

Ref: CA/SCM/OT/74/2023-2024

11th April, 2024

Addendum No. 2

To All Bidders,

REF: OPEN NATIONAL RE-TENDER FOR SUPPLY, INSTALLATION AND MAINTENANCE OF MICROSOFT ONLINE SERVICES. TENDER NO: CA/SCM/OT/74/2023-2024

Please refer to the above-mentioned Tender that appeared in MY GOV on 19th March 2024.

Pursuant to Section 75 of the Public Procurement and Asset Disposal Act, 2015 and clause 7.1 of the Tender document uploaded to our website, and the Supplier's Portal, the Authority wishes to amend the Tender Document as follows:

No.	Page/Section and Description in Tender Document	Bidder Query	CA Response
1.	N/A	Kindly clarify the number of envelopes required for the E-signature solution.	<ul style="list-style-type: none"> The bidder MUST provide at least 1,000 Envelopes per user per year. The Solution MUST allow flexible Envelope allocations.
2.	N/A	Classroom training at OEM facility for eight (8) personnel. Confirm the modules to be trained on and the number of individuals per module.	<p>SECTION II - TENDER DATA SHEET (TDS), ITT 18.2 (a)(iii) under Training Sub-Plan (Page 22). Has been amended to read as follows:</p> <p><i>"The Tenderer shall provide Eight (8) days of Classroom training for Five (5) personnel at the OEM's training facility on MS 900, MS 700, SC100, and AZ 500.</i></p> <p><i>The Tenderer shall provide the training venue, stationery, and meals as necessary. Tenderer shall cater for the trainer's /facilitator's costs at the OEM, including any i.e. travels fares, allowances, lodging, instructor fees, training manuals, presentation materials, multimedia, logistics support and any other as required by the successful tenderer</i></p>

			<i>before implementation of the contract.”</i>																						
3.	<p>Page 54</p> <p>Financial Evaluation Requirement</p> <p><i>“Classroom training at OEM facility for eight (8) personnel”</i></p> <table border="1" data-bbox="204 616 662 1153"> <thead> <tr> <th>No</th> <th>Items/Services</th> <th>Description of Services</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>Licenses Cost</td> </tr> <tr> <td>1</td> <td rowspan="6">Installation, configuration, training, and support of Microsoft Licenses</td> <td>Microsoft 365 E3 Licenses</td> </tr> <tr> <td></td> <td>Copilot Pro</td> </tr> <tr> <td></td> <td>Power BI Pro</td> </tr> <tr> <td></td> <td>Microsoft Project Plan 1</td> </tr> <tr> <td></td> <td>Github Enterprise</td> </tr> <tr> <td></td> <td>Services</td> </tr> <tr> <td></td> <td></td> <td> <ul style="list-style-type: none"> • Deployment of M365 E3 Copilot, Github, Project (Plan 1) sharepoint and Power BI • Migration/transition of exchange from on prem to M365 E3 • Classroom training at OEM facility for eight (8) personnel </td> </tr> </tbody> </table>	No	Items/Services	Description of Services			Licenses Cost	1	Installation, configuration, training, and support of Microsoft Licenses	Microsoft 365 E3 Licenses		Copilot Pro		Power BI Pro		Microsoft Project Plan 1		Github Enterprise		Services			<ul style="list-style-type: none"> • Deployment of M365 E3 Copilot, Github, Project (Plan 1) sharepoint and Power BI • Migration/transition of exchange from on prem to M365 E3 • Classroom training at OEM facility for eight (8) personnel 	N/A	<p>Page 54</p> <p>Financial Evaluation Requirement</p> <p>Under Services on <i>“Classroom training at the OEM facility for eight (8) personnel”</i>, has been amended to read as follows:</p> <p><i>Classroom training at OEM facility for five (5) personnel</i></p>
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4.		<p>Technical Capacity evaluation</p> <p>We would like to draw your attention to what we believe is an unfair evaluation criterion in the Technical Capacity evaluation. The current requirement from CA necessitates bidders to provide details of two key staff members, each with a minimum of two Microsoft certifications, with one of them also possessing an ITIL certification.</p> <p>While ITIL certification certainly aids in aligning IT</p>	<p><i>As specified in the tender, the Authority requires Service Level Agreement (SLA) Support for Microsoft 365 Online services. This is necessary to enhance the quality of CA IT Services, increase business agility and also to mitigate risks.</i></p> <p><i>The below tender extract on page 53 refers:</i></p> <table border="1" data-bbox="1013 1579 1492 1691"> <tr> <td>Attach a copy of any two (2) Professional Qualification Microsoft products listed below and One Engineer Must Management Certified</td> </tr> </table> <p><i>The above criteria has now been amended to read as follows:</i></p> <p><i>“Attach a copy of any two (2) Professional Qualification for each engineer in Microsoft products listed below and One Engineer Must be an ITIL Service Management Certified or have any IT Service Management</i></p>	Attach a copy of any two (2) Professional Qualification Microsoft products listed below and One Engineer Must Management Certified																					
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		<p>services with customer and business needs and standardizing development processes, its direct relevance to the project scope may be limited. Typically, professionals with Microsoft certifications may not necessarily hold ITIL certification, as the latter is more common in outsourced projects.</p> <p>We have noticed that CA has shifted this criterion from being a scoring element to a mandatory requirement in the latest version of the tender. Considering the explanation above, this may unnecessarily exclude many capable bidders. Instead, we suggest either revising the requirement to a more flexible standard or considering alternatives, such as requiring a third individual to possess the ITIL certification if deemed essential. Imposing the current criterion risks limiting the tender to a select few contractors with a rare combination of certifications.</p>	<p><i>(ITSM) Certification that must be attached”.</i></p>
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The tender closing date has been extended to 12th April 2024 at 10.30 am.



Peter Mwangi
FOR: DIRECTOR GENERAL