional certificates.</p>	9
2	<p>Staff Relevant experience</p> <p>Each Qualified staff (refer to clause 1 above) should have over three (3) years of experience in implementation, support and maintenance of a NAC solution</p>	<p>Qualified Staff Relevant experience</p> <ul style="list-style-type: none"> • Over 3 years– 3 Marks for each qualified staff • 2-3 years – 2 Marks for each qualified staff • 1-2 years – 1 Mark for each qualified staff • Less than 1 Year - 0 Marks <p>Note: Bidders MUST submit a copy of the CV for each staff clearly indicating the years of experience in implementing and supporting the proposed NAC solution and the sites thus supported.</p>	9
3	<p>Partnership with OEM</p> <p>Bidder MUST have demonstrated Competence in implementation of the NAC solution and acquired relevant partnerships with OEM</p>	<p>OEM Partnership Levels</p> <ul style="list-style-type: none"> • Tier 1 (Highest Level) Partnership - 6 Marks • Tier 2 (2nd Highest Level) Partnership: 3 Marks • Others: 0 Marks <p>Note: Bidders MUST attach copies of partnership certification or letter from the Manufacturer confirming partnership level in order to be awarded marks</p>	6

4	<p>Company Experience</p> <p>Demonstrated experience through Previous execution of two (2) Network Access Control projects of similar scope and magnitude. Provide at least two (2) similar Projects/clients with more than ten thousand (10,000) endpoints executed within the last five (5) years</p>	<p>4 Marks for each project</p> <p>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:</p> <p>i) Contacts: postal address, telephone and email of the contact person.</p> <p>ii) A brief description of the project delivered</p>	8
5	<p>ICT Authority Supplier Accreditation</p> <p>Bidder MUST be an accredited ICT Authority Supplier in information security and ICT Networks</p>	<p>Evaluation of ICTA supplier rating</p> <p>Accreditation type in ICT Networks and Information Security.</p> <ul style="list-style-type: none"> • ICTA Grade 1- 3 Marks for each accreditation type • ICTA Grade 2: 2 Marks for each accreditation type • ICTA Grade 3: 1 Marks for each accreditation type <p>Note: Bidders MUST provide ICTA certificates in the above mentioned grades.</p>	3
6	<p>Detailed project plan for the proposed solution</p>	<p>Bidders must submit a proposed Project implementation plan with defined delivery timelines. It should include the detailed methodology to be followed, schedule/matrix of solution deliverables, milestones, timelines and tasks from project start to completion and Sign-off (Closure of the Project).</p> <p>Bidders must Indicate the human resources/staff assigned to each Milestone (with clear roles and responsibilities). (To qualify to score, the Schedule should show a measurable output as per the requirements in the specifications including a clear complete Gantt Chart factoring in timelines and key project milestones)</p>	6
7	<p>Detailed Design & Architecture Recommendation</p>	<p>Bidders must submit a proposed design and architecture for Network Access Control NAC solution covering the two [2] datacenters inclusive of the following:</p> <ul style="list-style-type: none"> • Details on how the Branch offices will be covered. • High availability and Disaster recovery functionality that meets KRA ICT security requirements. • 2FA implementation design 	9
Total Score			50
<p>NB The pass mark shall be 37.5 Marks out of 50 Marks (75% of total marks)</p>			

