

**BANKI  
KUU YA  
KENYA**



**CENTRAL  
BANK OF  
KENYA**

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**ADDENDUM NO. 1**

**TENDER FOR PROVISION OF INDEPENDENT ISO 20000-1:2018 COMPLIANCE AND CERTIFICATION SERVICES TO CENTRAL BANK OF KENYA: CBK/RFP/097/2023-2024**

The above captioned tender was published on the Public Procurement Information Portal ([www.tenders.go.ke](http://www.tenders.go.ke)) and Central Bank of Kenya ([www.centralbank.go.ke](http://www.centralbank.go.ke)) websites on 26<sup>th</sup> January 2024. In response to the clarifications sought during a pre-bid meeting held on 7<sup>th</sup> February 2024, the Bank is hereby issuing Addendum No. 1 with respect to the tender as follows:

<b>No</b>	<b>Clarification sought</b>	<b>CBK Response</b>
<b>1.</b>	Clarify services covered under ITSM within the bank, such as Banking, IT services, cloud services, and technology services	All IT Services are covered under the ITSM
<b>2.</b>	Clarify processes/functions involved in ITMS	We refer to ITSM NOT ITMS  All processes/functions of the IT Department are involved in the ITSM
<b>3.</b>	Clarify regarding the outsourced processes responsible for service availability and service continuity	Outsourced processes responsible for service availability and service continuity are governed by Service Level Agreements
<b>4.</b>	Confirm Overview of the manpower covered in the ITMS	We refer to ITSM NOT ITMS  The ITSM covers manpower of the IT Department only
<b>5.</b>	Clarify whether ITSM services are provided by the Bank as a whole, by a single department, or by a group of departments	ITSM services are provided by the IT Department of the Bank
<b>6.</b>	Confirm if formal Risk assessments are conducted for service availability and service continuity	Formal Risk assessments are conducted for service availability and service continuity
<b>7.</b>	Define authorities and responsibilities for all parties involved in the service supply chain by the Bank	All authorities and responsibilities for all parties involved in the service supply chain are guided by applicable laws eg. Public Procurement and Asset Disposal Act

No	Clarification sought	CBK Response
8.	Specify control measures for processes, services, and service components provided or operated by other parties under ITSM	There is a Service Level Agreement between the IT Department and other parties under ITSM
9.	Confirm submission method of the tender documents	Tenders are to be submitted in hard copies and deposited in the <b>Green Tender Box No. 3</b> at the main entrance, ground floor of <b>Central Bank of Kenya along Haile Selassie Avenue</b> on or before the tender closing date
10.	Consider extension of tender closing date.	This was considered. The Tender Closing Date has been extended from <b>16th February 2024 to 23rd February 2024 at 10:30 a.m.</b>

**Further,** Stage 2: Technical Evaluation on scope of works is newly introduced as referenced in the table below:

#### Clause 22 – 23: DETAILED EVALUATION CRITERIA

The evaluation will be carried out through the following stages:

Stage 1: Compliance with the Mandatory Requirements

**Stage 2: Technical Evaluation on scope of works**

Stage 3: Technical Evaluation on capacity to deliver

Stage 4: Financial Evaluation

Stage 5: Weighting – Technical Score Vs Financial Score

Stage 6: Due Diligence

Stage 7: Recommendation of award

#### **Stage 2: Technical Evaluation on scope of works**

Bidders having complied with all the mandatory requirements will be subjected to technical evaluation on specification below;

NO.	EVALUATION ATTRIBUTE	TENDERER'S RESPONSE / CONFIRM COMPLIANCE (YES/NO)
1.	Prepare and Submit Certification Audit plan at least Seven (7) Calendar days prior to Audit engagement	
2.	<ul style="list-style-type: none"> <li>Conduct a stage 1 and stage 2 Certification Audit</li> <li>Prepare and Submit Audit Report detailing observations such as best practices, opportunities for improvement and any non-conformity to ISO 20000-1: 2018 requirements or documented procedures within seven (7) Calendar days after the conduct of the Certification Audit</li> <li>Issue ISO 20000:2018 Certificate Valid for 3 years</li> </ul>	
3.	<ul style="list-style-type: none"> <li>Prepare and Submit Surveillance Audit Plan at least Seven (7) calendar days prior to the audit engagement</li> <li>Conduct Surveillance Audit; and</li> </ul>	

NO.	EVALUATION ATTRIBUTE	TENDERER'S RESPONSE / CONFIRM COMPLIANCE (YES/NO)
	<ul style="list-style-type: none"> <li>• Prepare and submit Surveillance Audit report detailing observations such as best practices, opportunities for improvement and any non-conformity to ISO 20000-1:2018 standards or documented procedures within seven (7) calendar days after the conduct of the Audit</li> <li>• Provide Confirmation of ISO 20000:2018 Certificate</li> </ul>	
4.	No member of the Certification Body audit Team should have provided consultancy for CBK in the two (2) years prior to the audit	
5.	The Certification Body shall be obliged to follow information security procedures, take all reasonable precautions for the protection of confidential information, and not divulge at any time to any third person any confidential information, except upon prior written consent of CBK or where required under the law or regulation or by a valid order of a court or other governmental authority with competent jurisdiction. This duty of confidentiality shall bind any person which may be hired by the Certifying Body, with consent of CBK, to help in the fulfilment of the obligations under the scope of services. Any breach of this confidentiality provision shall entitle CBK to legal and other equitable remedies including but not limited to the immediate cancellation of the engagement and shall entitle CBK for claim for damages not exceeding one and a half times the charges payable under the contract, and injunctive relief under the circumstances. CBK may also elect to terminate further access by the Certifying Body to any data and information obtained through the engagement.	

Bidders have to comply fully with the above requirements to proceed to Stage 3, Technical Evaluation on capacity to deliver

**All other terms and conditions of the Tender Document remain the same.**

**Deputy Director/Head of Procurement**  
**13<sup>th</sup> February, 2024**

## **PRESENT**

1. Central Bank of Kenya IT Department
2. Central Bank of Kenya Procurement Division
3. Five (5) Bidders Representatives present (Virtually)

### **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. This was a virtual meeting. The bidders' representatives were informed that the purpose of the meeting was to sensitize them on the requirements of the tender. Noting that the Public Procurement Regulatory Authority issued new standard tender documents for use in Public Procurement, the forum was made to allow prospective 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 IT Department briefed the participants on the Bank's expectations for the services required for the Bank.

### **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 following areas:

- Bidders were taken through the Evaluation Criteria.
- Bidders were taken through the Terms of References;
- The bid document will require to be serialized from page 1 to the last.

### **Minute No. 4 Clarifications sought**

The bidders sought clarity on various issues 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 11.25 A.M.