



KENYA REVENUE  
AUTHORITY

ISO 9001:2015 CERTIFIED

CLARIFICATIONS/ADDENDUM SET “2”

17<sup>TH</sup> MAY, 2022.

To all Prospective bidders,

**REF: TENDER NO. KRA/HQS/NCB-076/2021-2022 – PROVISION OF LICENSES AND SUPPORT FOR HUAWEI AND SAP HANA SERVERS FOR A PERIOD OF TWO (2) YEARS**

Kenya Revenue Authority wishes to inform prospective bidders of the following clarifications/addendum:

No	Section number/ details of Tender Document /Page Number	Specifications	Bidder's Query/Item Description	KRA Response
1	Page 35	a) Licenses for Huawei Blade and Standalone servers b) OEM direct premium support for Huawei Servers	What Licenses have to be supplied here?  Is the support expected Back-to-Back support with OEM or Third-Party Support should be okay?	Bidders are advised that this requirement has been expunged.  Back-to-back support is expected either from Authorized Third Party or the OEM. Any of the two is accepted.
2	Page 35	Equipment and Services MUST be covered under manufacturer's direct premium support including hardware options, Accelerated replacement Operating	Is this still valid, because if it is Third party support then this point will be null and void?	Bidders are advised that the Equipment and Services MUST be covered under manufacturer's (OEM) or Authorized Third Party direct premium technical support services, including Accelerated hardware replacement options, Operating system updates, direct access to Manufacturer's
3	Page 36			



# KENYA REVENUE AUTHORITY

ISO 9001:2015 CERTIFIED

	system updates, direct access to Manufacturer's technical assistance team, online troubleshooting / support tools. This includes equipment Part Numbers, Products and Stock Keeping Units (SKU) in Table 5		(OEM) or Authorized Third Party technical assistance team, online troubleshooting / support tools. This includes equipment Part Numbers, Products and Stock Keeping Units (SKU) in Table 5.	
3	Particulars of Appendix to Instructions to Tenders: Technical Specification: Particular Requirements:	The licenses services ARE PAYABLE ANNUALLY during the contract period while support and maintenance services are paid QUARTELY upon delivery of such services.	Usually, the OEMs accept payment terms in annually advance mode only. Request kindly to make the payment terms of back-to-back support renewal as annually in advance. The bidder's SLA support can be on Quarterly Arrears basis.	Bidders are advised that all the payments to the winning bidder for support and maintenance services under this tender will be payable on quarterly basis during the contract period upon delivery of such services
4	Part A: Mandatory Overall Requirements:  Table 3: Software and Partnership Requirement (Criteria Pass or Fail):  2) OEM Partnerships	Point 2: Successful bidder MUST also have Partnerships with the OEM or its authorized distributor. Provide the partnership certificate and authorization form. Point 3: Equipment and Services MUST be covered under manufacturer's premium support including Accelerated	Vide OEM Partnership clause, it is mentioned that successful bidder should have partnership with OEM or its Authorized Distributor,  Whereas vide Manufacturer's OEM Support clause, it is mentioned that the Equipment and Services must be covered under Manufacturer's direct premium technical support services. The maintenance and support services for the items listed in the BOQ of this tender is owned and provided by Global Service Provider (Service Partner)	Prospective bidders are advised that the Equipment and Services MUST be covered under manufacturer's (OEM) or Authorized Third Party direct premium technical support services, including Accelerated hardware replacement options, Operating system updates, direct access to Manufacturer's (OEM) or Authorized Third Party technical assistance team, online troubleshooting / support tools. This includes equipment Part Numbers, Products and Stock Keeping Units (SKU) in Table 5

*Handwritten initials/signature*



<p>3)Manufacturer's OEM Support</p>	<p>hardware replacement options, Operating system updates, direct access to Manufacturer's technical assistance team, online troubleshooting / support tools .This includes equipment Part Numbers, Products and Stock Keeping Units (SKU) in Table 5</p>	<p>authorized by its OEM and that Service Provider extends the Support on behalf of the OEM.  In such situation, the Equipment and Services will be covered by the Service Partner and not the manufacturer.  The Service Partner's direct premium technical support services will also include technical assistance team, online trouble shooting / support tools. This includes equipment Part Numbers, Products and Stock Keeping Units (SKU). Request kindly to accept this amendment.</p>	<p>Being one of the Authorized Partners, the inhouse SLA commitment and other proofs are acceptable, considering that the OEM has exited server market.</p>
<p>5 Particulars of Appendix to Instructions to Tenders: Technical Specification: Particular Requirements:</p>	<p>MAF</p>	<p>We are Huawei Service level partner in Kenya, and we offer the remote, firmware and parts support services to our IT managed services partners. Unfortunately, we don't have service level commitment letter from Huawei since they have exited the server market. With the above, my query is, if our partners can use: a) Inhouse service level commitment agreement b) Huawei -sales partnership document</p>	

*Handwritten signature or initials in blue ink.*



**KENYA REVENUE  
AUTHORITY**

ISO 9001:2015 CERTIFIED

6	Page 33	Table 1: (MANDATORY DOCUMENTS) – Item 3	Bidders must attach channel service provider document from Huawei or a renown third party maintenance firm with over 25 years experience in service industry to support the procurement item at Kenya Revenue Authority.				Bidders are advised that this requirement has been expunged and replaced with: - <ul style="list-style-type: none"><li>• Bidders must attach channel service provider document from Huawei or an Authorized third-party maintenance firm in service industry to support the procurement item at Kenya Revenue Authority.</li></ul>
7	Page 34	Table 2: Vendor Evaluation	<b>Technical staff Qualifications.</b> <b>Two (2)</b> Technical personnel/ staff with qualification in IT related Fields. A Degree or Diploma in IT related Field and at least THREE (3) YEARS relevant work experience are required.				Bidders are advised that this requirement has been expunged and replaced with: - <b>Two (2)</b> Technical personnel/ staff with qualification in IT related Fields. A Degree or Diploma in IT related Field and at least TWO (2) YEARS relevant work experience are required.
		<b>Note:</b> Bidders are advised to: <ul style="list-style-type: none"><li>• Acknowledge receipt of this addendum published and uploaded on the KRA Website on <b>17<sup>th</sup> May, 2022</b></li><li>• Align their <b>bid security</b> to be valid upto and including <b>24<sup>th</sup> May 2023.</b></li></ul>					

The Addendum 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.

Regards,

**Bernard Mukundi**

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

/is