



**KenGen**

**DATE: 15/11/2016**

**TENDER FOR DATE: 15/11/2016**

**TENDER FOR CONSOLIDATION AND UPGRADE OF SERVERS, STORAGE AND  
AUTOMATION OF DISASTER RECOVERY SITE: KGN-IT-19-2016**

KenGen wishes to make the following clarifications as raised by potential bidders through clarification 1

**Clarification 1**

<b>NO</b>	<b>ISSUE OF CLARITY</b>	<b>KENGEN CLARIFICATION</b>
1.	What Backup infrastructure is being replaced (they have mentioned several different backup environments to integrate with in	<b>No backup infrastructure is being replaced. The new disk back up system will complement the current tape back-up system</b>
2	Three (3) years manufacturer warranty period on hardware - Is this only warranty on hardware from OEM or back-to-back support is also required from OEM to replace faulty hardware or response to any other issue within 4 hours from the call logged time	<b>Back-to-back for three years.</b>
3	Three (3) years warranty on solution from the supplier. Include SLA costs if any, payable annually – Is this SLA is from local partner or from OEM ? Can we offer back-to-back critical support from OEM for complete solution.	<b>The SLA is from the Local partner. KenGen requirements/specifications are the minimum to be met. Any specifications over and above the minimum qualify.</b>

1. ALL THE TERMS AND CONDITION IN THE TENDER REMAINS THE SAME

**ACKNOWLEDGEMENT OF CLARIFICATION NO.1**

We, the undersigned hereby certify that the clarification is an integral part of the document and has been incorporated in the tender proposal.

**Signed .....****Date .....**

**Tenderer .....**