REPUBLIC OF KENYA

Telegraphic Address
'Bunge', Nairobi
Telephone 2848003
Fax: 2243694
Nairobi, Kenya

PARLIAMENT
Parliamentary Joint Services
Parliament Buildings
P. O. Box 41842 –00100
Email: dg@parliament.go.ke

PARLIAMENTARY SERVICE COMMISSION
OFFICE OF THE DIRECTOR-GENERAL

4ᵗʰ January, 2022

Dear Sirs,

CLARIFICATION ON TENDER NO. PJS/015/2021-2022 FOR THE SUPPLY DELIVERY, CONFIGURATION DEPLOYMENT, TRAINING & COMMISSIONING OF INTEGRATED COMMUNICATION SYSTEM (EMAIL/E-FILE/E-OFFICE)

Sr.No	Section		Description	PSC Remarks
1.	Tender Document		All Tenders must be accompanied by a tender Security of Kshs. 980,000.00 (Nine Hundred and Eighty Thousand Only) valid for 217 days from the date of tender opening, in form of a bank guarantee from a reputable bank recognized by the Central Bank of Kenya, payable to Parliamentary Joint Services. **Query:** Can the bid bond be in form of insurance	Tenderers shall be required to submit a Tender Security in form of a bank guarantee from a reputable bank recognized by the Central Bank of Kenya or Insurance Company guarantee from an insurance company approved by the Public Procurement Regulatory Authority (PPRA) payable to the Parliamentary Joint Services.
2.	Email		Technical Specification Point no.1 - Email Solution should be accessible by user using latest Web Browser, MS Outlook & Active Sync. Email Solution should be able to run without enabling POP / IMAP Protocols, which will be blocked for security reasons & data loss prevention **Query** As user will be allowed to access email server from outside the network also, we want user to connect to server using MAPI / ActiveSync / https Protocols only, we cannot risk allowing access over POP & IMAP as all free email providers offer external account	You can use Secure POP 3 and Secure IMAP ports.

			polling using POP & IMAP which can result in data loss.	
3.	Email		Desktop Email Client & Mobile Client should not use SMTP protocol to send email. Email Client on desktop or Mobile with Email Server should be using MAPI / ActiveSync or Https & Not using SMTP Protocol **Query:** Spammer exploit user credential & using bot/scripts send email using SMTP Port, Email Client communication with email server should be done with any other protocol other than SMTP.	**Use SMTPS for secure transmission in conjunction with SMTP authentication**
4.	Email		Technical Specification 3 3-way sync of email, calendar, Contact & GAL between Email Client, Mobile & Webmail Access. 3 Way Sync should be made native feature of the email solution provided **Query :** Emails. Folder, calendar, Contacts & Global Address List should be updated on all three modes of access of email server.	Yes. There is no change in original statement
5.	E-Office		Facility to raise custom triggers like email, ~~fax, SMS~~ etc. for escalations. Query : Should we consider Fax & SMS or can remove...?.	SMS can be considered however cost should be included.
6.	E-Office		~~The workflow management system shall run in a clustered environment~~. **Query :** Can you remove this....?	**This should be included**
7.	E-Office		~~The Workflow management system must be Unicode compliant~~	This should be included

			and shall also support customizing the interface in Local languages. Query : Can you remove this....?	
8.	E-Office		There should be a provision to integrate digital signature with Note sheet E-Signatures or DSC with pfx format is possible **Query :** Can you remove this....?	**This should be Included**
9.	E-Office		Paper Under consideration -PUC **Query :** Need more clarity	Any electronic documents which is waiting to get inputs, notes from respective function authorities are considered as Paper Under Consideration
10.	General		Commercial proposal should include for two years cost with warranty two years and additional cost for AMC	Yes, the cost should include 2 years warranty and 2 years AMC
11.	General		Pl clarify hardware included for work flow system, it mentioned in bid document?	The selected bidder should provide the Digital Signature Pad and the Scanner requirements to scan the documents at the registry in PSC
12.	General		Should we provide the hardware specs for both email and work flow for On premises?	**Requirement for workflow required**
13.	General		What will be ideal timeline to move to on premises?	PSC is looking to move the hardware to on premise after 1 year
14.	General		So commercial proposal should include for total four years running cost on cloud? Two years warranty plus two years AMC	Commercial proposal should consider 1. Cloud hosting 2. 2 year warranty 3. 2 year AMC 4. Migration cost from cloud to on premise
15.	General		What about migration cost moving from cloud to on premises? should we quote separately?	Migration cost from cloud to on premise to be considered
16.	Source Code Support		Whether additional source code to be available to PSC	Source to be available as the

					property of PSC at no additional cost.
17.	PSCTA02			Thick client's access: Shall be able to support and enable users to connect using the desktop / thick mail clients such as MS Outlook, IBM Notes, Mozilla Thunder Bird, Evolution and Outlook Express using industry standard protocols like POP3/IMAP/HTTP/SMTP over secure channels. **Query**: Thick client's access: Shall be able to support and enable users to connect using the desktop / thick mail clients such as MS Outlook, IBM Notes, Mozilla Thunder Bird, Evolution and Outlook Express using industry standard protocols like POP3/IMAP/HTTP/SMTP/ **MAPI** over secure channels	No change in original statement. PSC is aware of the security measures.
18.	PSCTF12			Virtual partitioning: Shall support virtual partitioning of the messaging system protocols (including POP/SMTP/IMAP/HTTP protocols) for higher scalability. **Query:** Virtual partitioning: Shall support virtual partitioning of the messaging system protocols (including POP/SMTP/IMAP/HTTP/MAPI protocols) for higher scalability	No change in original statement. Changes to statement will point the solution to a particular vendor.
19.	PSCTL05			Support of common protocols: Support for SMTP, IMAP, POP, protocols, LDAP/Directory Services as well as HTML mail formatting.	No change in original statement. Changes to statement will point the solution to a particular vendor.

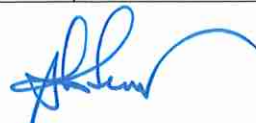					Query: Support of common protocols: Support for SMTP, IMAP, POP, MAPI & ActiveSync mail protocols, LDAP/Directory Services as well as HTML mail formatting	
20.	PSCTL31			shall be able to tentatively accept / draft meetings: Query: Pl. add: Shall supply Supported Desktop Email Client which synchronizes Email /Folders / Contacts / Calendar / GAL with the Email Server. Email Client should support Sharing of Mailboxes / Sharing of folder / Sharing of Calendar. The Email Client Supplied should be supported by the OEM for the entire contract period. Desktop Email Client should work on MAPI or https protocol & not user POP / IMAP protocols	No change in original statement. Changes to statement will point the solution to a particular vendor
21.	PSCTA15			Accessibility of the mailbox folders over web: Shall support access of all mailbox folders (Inbox, Calendar, Shared Folders, etc) through the browser by providing user friendly URLs. Query: Pls add : Email Solution should be accessible by user using latest Web Browser , MS Outlook & Activesync . Email Solution should be able to run without enabling POP / IMAP Protocols, which may be blocked for security reasons and data loss prevention.	**No Change in original statement. Bidder should comply or present better solution which fulfils the technical/functional criteria**

				Pl. add: 3-way sync of Email, calendar, Contact & GAL between Email Client, Mobile & Webmail Access. 3 Way Sync should be made native feature of the email solution provided Desktop Email Client & Mobile Client should not use SMTP protocol to send email. Email Client on desktop or Mobile with Email Server should be using MAPI / ActiveSync or Https & Not using SMTP Protocol. pl. adds: Supported & Licensed Desktop & Mobile Email Client to be provided by the bidder, which works on MAPI / ActiveSync / Https protocol. The Email Client Supplied should be supported by the OEM for the entire contract period	

PSCT A12	Smart Virtual assistance: Shall be able to support smart virtual assistance within the email solutions: The system shall label emails with personalized important ranking based on user actions Possible number of user actions may vary but mainly fall into the following general categories that is reply, read, delete or mark as spam	M	Could you please send more clarification on this on what is the purpose of this	This is email client related feature.
PSCT T45	The messaging solution shall have the ability to provide information gathering mechanisms	M	Do we have any application with which integration is required	PSC is in the process of finalizing applications with such feature. Hence looking for an email solution which will be

	such as surveys and feedback.			compatible with such requirements
PSCT U08	The user shall be able to configure Out of office messages from their mobile devices.	M	is it okay if this can be done through web mail and not through mobile client	Yes, the bidder can provide the options in Remarks/ response
PSCT U09	Users shall be able to reset their passwords from mobile devices.	M	same as above	Yes, the bidder can provide the options in Remarks/ response
PSCT V49	The user shall be able to customize the look and feel of the webmail interface.	M	webmail runs on browser exactly what look and feel changes are required	PSC will guide the successful bidder at the time of implementation
PSCT V54	Runtime scanning of attachment for virus while composing the message.	M	This is a feature of anti-virus we would like to know which anti-virus is being used at present	Please mention this in remarks. Antivirus name will be revealed to successful bidder
PSCT V56	Shall provide option to check mails during low bandwidth connection using Basic Mail client functionality.	M	This would depend on the mail client / what is the current mail client being used	There are mix Of Clients being used.
22.	Email		Which email solution client is currently used by PSC?	Microsoft Outlook and mixture of other open-source clients (Zimbra
23.	Email		Request you to please help with maximum and average mailbox size of 1 user.	10GB for normal user. 20 GB for HOD's
24.	Email		What is the Current Bandwidth	400 Mbps
25.	Email		Do we need to migrate Smarter Mail Calendar as well? Request you to please	No Need to migrate calendar, only emails.

				help with your current calendar size.	
26.	Email			What is total size of current mail box?	**Please Calculate according to the average mailbox size of 10 GB**
27.	E-file			Workflow customization; what sort of services are they looking for as a part of customization?	**Request to kindly go through the Efile requirement section of Tender**
28.	Email			Minimum 2000 licenses of M365 are needed; whether it is of same SKU or combination of multiple M365 SKU?	We didn't mention M365 in the Tender Document.
29.	E- File			There is no mention of number of users for the Document management system.	There is no DMS mentioned in Tender Document. E-file/E-Office system is only mentioned.
30.	E- File			There is no mention of number of scanners required for the PSC for this project.	There will be a central registry where all the physical documents are received. From this point all the documents are expected to move in the electronic form.
31.	E- File			There is no mention on the old documents if any for digitization	This is not DMS. Its only E-filing.
32.	E-file			The servers and storage value can be determined if	You can start with basic storage and provide an option of pay as you grow.

		we know the quantity of the documents PSC is going to store. Without that it becomes very difficult to give a quote for the same.	Average storage wouldn't be more than 3 gb per user per month.

CLEMENT M. NYANDIERE, MBS,
DIRECTOR-GENERAL/ACCOUNTING OFFICER,
PARLIAMENTARY JOINT SERVICES,
PARLIAMENTARY SERVICE COMMISSION