TO: ALL BIDDERS,

**RE: CONTRACT NAME: SUPPLY, INSTALLATION, IMPLEMENTATION & SUPPORT OF AN INTEGRATED WEB-BASED ENTERPRISE RESOURCE PLANNING SYSTEM (ERP), ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS) AND COMPUTERS:**

**CONTRACT NUMBER: CWWDA/AFD/G1/2023**

**Clarification NO.1**

The above subject matter refers.

Please find attached herewith clarifications addressing issues raised by some bidders.

Yours sincerely,

Eng. Martin Tsuma
**Ag. CHIEF EXECUTIVE OFFICER**

P.O. Box 90417 - 80100
Mombasa Kenya

Tel: No. 041 - 2315230
0731 231523

Email: info@cwwda.go.ke
Website: www.cwwda.go.ke
complaints@cwwda.co.ke

| No. | Bid Clarification Requested | Response |
|---|---|---|
| 1. | How many users will use the EDMS system? (Will determine the user licenses) | 20 concurrent licenses |
| 2. | How many System Administrators will be trained on the maintenance of the system | 4 System Administrators. Refer to bid document. Page 177 |
| 3. | Are there documents to be scanned? If yes, what is the estimated volume? (This can be estimated by counting the number of member files multiply by the estimated number of pages per file) | 1,000,000 pages |
| 4. | Will you require any scanners? How many and with what daily output capacity | Yes, refer to the bid document. Page 177 |
| 5. | Do you require development of workflows (automation of work process, for example loan appraisal process, new members KYC process etc.)? How many would this be | 5 |
| 6. | Do you have any current systems in place that require integration to the EDMS, for example a core-banking system? How many? | 3, Refer to page 86 of the bid document |
| 7. | Will the system be rolled out to other branches? If yes, how many? | 3 |
| 8. | What is the required server Memory Capacity? | Bidder to specify optimum specifications for the proposed solutions which will host both the proposed ERP and EDMS. Refer to page 91 of the bid document. |
| 9. | How many processors should be installed? | 2 processors per server |
| 10. | We can apply for all three LOT or one vendor can bid against only one LOT | A bidder can bid against any lot |
| 11. | Is it required to deposit the security amount against any LOT or not? | Yes. Refer to the Specific Procurement Notice document. |
| 12. | Page 77 Licenses required, total licenses required 33 listed in 10 departments. Can we have the number of licenses required by site (4) for each department | Distribution of licenses will be discussed with the winning bidder. Licenses are **30 not 33**. |
| 13. | Page 80 Section 1.2.2, The ERP software will serve the entire staff (i.e.178) of CWWDA either through light interfaces, or self-services portals, etc Please | Note that the licensing structure is provided for in the tender document and can effectively guide all bidders. |

| | | |
|---|---|---|
| | elaborate how the ERP software will serve the entire staff? | |
| 14. | Data Conversion and Migration were mentioned as part of the bid in page 71 & 87, how many years of historical data are expected to be migrated from Microsoft Dynamics to the new ERP? | Approximately 15 years |
| 15. | What are the types of unstructured data that the ERP is supposed to manage and analyze? Does it involve streaming data, BLOB, video files and seismographic data? (Referring to item 1.3.4 page 81 and 2.5.1 page 87). Kindly specify the form of interaction that would be needed with the other systems specified. Is it in terms of data sharing or real-time CRUD (Create, Read, Update and Delete) Operation? (Referring to Item 1.4.2 page 82). | Bidder to specify optimum specifications and requirements for the proposed solution and refer to the technical specifications of the ERP business functions. The data can be both Data Sharing and real-time |
| 16. | What are the current systems that need to be integrated? Can you also provide the database details for the existing system? Ref.2.1.1 page no 87. | Refer to Functional, Architectural and Performance Requirements on page 80 and an additional Biometric Time Attendance system (PostgreSQL) for integration. |
| 17. | As per page no 95, firewall specs are mentioned under Technology specifications under Section 3.1.2 but not mentioned in the list of good (page 70-71). Please confirm if this item is required along with quantity. | This item shall be added to the list of Goods and List of Related Services and Completion Schedule for **Lot 1.** IT Administrators shall also be trained on its usage, configurations and customizations. Refer to the Tables below for Lot 1. |
| 18. | By Certification training in 2.4: i. Do you mean participants will be issued with certificate of attendance issued by the OEM or by the supplier? Or ii. Certificate to be issued after passing the exams set by the OEM? | Refer to **2.4.1** of the Bid document. It elaborates clearly on the clarification raised. |
| 19. | 30 user licenses / Licensing and maintenance will be done annually. Are you looking for annul subscription license or perpetual license with yearly maintenance? | Perpetual license with maintenance. |
| 20. | Microsoft Dynamics GP-Are you up to date on BREP with Microsoft? | To be discussed with winning bidder |

| 21. | SQL server 2017-What is DB Size? | Refer to No.14 |
|-----|----------------------------------|----------------|
| 22. | Price Schedule-Can we use our own format to submit the pricing? | Use the format provided in the tender documents |
| 23. | The prices shall be quoted by the bidder in: Kenya Shilling-is it allowed to submit in any other currency? Ex. USD/Euro? | Refer to the Bid Data Sheet in the tender document. |
| 24. | Upgrade, Supply, Delivery, Implementation & Support of an Integrated Web-Based Enterprise Resource Planning System (ERP) Are you specifically interested in a Microsoft ERP, or are you open to considering other ERP options | Bidders are required to provide their proposed solution and hardware that optimally supports their solution. |
| 25. | Mombasa and other branch offices at Tiwi, Baricho and Mazeras. Number of branches and legal entities? | 3 |
| 26. | Requirements of the Supplier's Technical Team.Do we need to submit CVs for other Associated Hardware and Software? | Refer to tender document page 88-89 |
| 27. | 3.1.6 Supply, delivery and installation and testing of computers with their appropriate software and accessories. Please confirm if is it Lot 1 requirement or Lot 3 requirement? | Lot 3 |
| 28. | 3.1 Computing Hardware Specifications: a. How many CPUs required? | Refer to tender document page 90 |
|     | b. You have stated 1U for server height, can you consider a 2U server which is standard and recommended based on your use case and required storage disks? | Refer to the tender document. It elaborates clearly on the clarification raised. |
| 29. | 3.1.4 Smart POE Switches a. Please clarify if you already have structured cabling (electrical, fiber) infrastructure in place or if we are to provide. If we are to provide then we will need to do a site survey. | Refer to the tender document page 96. It elaborates clearly on the clarification raised. |
| 30. | b. Please confirm if all the switches are to be installed in one location distributed at different locations. | Will be discussed with the winning bidder. |

| 31 | 3.1.2 firewall device<br>1. How many users for Endpoint security ?<br>a. End users – Qty ?<br>b. Servers – Qty ?<br><br>2. How many years of security subscription required ?<br>1 Yr / 3 Yr / 5 Yr.<br><br>3. Are you looking for Email security ? (Yes/No)<br>a. If Yes – How many users ?<br><br>4. Are you looking for any EDR/XDR technology along with Endpoint protection ? (Yes/No)<br><br>5. Are you looking for Encryption with Endpoint protection ? (Yes/No) | Refer to the tender document. It elaborates clearly on the clarifications raised from page 90 |
| | **Also please fill the attached Firewall Sizing Questionnaire** | **Not Applicable** |
| 32. | 3.1.4 Backup/ Restore solution<br>Please clarify if the backup software will be required to backup shares on the Network Attached Storage? If so additional backup licences will be required. | Refer to the tender document. It elaborates clearly on the clarifications raised. Bidder to specify optimum specifications and requirements for the proposed solution and refer to the technical specifications. |
| 33. | 3.1.8 - 5KVA Solar power solution<br>1)For clarity of the 2 sites Mazeras and Baricho, if the power is single phase or three phase, you requested for 3 phase but the inverters are single phase 3kva, | Refer to the tender document. It elaborates clearly on the clarifications raised. Bidder to specify optimum specifications and requirements for the proposed solution and refer to the technical specifications of the ERP |
| 34. | 3.1.7 - 15kva Solar power solution<br>2)Location for the 15kva system | Head Office |

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| 35. | 2b. Network Attached Storage (NAS) device<br>The Network Attached Storage specifications state the below:<br>• Drive description: 8 x 8TB 3.5" HDD<br>• At least 64TB (4x16TB) Rackmount NAS<br><br>Please clarify if it is to be 8 x 8TB or 4 x 16TB. We recommend the 8TB x 8TB option since it gives more capacity after the Raid 6 Setup. | Bidder to specify optimum specifications and requirements for the proposed solution. |
| 35. | Whether prices can be quoted in USD. | The currency(ies) of the bid shall be as specified in the **BDS** |
| 36 | Whether a company can bid as a member of JV for a LOT and as sole bidder for another LOT. | It is allowed. |
| 37 | Whether a foreign bidder can obtain the bid security in USD from a foreign bank. | If the unconditional guarantee is issued by a financial institution located outside the Purchaser's Country, the issuing financial institution shall have a correspondent financial institution located in the Purchaser's Country to make it enforceable |

# 1. List of Goods and Delivery Schedule

| Line Item N° | Description of Goods | Quantity | Physical unit | Named place of Destination as specified in BDS | Delivery (as per Incoterms) Date | | |
|---|---|---|---|---|---|---|---|
| | | | | | **Earliest Delivery Date at named place of destination** | **Latest Delivery Date at named place of destination** | **Bidder's offered Delivery date at named place of destination [to be provided by the bidder]** |
| Lot1(h) | Supply, delivery, installation, configuration and testing of a firewall device with its appropriate accessories. | 1 | No | CWWDA offices: Head Office | Immediately following the date of effectiveness of signing of the contract | 120days | |

# 2. List of Related Services and Completion Schedule

| Service | Description of Service | Quantity[1] | Physical Unit | Place where Services shall be performed | Final Completion Date(s) of Services |
|---|---|---|---|---|---|
| Lot 1(h) | Supply, delivery, installation, configuration, training and testing of a firewall device with its appropriate accessories.<br>I. Setups and configuration<br>II. Training and documentation of configurations<br>III. User acceptance testing<br>IV. Post commissioning, support and maintenance and license(4 years) | 1 | No. | CWWDA offices: Head Office | 120days (items I – III) Item IV –4 years |