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ADDENDUM NO. 1

TENDER NO. ICTA/OT/24/2021-2022   **20th May, 2022**

TENDER NAME: PROCUREMENT OF REGIONAL NETWORK OPERATIONS CENTER (NOC)-READVERTISEMENT

1) Clarifications on NOC Management System Specification

Feature	Specification
Ticketing, Incident and Problem Management	• Omnichannel Support – Enable customers and providers communication to NOC from many channels—email, social media, live chat, and phone—sometimes simultaneously. • Ticket Routing, Categorization and Tagging - To provide ticket's status and what steps they must take, whether that's routing the ticket to a different agent or handling it themselves. • Tracking and Measurement - generate reports that are analytical with graphical tools and charts. • Create and resolve incidents. • Integrate all IT service support functions including ticketing, change, asset, service level, service request, identity, and knowledge management • Align to ITIL or equivalent best practices
Change Management	• Document and coordinate activities for change requests across the entire NOC landscape—from data centers to edge equipment. • controlled release management • automated collision detection and impact analysis • Combine multiple change requests into a single release and manage all related activity in support of a successful release. • Track and manage change and deployment activities • Automatically notify stakeholders at every phase of the release process • Provide traceability through service transition for audit purposes
Service Level Management, Dashboards,	• Define a catalog of service request types that reflect what services you offer to your internal or external customers

Reporting, and Analytics	• Provide centralized catalog of requests (including price, service-level targets, approval rules) to automate and monitor standard requests • Enable self-help through knowledge access to reduce the number of calls to the service desk • Flexible and configurable cloud-based multi-service, multi-provider incident brokering • Tightly integrate incident, problem and change management with leading agile dev solutions • Audit service performance capabilities to measure service integrity • Create custom reports and dashboards • Get automated insights based on the relevance of data • Define, track, and report service levels • Service insight: Monitor targets, performance, and compliance with dashboards for the business and IT.
License	• 50 concurrent users. Ability to view and update tickets without licenses. The licenses should be perpetual
Integrations	• The system should have the ability and the bidder should have expertise to integrate the NOC system to other systems such as call center system and other ticketing systems of partner organizations.

2) **Clarifications on Bidders' Queries.**

#	Page	Item	Description	Question	ICTA Response
1.	34	Evaluation: Desktop PC for NOC	a. 6 Core, 12 thread CPU (AMD Ryzen 5th Gen)	Which is the required processor? AMD Ryzen 5th Gen, or Ryzen 7 5800X	Ryzen 7 5800X
	56	Price Schedule: Desktop PC for NOC	a. 6 Core, 12 thread CPU (AMD Ryzen 5th Gen)		
	77/79	Technical Specifications: Desktop PC for NOC	a. 6 Core, 12 thread CPU (AMD Ryzen 5th Gen)		

	81/83	Technical Specifications: Desktop PC for NOC	Processor - Ryzen 7 5800X		
2.	35	Supply and install NOC Management system	a. Supply and install a local deployed NOC management system	"local deployed" suggests an on-premise solution. Please confirm is this is the case or if a cloud based solution will be allowed.	The System will be both locally deployed/on-premise and cloud based
	77/79	Supply and install NOC Management system	a. Supply and install a local deployed NOC management system		
3)	33	**MR 13**	Tenderer must submit an Original Bid Security of Kenya Shillings Six hundred thousands, i.e. KES 330,000 valid for 156 days from the date of opening the tender from a reputable bank or an insurance company approved by the Public Procurement Regulatory Authority (PPRA)	What is the correct amount, 600,000 or 330,000?	Tenderer must submit an Original Bid Security of Kenya Shillings Three Hundred and Thirty Thousand, i.e. KES 330,000 valid for 156 days from the date of opening the tender from a reputable bank or an insurance company approved by the Public Procurement Regulatory Authority (PPRA)

These clarifications form part of the Tender Document

CEO, ICT Authority