



BID CLARIFICATION MATRIX NO.1

SUPPLY AND INSTALLATION OF THE EAST AFRICAN COMMUNITY (EAC) SANITARY AND PHYTOSANITARY(SPS)
INFORMATION SHARING PLATFORM ICT INFRASTRUCTURE

TENDER No.: PRQ20191125

FINANCED & PROCURED BY

TRADEMARK EAST AFRICA

27MAY 2020

BID CLARIFICATION MATRIX NO.1

SUPPLY AND INSTALLATION OF THE EAST AFRICAN COMMUNITY (EAC) SANITARY AND PHYTOSANITARY(SPS) INFORMATION SHARING PLATFORM ICT INFRASTRUCTURE

[PRQ20191125]

This Bid Clarification Matrix No. 1 forms an integral part of the tender document and therefore, ***must be considered*** carefully considered by service providers in preparation and submission of bids.

It is divided into two sections: -

1. Section 1 contains clarifications to queries raised requested through the official bidding clarification email address (that is procurement@trademarkea.com).
2. Section 2 contains general tips on how to prepare and submit a competitive bid.

All communications must be directed to the procuring entity, TradeMark East Africa through procurement@trademarkea.com as provided for in the tender document.

SECTION 1: QUERIES AND RESPONSES

Table 1: Queries and responses as received and responded to by the procuring entity

Sr. No	Query	Clarification	Status
1.	The quantity of servers required is 12 (twelve). However, the quantity of RedHat Enterprise Linux 7+ subscriptions is only 6 (six), as well as the quantity of CentOS 7+ operating system is also 6 (six). Kindly asking to clarify the following – is it correct that 6 servers should be supplied with of RedHat Enterprise Linux 7+ (including all subscriptions required), and another 6 servers should be supplied with CentOS 7+ operating system installed?	6 servers will be running Redhat Enterprise Linux and the other six centos 7	Closed
2.	It is required to provide required training to EAC technical staff on operation, support and maintenance of supplied hardware and software. Please clarify the scope of training expected – what level of trainings is required? Just	The training is not a full course, just handover of how the installation was done.	Closed

	transfer the knowledge of installed equipment (explain components, show how to open console, etc); or full "Professional" level trainings are expected? What duration of trainings is expected?		
3.	Please clarify the requirement for Hard Drive – "SATA SSD 8TB, Hot plug Hard Drive" a. Please clarify, if this TB capacity is raw capacity, or usable capacity? b. If it is "usable capacity", please clarify the RAID level required (1, 6, etc.); c. Please clarify, if bidders are free to choose the number of disks (according to answers to questions provided above) to reach the capacity required?	This should be Raw capacity but you should be flexible to apply configurations if requirements change during installation within the budget constraints	Closed
4.	It is required to provide "Minimum 1-year support and maintenance" – please clarify - will remote connection be available to support and maintenance services?	If need be yes it should but access will be limited once the servers are in production for data integrity and confidentiality. For hardware support, you should be able to provide onsite support.	Closed
5.	It is required to provide "Skill support for 1 year" – please clarify, what exactly services are expected in this requirement?	Hardware and s/w support such as networking	Closed
6.	We write to you to enquire about the following items whose quantity has not been listed. 1. VMware - how many licences? (Page 19 of the tender document) 2. Hard Drive - How many drives per server (Page 18 of the tender document)	VMWare and Hard Drives should be 1 per server	Closed
7.	As there is no form for pricing provided in tender document, please clarify, if bidders can use their own Financial proposal format, indicating all the components (server, RedHat subscriptions, shipping, installation, etc.)?	Yes, please provide a detailed financial proposal in your own format.	Closed
8.	The delivery term is stated to be 4 weeks in chapter „II. TERMS AND CONDITIONS OF SUPPLY“, page 8; The assignment term is stated to be 90 days in chapter „5. Timeframe", page 16. Kindly asking to clarify, which timeframe (4 weeks or 90 days) is correct	The timeframe for supply and delivery of the equipment is 90 days.	Closed
9.	Please clarify – should the financial proposals be protected with passwords?	Yes, please proceed and password protect your financial bid.	Closed

SECTION 2: TIPS ON SUBMITTING A WINNING BID

Administrative

- Correct language (with translation/s where different language is used);
- Timelines complied with;
- Full response to tender requirements;
- Attachment of required documents as per the bid instructions such as:
 - o Registration certificate/s;
 - o Tax compliance/ registration;
 - o Professional registrations such as that for engineers, architects, environmentalists, accountants, supply chain experts, etc, etc;
 - o Power of attorney; and
 - o Audited accounts for the years requested.
- Accurate sealing/ naming of bids envelopes; and
- Timely submissions (no last-minute rush!).
- Separate Technical and Financial proposal.
- Bid security to be in Technical proposal

Technical

- Availability of equipment and personnel
- Very good methodology;
 - o Good work-plan;
 - o Understanding of TORs
- Evidenced based experience;
- Excellent proposed team of experts/ personnel;
- Compliant structure of bid;
- Signed CVs of proposed experts/ personnel alongside declaration by individual of her/ his CV not being used by any other firm within the same bid especially where cross-biding is barred;
- Keen attention on high/ important technical requirements/ qualifications areas & scoring more;
- Quality assurance of the bid;
- Well arranged, titled and easy to read proposal;
- Defined jargon where used;
- Demonstrated creativity and uniqueness of the technical bid;

Financial:

- inclusion of taxes when advised to;
- fair pricing;
- signed submission form/s;

Post-award:

- positive due diligence;
- accurate bid information;
- good performance (quality, cost, quantity, etc) on award of contract;

TRADEMARK EAST AFRICA

27 MAY 2020