



KAIMOSI FRIENDS UNIVERSITY

ADDENDUM

Date issued: 27th February 2023

TENDER NAME: TENDER FOR SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF INTERNET BANDWIDTH, WI-FI INSTALLATION & SUPPORT SERVICES

TENDER No: KAFU/ICT/INTERNET /02/2022-2023

CLARIFICATION ON TECHNICAL REQUIREMENTS

- 1) The criteria number 10 that requires Vendors to providers Eduroam network has been removed
- 2) Bidders aren't required to meet all technical requirements – 70% mark is required for the bidder to progress to financial evaluation
- 3) The marks that had been allocated to criteria number 10 have been redistributed as follows

This page **MUST** be inserted into the original tender document in the same place.

All the other information remains as it's.

1	ISP should have at least 5yrs in providing internet services in Kenya. (5) ISP has technical and qualified personnel to provide support in case of link disruption or any other technical problem (attach CVs of at least 3 Engineers & 3 Technicians) internet service provision (15).	20
2	ISP shall be a category a Tier 1, Tier 2 or Tier 3 ISP service provider registered with all relevant Government of Kenya Agencies. Kindly provide certified documentation of the same. (5)	5
3	The ISP shall be a licensed with a service operator license and MUST own infrastructure across the country. Kindly provide certified documentation of the same. (5)	5
4	The ISP shall have direct peering with at least 2 upstream service providers spread across the world. Proof of the same is a requirement. (5)	10

	ISP has backup solution other than their fiber link (in case primary link is disrupted the ISP shall be able to connect Kaimosi Friends University to internet through its redundant link or another service provider backup Link). (5)	
5	The ISP shall have direct connectivity to the Kenya Internet Exchange Point (KIXP). Please provide proof (5)	5
6	Letters of recommendation from 3 major clients. The Tenderer should have at least 3 contracts similar in scope, size and nature as those required in this call for tenders performed in the past three (3) years, describing the subjects, the amounts, the dates, the percentage performed by the tenderer, and the contracting authorities.(15)	15
7	ISP has a fully functional Network Operation Centre in Kenya. (5) ISP has necessary software and tools to manage Internet service provided to Kaimosi Friends University including relevant network monitoring tools. (5) The vendor must have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose and the same should be accessed through a local toll free number. (5)	15
8	Vendor should provide a sample Service Level Agreement (SLA), offering and guaranteeing minimum quality of service at 99.5 % of uptime availability. 5	5
9	ISP has a clear understanding of the clients' requirements. (A submitted implementation strategy showing a clear understanding of Kaimosi Friends University's requirements. The proposal must meet all of the requirements for internet service provision.) (15)	15
10	Technical staff training Evidence of continuous capacity development/training offered by the ISP to its Clients Technical staff. Include evidence of virtual labs used for this purpose. (5)	5
	TOTAL	100%

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