



Kenya Power

*The Kenya Power & Lighting Co. Ltd.
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Telephone – 254-02-3201000
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Stima Plaza, Kolobot Road*

Our Ref: KPI /9A.2/DT/35/ICT/18-19 /sm

11th March, 2019

TO ALL BIDDERS

ADDENDUM 1- TENDER NO. KP1/9A.2/OT/35/ICT/18-19 FOR MAINTENANCE AND SUPPORT CONTRACT FOR IP-PBX AND KENYA POWER CONTACT CENTRE

The following amendments are made to the specified provisions of the Tender document.

1. RELATIONSHIP WITH THE PRINCIPAL TENDER DOCUMENT

Save where expressly amended by the terms of this Addendum, the Principal Tender Document shall continue to be in full force and effect.

The provisions of this Addendum shall be deemed to have been incorporated in and shall be read as part of the Principal Tender Document.

2. SECTION IV – SCHEDULE OF REQUIREMENTS

A revised schedule of requirement is attached as appendix 1

3. TENDER CLOSING DATE

The tender closing date has been extended from 14th March, 2019 to 20th March, 2019 at 10.am.

All the other terms and conditions remain as per the tender document.

Yours faithfully,

For: KENYA POWER & LIGHTING COMPANY LIMITED.


BERNARD NGUGI
GENERAL MANAGER, SUPPLY CHAIN

APPENDIX 1

ADDENDUM 1- TENDER NO. KP1/9A.2/OT/35/ICT/18-19 FOR MAINTENANCE AND SUPPORT CONTRACT FOR IP-PBX AND KENYA POWER CONTACT CENTRE

CLARIFICATIONS TO TENDERS

SECTION IV – SCHEDULE OF REQUIREMENTS

| ITEM | ITEM DESCRIPTION | QUANTITY | EFFECTIVE DATE |
|--|---------------------------------------|----------|--|
| Hardware and Software Support contract inclusive of upgrades. | Smart Care for all items listed below | LOT | 3 Year Contract |
| Labor for 24x7 on Call availability & quarterly preventive maintenance | | LOT | 3 Year Contract |
| Supply, Install, configure, support and maintenance of two (2) Cisco UCS-C220-M5 for contact centre server hardware. This will also involve software migration from old servers to the new ones. | | 2 | 1 year warranty and thereafter 2 year contract |
| Instructor led training for six (6) system administrators on VMware, ZOOM, CCNA routing and switching | | LOT | |
| Supply, Install, configure, support and maintenance of an IVR reporting tool | | LOT | 1 year warranty and thereafter 2 year contract |
| Instructor led training for six (6) system administrators on IVR reporting tool | | LOT | |
| Cisco Unified Contact Centre 10.x add-on licenses | Smart care | 10 | 1 year warranty and thereafter 2 year contract |

ITEM DESCRIPTION

| Item | Hardware items list | Quantity |
|--|---|-----------------|
| Voice Gateway | Cisco3945E-V/K9; Cisco 3945E Voice Bundle, PVDM3-64, UC license PAK | 1 |
| Unified Communications Manager | UCS-C210M2-VCD2: Bare Metal UCS C210M2 Svr., 2xE5640 CPU, 48GB RAM, 10x146GB HDD | 2 |
| Call Manager | MCS783513-K9-CMC2Unified CM 7.1 7835-13 Appliance, 0 seats | 2 |
| Call Manager | BE7000M | 2 |
| Backbone Switches | Nexus 7706 Switches | 4 |
| Cisco Nexus 2000 Series Fabric Extenders | N2K-C2348TQ | 14 |
| | N2K-C2348UPQ | 2 |
| ACS Server | CSACS-1121-K9 | 1 |
| ACS Server | CSACS-3415-K9 | 1 |
| Voice Gateway | C3845-VSEC/K93845 Voice Security Bundle, PVDM2-64 Adv IP Serv. 128F/512D | 1 |
| Contact Centre Servers | UCS-C220-M5 | 2 |
| WebEx | UCS-C220 | 1 |
| SMS server | Maintenance and support of SMS servers/services and any middleware to interface them to KPLC other application servers as well as any new changes that may be required | |
| Interactive Voice Response (IVR) server | Maintenance and support of existing IVR servers/services and any middleware to interface them to KPLC other application servers. This includes new integration to KPLC applications and scripting for new services. | |
| IVR reporting | Customized IVR reports for Cisco Unified Intelligence Centre (CUIC) with real time, dashboard and historical reporting for all IVR options offered under existing KPLC IVR. | |
| Admin panel and chat gadget | Maintenance and support of admin panel and chat gadget/services and new changes that may be required | |

SECTION V - PRICE SCHEDULE FOR SERVICES

| ITEM | ITEM DESCRIPTION | QTY | EFFECTIVE DATE | UNIT PRICE VAT EXCL. | TOTAL PRICE VAT INCL. |
|--|---------------------------------------|-----|--|----------------------------|-----------------------------|
| Hardware and Software Support contract incl Upgrades. | Smart Care for all items listed below | LOT | 3 Year Contract | | |
| Labor for 24x7 on Call availability & quarterly preventive maintenance | | LOT | 3 Year Contract | | |
| Supply, Install, configure, support and maintenance of two (2) Cisco UCS-C220-M5 for contact centre server hardware. This will also involve software migration from old servers to the new ones. | | 2 | 1 year warranty and thereafter 2 year contract | | |
| Instructor led training for six (6) system administrators on VMware, ZOOM, CCNA routing and switching | | LOT | | | |
| Supply, Install, configure, support and maintenance of an IVR reporting tool | | LOT | 1 year warranty and thereafter 2 year contract | | |
| Instructor led training for six (6) system administrators on IVR reporting tool | | LOT | | | |
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