REPUBLIC OF KENYA
THE NATIONAL TREASURY AND PLANNING

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Ref: TNT/041/2020 – 2021 (10)

THE NATIONAL TREASURY
P.O. BOX 30007 – 00100
NAIROBI

5th March, 2021

To: All Bidders

REF: DEVELOPMENT, SUPPLY, CONFIGURATION, INSTALLATION, TESTING, IMPLEMENTATION AND COMMISSIONING OF AN ONLINE PENSION MANAGEMENT INFORMATION SYSTEM FOR THE NATIONAL TREASURY TENDER NO: TNT/033/2020-2021: ADDENDUM I

The National Treasury has issued the following addendum to the above referred tender based on virtual Pre Bid Conference held on 2nd March, 2021 at 10.00 a.m.

S/No	Request	Clarification
1.	Confirm whether deployment will be done on Premise or Cloud, as page 40 depicts a Cloud architecture	This will be on premise on Government cloud data center
2.	Does the customer require infrastructure as part of the tender	• No. • The vendor is required to give the specifications of the infrastructure they need to run their solution • The purchaser will provide the infrastructure as per the specification proposed by the vendor.
3.	If the Infrastructure is in existence kindly provide details of; 　○ Operating system, Hosts versions. 　○ Virtualization in use 　○ Hardware manufacturer	• Look at 2 above • For the operating system and any related software must be provided by the vendor for purposes of uniformity and conformity
4.	What are the RPO/RTO objectives the solution should have and the Disaster recovery metrics	• RTO dictates how quickly your infrastructure needs to be back online after a disaster. RTO defines the maximum downtime pension department can handle and maintain business continuity. The target time for services restoration after a disaster,

S/No	Request	Clarification
		Recovery Time Objective is 2 hours. This aims to have everything back up and running within two hours of service disruption notification.
		• An RPO measures the acceptable amount of data loss after a disruption of service.
		• Backups and mirror-copies of data are an essential part of RPO solutions. Pension department would allow/ accept minimal loss of pension data. Metric for RPO.
		• **Near zero:** These objectives will use enterprise cloud backup and storage solutions to mirror or replicate data. These services replicate data in two geographic locations for maximum redundancy. The failover and failback should be seamless.
5.	Which applications are to be integrated into by the Pension management system. Kindly list applications and the mode of interfacing supported e.g. API, Data (ODBC/JDBC), etc.	• **Integration:** Clause 5.9.2.10 lists the integration requirements. But this is not limited to the list, the system, should allow for additions during implementation and in the long term. • **Open-endedness:** The vendor needs to elaborate on the open-endedness of their solution to allow integration with any other relevant systems to the client. • **Mode of interfacing:** The vendor is to propose the most viable mode
6.	How many environments is TNT looking to deploy for the EPMS system	This is a client-Server architecture and it is web-based not stand alone
7.	Provide an indication of the breakdown of users of EPMS system i.e. administrators, analysts, internal users, external users	The system should not limit the number of users given that this is a system to used by different groups whose number cannot be predefined. The client would prefer perpetual based solution
8.	For each of the users indicate what will be their roles	See 7 above. There are various categories of users with different roles as described in the tender document e.g. administrators, approvers, assessors, auditors, pension applicants, data source /employer

S/No	Request	Clarification
		(ministries, departments and agencies) etc.
9.	Is TNT looking to have high availability in the PMS solution.	Yes, it should have high availability.
10.	How many users are defined on Active Directory?	The system will integrate with the active directory in any organization where applicable to assist in authentication and single sign on.
11.	Provide details of the System integration required and interfaces available to the backend Government systems	The requirements is in the tender document and this will be given in details to the winning bidder
12.	Clarify what are the AI and big data requirements mentioned for the Life certificate using photo/selfie. What are the expectations here?	• These (AI and big data) are the emerging technologies that need to be utilized to meet the technical requirements of the periodic life certification • The type and how it will be used is to be proposed by the vendor
13.	Is there an Email/SMS gateway in place for use with PMS solution; if not is this to be provided in the scope?	• No. this is not in the scope. • The vendor's solution should have the capability and will be required to integrate with Email/SMS gateway that will be provided by the client
14.	Does the scope in 5.9.3.9 Records management necessitate an Electronic document management system; should this be included in the scope?	Yes, It is in the scope and the requirements have been provided in the tender document
15.	Our proposed solution is based on Oracle e- business suite, will the National Treasury accept the references based on e-business suite deployment	The references to be provided should be as per the requirements in tender document
16.	In documents mentioned as references of the last 5 years of 5 clients please clarify whether the references should include number of users or just needed references only?	Kindly refer to page 130, MR 11
17.	What is the existing data and in which platform? Did the vendor support data migration?	• We have pensioner payroll data and pensioner enrollment data both in soft and hard copies, • This data exists in oracle platform • Data cleaning, conversion and migration will be the responsibility of the vendor in consultation with the client
18.	How many users are going to use the	The system should not limit the number

S/No	Request	Clarification
	proposed system?	of users given that this is a system to used by different groups whose number cannot be predefined. The client would prefer perpetual based solution
19.	Was the current system available in the market or custom built for the National Treasury?	The solution was provided as per the tender requirements then.
20.	Is the current system under support?	This is not in relation to this tender
21.	Whether the current system vendor / implementer can provide us support for data migration on winning this tender.	NO. It is not in the scope of this tender
22.	We are kindly seeking clarification on the number of **Full system users/Super Users** i.e. National Treasury administrators e.g. Pension admins, ICT admins, Finance/Accounts team etc. This will help to guide us in Licensing cost purpose. NB: For external users e.g. Scheme members, we shall provide a member portal that does not require user licensing.	The system should not limit the number of users given that this is a system to used by different groups whose number cannot be predefined. The client would prefer perpetual based solution
23.	Kindly accord us an extension of the submission date by at least 1 week to enable us satisfactorily respond to the tender requirements.	The Tender shall be opened **Thursday, 18th March, 2021 at 11.00 a.m.**
24.	Is there a preferred database?	No
25.	Are open source databases allowed (e.g. PostgreSQL, MySQL)?	The vendors have been given the requirements and you are supposed to provide the client with a solution that fully meets the requirements
26.	Will the vendor be required to provide resource to scan/upload documents into the EDMS	• No, the vendor will not provide the hardware but the vendor will upload the scanned documents into the system • The solution should be configured to allow data originators to scan and upload related documents into the system
27.	Are we supposed to quote for the EDMS hardware (scanners)	Scanning Hardware is out of scope of this tender
28.	Will the bid documents be valid if electronically signed/stamped?	**NO** electronically signed / stamped tender shall be accepted.

S/No	Request	Clarification
29.	Bid Data sheet, p 20 MR 15 - Duly filled, signed and stamped Pre Bid Conference Attendance Form Please clarify as per discussed in Pre-bid when we are going to get (ready for collection of) the Pre Bid Conference Attendance form?	Bidders are expected to print the Pre Bid Conference Attendance Form on page 145 of the Tender Document, fill it and submit it to the National Treasury, Procurement Office Room 619, Treasury Building, Harambee Avenue during normal working hours for authorization.
30.	Prices to be inclusive of all taxes In case international company bids together with local company (local as a prime) please specify what types of tax should be applied on the financials.	It is the responsibility of the bidders to research on all applicable taxes and apply them accordingly.
31.	Sections 5.9.1.1 to 5.9.2.7 Please specify whether the diagrams listed in the sections 5.9.1.1 to 5.9.2.7 are for indicative purposes. Please clarify if the Bidder is expected to analyze the diagrams and propose its own architectural models/approach that are aligned with the envisioned PMIS architecture.	• The diagrams are indicative and the table of requirements are part and parcel of the requirements. The vendor is allowed to propose a more elaborate solution. • The vendor to respond to the requirements as per their proposed solution
32.	Component architecture mapped with physical architecture Standards "Hardware security module (HSM): HSM (physical computing device that safeguards and manages digital keys" Please clarify	• Security standards (e.g. ISO, US National Institute of Standards and Technology [NIST]) • Security products and tools (e.g., antivirus [AV], virtual private network [VPN], firewall, wireless security, vulnerability scanner) • Web services security (e.g., HTTP/HTTPS protocol, application program interface [API], web application firewall [WAF]) **Hardware security module (HSM):** HSM (physical computing device that safeguards and manages digital keys, performs encryption and decryption functions for digital signatures, strong authentication and other cryptographic functions. These modules traditionally come in the form of a plug-in card or an external device that attaches directly to a computer or network server. A hardware security module contains one or more secure cryptoprocessor chips.

S/No	Request	Clarification
33.	Section 5.8.3 p 34 Deliver a high capacity data warehouse Please clarify what is expected from the bidder.	• Data Warehouse (DW) should allow for collecting and managing pension data from varied sources to provide meaningful business insights. • The Data warehouse will be used to connect and analyze pension data from heterogeneous sources. This data warehouse will be the core of the BI which will be built for data analysis and reporting.
34.	Line item 5 p 76 of the TOR The system should "Manage an unlimited number of pension plans" Is there any way to specify the number of pension plans?	They are only two plans i.e. Contributory and non-contributory arrangement based on various legal regimes.
35.	Line item 19, p 82 Synchronize the PMIS with all Ministries Departments, Authorities and CBK. Line item 24, p 84 The system must be interfaced with other relevant systems including but not limited to GHRIS, IPPD, ITAX, IFMIS, IPRS, CBK T24 IB System, and all MDAs,TSC, Parliament, Judiciary, KENAO and Department of Defense whose pension is administered by Pensions Department.. This is to facilitate online submission of claims to be done from source. the system will allow online attachment of supporting documents from source. How many systems e-pension should be integrated with? What type of data needs to be transferred?	• Integration: Clause 5.9.2.10 lists the integration requirements. But this is not limited to this list, the system should allow for additions during implementation and in the long term. • Open-endedness: The vendor needs to elaborate on the open-endedness of their solution to allow integration with any other relevant systems to the client. • The system must be interfaced with other relevant systems including but not limited to GHRIS, IPPD, ITAX, IFMIS, IPRS, CBK T24 IB System, and all MDAs,TSC, Parliament, Judiciary, KENAO and Department of Defense
36.	Line item 21, p 83 The system should be integrated with tools like Big Data and artificial intelligence and photo to allow the pensioner validate that they are alive.	• The requirements states that vendor should use technologies that validates liveness of the pensioner. • Kindly give solution that meets or exceeds the stated client requirements

S/No	Request	Clarification
	•The pensioner will be submitting a life certificate annually, by taking a selfie which is integrated with the AI and big data that validates whether the pensioner is still alive. Is taking selfie is viable option given that somebody else can send the picture of a pensioner even if the pensioner is not alive? Is bidder allowed to come up with other approach to validate that the pensioner is alive? It can include: • The integration with Death registry to take a picture while the pensioner is getting his/her pension at the corresponding office	
37.	Line item 12, p 80 Customer Relationship Management (CRM) and Integrated Contact Center Provides interactive call center, event management, case management, help desk, and multi-channel self-service to promote effective and efficient customer service and improve member and employer satisfaction. Is it going to be part of PMIS? Is the development of the two systems (CRM and CCP) included in the scope of this project?	It is within scope
38.	Line item 14, p 81 Use of Business Intelligence (BI) Applications (Big data and Artificial Intelligence) to Enable better decision making across the entire Government via pre-built reports. Is the Vendor allowed to propose a compatible BI/Reporting component that enables query and analysis of	The vendor is encouraged to propose solution that meets specification as described in the Bid document

S/No	Request	Clarification
	pensioner data? Is it mandatory to have Big data and Artificial Intelligence in the BI?	
39.	Line item 13, p 80 From an imaging functionality point view, the system must be able to import images, and indexing/metadata create from other imaging systems and capture applications, and then offer a standard document management interface. It should also offer development environment capable of creating dedicated Line of Business imaging applications (custom application integrating all of the document an records management functionality an technologies (including storage index/metadata image management, processing/conversion, redaction, OCR and COLD etc. Please explain what is expected from the Bidder.	From an imaging functionality point view, the system must be able to import images, and indexing/metadata created from other imaging systems and capture applications, and then offer a standard document management interface. It should also offer development environment capable of creating a dedicated Line of Business imaging applications (custom application integrating all of the document and records management functionality an technologies (including storage index/metadata image management, processing/conversion, redaction, OCR and COLD etc. The above description is part of the expected capability of the ERDMS
40.	Line item 13, p 81 The initial priority for pension is to use the EDRMS software to manage common forms of electronic records and for all physical (hardcopy) records. For electronic records, this include documents generated from the hard copies of documents, electronic record electronic forms and Microsoft Office Suite and e-mail. Please confirm that the Bidder's responsibility is to review the existing electronic/hard copy records so that the new PIMS system can replicate and reflect all the electronic forms.	The client seeks a new PMIS that has the specification stated in the bid document
41.	EDRMS software During the pre-bid meeting the Purchaser clarified that the scanning of the documents and uploading them into	Kindly refer to the technical requirements of the EDRMS module

S/No	Request	Clarification
	the system is within the responsibility of the Vendor. Can you please clarify if the system should have an OCR functionality or the scanning and storing the documents as image is sufficient.	
42.	Line item 17, p 82 Governance Risk and Compliance (GRC) to be configure to Provide end- to-end support for all GRC processes, including pre-built best practice templates and compliance frameworks, integrated documentation, process automation, controls monitoring, auditor-ready reports and dashboards, enterprise-wide segregation of duties and more. Please specify this requirement.	The solution proposed by the vendor should ensure that the following is realized. "Governance Risk and Compliance (GRC) to be configured to Provide End- to-End support for all GRC processes, including pre-built best practice templates and compliance frameworks, integrated documentation, process automation, controls monitoring, auditor-ready reports and dashboards, enterprise-wide segregation of duties and more."
43.	Line item 2, p 116 Setting up an electronic complaints management system / Establishment of a well-equipped modern call Centre Our proposed solution has a separate complaints system/module that allows the beneficiaries to submit and track their complaints online. Is the establishment of call centers the responsibility of the Purchaser?	It is within scope of this tender
44.	Line item 2, p 116 e) Establishment of an electronic Queue Management System (QMS) Is the QMS for application or for better organization of pensioners to avoid waiting in the centers? Is it within the responsibility of the Vendor to provide QMS software?	QMS software is within scope of this tender on page 116 of the Tender Document item 2 (e). Action officers ought to effectively utilize the remarks box when querying a pension file to provide sensible information in the CRM to customer staff when handling an enquiry."
45.	System High availability Please specify the percentage /requirements of High Availability.	99.9% Availability
46.	Audit History Please specify Audit history data	Data retention period is at the discretion of the client

S/No	Request	Clarification
	retention period (years, months, etc.)	
47.	System Capacity Attachment total size (MB)	limitless
48.	System Recovery Plan Please specify Recovery Time Objective – system recovery time (after crash the system should be up - hours)	• RTO dictates how quickly your infrastructure needs to be back online after a disaster. RTO defines the maximum downtime pension department can handle and maintain business continuity. The target time for services restoration after a disaster, Recovery Time Objective is 2 hours. This aims to have everything back up and running within two hours of service disruption notification. • An RPO measures the acceptable amount of data loss after a disruption of service. • Backups and mirror-copies of data are an essential part of RPO solutions. Pension department would allow/ accept minimal loss of pension data. Metric for RPO is **Near zero:** These objectives will use enterprise cloud backup and storage solutions to mirror or replicate data. These services replicate data in two geographic locations for maximum redundancy. The failover and failback should be seamless.
49.	System Recovery Plan Please specify Recovery Point Objective – acceptable data loss (hours)	• RTO dictates how quickly your infrastructure needs to be back online after a disaster. RTO defines the maximum downtime pension department can handle and maintain business continuity. The target time for services restoration after a disaster, Recovery Time Objective is 2 hours. This aims to have everything back up and running within two hours of service disruption notification. • An RPO measures the acceptable amount of data loss after a disruption of service.

S/No	Request	Clarification
		• Backups and mirror-copies of data are an essential part of RPO solutions. Pension department would allow/ accept minimal loss of pension data. Metric for RPO is **Near zero:** These objectives will use enterprise cloud backup and storage solutions to mirror or replicate data. These services replicate data in two geographic locations for maximum redundancy. The failover and failback should be seamless.
50.	Line item 1, p 117 Upon receipt of the request from the user (member of staff) from the various division and units through the e-ticketing system ICT officer shall inspect the reported ICT problem and diagnose. Where the ICT staff is in a position to rectify the problem, he/she shall resolve the problem and close the ticket on the e-ticketing system. The user shall then close the ticket and automatically notified of the action taken through an email from the e ticketing system. Where the officer cannot solve the problem, the ticket shall remain open. The officer shall then escalate to the HICT with recommendations. The HICT shall review the recommendations and advice on the appropriate action including sourcing for expertise from the prequalified service providers The user shall close the ticket once the recommendation is implemented and the problem solved. Service support function that provides the PMIS's technical support on the below areas: Networks, Servers, Applications, Database and	• The responsibility of the vendor is to setup the system, the queries from users will be managed by the client • If it is a technical issue the ICT team will offer 1st and 2nd level support and if not solved it will be escalated to vendor as the support and maintenance agreement. • The vendor is required to transfer the skills to the client ICT staff to enable them offer this support. • There no existing e-ticketing system on Purchaser's end

S/No	Request	Clarification
	Users Services Please inform if there is an existing e-ticketing system on Purchaser's end? Please confirm, if our understanding is correct that the first 2 tiers of support will be taken care of at the Purchaser's side. Is there any expected services that the Vendor should carry out here?	
51.	Existing Pensions Management Information System (PMIS) - What is the technology including the database?	Existing Pensions Management Information System is in oracle
52.	Existing Pensions Management Information System (PMIS) - Once proposed new system developed - is there any plans to sun set the old PMIS ?	It is at the discretion of the client
53.	What is the volume of present data in terms of GB reside in the existing PMIS?	• Number of records is 300,000 pensioners (non-contributory scheme. • 335,000 members of the contributory scheme
54.	Is the Existing Pensions Management Information System (PMIS) using USSD, SMS, etc?	No
55.	For mobile Application (Mobile App) - It is for the Pensioners as well as others in Pension Head Office staffs also?	It is for both customers and staff
56.	What kind of Cloud partner is available with The National Treasury and Planning	This will be a Government cloud
57.	Any offline mode are expected as part of new proposed PMIS?	No
58.	As there is no standard product is available in the market as well as other conditions as mentioned in the Tender document. If we can start the product development as a green field with Open Source technologies with the stipulated schedule as given by The National Treasury and Planning along with the effective development methodology - Is this fine with The National Treasury and Planning?	The vendor is required to propose the solution that best responds to the tender documents as per the stated requirements
59.	Customer Relationship Management	The vendor is required to propose the

S/No	Request	Clarification
	(CRM) - We will be using our Own full blown CRM Product and closely integrated with the proposed PMIS. Is this fine for The National Treasury and Planning?	solution that best responds to the tender documents as per the stated requirements
60.	Business Intelligence (BI) - We will be using Google Data Studio for BI and closely integrated with the proposed PMIS. Is this fine for The National Treasury and Planning?	The vendor is required to propose the solution that best responds to the tender documents as per the stated requirements
61.	Electronic Records and Document Management System - We will be using our Own full blown EDRMS (Electronic Document & Records Management System) Product and closely integrated with the proposed PMIS. Is this fine for The National Treasury and Planning?	The vendor is required to propose the solution that best responds to the tender documents as per the stated requirements
62.	Universal Content Management (UCM) - We will be planning to use WordPress (or) VuJS + Laravel for the Content Management System (CMS) and closely integrated with the proposed PMIS. Is this fine for The National Treasury and Planning?	The vendor is required to propose the solution that best responds to the tender documents as per the stated requirements
63.	Governance Risk and Compliance (GRC) - We will be using our Own full blown GRC (Governance Risk and Compliance) Product and closely integrated with the proposed PMIS. Is this fine for The National Treasury and Planning?	The vendor is required to propose the solution that best responds to the tender documents as per the stated requirements
64.	Identity Management - We will be planning to use third party (like Google domain login support) for Identity Access Management (IAM) Products and closely integrated with the proposed PMIS. Is this fine for The National Treasury and Planning?	The vendor is required to propose the solution that best responds to the tender documents as per the stated requirements
65.	Can we use the existing Payroll in the existing PMIS?	The vendor is required to propose the solution that best responds to the tender documents as per the stated requirements
66.	As part of the CRM, whether we have to set-up the call centre with relevant equipment's - Please confirm. If it is yes, it will have commercial impact on the devices procurement, relevant licenses, etc. We assume that The National Treasury and Planning will be providing	The delivery of hardware is out of scope of this tender The vendor is supposed to give indication of the specification of the required infrastructure to run the proposed solution.

S/No	Request	Clarification
	the full furnished space for setting up the Call centre.	
67.	Does a Foreign Firm need a local Partner, if so can the Foreign Firm be a lead bidder?	For Foreign Firms, they must partner with local firms. The local firm **SHALL** be the **Lead Bidder.**
68.	Who will do data cleaning?	Data cleaning, conversion and migration will be the responsibility of the vendor in consultation with the client
69.	How many integrations are expected?	• **Integration Open-endedness:** Clause 5.9.2.10: lists the integration requirements. But this is not limited to this list, the system should allow for additions during implementation and in the long term. The vendor needs to elaborate on the open-endedness of their solution to allow integration with any other relevant systems to the client. • Line item 24, p 84:The system must be interfaced with other relevant systems including but not limited to GHRIS, IPPD, ITAX, IFMIS, IPRS, CBK T24 IB System, and all MDAs,TSC, Parliament, Judiciary, KENAO and Department of Defense whose pension is administered by Pensions Department
70.	How long is technical support?	The technical support shall be for a period of Two (2 No) years
71.	Is it possible to circulate the tender document in word format	Yes
72.	The tender document indicates that there shall be 300 users. Are they concurrent users	• This is the estimated internal users, nevertheless it will also be accessed externally by pensioners, departments and agencies. • The system should not limit the number of users given that this is a system to be used by different groups whose number cannot be predefined. The client would prefer perpetual based solution
73.	Who shall provide the MAF in case of a joint venture?	The MAF must be provided by the Lead Bidder, who shall be a local firm. **Note: The MAF MUST be for this specific**

S/No	Request	Clarification
		tender
74.	Should the bidders quote for the data base and database licenses	Yes. The bidders should quote for all the necessary software and database that will actualize the proposed solution.
75.	Do the National Treasury have an existing E – Business Suite License and can we use the same for the project?	No. This is a different tender and should be responded to as per the requirements stipulated
76.	Do the National Treasury have Human Resource Module in the current environment? If no what will be the future road map?	Kindly refer to the tender document and respond as per requirements
77.	The new System will be implemented in the existing infrastructure or new? If the system implemented in existing what is the hardware sizing and virtualization deployed?	• The vendor is required to give the specifications of the infrastructure they need to run their solution • The purchaser will provide the infrastructure as per the specification proposed by the vendor.
78.	That there are missing clauses on page 127 i.e. a. The solution will be evaluated on meeting the identified mandatory system requirement as outlined in this document (**Clauses 5.9.2.1 to 5.9.2.14**) b. Technical Evaluation Based on the System/Product Functional Requirements as described in clauses **5.9.3.1 to 5.9.3.17** Please clarity?	a. The page with the evaluation criteria referred to is from page 42 and the Clauses 5.9.2.1 to 5.9.2.14 are in the document. b. Technical Evaluation Based on the System/Product Functional Requirements as described in clauses 5.9.3.1 to 5.9.3.12 from page 85. **Clarification: We would like to correct this typo to read "clauses 5.9.3.1 to 5.9.3.12"**
79.	Type of System, please clarify?	The vendors are drawn to the general requirement that the pension system which shall be an End to End online solution. This encompasses the online submission of data, transaction, payment, online certification and real-time communication to users.

All the other terms and conditions remain the same.

**HEAD, SUPPLY CHAIN MANAGEMENT SERVICES
FOR: PRINCIPAL SECRETARY / NATIONAL TREASURY**