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**CLARIFICATIONS / ADDENDUM SET "1"**

21<sup>st</sup> February 2020

**KRA/HQS/NCB-060/2019-2020--- SUPPORT AND MAINTAINANCE OF DATA CENTER FACILITY AND EQUIPMENT AT USHURU PENSION TOWER FOR A PERIOD OF TWO (2) YEARS.**

Kenya Revenue Authority wishes to inform prospective bidders of the clarifications highlighted below;

Title	Sub-Title- Clause/Number	Description in the Tender document	BIDDERS QUESTIONS	KRA's RESPONSE
Under Section V:	Statement of Requirements	Evidence of back to back support with OEMs.	There are specific products installed on-site as noted during the mandatory site visit and most of them are not very common in the market and thus have specific or no local trained vendors with the product engineers i.e the 2x 500kVA ABB UPSs. Would it be allowed to attach certifications from like-wise vendors i.e Schneider, Emerson etc to qualify on this requirement since at the end of the day the technologies are the same.	Back to back support with OEMs is mandatory requirement.
Under Section 5.4 Vendor Evaluation Criteria:	Key Personnel Competency Profiles	Attach C. Vs and certificates of least two (2) technical key staff with relevant technical experience (annual maintenance of data centre facility equipment as per the lot bid)	Q. It should be noted as evidenced during the site visit that some of the products are specific and not all vendors in the country are trained on them and equally compounded with the fact that the specialized product trainings take quite some time to complete; Again would certifications from like-wise manufacturers suffice, since the product technologies used are similar.	Certifications and/or training from Like-wise manufacturers is acceptable.
	The training should be supported by OEM professional certificates.			Certifications and/or training from Like-wise manufacturers is acceptable.



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	<p>The above is again repeated under section 6.0 General Mandatory requirements to Bidders: Shall provide OEM's Authorized Service Provider Certificate for the equipment in a lot bid for. Any arrangement through a third party will NOT be accepted.</p>	<p>OEM's Authorization Certificate is a mandatory requirement.</p>
<p>Under annexure 2:</p>	<p>Undertaking for Authenticity for Spare Parts:</p>	<p>List of commonly failing spare parts can be obtained from the manufacturers of various equipment whose list is provided in the bidding documents. KRA has not experienced a repeated failure with respective equipment yet.</p>
<p>Q. As per the site visit and looking at the fact that the datacenter equipment was commissioned in the year 2017, could KRA share the list of commonly failing spare parts for the datacenter equipment to be provided.</p>	<p>Q. Again would certifications from like-wise manufacturers suffice, since the product technologies used are similar.</p>	

Prospective bidders are advised that the clarification/addendum has been published via KRA eProcurement portal and KRA website [www.kra.go.ke](http://www.kra.go.ke)

This Clarification form part of the bidding document and is binding to the bidder. All other terms and conditions of the tender remain the same. Prospective bidders are therefore required to immediately acknowledge receipt of this addendum through [eprocurement@kra.go.ke](mailto:eprocurement@kra.go.ke)

Regards,

**Benson Kiruja**

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



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