

Ref: CA/SCM/OT/40/2023-2024

8th February, 2024

Addendum No. 1

To All Bidders,

RE: OPEN NATIONAL TENDER FOR SUPPLY, INSTALLATION AND MAINTENANCE OF MICROSOFT ONLINE SERVICES-CA/SCM/OT/40/2023-2024

Please refer to the above-mentioned tender that was posted on MY GOV on 23rd February 2024.

In accordance with clause 9.1 of the tender document available on our website, and the supplier's portal, the Authority hereby provides responses to the clarifications sought by some prospective bidders as indicated in table 1 below: -

Table 1- Response to the clarifications

No.	Item and Reference - Query	Question	CA's Response
1.	Item 1. Microsoft 365 E3 12. SharePoint • Migrating content from the existing On-Prem storage locations to SharePoint Page 46	1. What is the capacity of existing data that need to be migrated in GB's/TB's? 2. Where are the files / content currently located? 3. Are these locations in (2) accessible from the internet?	1. This data is not static and grows as users work daily. The estimated capacity as at now is 5 TB minimum 2. Files are On-Prem storage 3. The storages are restricted to LAN connection only. Secured Internet access shall be allowed for any configuration deemed necessary
2.	Item 1. Microsoft 365 E3 12. SharePoint • Modern experience;	Will deployment of an intranet be part of the expectation for this contract? If so, are you able to define how many site collections	1. Yes. Intranet and extranet will be part of this deployment 2. Multiple site collections shall be required 3. There is no intranet currently

No.	Item and Reference - Query	Question	CA's Response
	<p>separate site collection for different groups</p> <p>Page 46</p>	<p>will be required / how many group exist?</p> <p>Is there an existing intranet?</p> <p>If so, are you able to share design for existing SharePoint Intranet Portal.</p>	
3.	<p>Item 1. Microsoft 365 E3</p> <p>13. Reporting with Power BI</p> <ul style="list-style-type: none"> • Get Insights from data and build Reports <p>Page 46</p>	<p>Is deployment of reports part of the expectation for this contract? If so, do you have definitions of expected number and type of reports?</p>	<p>Deployment of reports shall be part of this contract and shall be guided during deployment period</p>
4.	<p>Item No. 6 Power BI Licenses Pro</p> <ol style="list-style-type: none"> 1. Create reports with Power BI Desktop 2. Publish Power BI reports to share and collaborate <p>Page 52</p>	<p>Is deployment of reports part of the expectation for this contract? If so, do you have definitions of expected number and type of reports?</p>	<p>Deployment of reports shall be part of this contract and shall be guided during deployment period</p>
5.	<p>Physical and Virtual server infrastructure- we would like to know about the various servers in the estate e.g., Active Directory, File Servers et.al</p>		<p>There are 3 Active Directory servers and 2 Exchange servers in the Primary Site</p>
6.	<p>Active Directory Details – give us more details about the AD (primary and secondary)</p>		<p>There are 3 Active Directory servers in Primary Site</p>
7.	<p>AD integration with M365 – confirm if you have necessary license for this</p>		<p>Bidder is expected to supply the necessary integration licenses required</p>
8.	<p>Email Service – confirm the current Exchange Server</p>		<p>Current Exchange Server is Microsoft Exchange Server 2016</p>
9.	<p>Device Management – confirm the devices to be managed using Intune in Microsoft 365 E3 plan</p>		<p>All the devices including mobile devices</p>
10	<p>Training section – confirm whether training should be done locally or internationally.</p>		<p>Training shall be conducted locally</p>

No.	Item and Reference - Query	Question	CA's Response						
11	Support - confirm if support is for M365 environment only or also on-premises servers (AD and exchange)		For the purpose of this contract, the support will only be for the Microsoft Office online services						
12	<p>Manufacturer Authorization</p> <p>We have received the following communication from our distributor regarding the Manufacturer's Authorization. Kindly confirm if this will be acceptable as a substitute for the mandatory Manufacturer Authorization</p> <p>"MAF letters are not issued by the Vendor, but the Approved Distributor can arrange a letter to say you are a transactional partner to resell DocuSign"</p>		<p>If any Bidder receives a MAF from an Approved Distributor, it must be accompanied by a MAF issued to the Approved Distributor by the manufacturer of the proposed solution for the Microsoft Online solutions. I.e., all Microsoft solutions must have a MAF from Microsoft</p> <p>A letter from Approved Distributor shall only be accepted for the DocuSign solution</p>						
13	<p>ISO 27001 Certification</p> <p>Please clarify whether this certification is necessary for the submitting organization or specifically for the Team Leader/Project Manager</p>		<p>ISO 27001 Certification</p> <p>This requirement has been dropped</p>						
14	<p>Qualification and competence of key staff (Attach CV and relevant Certificates)</p> <p>“Other Key Staff (2) (Attach CV and relevant Certificates)”</p> <p>Does this refer to two (2) resource with the below specified qualification or could we provide multiple resources to cover the below requirement.</p> <table border="1" data-bbox="319 1509 1018 1944"> <tr> <td data-bbox="325 1509 1011 1644">Attach a copy of any two (2) Professional Qualific engineer in Microsoft products listed below and One be an ITIL Service Management Certified</td> </tr> <tr> <td data-bbox="325 1653 1011 1697">1. Microsoft 365 Certified: Enterprise Administrator E</td> </tr> <tr> <td data-bbox="325 1706 1011 1751">2. Microsoft 365 Certified: Security Administrator Ass</td> </tr> <tr> <td data-bbox="325 1760 1011 1805">3. Microsoft 365 Certified: Teams Administrator Asso</td> </tr> <tr> <td data-bbox="325 1814 1011 1859">4. Microsoft Certified Solutions Experts</td> </tr> <tr> <td data-bbox="325 1868 1011 1912">5. Microsoft Exchange Server 2016</td> </tr> </table>	Attach a copy of any two (2) Professional Qualific engineer in Microsoft products listed below and One be an ITIL Service Management Certified	1. Microsoft 365 Certified: Enterprise Administrator E	2. Microsoft 365 Certified: Security Administrator Ass	3. Microsoft 365 Certified: Teams Administrator Asso	4. Microsoft Certified Solutions Experts	5. Microsoft Exchange Server 2016		<p>Section 3.2 on Page 53 requires the bidder to submit:</p> <p>Two (2) other Key Staff</p> <p>“Other Key Staff (2) (Attach CV and relevant Certificates)”</p> <p>Attach a copy of any two (2) Professional Qualification for each engineer in Microsoft products listed.</p> <p>Engineer 1</p> <p>One engineer Must be an ITIL Service Management Certified and have at least one (1) of the listed certifications</p> <p>(Degree Certificate 2.5Mks Experience 2.5Mks ITIL Certification 2.5Mks</p>
Attach a copy of any two (2) Professional Qualific engineer in Microsoft products listed below and One be an ITIL Service Management Certified									
1. Microsoft 365 Certified: Enterprise Administrator E									
2. Microsoft 365 Certified: Security Administrator Ass									
3. Microsoft 365 Certified: Teams Administrator Asso									
4. Microsoft Certified Solutions Experts									
5. Microsoft Exchange Server 2016									

No.	Item and Reference - Query	Question	CA's Response
	2.5 marks for each engineer's in Microsoft certifications (Max 10 marks)		<p>Any (Max 10 Microsoft Certifications 2.5Mks: Total :10Mks)</p> <p>Engineer 2 The other engineer must at least two (2) of the certifications listed</p> <p>(Degree Certificate 2.5 Mks Experience 2.5Mks Microsoft Certification 2.5 Mks Another Microsoft Certification 2.5 Mks: Total :10Mks)</p> <p>Total for both engineers: 20 Mks</p>
15	Clarify if we can quote in USD; all software is procured in USD and with the current fluctuation on the exchange rate we cannot hedge on this in KES.		<p>ITT 21.1 on page 36</p> <p>The Tenderer is required to quote in the currency of Kenya Shillings (KES)</p>
16	The Mentioned tender is a software deployment tender; please clarify if it is mandatory for the project manager to hold a master's degree in ICT and ISO certified as per below requirement;		<p>Technical Capacity Requirement section 3.1 on page 53 for the Team Leader:</p> <p>Team Leader /Project Manager Must have a Master Degree in ICT, Computer Science, or a related discipline from a recognized university</p>
17	ISO 27001 Certification for the Team Leader/ Project Manager		This requirement has been deleted
18	Infrastructure	Provide information about physical and virtual servers	Detailed information about the overall infrastructure shall be given during deployment
19		Do you have an Active Directory? Yes/no	Yes, there is an Active Directory
20		If Yes, Specify the current primary Active Directory Windows Server version?	Microsoft Windows Server 2016 Datacenter
21		Specify the current Primary Active Directory Domain Functional Level?	Windows Server 2012 R2

No.	Item and Reference - Query	Question	CA's Response
22		Specify the current Primary Active Directory Forest Functional Level?	Windows Server 2008 R2
23		Total Number of Users managed on Active Directory?	500
24		Total Number of Devices managed on Active Directory?	1000
25		Total Number of Domains in the environment (Provide count and name of the Domains). Is the domain Part of a Forest?	One (1) domain: ca.go.ke
26		Do you have any Secondary Active Directory? (Yes/No)	No
27		Please List all Servers and Applications dependent/integrated on Active Directory?	Approximately a dependency of 20 Systems consisting of both Windows and Oracle Linux Servers. Additional list of the systems integrated with the AD shall be provided during deployment.
28		For the listed servers, Specify Current Windows Server OS Version? Be as detailed as possible	Minimum of Microsoft Windows Server 2016 Datacenter
29		SharePoint Server to be migrated - What is the total size of the documents and files to be migrated to SharePoint Online	There is no SharePoint Server at the moment. File Storage system is in place hosting minimum of 5 TB data
30		Are you retaining the current domain used in Active Directory Yes or No	Yes, the Authority will retain the current domain
31		Name all applications authenticating to Active Directory and the databases they connect to	A full list of the systems integrated with the AD and their database shall be provided during deployment. Most systems run on

No.	Item and Reference - Query	Question	CA's Response
			Microsoft Windows and a few on Oracle
32		Do you have a Windows Server 2022 Standard License Yes/ no?	No, the bidder shall supply all the necessary integration licenses required
33		If no, will you ensure to have purchased the Windows Server 2022 Standard License before the project start? Yes/No	Bidder shall supply all the necessary integration licenses required
34		What office Version do you have on your Devices e.g. Office 2016, 2021?	Microsoft Office 2016, 2019, 2011 for MacOS
35		To Perform Active Directory sync with Microsoft 365 - you need a separate Licensed Windows Virtual Machine to run the service Azure AD connect Do you have a Windows Server 2022 Standard License Yes/ no?	No, the bidder shall supply all the necessary integration licenses required
36		For Primary AD - to sync with Microsoft 365, it needs to be on Microsoft Windows Server Version 2019 or 2022, is this available?	The Active Directory is running on Microsoft windows Server 2016 Datacenter Bidder shall supply all the necessary integration licenses required and include them in the Financial Evaluation and the Form of Tender
37		Specify the current on-premise email service in use and Exact version?	Microsoft Exchange Server 2016
38		Do you have access to your Cpanel?	Yes
39		Current Bandwidth for your organization?	Bandwidth is 300mbps

No.	Item and Reference - Query	Question	CA's Response
40		Specify the Number of Users using the Exchange Server for email service?	500
41		What outlook Version do you have for your devices e.g. Outlook 2016, 2013 et.al	Microsoft Outlook 2016, 2019, Microsoft Outlook 2011 for MacOS
42		Do you have backups for your email e.g. PST Yes/no	Yes, archived emails are in the form of PST and olm for MacBook
43		Do you wish to decommission the server upon migration of the mailboxes? Yes/No	No, the Authority will run both online and on-prem services for a period of time before decommissioning
44		If no, the current Exchange server version to work properly as a Hybrid Setup must have the latest Exchange Server Version 2019	The Authority has Microsoft Exchange Server 2016 which the bidder MUST upgrade to ensure smooth migration
45		Do you have Exchange Server Version 2019? Yes/No	The Authority has Microsoft Exchange Server 2016 Bidder shall supply all the necessary integration licenses required and include them in the Financial Evaluation and the Form of Tender
46		If No, will you ensure to have it upgraded to latest version Exchange Server 2019 before Project start?	Bidder shall supply all the necessary integration licenses required and include them in the Financial Evaluation and the Form of Tender
47		Specify the Number of Desktop Computers /Laptops Devices in your environment?	The Authority has approximately 350 computers running on Windows and 150 running on Mac OS. Mobile devices including tablets and mobile phones 500 running on Microsoft Windows, iOS and Android
48		Are the devices shared amongst the users or is each	A few devices are shared

No.	Item and Reference - Query	Question	CA's Response
		user assigned their own device?	
49		Provide the Specific Operating System Version for the Workstations	The Authority has approximately 350 computers running on various Windows OS and 150 running on Mac OS
50		For device management do you wish to manage Windows Devices Only?	Managed devices shall include Windows OS, Mac OS, iOS and Android
51		For device management do you wish to manage both Windows devices only and Mobile devices (Android, iOS) ?	Managed devices shall include Windows OS, Mac OS, iOS and Android
52	Training	Will the administrator Training for Professional Certifications be done Locally (in Kenya) or internationally? 1. MS 900- 2 Admins 2. SC 100- 2 Admins 3. AZ 500- 2 4. MS 700- 4	The training shall be done locally
53	E-signature	Specify the Estimated number of envelope/documents to be signed in a year? E.g. 1000 Envelopes for a year	Approximately 1000
54		Will the E-signature solution be integrated with any other service apart from Microsoft 365?	The E-signature shall be integrated with other CA services and systems as well
55		Do you require single sign on and SMS notification capability for the e-signature solution?	Single-Sign-On shall be required for the e-signature as well as an SMS notification where applicable
56	Information Protection	Do you have a compliance team to work with to setup data loss prevention policies with? or the IT team	The ICT team will work with the vendor to set up the data loss prevention policies

No.	Item and Reference - Query	Question	CA's Response
57	Support services	Specify the required support services to be provided? Is it only the Microsoft 365 Environment only?	For the purpose of this contract, the support will only be for the Microsoft Office online services
58		Will the support services also cover the Active Directory and Exchange Servers?	For the purpose of this contract, the support will only be for the Microsoft Office online services

Additional items to the financial evaluation criteria to be carried to the form of tender

The following items have been added to the financial proposal and bidders MUST include them in their final quotation

No.	Items/ Services	Description of Services	Qty	Unit Price Kshs Inclusive VAT	Total Price Kshs. Inclusive of VAT
1.	Microsoft Windows Server	Microsoft Windows Server 2022 license	1		
2.	Microsoft Exchange	Microsoft Exchange Server 2019 license	1		

ALL other conditions of the tender remain unchanged.


Peter Mwangi
FOR: DIRECTOR GENERAL/CEO

