



KENYA ELECTRICITY GENERATING COMPANY PLC

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

16th March, 2023

CLARIFICATION NO. 2:

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

NO.	CLARIFICATION REQUESTED	KENGEN RESPONSE
1	In the Technical Evaluation Table No. 64 it states <i>"The Bidder should have and prove a premium support arrangement with the respective OEM. The successful bidder should have back to back 24/7 agreement with the OEM for Hardware related issues (RMA), troubleshooting, patching, support through call center or customer web portal and any other services which Bank is entitled to obtain from the OEM"</i>	Any use of the word "Bank" should be taken as "KENGEN" .
2	"The hardware and software supplied by the vendor should be of latest versions."	This only applies if the solution you are quoting requires additional hardware. If it does not state N/A
3	"The proposed solution should be scalable to handle at least 50% above the current requirement".	You are not required to quote for this. This is catering for future growth.
4	In the CLARIFICATION NO. 1 released by KenGen dated 10/03/2023, it is mentioned as 2000 Endpoints. But it does not mention about the number of servers. Can we consider only 2000 end points ie; 2000 Desktop/Laptop computers? Kindly clarify.	Requirement is for 2000 endpoints. A server is considered as an endpoint. The number of servers 50
5	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.	6 administrators

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