ITT 8.2 of the Tender indicated as follows:

Requests for clarification should be received by the Procuring Entity no later than:9th November 2023 1600 HRS.

The following request for clarifications were received regarding the tender which were addressed in the pre-tender meeting held on 10TH November 2023 at NEMA Boardroom Starting 10AM to 1PM

The Following are clarifications which should be factored by bidders in preparing their tenders.

PART 1

NO	REQUEST FOR CLARIFICATIONS	RESPONSE AS AT DATE 10TH NOVEMBER 2023
1	Total number of users to access the system and total number of employees	Total Number of NEMA Employees are 420 who access the system from time to time. The public portal should be open access to all public users
2	i. Is the ERP System to be installed cloud based or on-site ii. Number of user licenses required iii. Should the total cost of the contract be inclusive of all the Recurrent cost iv. Is there an existing ERP system? If, yes, what type and version v. Where does Environment Information Management system and Knowledge Management System built on or hosted? vi. Whether NEMA has implemented a GIS Server Application	i. On-site/ On premise ii. 50 concurrent end user licenses for ERP – the licenses should be perpetual and NOT subscription based - Open models are acceptable solutions iii. No – Do not factor recurrent costs in the form of tender. The tender should include Support & Maintenance Costs for the first (1) year after Go-Live. iv. Yes. Microsoft Dynamics NAV 2015 v. Microsoft SharePoint 2010 and they are on premise – data center vi. The proposed solution should have GIS application integrated in the system – indicate the cost implication of the GIS solution – limit to year 1 support and maintenance

3	If tender will be awarded as one contract or in LOTS	The tender will be awarded as one contract
4	Provision/Link to attend Virtual/Hybrid Pre-tender meeting	No Hybrid pre-tender meeting – proceedings will be shared and uploaded for access
5	i. Licensing module item 10 page 105 - Licensing module item 10 pg 105 - Payment methods support e.g. mobile payment, visa/Mastercard/union etc in light of the presidential directive of e-citizen usage for all government-related payments.	i. The payments channels will be E-citizen and KCB for Bulk Payments integration.
	ii. Licensing module item 29 page 106 - What does sealed letter imply?	ii. Imposed Seal – Unique WaterMark (can be digitized)- a security feature in the digital licenses such as a QR code can be one of them.
	iii. Licensing module item 40 page 107 - Should the validation be available for all and sundry or only for NEMA officials?	iii. Validation should be available for all and sundry.
	iv. Fleet management module - How many mobile units does NEMA have? What growth factor per year should be considered for the mobile units?	iv. NEMA has 74 vehicles with a projected growth Factor of10 fleet per year
	v. What is the fleet size to be managed?	v. See iv above
	vi. Shall the bidder be expected to quote for tracking hardware as well?	vi. NO – The bidder to provide solution that meets the fleet management module requirement.
	vii. Section 3.3.1.1 Internal GIS Web Application a. 300 total internal web GIS users. Are these data viewers only? b. 200 regular daily internal web GIS users. Should they all have edit capabilities?	vii. a. Yes -

	c. Will the database be provisioned for by ICT alongside ICT servers?	b. No. edit capabilities will be for a few GIS users about 5No. c. Yes
	d. Which GIS software Licensing is available currently at NEMA and can it be used in this Project?	d. ArcGIS and shall not be used for this Project.

6	**Questions about the number of staff for different modules as pricing is based on users:**
	
	  i. Total staff / NEMA workforce on Payroll
	
	  ii. Number of staff who need ESS portal for HR tasks like Leave application
	
	  iii. Number of staff who request items of stocks
	
	  iv. Number of staff who initiate Purchase Requisition
	
	  v. Number of staff in Billing/ Receipting
	
	  vi. Number of Staff in Document Management and their roles
	
	  vii. Number of staff in Incident Management
	
	  viii. Number of staff in project planning and project management
	
	  ix. Number of staff in special customized workflow
		i. 420
		ii. 420: Any staff should be able to access and use the ESS Portal at any time for Leave Application
		iii. All staff
		iv. All staff.
		v. Billing and receipting is automated from application submission stage –the aim is to have seamless integrated receipting and billing
		vi. All system users
		vii. Approximately 250
		
		viii. No project planning and project management module required.
		
		ix. All system as per different module requirements

7	i. Would NEMA consider changing the status from Open National Tender to an Open International Tender?	i. NO – The tender remains an open National tender

	ii. Would NEMA allow alternative bids, deviations from the time schedule, and alternative technical solutions? iii. Would NEMA consider re-evaluating "Mandatory" requirements & reclassifying them as "Desirable" or "Optional" iv. Would NEMA be open to the proposal of dividing the tender into distinct parts or modules? v. Would NEMA consider amending the current tender and address integrations separately from the Request for Proposal (RFP), vi. Would NEMA consider extending the deadline for submission of Tender	ii. alternative bids not allowed iii. NO iv. NO v. NO vi. NO. The deadline for submission remains as **24th November 2023**

ITT 8.2 of the Tender indicated as follows:

Requests for clarification should be received by the Procuring Entity no later than: 9th November 2023 1600 HRS.

The following request for clarifications were received regarding the tender which were addressed in the pre-tender meeting held on 10TH November 2023 at NEMA Boardroom starting 10AM to 1PM

The Following are clarifications which should be factored by bidders in preparing their tenders

PART 2

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
1.	5.2 Eligible Goods and Services, Page 15	the required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that the Supplier is required to supply and install under the Contract, plus all associated documentation, and all other materials and goods to be supplied, installed, integrated, 12 and made operational;	Kindly clarify if there is any requirement for hardware and other supplies.	No Hardware supply is required. All IT Infrustructure shall be provided.
2.	Mandatory Evaluation Criteria – Point 18, Page – 37	Valid Manufacturer's/ Developer/Solution copyright holder Authorization certificate for the ERP System	Requesting you kindly clarify if MAF is required only for ERP solution or also required for cloud hosting.	MAF is required for ERP solution only. No cloud hosting is not an alternative.
3.	ITT 19.2, PARTICULARS OF APPENDIX TO	The Tenderer "must not" tender Recurrent Cost Items	As per 1. Grand Summary Cost Table, we need to tender the recurrent cost.	No Recurrent Costs should be included in the tender value.

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
	INSTRUCTIONS TO TENDERS, Page 37		However as per section 37-19.2, it says that "The Tenderer "must not" tender Recurrent Cost Items". Kindly confirm whether the recurrent cost to be submitted or not.	Bidders to cost only activities specified in the ToR: This includes support & Maintenance Costs for the first (1) year after Go-Live.
4.	ITT 46.1, Page 38	The award will be made on the basis of Lowest Evaluated Bidder upon successful demonstration as stated in ITT 44.3.	Request the client to consider QCBS (70:30) method for evaluation to give higher emphasis on the quality of the proposals submitted by bidders.	No change
5.	Mandatory Evaluation Criteria, Page 41	9 Copy of CR12 certificate valid within 6 months of tender submission date 16 Provide Current Accreditation Certificate with ICT Authority to provide ICT Solutions (Systems and Applications Accreditation Type).	Kindly consider the following quality certificates: - CMMI Level 5 - ISO 14000 - ISO 27000 - ISO 9001 - ISO 20001	CR12 certificate valid within 6 months of tender submission date is mandatory for all bidders. Only ICT Authority accreditation under Systems and Applications Accreditation category is mandatory
6.	TECHNICAL EVALUATION (NON RATED CRITERIA SHALL BE APPLIED), Page 41	The Tenderer MUST have offered at least three similar contracts in system development and integration in the past five years. (Attach Signed Contracts).	Kindly elaborate "similar contracts".	Similar contracts refers to previous work done or experience in developing and/or integration of ICT systems that compares to the solution being sought technically, monetary value and scope.

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
7.	2 Pricing, Page 62	Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Tenderer. As specified in the Tender Data Sheet, prices shall be fixed and firm for the duration of the Contract	Kindly specify the duration of the project along with the timeline for implementation (Development, UAT, Go-live, O&M)?	Special conditions of contract time of completion and operational acceptance as per the tender document is 12 months.
8.	ii) Candidate Summary, Page 80	Candidate Summary Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.	- Please specify which candidate's summary to be provided in the candidate summary table. - Do you need a candidate of experience of more than 20 years? If yes, please mention the type of resources required for this position.	Key staff qualification and requirements as per tender document to be summarized in the Candidate Summary.
9.	1.1 Background, Page 97	The Authority is currently running the following systems at the HQ which the integrated information management system shall be required to integrate with for purposes of exchanging information: I. Environment Licensing System; II. API linked to the E-Citizen Payment Platform; III. An email system based on MS Exchange ~~2016~~ 2019 IV. A Knowledge Management System (Intranet);	We assume that the API required for the integration to be provided by the client.	All API to be done by the winning bidder • The procuring entity will support the integration requirements with letters of support and authorization requests for KCB/E-Citizen integration. • Active directory and email system shall be provided for integration.

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
		V. KCB I-Bank System		
10.	1.4 Hardware Specifications, Page – 2, 98	The bidder shall include in the proposal a section for the optimal hardware requirements to utilize the proposed software. This will consist of but not limited to the optimal number and type of servers and how they are distributed, desktop requirements, Storage solution, etc	Kindly clarify if the bidder has to supply hardware or only propose the Hardware Sizing.	The bidder shall propose Hardware Sizing based on Solution Proposed.
11.	1.4 Hardware Specifications, Page- 98	The bidder shall include in the proposal a section for the optimal hardware requirements to utilize the proposed software. This will consist of but not limited to the optimal number and type of servers and how they are distributed, desktop requirements, Storage solution, etc. **Note:** This Tender Does Not include hardware delivery	Please confirm who will provide hardware.	NEMA shall provide hardware.
12.	Resource Enterprise planning (ERP) Solution Licenses Required, Page 102	50 (fifty) licenses for concurrent users at any given time	Kindly provide the estimated no of users and concurrent users.	50 concurrent users. Total Staff Base is 420 and they should be able to access and use the ESS Portal at any time for Leave Application and other employee services.

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
13.	3.1.1 General Conditions, Page 103	**Alerts and notification** The System must also support desktop alerts and notifications i.e. the notifications and alerts are viewed by users within the modules.	Please specify if there is any tool identified to integrate the desktop Alert?	The notifications are embedded in the System as well as mail notifications.
14.	3.2.1.1 Environmental Impact Assessment License, Page-104	The QR code should be recognizable by a QR reader or smart device such as a smart phone camera	Please confirm who will provide QR code reader.	The Authority shall provide this, if and when needed. Mobile Applications should have QR scanning functionality.
15.	3.2.1.1 Environmental Impact Assessment License, Page 104	The system should be able to provide validation on whether the Expert applying is licensed	Could you please clarify more on this point?	NEMA licensed environmental assessment experts register should be the source of validation of experts submitting reports as per the legal requirements.
16.	3.2.1.1 Environmental Impact Assessment License, Page 104	The system should allow the upgrade of an EIA report without the application needing to be redone	Could you please clarify more on this point?	The system should allow inter module integration of environmental license/permit applications.
17.	3.2.2.3 Export/Trans-boundary/ Transit Waste	The system must be able to display the criteria and requirements to apply for Export/Trans-boundary/ Transit Waste Permit	Kindly provide more details on the key features and functionalities of Export/Trans-	This is as per the schedules regulations in the waste management regulations and specified in the module requirements.

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
	Permit, Page 138		boundary/Transit Waste Permit solution.	
18.	3.2.3.1 New Clearance Application, Page 145	The system should have a dropdown to choose clearance certificate to apply for. The options for clearance include but not limited to Plastic clearance.	Kindly specify the meaning of Plastic Clearance?	Plastic clearance is the approval for manufactures or distributors to use plastics for industrial packaging as per the legal requirement and the specified module requirement.
19.	No-16 Inventory Management, Page 164	The purchase requisitions to be tied to items or assets which are procurable. This calls for the creation of that item code, prior to raising the requisition for store replenishment or purchase of such item.	Is there any specific inventory management methodologies or approaches in mind, such as just-in-time (JIT), ABC analysis, or other inventory models?	FIFO approach
20.	No-44 E-Procurement, Page 167	Supply Chain Department would wish to implement E-procurement which involves the introduction of electronic processes to support the different phases of a procurement process	Do you have a preferred e-procurement methodology or approach, such as source-to-pay (S2P), procure-to-pay (P2P), or other procurement models?	P2P model as per IFMIS requirement
21.	Registration of Suppliers and Contractors, Page 167	**Contract Management** Ability to reference Procurement module which indicates those requested services for which contracts require to be drawn and attachment of relevant documents (Tender /Procurement Committee minutes, requisition etc.)	What is the scope of this contract management project? Could you provide a detailed description of the contracts, their volume, and types (e.g., procurement, sales, service, etc.) that need to be managed?	Management of all contracts from procurement transactions for the Authority.

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
22.	3.2.9 Human Resource Module, Page 171	**Recruitment** Ability to shortlist – Include a job application form to be filled by applicants which can help in shortlisting Notification for unsuccessful candidates/applicants	Are there any preferred assessment tools, tests, or methodologies you'd like us to use during the selection process?	No. Job application form will be the basis for assessment and shortlisting criteria.
23.	3.2.10 Fleet Management module, Page 175	Management of work tickets to capture authorization and mileages.	Is there any external hardware to be installed in the vehicle to track the usage?	NO – The bidder to provide solution that meets the fleet management module requirement.
24.	3.2.11 Incident Management, Page 176	**Incidents Reporting and analytics** The map window should support satellite view and street map view.	What satellite imagery source will be used for the satellite view?	OSM, Mapbox (free within a certain usage limit). Leaflet, thunderforest, NASA GIBS and even ArcGIS online can be used freely.
25.	3.2.11 Incident Management, Page 176	**Incidents Reporting and analytics** The map window should support satellite view and street map view.	Which mapping service or provider will be used for the street map view?	OSM, Mapbox (free within a certain usage limit). Leaflet, thunderforest, NASA GIBS and even ArcGIS online can be used freely.
26.	3.2.12 Incident Reporting Mobile Application, Page 180	The application should support maps	Could you please provide further details regarding the support Maps?	OSM, Mapbox (free within a certain usage limit). Leaflet, thunderforest, NASA GIBS and even ArcGIS online can be used freely.
27.	3.2.13.1 Environmental Audit, Page 181	The system should have a linkage between other modules like Licensing, experts, permitting, clearance etc. and stakeholders- Lead agencies	We request the client to provide the list of stakeholders who will be using this application.	The stakeholder are Government Lead Agencies responsible for environmental sector specified in the first schedule of the Environmental Management and Coordination Act, 1999.

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
28.	3.2.18.1 Registration of a Toxic and Hazardous Industrial Chemical or Material, Page 191	The system must be able to outline the criteria and requirements to Register a Toxic and Hazardous Industrial Chemical or Material	Are there any hardware components expected to be integrated into the system for the purpose of identifying Toxic and Hazardous materials?"	NO.
29.	3.2.21 Reporting Module, Page 195	Analytical requirements	- Do we have confirmation on Source? - Kindly share the Volume of Data along with frequency? - Kindly share the number of KPIs and Dashboard/Reports	- System generated data to be used for analysis and reporting
30.	3.2.21 Reporting Module, Page 195	Analytical Requirements: Advanced analytics, statistical analysis, forecasting and advanced aggregation features.	Is the client currently utilizing any analytical tools, and would it be feasible to suggest open-source solutions as an alternative?	- No current analytical tools in uses - Yes to open source
31.	3.3 Support Systems, Page 198	These systems generate data that is vital to the licensing system. Therefore, for the licensing system to fully function, there is a need for integration with the already existing systems to utilize this data.	- Kindly share the details of the existing system that needs to be integrated. - Please provide the technology stack for the existing systems.	- Active Directory and Email exchange 2019 - The proposed system modules shall be integrated.

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
32.	4.1.3 Project Management Tools, Page 207	The Vendor must employ a project management tool such as MS Project or equivalent that provides management support that is acceptable to NEMA.	Could you kindly provide additional information regarding the number of licenses required and clarify which party will be responsible for bearing the associated costs?	The vender shall use a project management tool for management and monitoring of the project/contract at own cost. Project management tool is not a required system module.
33.	4.1.9 Project Key staff, Page 209	The vendor(s) must provide the following minimum key experts as part of the project implementation team.	Kindly specify whether the key staffs mentioned in the RFP shall be deployed onsite or offsite.	Onsite and offsite on need basis
34.	Data Conversion and Migration, Page 213	The vendor must provide the format to which data must be converted in readiness for migration.	Kindly let us know the volume of data that need to be migrated.	About 1TB and increase with each application.
35.	4.3 Training and Capacity Building, Page 215	The vendor is therefore required to provide a sustainable and time-tested training strategy that will ensure the successful implementation of the required solution	Kindly specify the mode of training to the stakeholder's i.e whether the training shall be provided at the client location or vitual mode. We assume that the client will facilitate the training space & related logistics if training will be provided at client location. Also please specify the estimated no. of batch size to whom training will be provided.	NEMA will provide training venue and logistics Training costs at the expense of NEMA. Users, IT team to be trained on technical aspects of the system General public- Training materials i.e videos, manuals – easy to use system.

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
36.	15.2, Page 280	The Supplier has the right to audit the Standard Software to verify compliance with the above license agreements.	Who shall do the security audit? We assume that the necessary support required for doing the audit shall be provided by the client.	NEMA shall- undertake the audit

37.	7. Terms of Payment (GCC Clause 12), Page 307	Advance Payment
		
		twenty percent (20%) of the entire Contract Price, exclusive of all Recurrent Costs, shall be paid against receipt of a claim accompanied by the Advance Payment Security specified in GCC Clause 13.2.
		
		[Note: The advance payment may be higher than 10% in cases where Supplier's mobilization costs (i.e., costs between Contract effectiveness and the first scheduled Contract payment) are likely to be much larger than the advance payment, resulting in substantial negative cash flow for the Supplier.]
			- We understand 20% payment will be paid on advance against the Advance Payment Security specified in GCC Clause 13.2, however if a bidder doesn't opt for advance payment, what will be the alternative set up of payment to the bidder for this 20% payment. Kindly clarify.
			- While referring to the note we understand advance payment can range from 10% to 20%. Can you please confirm which one to consider?
			- As we understand, the below payment terms:
			  • 20% Advance Payment
			  • 80% for clause (b), (c), (d),(e)
				- Proposed payment plan is as outlined below:
				<table><tr><th>No.</th><th>Payment Milestone</th><th>% of the contract sum</th></tr><tr><td>1</td><td>Advance/ mobilization</td><td>20</td></tr><tr><td>2</td><td>Installation</td><td>10</td></tr><tr><td>3</td><td>Operational acceptance</td><td>20</td></tr><tr><td>4</td><td>upon training</td><td>30</td></tr><tr><td>5</td><td>Go live</td><td>10</td></tr><tr><td>6</td><td>Support</td><td>10</td></tr><tr><td></td><td>Total</td><td>100</td></tr></table>
				- A bidder may propose an alternative payment plan that shall be subject to negotiation at award stage.
				-

Sl. No.	Tender Document Reference(s) (Section & Page Number(s))	Content of Tender Requiring Clarification (s)	Points of Clarification	Response as at 10th November, 2023
			• 10% for caluse (f) i.e complete system integration When we are combining all deliverables it is coming 110%. So there is an ambiguity in the payment terms. Request you to kindly clarify.	
38.	8. Securities (GCC Clause 13), Page 309	The Performance Security shall be denominated in [Kenya shillings] for an amount equal to [10] percent of the Contract Price, excluding any Recurrent Costs.	Request the client to reduce the performance security to 5%.	Performance security remains 10% and shall reduce to 2% after Go-Live.
39.	General		Requesting you kindly share the Existing database details	MS SQL 2008 and 2012 database versions
40.	General		Requesting you kindly confirm if Integration of data is required.	Data migration is required.