

USAID AMPATH UZIMA



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ADDENDUM 1: CLARIFICATIONS ON THE FOLLOWING TENDERS

OPEN NATIONAL TENDER

USAID AMPATH Uzima, a Program Managed by Moi Teaching and Referral Hospital (MTRH) and funded by USAID.

USAID AMPATH Uzima hereby notifies prospective bidders of the following amendments of the tender documents as tabulated below;

S/NO	TENDER DESCRIPTION	AMMENDMENT	PREVIOUSLY	NEW
1.	MTRH/AMP/T/60/2024-2025 - Tender for Supply, Delivery, Installation, Commissioning and Testing of Compute and Storage at AMPATH (Primary) and Secondary Data Centres	Tender closing date on the cover page, Invitation to Tender and Tender data sheet. Tender name on the cover page. Tender name on page 28. Tender Data Sheet.	29 th May 2025	3 rd June 2025
			Tender for Supply, Delivery, Installation, Commissioning and Testing of Computer and Storage at AMPATH (Primary) and Secondary Data Centres	Tender for Supply, Delivery, Installation, Commissioning and Testing of Compute and Storage at AMPATH (Primary) and Secondary Data Centres
			For Supply, Delivery, Installation and Commissioning of ICT Items for Laboratory Department	Tender for Supply, Delivery, Installation, Commissioning and Testing of Compute and Storage at AMPATH (Primary) and Secondary Data Centres

	Clarifications on the SLA. Page 93	The detailed Service Level Agreement (SLA) should capture the following parameters: • Uptime and Reliability of the link. AMPATH proposes a 99.5% uptime for all the locations. • Expected Maximum and Minimum Latency on the VPN tunnels for all links. • A portal for monitoring standard reports on the hardware status and any other SLA parameters for purposes of network monitoring. • A single point of contact/Helpdesk for all the incidents reported. Indicate the hours of operation for both technical and non-technical support. The bidder is expected to provide 24-hour by 7-day a week technical support all year round; they must provide telephone, email and fax for the support desk as well as the designated contact persons describing the escalation path. • Maintenance approach and schedule. The bidder should provide a detailed maintenance schedule indicating any planned outage due to maintenance. • How penalties are assessed and credits provided for any failures to meet specified SLA's. In case of deviation from the SLA penalty will be charged as agreed by both parties.	The detailed Service Level Agreement (SLA) should capture the following parameters: • Ensure server infrastructure remain in operational state, monitor system reports and alerts, update system improvement patches, security patches and confirm backups. Support the existing ICT infrastructure on the Datacenter including break fixes. • Ensure monitoring, maintenance and resolving of any issues with datacenter including providing spare parts for any which require replacement. • Support, monitoring and maintenance of Virtualized servers and virtualized networks environment • Replacement of hardware parts and installation of new ones in case of increase in capacity • Maintenance of servers, VMs, Active and passive devices • Monitor, support, maintenance and Rebuilding of Active Directory in the event of a disaster • All Operating Systems Installation/upgrading/updating patches regularly
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2.	MTRH/AMP/T/61/2024-2025 - Tender for Provision of a Security Operation Centre (SOC)	Tender closing date on the cover page, Invitation to Tender and Tender data sheet Invitation to Tender	29 th May 2025	3 rd June 2025	USAID AMPATH Uzima, a Program Managed by Moi Teaching and Referral Hospital (MTRH) and funded by USAID invites sealed bids from eligible and qualified candidates for Provision of A SECURITY OPERATION CENTRE (SOC) The contract will be three years renewable annually subject to satisfactory performance of service provider. Renewal will be at the sole discretion of AMPATH Management.
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Interested bidder may download detailed tender document from the websites ; www.mtrh.go.ke; www.ampathkenya.org & www.tenders.go.ke . Those who download the tender documents **MUST** forward their particulars immediately to procurement-info@usaidampathuzima.or.ke for registration and for any other clarifications or addenda.

This addendum is issued in accordance with section 75(2) of the Public Procurement & Asset Disposal Act, 2015.
All the other terms and conditions remain the same.

DR. PHILIP K. KIRWA
CHIEF EXECUTIVE OFFICER
MOI TEACHING & REFERRAL HOSPITAL



