



Clarification 001

The following clarification were sought by a bidder for **RFx 1000000990: SUPPLY AND DELIVERY OF ICT EQUIPMENT AND SUPPLY, INSTALLATION AND CONFIGURATION OF A HELPDESK SYTEM)** and clarified as follows;

No.	Query	Clarification							
1	<p>Please clarify about the disk capacity, compatible drive type (under Technical specifications Pg. 77). You have indicated an 8 x 3.5" Synology SATA HDD. However, Synology has 4TB, 8TB, 12TB, 16TB and 18TB options.</p> <table border="1" data-bbox="281 781 1297 1019"> <tr> <td data-bbox="281 781 569 1019" rowspan="2">Compatible drive type</td> <td data-bbox="569 781 1020 971"> <p>8 x 3.5" Synology SATA HDD</p> <ul style="list-style-type: none"> • 2 x Synology M.2 2280 NVMe SSD (drives not included) • Synology only guarantees full functionality, reliability, and performance for Synology drives listed on the compatibility list. </td> <td data-bbox="1020 781 1178 971">Y</td> <td data-bbox="1178 781 1297 971"></td> </tr> <tr> <td data-bbox="569 971 1020 1019"> <ul style="list-style-type: none"> • 2 x M.2 2280 NVMe SSD (drives must be on the manufacturer's compatibility list) 400GB </td> <td data-bbox="1020 971 1178 1019">Y</td> <td data-bbox="1178 971 1297 1019"></td> </tr> </table>	Compatible drive type	<p>8 x 3.5" Synology SATA HDD</p> <ul style="list-style-type: none"> • 2 x Synology M.2 2280 NVMe SSD (drives not included) • Synology only guarantees full functionality, reliability, and performance for Synology drives listed on the compatibility list. 	Y		<ul style="list-style-type: none"> • 2 x M.2 2280 NVMe SSD (drives must be on the manufacturer's compatibility list) 400GB 	Y		We require 4TB 8*3.5" Synology SATA HDD
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2	<p>Listed brand-name items as follows:</p> <ul style="list-style-type: none"> • Lot 3: Supply and installation of a helpdesk system (SysAID ITSM) . <p>Please confirm if we can propose other solutions for helpdesk system requirement or is it only SysAID ITSM?</p>	SysAID as it is the product that we are familiar with and thus would reduce on-boarding, administration and training time							
3	<p>Under LOT 1 – Supply, Delivery, installation and configuration of Network Attached Storage (LOT):</p> <p>What is the capacity and quantity required for the 3.5" Synology SATA HDD?</p>	4TB							



No.	Query	Clarification
4	Please clarify on the Number of Drive Bays Required	The system requested has 8 drive bays.
5	Please clarify on the Number of each Drive Type Required.	8 x 3.5" Synology SATA HDD 2 x M.2 2280 NVMe SSD
6	<p>Microsoft does not give Warranty Cover for Surface Pro Devices in Africa?</p> <p>This makes it difficult to respond to the MAF and Warranty for request as the local distributors do not support the Surface Devices.</p> <p>What options do we have in our response?.</p>	Attach that communication from Microsoft on surface pro 8 warranty
7	<p>Please confirm if ISO 9001 certifications for the OEM are required. The attached page under Conformance of Information System Materials, mentions them but they are not included in the Preliminary examination for Determination of Responsiveness or in the Technical Evaluation. Also clarify for which lots they are required.</p>	<p>The interpretation is that if there is an ISO standard referred to in the technical requirements, it is not enough for the supplier to state “conforms”, the bidder must also attach the ISO certificate for that device confirming conformance.</p> <p>For all the lots in the tender, there is no ISO standard referred to in the technical requirements hence no ISO certificate required.</p>
8	This is a follow up to my request for clarification on Microsoft Surface Pro devices on the Hardware Warranty and MAF requirement.	Attach that communication from Microsoft on surface pro 8 warranty



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	<p>In the attached document and on the link below you will see the coverage for Microsoft Surface Devices world-wide is limited to some countries.</p> <p>https://www.microsoft.com/en-us/surface/worldwide</p> <p>According to official information we do not have coverage in Kenya for these device.</p> <p>Microsoft has only provided limited coverage for some countries.</p> <p>The official distributors available are only able to give limited warranty on these devices.</p> <p>Please clarify on this requirement.</p>	