



KENYA ELECTRICITY GENERATING COMPANY PLC

**KGN-IT-03-2023
TENDER FOR IT PATCH MANAGEMENT SYSTEM
(Citizen Contractors)
RFx 5000012111**

10th March, 2023

CLARIFICATION NO. 1:

In accordance with the tender for '**IT Patch Management System**, KenGen hereby issues **Clarification No. 1** as follows;

NO.	CLARIFICATION REQUESTED	KENGEN RESPONSE
1	We understand from the tender documents that the Intended Completion Date mentioned is 2 years. Would like to know the milestones and priority deployment areas?	The intended completion date is 6 months after which we should be able to close the installation phase and move to support
2	Tender Prices. These products are sourced from OEMs Outside Kenya (imported) and the OEMs are to be paid in USD. The USD Exchange Rates keep varying drastically. We understand from the tender document that ,KenGen requires, tender validity duration of 126 days from the date of opening. Can you consider USD only pricing? Or can you consider the USD conversion rates on the date of award/LPO/Signing of the contract? Kindly clarify as this has significant impact on the pricing.	As per the Tender Data Sheet 'convertible foreign currency is allowed ' KenGen will convert these currencies to Kenya Shillings using the selling exchange rate on the date of tender closing provided by the Central Bank of Kenya before comparing all the responsive tenders' the tender prices should remain valid for the 126 days .
3	We understand from the tender document that KenGen needs a 3 years Warranty (attach evidence). Since this is a Patch Management software, the warranty starts from the date of supplying of the Software license to KenGen. Request you to Kindly confirm and clarify	The warranty should start after go live date of the system or on the day of official handover of the working system to KenGen
4	Does KenGen require On-Premises Version or On-Demand(Cloud) Version? Kindly clarify	On-Premises Version
5	Does KenGen require the application to support Multi-Language? (Yes / Only English)? Kindly clarify	Only English
6	How many Computers are required to be patched? Our solution is licensed based on the total number of Computers & total number of Servers	2000 Endpoints

	(Windows/Linux/Mac) that are required to be Patched.Kindly clarify	
7	How many users need access to the application? Our solution is licensed based on the number of users who need access to the application for managing the functionalities. Kindly clarify	
8	Does KenGen require Secure Gateway Server in this solution? Our solution (Applicable only for On-Premises Version) is a component that will be exposed to the internet. This component acts as an intermediate between the managed roaming agents and the Patch Manager server software. All communications from the roaming agents will be navigated through this component. Kindly clarify	Yes KenGen requires
9	Does KenGen require Fail Over Service? (Applicable to On-Premises solution).Our solution can run on High Availability Mode. On-Cloud Version High Availability is by default taken care by the solution. Kindly clarify.	KenGen requires Fail Over Service
10	Kindly clarify on the required License Type (Annual/Perpetual)/ Annual Subscription Model: It includes License Fee & Support Fee for 1 year & the same has to be renewed for the next year to keep the product up & running. Perpetual License Model: License Fee is onetime & permanent. KenGen needs to just renew the support fee (AMS, Annual Maintenance and Support) on a yearly basis. Kindly clarify.	KenGen requires Perpetual License Model
11	Kindly clarify the number of Years for Annual Maintenance & Support (AMS, Annual Maintenance and Support), if Kengen is opting for Perpetual licenses.1st Year AMS (Annual Maintenance and Support)to be purchased along with the Perpetual License. For the subsequent years, Kengen can purchase separately. Kengen also has an option to purchase AMS for more than 1 year along with the perpetual license. The Support Fee (AMS) includes Phone/E-Mail Support, Service Packs, Bug Fixes, Minor Updates & Major Upgrades.Kindly clarify	KenGen requires Perpetual license and Year 1 maintenance is payable in year 1. Subsequently to that annual support will be paid year 2&3
12	We understand from the tender document that the Proposed solution should be capable of using existing client computers as distribution points at remote sites without the need of allocating dedicated servers. Can we have our solution with either dedicated Distribution Servers for each Remote Office or we can ensure all endpoints are connected directly? Kindly clarify.	Distribution will be through Distribution servers.
13	We understand from the tender documents that the, Proposed solution should support the IPv4 & IPv6.Kindly give some more details about the requirement specific to IPv6.	IPv6 is not required
14	We understand from the tender documents that the Proposed solution should support the grouping of patches into a 'baseline' which can take the form of a patch bundle e.g. 'Critical Patches'. Our solution will be able to support Patch bundles in our Future Product roadmap. Kindly clarify.	The Proposed solution should support the grouping of patches into a 'baseline' which can take the form of a patch bundle e.g. 'Critical Patches'.

BIDDER'S ACKNOWLEDGEMENT OF CLARIFICATION NO.1

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

Signed

Tenderer

Date