

ADDENDUM NO.1

TENDER NAME: ICTA/OT/16/2023-2024 PROVISION OF MAINTENANCE SERVICES FOR ONE GOVERNMENT NETWORK (OGN) INFRASTRUCTURE - ACTIVE EQUIPMENT (FRAMEWORK CONTRACT)

DATE: 24<sup>th</sup> April, 2024

S.No	Ref/Page	Technical Specification	Clarification	CLARIFICATION/ RESPONSE
1.		N/A	<ul style="list-style-type: none"> <li>The tender gives a Framework of 1 year, is this a renewable term contract?</li> </ul>	The duration of the contract will be One Year renewable once subject to satisfactory performance of the contractor and availability of funds.
2.		N/A	<ul style="list-style-type: none"> <li>To ensure system stability and that bidders provide original parts &amp; spares, will validity be conducted on the Manufacturers Authorizations and Partnership Certifications?</li> </ul>	The ICT Authority shall conduct due diligence of authenticity of MAF and OEM Partnership Certificates as proof of valid support from the partners during the bidding and contract period.
3.	Tender Data Sheets (TDS), ITT 1.1	N/A	<ul style="list-style-type: none"> <li>Kindly clarify if there are lots which will be reserved for disadvantaged groups, since they are encouraged to participate as indicated under the Tender Data Sheets (TDS), ITT 1.1</li> </ul>	No, all lots are open, however Special groups (Women, Youth and PWD) are encouraged participate in any lot of their choice.
4.	[Page 94 Service Level Agreement (SLA)]	A large number of devices on the live network have reached the end of service (EOS). OEM can only provide best-effort support which can't meet the SLA refer to [Page 94 Service Level Agreement (SLA)] in tender document.	<ul style="list-style-type: none"> <li>Can we apply for a disclaimer for these devices' SLA? Whether there is a specific replacement plan?</li> </ul>	No, disclaimer not allowed with SLA. The bidder shall be expected to make any arrangement necessary to ensure the network is always up and compliant with SLA. Violation of SLA shall automatically attract penalties.
5.			<ul style="list-style-type: none"> <li>Where can the training quotation be filled in? What is the specific</li> </ul>	The training cost is inclusive in the maintenance cost and the training shall be

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			location and duration of the training?	conducted in the respective regions. This training is targeting Knowledge transfer to ICT Authority County Field Engineers.
6.	[Page 94 Service Level Agreement (SLA)]	A large number of devices on the live network have reached the end of service (EOS). OEM can only provide best-effort support which can't meet the SLA refer to [Page 94 Service Level Agreement (SLA)] in tender document.	<ul style="list-style-type: none"> <li>• Can we apply for a disclaimer for these devices' SLA?</li> <li>• Is a specific replacement plan?</li> </ul>	No, disclaimers are not allowed with SLA. The bidder shall be expected to make any arrangement necessary to ensure the network is always up and compliant with SLA. Violation of SLA shall automatically attract penalties.
7.		There's no line item in the price schedule for training.	<ul style="list-style-type: none"> <li>• Where can the training quotation be filled in?</li> <li>• What is the specific location and duration of the training?</li> </ul>	The training cost is inclusive in the maintenance cost and the training shall be conducted in the respective regions. This training is targeting Knowledge transfer to ICT Authority County Field Engineers.
8.		Degraded Batteries	<ul style="list-style-type: none"> <li>• For degraded Batteries: Do we quote for battery replacement in this case.</li> </ul>	It is the role of the bidder to undertake surveys in the region of interest and establish the status of the batteries then factor the cost of repair and maintenance henceforth. Downtime and SLA violation shall NOT acceptable whatsoever.

The addendum & clarification form part of the bidding document and is binding on all bidders. All other terms and conditions of the tender remain the same.

CEO, ICT Authority