

CLARIFICATIONS FOR**TENDER NO. MOF&DA/SDDA/01/2023-2024****TENDER NAME:- : INSTALLATION OF DIASPORA INTEGRATED INFORMATION MANAGEMENT SYSTEM (DIIMS)**

No.	POINT OF REFERENCE	CLARIFICATION	RESPONSE
1		My clarify is on ISO 9001, ISO 27001 certificates, as the Ministry of ICT removed this required and replaced it with their own "Certificate of Accreditation" under Category ICTA 4: SYSTEMS AND APPLICATIONS for the provision of ICT services.	Please note that the bidder should have global accreditation standards such as ISO 9001 and ISO 27001 or should have ICTA accreditation Standards for Information Security. In case of a JV, either or all members combined can meet these criteria.
2		We would like to request information regarding the expected project timeline for Lot 3, as this has not been specified in the tender document. This information is crucial for our project planning and preparation.	The expected project delivery timeline is 8 months. Followed by post-implementation warranty period for 6 months.
3.		In Lot 1 it is mentioned to be completed in 8 calendar months. Should we also have to deploy the lot 3- case management in the same timeline or we have an additional timeline for it?	<p>The expected project delivery timeline is 8 months. Followed by post-implementation warranty period for 6 months.</p> <p>The work on both the lots shall be executed concurrently.</p>
4		Accreditation ->The system should be accredited by at least 3 credible security accreditation agencies and/o licensed. – Please let us know which accreditations are required, We have accreditation from one agency, is this acceptable?	Please refer to the query 1 for the response.
5		Must allow for dialogue and other feedback mechanisms. -> Need more clarification on this point	The Application should have features to capture the survey and feedback from the citizen on the services offered by the Department of Diaspora. Similar to Chatbots to capture information from the users of DIIMS.

6		The system should be able to convert documentary evidence into readable formats - Should we convert audio and video to readable formats - need more clarification on this.	In case of Lot 3 (Case Management System), the system should allow upload of Audio, Video or Text files as a supporting evidence. It also allow the users to add comments or describe the nature of evidence while uploading the audio-video evidences for quicker reference by the Department.
7		Under mandatory requirements, bidders are required to submit valid ISO 9001, ISO 27001 certificates. We have a valid ISO 9001. Our ISO 27001 certificate will be available in March, post the bid deadline in January. Would you consider accepting proof of application and payment in the interim?	You are required to provide ISO 9001 and ISO 27001. In the absence of ISO 27001, please furnish the ICTA Accreditation for Information Security Standards.
8		Mandatory Requirement Item no.10: - We kindly request an amendment to accept one of either ISO 27001 certification or ICTA Accreditation tier 1 in Information Security. Both accreditations provide a robust framework ensuring high standards of information security management, thereby maintaining the desired security standards while potentially widening the pool of competent bidders.	Either ISO 9001 and ISO 27001 OR ICTA Accreditation for Information Security (any level) is acceptable.
9		Kindly clarify the number of exchange online licenses required by SDDA i.e is it 120 licenses (Pg 108) or 20 licenses (Pg 106)	The number of Users is 120.
10		Is the tender form and Form of Tender the same? As tender document shows form of tender (refer to page 41)	Yes
11		Ref. Audited accounts - Since 2023 is just finished, we are yet to start the	Kindly submit the FY for 2022, 2021 and 2020 in case the Audited Balance Sheet for 2023 is not available.

		auditing of the accounts for the year 2023. Hence, we request you to confirm where we can submit the audited accounts for the years 2022,2021,2020. Should the JV partner also need to submit the audited accounts.	
12		Ref. Details of any current litigation or arbitration proceedings, Is there any format for this details or should we do it on our letterhead. Also, is this required for all parties?	<p>This is applicable for all the parties in case of a JV.</p> <p>Please refer to the Page No. 58 for the format provided as: Form CON-1 Historical Contract Non-Performance and Pending Litigation</p>
13		What is the expected delivery timeline for each LOT?	Lot 1, 2 and 3 should be completed within 8 months period. However, Lot 4 should be delivered in maximum 3 months timeframe.
14		Can we use the same resources for different LOTS?	Yes, you can propose the same resources for different lots. However, in case, your organization or consortium wins more than one lot, then you will be required to replace the resources with equivalent qualification and experiences as stipulated in the RFP.
15		The following forms are missing in the tender document - Form ELI – 2.1.1, Form ELI –2.1.2, Form CON - 2, Form FIN – 2.3.1, Form FIN – 2.3.2,Form FIN –2.3.3, Form EXP-2.4.1, Form EXP 2.4.2.	<p>ELI – 1 on Page 56 and Page 57 (for JV) CON – 2 should be replaced with CON – 1 and refer to Page 58.</p> <p>Please refer to FIN – 1 on page 61 and FIN – 2 on page 62.</p> <p>Please refer to EXP – 1 on Page 59 and EXP – 2 on Page 60.</p>
16		Ref. Data Migration – Is there any existing system and in what format is the data that needs to be migrated.	You need to have tools to extract data from existing system. The Department shall provide the inputs as and when required and agreed during the Project Inception Stage.

CLARIFICATIONS CONTD.

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17	Submission of a Tender Security of 2% of the tender price and this should be submitted for each lot separately	Request to consider single Tender security for all the lots in case of bidder participates for all lot at a time. Also kindly consider submission of all lot in 1 financial bid format only.	As each lot shall be evaluated separately and it may be possible that you may be selected for one lot and not successful on other lots. As we need to return the bid security for the unsuccessful lots, it would be easier from the administration perspective to have each lot accompanied with its own bid security. closed
18	Manufacturer authorization letter (the manufacturer authorization form shall be in the format provided). In the event of a joint venture partner together to meet this requirement. (Applicable for Lot 2 and Lot 4).	As per OEM Standard they have their authorized format for MAF so request to amend the clause that the bidder can provide letters in OEM 's MAF format	MAF should be issued by the OEM for the specific tender authorizing the prime bidder or One of the consortium member (in case of joint venture or Consortium). Format of OEM is acceptable so long the content are covered by the MAF issued by OEM.
19	Technical Lead Implementer (10 marks) 1. System Security Certification (CISM or CISA, CEH, CISSP) 2. IT Governance certification, COBIT 2019 3.IT Service delivery certification, ITIL	Looking at the nature of the project, we request to please consider only ITIL certified resource having relevant experience and qualification for the proposed technical lead implementer position	Technical Lead should have the necessary certifications or equivalent in Security, IT Governance along with ITIL.
20	The bidders should have been carrying out similar projects of O365 and AD implementation and should furnish/provide evidence/Proof of completion of at least 4 projects for corporate	Request to consider supply of Microsoft office and AD implementation project for technical evaluation purpose.	MS Office implementation experience will be considered. However, out of 4, at least 1 implementation must be on O365.

	clients which have been done at least during the last 5 Years		
21	In the LOT1 as per the understanding from RFP below mentioned modules are considered as part of Mobile App development: 1. User Registration 2. Survey 3. Communication	Is there any other module that need to be considered as a part of mobile App development in LOT 1. so accordingly we will estimate the effort.	As this is a bespoke development project, the system should be flexible enough to accept any additional scope that may be considered for development on mobile app during the Scope Finalization phase. However, for the cost estimation perspective, one should consider the features mentioned in the TOR.
22	Registration of users includes (Basic Profile details, Educational Details, Working Details, Skill Sets, residential information, communications details, geo tags).	Need clarification on the formats of geo tagged details that need to be provided by the department/ client. According we can estimate the effort for implementation.	Latitude and Longitude coordinate shall be provided for the purpose of geotags. As a part of self-registration by the diaspora population, the individuals can do self-tagging using the mobile app. The mobile app should have the feature of keeping their app to share their live-location as and when they feel appropriate (to be used in case of emergencies for the purpose of track and rescue).
23	The dashboard should enable the user to view one report on various Key Performance Indicators (KPIs)	Need clarity on the different types of reports that need to be considered as GIS map development.	These parameters shall be shared with the successful vendor.
24	query based (registered users to be shown on map (LOT1 (GIS and Mobile) page 85. Table 5)	Need clarity on the filtration criteria that need to be implemented. As Each filtration process will be considered as a development use case and which will impact on effort.	These parameters shall be shared with the successful vendor.
25	It should also be re-loaded with secondary	Is there any other spatial data need to be considered as part of development other than the mentioned spatial data.	As of now the requirements remain as described. So please

	<p>information including base maps with cadastral boundaries such as local administrative districts, linear features such as roads, rivers, lakes, canals etc.</p> <p>Another useful dataset is demographic and social data</p>		<p>propose the geospatial map which would be covering these requirements, using open source maps.</p>
26	<p>Mobile App to be developed using both Android and iOS in Hybrid development mode.</p>	<p>Need clarity on what are the reports need to be considered as the part of mobile app development</p>	<p>Reporting tool should be flexible enough to configure the reports using various parameters such as Open Source Mobile BI tools.</p>
27	<p>Data Format for GIS</p>	<p>Please suggest what kind of data set will be provided by client? (eg: kml file, shape file, or geo JSON).</p> <p>To minimize the effort we suggest data format to be in shape file. Other data format will put additional effort.</p>	<p>To be discussed and finalized with the successful bidder during the project implementation stage.</p>
28	<p>Another useful dataset is demographic and social data such as population of Kenyans in the diaspora from censuses in countries of destination</p>	<p>Need clarification on population data set.</p> <ol style="list-style-type: none"> 1. What would be the sizing 2. What is the source of data collection? 	<p>The census is conducted once in every decade that provides the size of diaspora population in respective foreign countries. These data source is normally provided by the Foreign Missions/High Commission/Embassy of Kenya in those respective countries.</p>
29	<p>Server Specification</p>	<p>As per the server spec mentioned in the RFP it seems to be HPE product. To get a healthy competition request you to allow participation with equivalent make and model</p>	<p>The Minimum Server Specifications have been provided. This specification will be the level playing ground for all the participants. However, the bidder may quote higher specs if they deem appropriate at their own discretion. The Procurement entity cannot restrict to any specific make or model</p>

			but can only provide the necessary specifications.
30	The system must have been successfully implemented and in use in at least three (3) other State organizations.	Need clarity whether an existing/ pre-developed Case Management module need to be integrated. or we need to develop a new case management module. so it will impact on effort as per the customization	<ol style="list-style-type: none"> 1. The system should be developed as bespoke development approach from the scratch using open-source technologies. 2. Experience in developing similar projects either a complete case management system or Case Management as part of the solution is acceptable. 3. Experiences in Government, Non-Government or Corporate is acceptable, so long the relevant client references and evidences are attached as a proof of delivery.
31	This module would serve as a dedicated section to efficiently manage staff movement on various assignment across the globe. This should have reporting and analytics that could help track staff movements trends for effective decision making	<p>Need a clarity on</p> <ol style="list-style-type: none"> 1. who are the staff users. 2. what are the medium of registration for staff user. (As we need base location of each registered user). 3. What does the track staff movement specify. Is it real time tracking or only it should be geo tagged. After getting the scope clarity we can evaluate the effort 	<ol style="list-style-type: none"> 1. The System will have Internal System users, which are Staffs of the Department and the external Users which are the diaspora citizens of Kenya. 2. These Internal Staffs will download the DIIMS mobile apps on their mobile phone and they would their self-registration online. Once they do self-registration, the ADMIN users will validate the credentials and approve and complete the registration process. <p>The mobile app has the feature of tracking the</p>

			real-time geo-location of the staff members when the staff member has opted to share the live location. However, the static location shall be tracked from their location of the posting at the time of last approved posting location.
32	What should be considered as the scope of functionality in Mobile App	What should be considered as the scope of functionality in Mobile App.	Every diaspora personnel should be encouraged to download the mobile app on their mobile handsets to have an interactive platform with the Foreign Missions as well as Ministry of Foreign Affairs. The Mobile app shall provide the features such as Self Registration, Initiate a Case or Complaint, Follow up on the open case and close the case. Even participate in various surveys etc.
33	Multilingual Support	Existing case management module does not support multilingual. So it require customization which will impact effort.	The software should have a language layer to convert into multiple languages for easier interactions. The application should at least support English and Swahili.
34	Date extension	As this is a composite project which involves multiple software as well as hardware partners, It will be difficult to get the detail requirement from the OEM within the specified time line, hence we humbly request to kindly extend the bid submission date line for 15 working days from the date of releasing response to pre bid queries.	Sorry that was not possible
35	1	Is it mandatory for the vendor to register with the local data commissioner as a data processor in Kenya, considering the explicit requirement in the data protection law of Kenya, and what financial implications on	The solution should be adhere to the Data Protection protocols. The Bidder is expected to provide a self-

		the BIDDER could arise in case of non-compliance?	declaration to this effect. During the implementation of the system, the implementer must undergo a data security audit for the compliance purposes in line with Kenya Data Protection laws.
36	The solution must comply with underlying data protection laws and Acts in Kenya and the host nation/area where solution's servers are located.	Does the software need to be compliant with other countries data protection laws as well where the servers are located? IF yes, whether General Data protection Rights (GDPR) compliance is enough? Kindly confirm	All the data shall be hosted in Kenya. For the purpose of compliance, during the implementation of the system, the implementer must undergo a data security and compliance audit in the line of Kenya Data Protection laws.
37	Data Protection laws	Is it mandatory for the vendor to register with the local data commissioner as a data processor in Kenya, considering the explicit requirement in the data protection law of Kenya, and what financial implications on the BIDDER could arise in case of non-compliance?	The solution should be adhere to the Data Protection protocols. The Bidder is expected to provide a self-declaration to this effect. During the implementation of the system, the implementer must undergo a data security audit for the compliance purposes in line with Kenya Data Protection laws.
38	The system must have been successfully implemented and in use in at least three (3) other State organizations. (Pg 92, LOT 3, Case management front end, point 4)	<ol style="list-style-type: none"> 1. Is the client looking for an existing solution that has been implemented before with other organisations. Or we can develop a new software from scratch to fulfil the scope of work? 2. Can projects which are not entirely case management software, but a module of case management is there be shown as experience? 3. Can experience of projects for non-state organisations be shown (like Development agencies or private clients)? 	<ol style="list-style-type: none"> 4. The system should be developed as bespoke development approach from the scratch using open-source technologies. 5. Experience in developing similar projects either a complete case management system or Case Management as part of the solution is acceptable. <p>Experiences in Government, Non-</p>

			Government or Corporate is acceptable, so long the relevant client references and evidences are attached as a proof of delivery.
39	<p>The system should be accredited by at least 3 credible security accreditation agencies and/or licensed.</p> <p>(Pg 92, LOT 3, Case management front end, point 5)</p>	Does the client require security audit to be carried out of the platform we develop by three different security agencies?	The development company should have the proper processes to adhere to security standards such as ISO 27001 or Have accreditation from ICTA with minimum level 3 or above.
40	<p>The solution's servers should be located in a high security zone.</p> <p>(Pg 92, LOT 3, Case management front end, point 6)</p>	<p>1. Will the client provide the server or we have to provision the server?</p> <p>In case of latter can we provide AWS cloud server?</p>	<p>1. The infrastructure to host the application shall be provided by the Department.</p>
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