



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:
M/s

23rd October 2017

Dear Sir,

RE: ADDENDUM NO. 1 TO THE TENDER NO. KP1/9A-2/OT/16/CS/17-18 FOR QUEUE MANAGEMENT SYSTEM (QMS)

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. Clarifications made to the interested bidders.

a) Amendment affecting schedule of requirements (page 29-32 of the tender document)

Bidders are required to take note of amendment on section of schedule of requirement as detailed on clarification document marked **appendix i (attached)**.

b) Inclusion of drawings.

Bidders are required to take note that drawing has since been introduced to the tender document as detailed in **appendix ii (attached)**.

1. DEADLINE FOR SUBMISSION OF TENDER

The tender has been extended so as to close on Tuesday, 14th November, 2017 at 10.00am Tender opening shall be done on the same day at 10:00am at Stima Plaza, Auditorium.

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

Yours faithfully,

For: KENYA POWER & LIGHTING COMPANY LIMITED.


SUPPLY CHAIN MANAGER (PROCUREMENT)

APPENDIX I

Tender Reference : - TENDER NO.KP1/9AA-2/OT/16/CS/17-18

Tender Name – PROVISION OF QUEUE MANAGEMENT SYSTEM (QMS)

Queries on Tender documents

<i>Page</i>	<i>Section No.</i>	<i>Original description as per schedule of requirements</i>	<i>Correction</i>	<i>Amended description after correction</i>
Page 29	Section IV, *notes, Part ii item 1.1	TDU Kiosk M-13 Android, Dual printer 17" Touch screen, ticket dispensing unit & Kenya Power Special Branding (Ground floor section)	Please remove the part number	Touch screen ticket dispensing Kiosk for Android or Windows minimum, unit & Kenya Power Special Branding (Ground floor section)
Page 29	Section IV, *notes, Part ii item 1.3	Counter Display Unit with Rods 4 digit centrally powered CDU Silver	Please Remove Part Number	Retain Counter Display Unit only
Page 29	Section IV, *notes, Part ii item 1.8	Audio announcement system (contr. built in amp + 2 speaker)	Please Remove control built in amplifier	Audio announcement system

APPENDIX I

<i>Page</i>	<i>Section No.</i>	<i>Original description as per schedule of requirements</i>	<i>Correction</i>	<i>Amended description after correction</i>
Page 30	Section IV, *notes, Part ii item 1.1	TDU Kiosk M-13 Android, Dual printer 17" Touch screen, ticket dispensing unit & Kenya Power Special Branding (Ground floor section)	Please remove the part number	Touch screen minimum ticket dispensing unit Kiosk for Android or Windows, & Kenya Power Special Branding (Ground floor section)
Page 30	Section IV Part ii item 1.2	TDU LITE M-13 Android, Single printer 8.4" Touch screen, ticket dispensing unit & Kenya Power Special Branding (1st Floor Section, prepaid tokens)	Please remove the part number	Touch screen Ticket Dispensing unit minimum & Kenya Power Special Branding
Page 30	Section IV Part ii item 1.4	Counter Display Unit with Rods 4 digit centrally powered CDU Silver	Please Remove Part Number	Retain Counter Display Unit only
Page 30	Section IV Part ii item 1.7	Paper Rolls- TDU Lite Thermal Paper Rolls 80mm width (50 rolls in a pack)	Please Remove Part Number	Retain Thermal Paper Rolls 80mm width (50 rolls in a pack)
Page 30	Section IV Part ii item 1.10	Audio announcement system (contr. built in amp + 8 speaker)	Please Remove (contr. built in amp + 8 speaker)	Retain Audio announcement system with speakers
Page 31	Section V, *notes, item 1.1	Touch Screen Kiosk with Dual printer 17" Touch screen, ticket dispensing unit with Kenya Power Special Branding	Please Remove Dual printer 17"	Retain Touch screen minimum ticket dispensing unit Kiosk for Android or Windows, & Kenya Power Special Branding
Page 31	Section V, *notes, item 1.3	Counter Display Unit with Rods 4 digit centrally powered CDU Silver	Please Remove Part Number	Retain Counter Display Unit only

APPENDIX 1

<i>Page</i>	<i>Section No.</i>	<i>Original description as per schedule of requirements</i>	<i>Correction</i>	<i>Amended description after correction</i>
Page 31	Section V, *notes, Part ii item 1.8	Audio announcement system (contr. built in amp + 8 speaker)	Please Remove (contr. built in amp + 8 speaker)	Retain Audio announcement system with speakers
Page 32	Section V, *notes, Part ii item 1.1	TDU Kiosk M-13 Android, Dual printer 17" Touch screen, ticket dispensing unit & Kenya Power Special Branding (Ground floor section)	Please remove the part number	Touch screen minimum ticket dispensing unit Kiosk for Android or Windows, & Kenya Power Special Branding (Ground floor section)
Page 32	Section V Part ii item 1.2	TDU LITE M-13 Android, Single printer 8.4" Touch screen, ticket dispensing unit & Kenya Power Special Branding (1st Floor Section, prepaid tokens)	Please remove the part number	Touch screen Ticket Dispensing unit minimum & Kenya Power Special Branding
Page 32	Section V Part ii item 1.4	Counter Display Unit with Rods 4 digit centrally powered CDU Silver	Please Remove Part Number	Retain Counter Display Unit only
Page 32	Section V Part ii item 1.10	Audio announcement system (contr. built in amp + 8 speaker)	Please Remove (contr. built in amp + 8 speaker)	Retain Audio announcement system with speakers
Page 31 & 32	Section V		Include additional Item- 2 No. POE Switches each for Stima Plaza and E – House Nairobi	Cisco Catalyst 3650 48 Port Full PoE 4x10G Uplink IP Base (WS-C3650-48FQ-S)

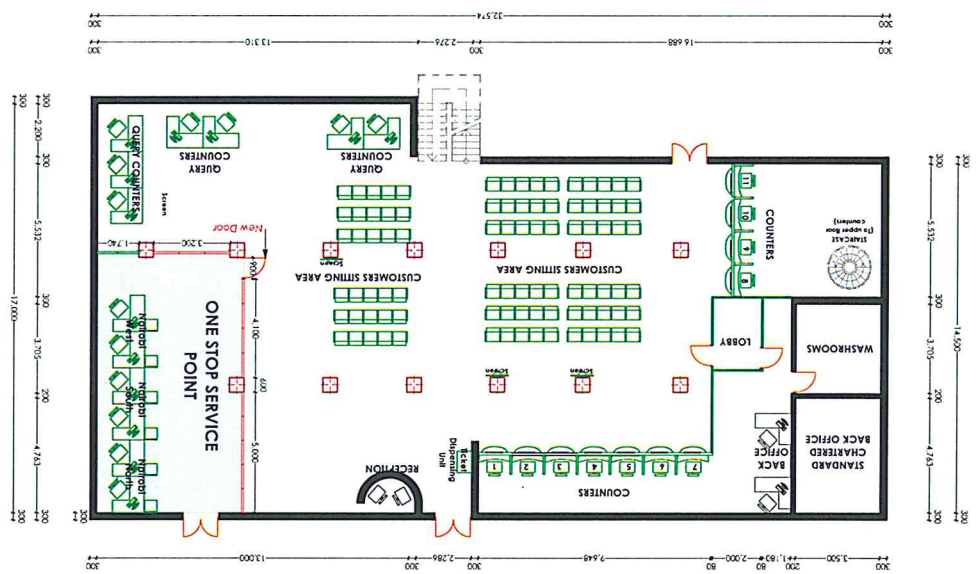
APPENDIX II

NAME	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
APPROVED BY	PETER NJENGA								
CHECKED BY	MARY KARUA								
CHECKED BY	SOLOMON WERE								
DRAWN BY	BARBARA MANA	29.05.2017							

PROPOSED ONE STOP SERVICE POINT & ELECTRONIC QUEUE MANAGEMENT SYSTEM BANKING HALL, ELECTRICITY HOUSE.



REV. 01
KENYA POWER



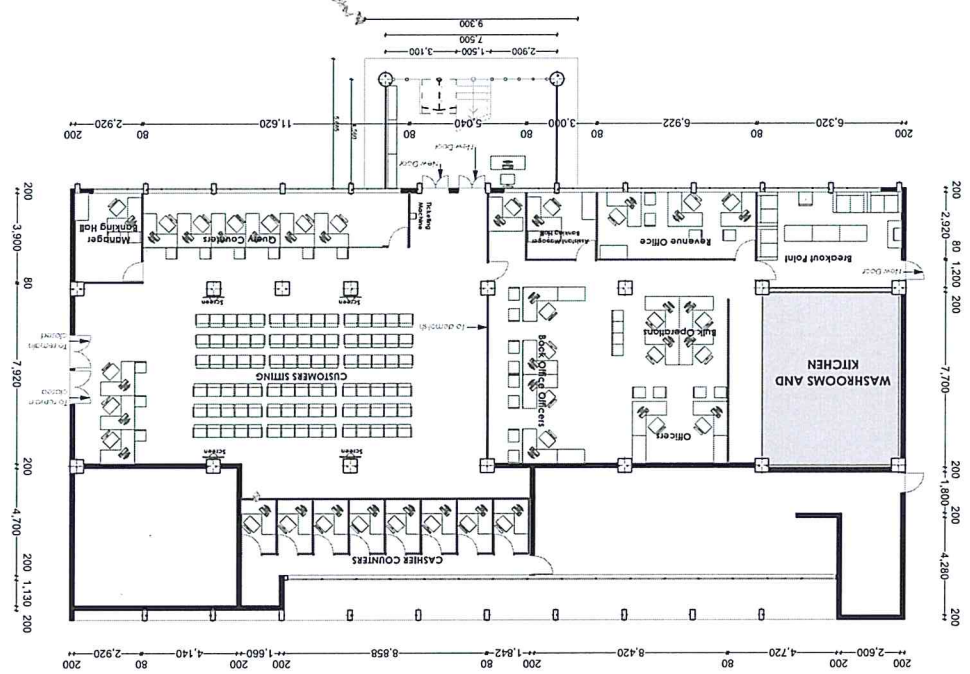
- NOTES**
- This layout proposes an Electronic Queue Management System (EQMS) in the Banking Hall, Electricity House.
- This system will aid in managing customer service and transaction handling in the banking hall.
- The ultimate goal of EQMS is to:
- a. Provide superior customer service
 - b. Increase efficiency,
 - c. Reduce perceived waiting time
 - d. Enhance customer experience.
- This system will incorporate:
- a. 1No. ticket Dispensing Unit,
 - b. 4 No. Screens (Audio-Visual Digital Displays)
 - c. 36 No. 3-linked Chairs (Customer Sitting Area)
- This layout also proposes a one stop service point aimed at serving customers in the 3 regions:
- a. Nairobi North
 - b. Nairobi South
 - c. Nairobi West
- Shows existing aluminium partition works
 - Shows new aluminium partition works

NAME	DATE	SIGN	REF	REVISION	DATE	SIGN	CHECKED	DATE
PETER NJENGA								
MARY KARIIA								
SOLOMON WERE								
BARBARA MAINA	07.08.2017							
DRAWN BY								

PROPOSED QUEUE MANAGEMENT SYSTEM & SITTING ARRANGEMENT
BANKING HALL, STIMA PLAZA



Kenya Power
REV. 01



NOTES

This layout proposes an Electronic Queue Management System (EQMS) in the Banking Hall, Electricity House.

This system will aid in managing customer service and transaction handing in the banking hall.

The ultimate goal of EQMS is to:

- a. Provide superior customer service
- b. Increase efficiency.
- c. Reduce perceived waiting time
- d. Enhance customer experience.

This system will incorporate:

- a. 1 No. Ticket Dispensing Unit;
- b. 4 No. Screens (Audio-Visual Digital Displays)
- c. 36 No. 3-Linked Chairs
- (Customer Sitting Area (linked chairs))

To foster space optimization, efficiency and effectiveness, the layout proposes execution of the following works:

- a. Introduction of 1 No. emergency door
- b. Introduction of 2 No. double doors
- c. Demolition of aluminium partition
- d. Closure of 2 No. double doors

Appendix II