

**BANKI
KUU YA
KENYA**



**CENTRAL
BANK OF
KENYA**

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ADDENDUM NO. 1

REQUEST FOR PROPOSALS FOR PROVISION OF ISO 20000: 2018 CERTIFICATION CONSULTANCY SERVICES PROJECT FOR CENTRAL BANK OF KENYA; - TENDER NO. CBK/RFP/038/2022-2023

The above captioned tender was published on the Central Bank of Kenya (www.centralbank.go.ke) and the Public Procurement Information Portal (www.tenders.go.ke) websites on 8th November 2022. In response to the clarifications sought during the pre-bid meeting held on 15th November 2022, the Bank is hereby issuing Addendum No. 1 in line with Section 75 of the Public Procurement and Asset Disposal Act 2015 and will form part of the tender document.

The clarifications are offered as indicated below: -

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	Clarification sought	Response							
1.	On Mandatory No. 2, Some potential Bidders are not registered in Kenya thus do not have a Tax compliance certificate?	Companies are expected to provide a copy of a valid Certificate of Tax Compliance issued by a tax authority (or equivalent applicable document based on jurisdiction), valid at least up to the tender closing date. For companies registered in Kenya, a Tax Compliance Certificate from the Kenya Revenue Authority is required.							
2.	On Mandatory No. 5 and Tender Data Sheet (TDS) 22.1, A Bidder is required to Submit a valid professional indemnity (certificate / policy from a recognized insurance firm for Kshs 5 million)	All Bidders will be required to conform with this Mandatory requirement. However, for Joint ventures, the professional indemnity will be provided by the principal partner of the Joint venture.							
3.	What is the Maximum number of joint ventures?	In case of a joint venture, the maximum number is Two (2). Each party is required to comply with all the Mandatory requirements on its own except Mandatory Requirements No. 4 and 5 which will provided by the principal partner							
4.	On Technical Evaluation T2: - Can a Bidder submit a list showing the Clients names, amount of contract and reference contacts as opposed to the requirements citing some clients are not willing sharing their contracts?	Bidders are advised to submit the list of clients as shown in the table below: - <table><tr><td>Name of Client</td><td>Name & Amount of Contract</td><td>Brief description of services provided</td><td>Duration of the Project</td><td>Client Reference Contacts</td></tr></table> Bidders are also advised that for a reference to qualify and score full marks, it must be provided in the form of a letter of recommendation (not contract), on the customer's letterhead. This will allow the evaluation team to not only			Name of Client	Name & Amount of Contract	Brief description of services provided	Duration of the Project	Client Reference Contacts
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		view the list of reference clients above, but also evaluate and score each letter of recommendation provided.
5.	Is the consultant expected to provide certification services once the consultancy has been conducted?	The terms of reference for the consultant will be to assist CBK in the implementation of the ISO 20000 framework. In summary, this will include: 1. Conducting the gap analysis phase • Submitting a gap assessment report to Management highlighting the gaps identified • Providing and executing the roadmap to fill those gaps • Providing a project team to coordinate the implementation of the ISO 20000 requirements 2. Implementation • Setting up the requirements of the ITSM together with CBK stakeholders • Identifying ownership and classification of services and information assets, while also defining their specific roles • Establishing a formal information assets inventory and service catalogue • Conducting the risk assessment phase including the related risk treatment plans • Development of all required documentation (policies, standards, procedures and guidelines) for the framework • Conducting awareness/sensitization sessions within the Bank during the implementation journey 3. Internal Audit-to gauge external certification readiness • Assess the implementation phase • Benchmark against the ISO 20000 standard and identify any gaps • Support CBK in taking corrective action to close the noted gaps • Submission of a final report once all matters have been addressed, thus providing a GO or NO-GO position for the final ISO 20000 external audit phase.
6.	Should we include the cost of certification within our quote?	The Consultant will not be expected to provide or quote for certification services once the implementation services have been provided. Instead, the terms of reference for the Consultant during this stage will be to: • Walk the journey with the CBK team • Assist CBK in formulating the terms of reference of the External Auditor, who will be sourced (and contracted) by CBK, NOT the consultant. • Hand hold the organization during the external audit phase once the External Auditor has been onboarded, acting as liaison throughout the process. • Facilitate the Stage 1 and Stage 2 audit by the Certification Body. • Assist CBK in the collation and provision of audit evidence.

		• Assist in the preparation and execution of remedial plans to address matters raised by the external auditor. • Follow up on queries raised by the external auditor. • Brief Management and involved stakeholders throughout the journey until final certification is achieved. Note: - The certification services will be sourced and contracted independently by CBK.														
7.	Is the training expected to be certified training? How many people will receive the training?	Yes, CBK expects that the training provided is certified training. The certified training should be formally recognized by the ISO organization, preferably by an accredited and recognized organization, preferably BSI Group, PECB or other verifiable equivalent entity (please provide details in your training bid submission). Note: -For clarity of the evaluation team, please clearly describe the training that will be provided, who the target group will be (e.g. implementers vs. auditors), each course duration, and the certification that the trainees will achieve once they complete their training and pass any associated exams. On the number of people to be trained, the Bidder is advised to provide a tabulated list of cost of training based on number of participants as follows: - Training Details Table: <table><tr><th>Target Number of CBK Trainees</th><th>Proposed Pricing Per Training Attendee</th></tr><tr><td>1 – 15</td><td></td></tr><tr><td>16 – 30</td><td></td></tr><tr><td>31 – 45</td><td></td></tr><tr><td>46 – 60</td><td></td></tr><tr><td>61 – 75</td><td></td></tr><tr><td>76 – 100</td><td></td></tr></table>	Target Number of CBK Trainees	Proposed Pricing Per Training Attendee	1 – 15		16 – 30		31 – 45		46 – 60		61 – 75		76 – 100	
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8.	Where is the venue for the Training?	The training is expected to be conducted offsite, at a training venue identified, booked and provided by the Consultant. • Please therefore offer your proposal, provide details and cost the training in view of the costs of training per attendee, provision of a training venue and associated conferencing costs (e.g., training materials, projection services, snacks and lunch, etc.).														
9.	Provide clarity on the expectation to have 40 staff?	• Please refer to item no. T1 in the Stage 2 of the Technical Evaluation criteria. • This evaluation attribute will help the evaluation team evaluate the size of the firm as it proposes services to CBK. • The actual project team may be smaller than 40, but CBK still wishes to appreciate (and score) the size of the Bidder’s firm.														

		- The scoring criteria has also been captured in the table for Stage 2, criteria T1, on page 26. - Please also note the rest of the evaluation criteria included in the table away from item T1.
10.	RFP states supervise activity. Do we assume that the team in CBK is trained in internal audit and can do it?	CBK does have an internal audit team, but they are not certified ISO 20000 Lead Auditors, so please do not make the assumption that CBK is trained in this capacity. The Consultant will therefore be expected to provide for ISO 20000 Lead Auditor training as part of its training proposal (refer to Question #8 on training above).
11.	SMS Scope: Number of services and locations	Please find below a list of mission critical services that CBK desires to capture within its scope: 1. Payment Services - Real Time Gross Settlement (RTGS) System Service, also known as the Kenya Electronic Payment and Settlement System (KEPSS) - SWIFT - Automated Clearing House (ACH) for cheque services 2. Core Banking Systems - T24 Core Banking (Back Office) Services incl. related supporting services e.g., Internet banking, Credential management, etc. - Central Securities Depository (CSD) Services (i.e., Treasury Bills and Bonds), including the supporting aggregator services (mobile channels, B2C, C2B, etc.) - Reserves Management System Service (RIMS) 3. Enterprise Resource Planning (ERP) System Services that cover HR, Finance and Supply Chain end-to-end processes 4. Staff Clinic Service as supported by the Staff Clinic System 5. IT Service Management - Helpdesk services - Change Management - Incident and crisis management Other services - Enterprise Data Warehouse (EDW) services – the in-house Business Intelligence (BI) platform/ data lake - User identity and access management services: - Active directory services - Virtual Private Network (VPN) services Note: - The final scoping, agreed services and certification will be conducted at the inception and detailed discovery phase with the successful bidder
12.	Is there a working ITSM software within the organization?	The Bank uses the following tools in its day-to-day tasks: - Microsoft System Center Service Manager – logging of tickets at the Helpdesk - Microsoft SharePoint – workflow approvals for changes, user access, etc. To add, as part of this implementation, the Bank desires to enhance its current capabilities and implement a world class

		ITSM software with more capabilities. The Consultant will therefore be expected to conduct a gap analysis of existing tools and make recommendations to meet this expectation.
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The Tender closing date has been extended from **22nd November 2022 at 10.30 a.m.** to **29th November 2022 at 10.30 a.m.** All other terms and conditions of the tender remain the same.

DEPUTY DIRECTOR/HEAD OF PROCUREMENT
17TH NOVEMBER 2022



CENTRAL BANK OF KENYA

TENDER REF NO: CBK/RFP/038/2022-2023

**MINUTES OF THE PRE-BID MEETING HELD WITH PROSPECTIVE
BIDDERS ON TUESDAY 15TH NOVEMBER 2022 AT 10.30 A.M.**

**REQUEST FOR PROPOSALS FOR PROVISION OF ISO 20000: 2018
CERTIFICATION CONSULTANCY SERVICES PROJECT FOR
CENTRAL BANK OF KENYA**

PRESENT

1. Central Bank of Kenya - Information Technology Department (Online & Physical)
2. Central Bank of Kenya Procurement Division
3. Five (5) Bidders Representatives present (Physical)
4. Three (3) Bidders Representatives present (Online)

Minute 1. Introductions

The meeting was called to order at 10.35 a.m. and participants from both the CBK and prospective bidding vendors were introduced (Both Online and Physical). The bidders' representatives were informed that the purpose of the meeting was to sensitize them on the requirements of the tender and also answer any clarifications sought. Noting that the Public Procurement Regulatory Authority issued new standard tender documents for use in Public Procurement, the forum was made to allow bidders air their views in respect to the tender to enable the procuring entity provide clarification on any salient issues that may hinder bidders in responding to the tender.

Minute 2. Brief Presentation of the Technical Requirements on the Tender document

The User from CBK - ITD briefed the participants on the Bank's expectations for the ISO 20000: 2018 Certification Consultancy Services Project for Central Bank of Kenya. Clarifications were sought by various bidders and will be addressed through Addendum no. 1 which is attached.

Minute 3. Brief Presentation of the Tender document

Bidders were advised to study the requirements of the tender and prepare their bids in line with the requirements of the tender document ensuring that all required documents are provided.

The bidders' representatives were taken through the tender document. Emphasis was on the Checklist of documents comprising the bid document. Bidders were advised to ensure the bid documents comprised all the items listed in the checklist.

Minute No. 4 Clarifications sought

The bidders raised questions/queries and were advised that they will be responded to through Addendum No 1.

Minute 5. A.O.B

There being no other business, the meeting ended at 12.00 P. M.

**DEPUTY DIRECTOR/HEAD OF PROCUREMENT
GENERAL SERVICES DEPARTMENT**