



KENYA ELECTRICITY GENERATING COMPANY PLC

**KGN-IT-029-2021
TENDER FOR SUPPLY OF IT SERVICE MANAGEMENT SYSTEM.
(OPEN INTERNATIONAL)**

21st January, 2022

CLARIFICATION NO. 1:

In accordance with the Tender for Supply of IT Service Management System, KenGen hereby issues clarification No. 1 as follows

No.	Bidder's Question	KenGen's Response
1	i. How many Endpoints are required to be managed? ii. How many administrators need access to the application? iii. Do you require Fail Over Service?	Bidder to follow the minimum technical specifications in the tender document and any addendums and clarifications issued by KenGen.
2	Do you require Mobile Device Management Add-on? If yes, specify the below details. Applicable to Enterprise/Professional/MSP Editions i. Specify the number of workstations for which OS Imaging/Deployment is required. ii. Specify the number of servers for which OS Imaging/Deployment is required.	
3	Do you require Endpoint Management Security Add-on? If yes, specify the below details. Applicable to Enterprise/Professional/UEM Editions	

ACKNOWLEDGEMENT OF CLARIFICATION NO.1

We, the undersigned hereby certify that the clarification is an integral part of the document and the alterations set out in clarification have been incorporated in our tender document.

Signed

Tenderer

Date