



## Kenya Power

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The Kenya Power & Lighting Co. Ltd.  
**Central Office** – P.O. Box 30099, Nairobi, Kenya  
Telephone – 254-02-3201000  
Fax No. 254-02-3201889  
Stima Plaza, Kolobot Road

Our Ref: KP1/9A.2/OT/50/CS/18-19

04.06.2019

M/s .....

Dear Sir/Madam,

**ADDENDUM NO. 1 TO THE TENDER NO. KP1/9A.2/OT/50/CS/18-19 FOR PROVISION OF QUEUE MANAGEMENT SYSTEM (QMS) FOR NAKURU, MOMBASA, KISUMU, ELDORET AND THIKA**

*The following clarifications 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. PRE-BID MEETINGS**

There will be mandatory site visits/pre-bid meetings to be held in Kisumu, Eldoret, Thika, Nakuru and Mombasa as shown below:-

No.	Region	Venue	Pre- Bid Meeting Date	Time
1.	Kisumu	Kenya Power Offices, Electricity House	Thursday 6/6/2019	10.00 a.m.
2.	Eldoret	Kenya Power Offices, KVDA Plaza	Friday 7/6/2019	10.00 a.m.
3.	Thika	Kenya Power Offices, Thika Arcade	Monday 10/6/2019	10.00 a.m.

4.	Nakuru	Kenya Power Offices, Electricity House	Tuesday 11/6/2019	10.00 a.m.
5.	Mombasa	Kenya Power Offices, Electricity House	Thursday 13/6/2019	10.00 a.m.

### 3. CLARIFICATIONS

The following responses are made to clarification sought on various issues in the tender document and shall be deemed to form the addendum;

<u>Item</u>	<u>Questions</u>	<u>KPLC Response</u>
1.	<u>Site visit/pre-bid meeting scheduled for Nakuru</u>	<u>Following Kenya Gazette notice that Wednesday 5<sup>th</sup> June, 2019 shall be observed as a Public Holiday the site visit for Nakuru will take place on Tuesday 11<sup>th</sup> June, 2019 venue Kenya Power Offices Electricity House at 10.00a.m.</u>

### 4. SECTION IV - SCHEDULE OF REQUIREMENTS

#### Part A - Brief Schedule of Services Required

**TENDER NO. KP1/9A.2/OT/50/CS/18-19 FOR PROVISION OF QUEUE MANAGEMENT SYSTEM (QMS) FOR NAKURU, MOMBASA, KISUMU, ELDORET AND THIKA**

#### **TECHNICAL SPECIFICATIONS**

1. Manufacturer must be ISO 9001:2008 certified.
2. All Hardware must be CE certified.
  - a. The bidder will provide two (2) servers and licenses required for the new devices to work. The servers shall be installed at the headquarters
  - b. The Branch controller installed in the various branches will communicate with the servers over WAN network and should be able to run as a standalone in case of network loss to the central server and the data uploaded later when the connectivity resumes.
3. The existing server is web Enabled and have a Distributed Architecture. This includes the following:-
  - a) Dedicated Linux Local Controller with MySQL database.
  - b) Ethernet TCP/IP networking for all system components and devices.
  - c) Central Server solution for Monitoring, Configurations and Reporting.
  - d) Ensuring seamless branch level system functioning in case of unstable or poor network connectivity for up to 48 hours with no connection to the central server
4. The system integrates with other systems through web services both Restful APIs and SOAP.

5. The user interface of the system support English language. The system has Role based access with industry standard authentication and advanced authorization.
6. The System protect all authentication data and Encryption of any end user personal data. The system must be GDPR compliant.
7. The system protects all APIs available in the solution.
8. Secure Communication between H/Software and File system.
9. The system has Audit Log/trail of all user activities in the system.
10. The licenses shall be activated on the date of commissioning of the project in all offices but should be available during the installation period. The license shall be valid for the duration of the contract (2 years)

## **SCOPE OF SERVICES**

### **a) Queuing Management General Requirements**

1. Customers should be able to request multiple services per visit/ticket through a touch screen Ticket Dispenser with one ticket, transfer option must be available.
2. The Ticket Dispenser should be able to print a ticket for the customer that shows the customer queue number in addition to customized information such as: logo, date, time, service name, number of waiting customers, advertisement text. Etc.
3. The Ticket Dispenser screen contents should be managed from a central location.
4. The customer sits in the waiting area in front of a digital signage screen that show advertisements in addition to queuing data.
5. The digital signage screen contents is centrally manageable.
6. The services priorities and its changes is centrally manageable.
7. The system also displays the next customer number to be served on the counter LED screens. The system should also support counter LCD screens. Both options should be offered to select from.
8. The system displays the ticket calls on the digital signage screen in the waiting area using animations so as to catch the attention of the customer so that he/she responds to their call.
9. The offer should include two options for the counter displays unit: Dot matrix LED, and LCD.

### **1. Counter dot matrix LED display should have the following specifications:**

#### **a) Salient Features**

- Multilingual Characters
- Up to 2 Alphabets and 8 Digits
- Customized message during Idle time
- Wireless (Optional)
- Resolution of 16 (H) x 48 (W) dots
- White dots (Optional)

#### **b) Optical Characteristics**

- Display Resolution: 16 (H) x 48 (W) = 768 dots
- Display Color: Red, Green and Amber White (Optional)
- Display Language: Multilingual



- LED dot: 3.0 mm diameter
- LED pitch: 4.76 mm

**c) Communication**

- Max cable length for CDU connectivity:
  - 15 m from Active Hub if central powered
  - 60 m if powered locally with external power adapter
- Cable Type: CAT5 with RJ45 connector
- Data Communication: 115kbps, differential RS-485 data
- Connectors: RJ 45 connector (Data) -DC Jack
- Indicators:
  - Blue LED, visible from bottom
  - Blinks when data is received
  - Continuous ON otherwise indicating power.
- Wireless (Optional):
  - ZigBee at 2.4Ghz
  - Works at a distance of 35m

**d) Power Requirement**

- Power supply: Provided through Active Hub on the data cable, or optional +5V DC, 4.0A adapter
- Power Consumption: Approx. 10 Watt

**e) Mechanical**

- Dimensions:
  - 20 (H) x 347 (W) x 34 (D) mm without packaging
  - 40 (H) x 460 (W) x 102 (D) mm with packaging
- Material: ABS Plastic
- Weight:
  - 640 grams without packaging
  - 1760 grams with packaging

2. The touch screen Ticket Dispenser used for ticketing should satisfy the following requirements:

**a) CE and FCC Certified.**

**b) Salient Features**

- 17" highly responsive capacitive LCD touch screen
- Easy and Centralized ticket configuration and screen template design
- High speed and quality printing
- Content Scheduling
- Eco-Friendly and low power consumption

**c) Processor System**

- CPU: Dual Core 1.0 GHz
- System Chipset: ARM Cortex A9
- Operating System: Linux, windows Android OS, V4.04 (ICS)

**d) Memory**

- Internal: 4 GB built-in storage

- RAM: 1 GB DDR 3

**e) Communication**

- WLAN: Wi-Fi 802.11 b/g/n (Needs to be specified at the time of ordering)
- LAN: Ethernet 10/100 Base T
- USB: For upgrade only

**f) Power Requirement**

- Power Input: ~100-240v (AC) 50/60 Hz
- Power Consumption: 100 Watt

**g) Display**

- Resolution: 1280 x 1024 pixels (96ppi)
- Touch Screen: Capacitive Touch Screen 3M Branch
- Touch Capability: Single Touch
- Protection: Scratch resistant

**h) Printer**

- Resolution: 432 dots/line (200dpi)
- Effective Printing Area: 54 mm
- Type of Paper: Thermal Rolls
- Printing Speed :140 mm/sec (low) – 200 mm/sec (High)
- Head Life: 100km @ 12.5% print ratio
- Cutter Life: 500,000 cuts (Partial cuts)
- Should be able to work with standard thermal paper and ticket length
- Should be adjustable (specific precut paper is not acceptable)
- Blue LED Indicator ON near bezel when printing ticket.

**3. Server specifications are as given below:**

- Processor type: Intel
- Processor cores: 8
- Processor speed: 3.6 GHz
- Memory: 32 GB
- Local storage: 2 TB SSD
- Network controller: 1Gb Ethernet adapter 4-ports
- Form factor 2U

**4. The system should include a power panel that provides both power and data communication for the devices over standard phone and CAT5 cables. There should be no need to have separate power and networking cabling. The same phone cables and CAT5 cable should provide both power and data.**

**5. The display will be on 43" TV screens**

**6. A feedback unit will be provided at every counter to enable customers rate the service level**

## **7. Training**

The offered solution should include Administration training covering the following topics:

- Customization and Integration
- Installation
- Operation
- Troubleshooting

## **8. Support and maintenance**

1-year warranty from the date of commissioning and thereafter 1 year Support & maintenance which involves the following:

- a. Hardware and software support for queue management system (QMS) for Nakuru, Mombasa, Kisumu, Eldoret and Thika
- b. Labor for 24X7 on-call availability & quarterly preventive maintenance of the queue management system (QMS) for Nakuru, Mombasa, Kisumu, Eldoret and Thika

**SECTION V -PRICE SCHEDULE FOR GOODS**

*(TENDERER MUST INDICATE THE CURRENCY OF THE OFFER PRICE)*

**PRICE SCHEDULE FOR CENTRAL OFFICE**

<b>ITEM No</b>	<b>ITEM DESCRIPTION</b>	<b>UNIT OF MEASURE</b>	<b>QTY</b>	<b>Country of Origin</b>	<b>Unit price DDP VAT Exclusive</b>	<b>Total price DDP VAT Exclusive</b>	<b>Total price DDP VAT inclusive</b>
1	Server	PC	2				

**PRICE SCHEDULE FOR KISUMU**

<b>ITEM No</b>	<b>ITEM DESCRIPTION</b>	<b>UNIT OF MEASURE</b>	<b>QTY</b>	<b>Country of Origin</b>	<b>Unit price DDP VAT Exclusive</b>	<b>Total price DDP VAT Exclusive</b>	<b>Total price DDP VAT inclusive</b>
1.	Touch screen ticket dispenser 17inch	PC	1				
2.	Counter Display units with dot matrix	PC	To be agreed at site				
3.	Feedback units	PC	To be agreed at site				
4.	Thermal paper Rolls for kiosk	PC	500				
5.	43-inch smart LCD Screen with media controller smart software to show advertisements and ticket calling function	PC	To be agreed at site				
6.	Audio Announcement's	LOT	1				
7.	Web soft teller software	LOT	1				
8.	Business intelligence software	LOT	1				
9.	High Availability & Audit software	LOT	1				
10.	Branch Controller software	PC	1				
11.	Installation, Training and commissioning	LOT	1				
12.	1-year warranty and thereafter 1 year Support & maintenance	LOT	1				



### PRICE SCHEDULE FOR ELDORET

ITEM No	ITEM DESCRIPTION	UNIT OF MEASURE	QTY	Country of Origin	Unit price DDP VAT Exclusive	Total price DDP VAT Exclusive	Total price DDP VAT inclusive
1.	Touch screen ticket dispenser 17inch	PC	1				
2.	Counter Display units with dot matrix	PC	To be agreed at site				
3.	Feedback units	PC	To be agreed at site				
4.	Thermal paper Rolls for kiosk	PC	500				
5.	43-inch smart LCD Screen with media controller smart software to show advertisements and ticket calling function	PC	To be agreed at site				
6.	Audio Announcement's	LOT	1				
7.	Web soft teller software	LOT	1				
8.	Business intelligence software	LOT	1				
9.	High Availability & Audit software	LOT	1				
10.	Brach Controller software	PC	1				
11.	Installation, Training and commissioning	LOT	1				
12.	1-year warranty and thereafter 1 year Support & maintenance	LOT	1				

**PRICE SCHEDULE FOR THIKA**

<b>ITEM No</b>	<b>ITEM DESCRIPTION</b>	<b>UNIT OF MEASURE</b>	<b>QTY</b>	<b>Country of Origin</b>	<b>Unit price DDP VAT Exclusive</b>	<b>Total price DDP VAT Exclusive</b>	<b>Total price DDP VAT inclusive</b>
1.	Touch screen ticket dispenser 17inch	PC	1				
2.	Counter Display units with dot matrix	PC	To be agreed at site				
3.	Feedback units	PC	To be agreed at site				
4.	Thermal paper Rolls for kiosk	PC	500				
5.	43-inch smart LCD Screen with media controller smart software to show advertisements and ticket calling function	PC	To be agreed at site				
6.	Audio Announcement's	LOT	1				
7.	Web soft teller software	LOT	1				
8.	Business intelligence software	LOT	1				
9.	High Availability & Audit software	LOT	1				
10.	Branch Controller software	PC	1				
11.	Installation, Training and commissioning	LOT	1				
12.	1-year warranty and thereafter 1 year Support & maintenance	LOT	1				

## PRICE SCHEDULE FOR MOMBASA

ITEM No	ITEM DESCRIPTION	UNIT OF MEASURE	QTY	Country of Origin	Unit price DDP VAT Exclusive	Total price DDP VAT Exclusive	Total price DDP VAT inclusive
1.	Touch screen ticket dispenser 17inch	PC	1				
2.	Counter Display units with dot matrix	PC	To be agreed at site				
3.	Feedback units	PC	To be agreed at site				
4.	Thermal paper Rolls for kiosk	PC	500				
5.	43-inch smart LCD Screen with media controller smart software to show advertisements and ticket calling function	PC	To be agreed at site				
6.	Audio Announcement's	LOT	1				
7.	Web soft teller software	LOT	1				
8.	Business intelligence software	LOT	1				
9.	High Availability & Audit software	LOT	1				
10.	Brach Controller software	PC	1				
11.	Installation, Training and commissioning	LOT	1				
12.	1-year warranty and thereafter 1 year Support & maintenance	LOT	1				

**PRICE SCHEDULE FOR NAKURU**

<b>ITEM No</b>	<b>ITEM DESCRIPTION</b>	<b>UNIT OF MEASURE</b>	<b>QTY</b>	<b>Country of Origin</b>	<b>Unit price DDP VAT Exclusive</b>	<b>Total price DDP VAT Exclusive</b>	<b>Total price DDP VAT inclusive</b>
1.	Counter Display units with dot matrix	PC	To be agreed at site				
2.	Feedback units	PC	To be agreed at site				
3.	Thermal paper Rolls for kiosk	PC	500				
4.	43-inch smart LCD Screen with media controller smart software to show advertisements and ticket calling function	PC	To be agreed at site				
5.	Audio Announcement's	LOT	1				
6.	Web soft teller software	LOT	1				
7.	Business intelligence software	LOT	1				
8.	High Availability & Audit software	LOT	1				
9.	Branch Controller software	PC	1				
10.	Installation, Training and commissioning	LOT	1				
11.	1-year warranty and thereafter 1 year Support & maintenance	LOT	1				

\*\* For Nakuru we have some devices from a previous project and they need to be included in the installation. We have a ticket dispensing kiosk, feedback units and some counter display units.

The bidders are advised to take the available devices into consideration and cost only the installation and integration of the same.

Name of Tenderer

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Name and Designation of authorised person signing the Tender

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Signature of authorised person signing the Tender

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Stamp of Tenderer and date

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**\*NOTES: -**

The offered unit price MUST be rounded to two decimal places. Where the Tenderer fails to round the offered unit price as required, then, the offered unit price shall be rounded downwards to two decimal places and used for the purposes of this tender.

### **Part C - Contract Period**

The contract is to run for a period of Two (2) years.

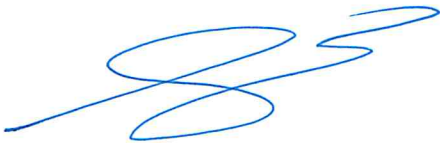
#### **5. EXTENSION OF TENDER CLOSING DATE**

The tender closing date has been extended from **18<sup>th</sup> June, 2019** to **Tuesday 2<sup>nd</sup> July, 2019 at 10.00a.m.**

All other terms and conditions remain as per the Principal Tender Document (PTD).

Yours faithfully,

For: **THE KENYA POWER & LIGHTING CO. LTD.**



**JANE NDINYA**  
**AG. MANAGER, SUPPLY CHAIN PROCUREMENT**