

**BANKI
KUU YA
KENYA**



**CENTRAL
BANK OF
KENYA**

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ADDENDUM NO. 2

TENDER FOR SUPPLY, IMPLEMENTATION, DEPLOYMENT AND COMMISSIONING OF A CENTRALIZED APPLICATION SERVICE & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRASTRUCTURE & APM) FOR CENTRAL BANK OF KENYA, TENDER NO. CBK/013/2021-2022

The above captioned tender was published on 28th September, 2021 and **Addendum No. 1** issued on 07th October, 2021. In response to the clarifications sought by prospective bidders, the Bank is hereby issuing **Addendum No. 2** as follows:

| No | Clarification | Response |
|----|--|--|
| 1. | What are the metrics/KPI's to be monitored in the listed applications? | <p>As specified on the tender, CBK is seeking a solution that will monitor services end to end. A 360-degree solution that will give a single pane view ranging from connectivity, computing/storage resource utilization, application performance, transaction processing view to End user experience.</p> <p>The specific metrics will be defined in accordance to the use cases of different systems and the needs. This is to be addressed during the Low level and high-level design stage.</p> |
| 2. | What are the KPI's and Services to be monitored for all other mentioned devices? | <p>Bidder to refer to the technical requirements section VI. The requirements are clearly articulated.</p> |
| 3. | Deployment shall span over a single site or multiple sites?? | <p>The systems and devices to be monitored spans across 12 sites within Kenya.</p> <ul style="list-style-type: none">o Extelecom Building – 1 Gbpso CBK Pension House (Motor Gallery) – 1 Gbpso Eldoret Branch – 25 Mbpso Kisumu Branch – 10 Gbpso Mombasa Branch – 25 Mbpso Nyeri Currency Centre – 20 Mbpso Meru Currency Centre - 20 Mbpso Nakuru Currency Centre - 20 Mbpso Kisii Currency Centre – 20 Mbpso Kenya School of Monetary Studies (KSMS) – 20 Mbpo 2 additional sites within Nairobi – 10 Mbps |

| No | Clarification | Response |
|-----|--|---|
| 4. | Is HA and/or DR a requirement?? | YES. An active passive setup between the main site (HQ) and DR(Kisumu). |
| 5. | What level of integration is required for Application servers? | Refer to Table 7.7 |
| 6. | Could we get a full list of expected ITSM and alerting outgoing integrations, including the following channels? • IT Incident Management Systems • Email Alerts (required?) • SMS (required?) | Table 7.1, 7.18 specifies the alerting capability required |
| 7. | Approximate number of KPIs expected from the solution? | The KPI will be dictated by the use cases to be defined during the Low-level design (LLD). |
| 8. | Are data located in one site or several sites? How many sites and what are the internet connection between sites and associated bandwidth? | Refer to Number 3 and Number 4 above. |
| 9. | How many concurrent users will be accessing the solution? | An average of 15 Analysts. |
| 10. | What is the retention requirement of the data to be stored? Both Online and archived. | Online data: 3 Months Archived: 24 Months |
| 11. | Is there any custom visualization required to be configured? Please list, if any. | Refer to Table 7.4 Pre-Packaged Content and Capabilities for Service Intelligence Use Cases. The solution should allow for customization as per business need. The number of customizations will be dictated by the use cases |
| 12. | Bidder requested for the Tender document in word format? | The Bank does not share the word format of tender documents for control |
| 13. | In addition, the bidders requested for an extension of the closing date by 10 days from 18th October, 2021 | The tender opening date has been extended to 29th October, 2021 at 10.30 a.m. |

New Tender opening date is **29th October, 2021**. All other terms and conditions of the Tender Document remain the same.

**ASSISTANT DIRECTOR,
HEAD OF PROCUREMENT FUNCTION
GENERAL SERVICES DEPARTMENT**

13th October, 2021