



## **TO ALL INTERESTED BIDDERS**

### **PRE-BID MINUTES AND RESPONSE TO THE REQUEST FOR CLARIFICATIONS ON THE TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING AND COMMISSIONING OF VOICE COMMUNICATION AND CONTROL SYSTEM AT ELDORET AIRPORT HELD ON 18<sup>TH</sup> FEBRUARY, 2026: TENDER NUMBER KCAA/011/2025-2026.**

Reference is made to the above tender advertised by Kenya Civil Aviation Authority (KCAA) on Tuesday 10<sup>th</sup> February, 2026 which you have expressed interest to participate.

The Authority has received requests for clarification on the above stated tender from interested candidates.

In accordance to with the provisions of Instructions To Tenderers (ITT) section 9 and 10 and the Tender Datasheet ITT 8.2 of the tender document which was issued or obtained from KCAA website, the Authority has prepared response to various requests for clarification received and as had been stated in the tender document circulated to all bidders who are participating in this tender. The preparation of this response has been necessitated by the request for clarifications sought by some of the bidders.

Attached herein are the pre-bid minutes and responses to the clarifications requested.

Please note that these clarifications shall be read and construed as part of the bidding document issued to you earlier. Any additional request for clarifications should be received by 25<sup>th</sup> February 2026 at 17:00 hours East African Time.

You are reminded that the tender closing date has been extended from **Wednesday 25<sup>th</sup> February, 2026** to **Wednesday, 4<sup>th</sup> March, 2026** at **11:00 Hours East African Time.**

We wish you the best as you prepare to submit your bids.

A blue ink signature of William Kitum, consisting of a stylized 'W' and 'K' followed by a horizontal line.

**William Kitum**

**FOR: DIRECTOR GENERAL.**



**Encl.**



**FIRST RESPONSE TO THE REQUEST FOR CLARIFICATIONS OF THE TENDER FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING AND COMMISSIONING OF THE VOICE COMMUNICATION AND CONTROL SYSTEM AT ELDORET AIRPORT.**

**ADDENDUM NO. 1 AND FIRST RESPONSE TO THE REQUEST FOR CLARIFICATIONS OF THE TENDER FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING AND COMMISSIONING OF THE VOICE COMMUNICATION AND CONTROL SYSTEM AT ELDORET AIRPORT. TENDER NO. KCAA/011/2025-2026**

NO	CLARIFICATIONS BEING SOUGHT	KCAA RESPONSES
1.	The Related Services table shows training completion by June 2026 and installation/commissioning by June 2027. Please confirm these are target milestones and provide required intermediate milestones (CDR, detailed design approval, FAT, delivery to site, SAT, Operational Acceptance). (refer to Page 101, table list of related services and completion schedule).	We have noted that the timelines provided could change depending with the successful bidder. You are therefore requested to provide a project implementation plan showing the timelines for all the activities as required in the tender document.
2.	Specs indicate 2x redundant VCCS servers, 2x redundant Radio servers, 2x redundant VoIP Telephony servers, with telephony servers allowed to run on Radio-server hardware for space optimization. Do you prefer separate physical hosts or will consolidation be accepted if all redundancy KPIs are met?	The choice of architecture is intended to minimize the points of failure in the system; however, a hybrid option may be considered if redundancy is assured.
3.	Confirm specification of servers and use of Radio and VoIP telephony server, we understand that software for Radio and VoIP telephony server is not in scope of this tender, (refer to Page 95 section 11.2).	a) See Appendix I (addendum) for minimum Server specification b) Software for all servers is included in the scope of this tender.
4.	Any minimum CPU/RAM/RAID requirements or virtualization policy you want us to follow beyond the listed RAID, PSU and temperature monitoring? (refer to Page 95 Chapter 11.0 System capacity and page number 92 section 8.7)	Refer to No. 2 and 3 above for minimum server specification
5.	You require 60-minute short-term playback at CWP and admin playback from the management terminal. Any data-retention policy for those circular buffers? (refer Page 91 section 7.17).	The latest 20 recordings will be maintained at the CWP with oldest recording overwritten unless preserved by user.

**FIRST RESPONSE TO THE REQUEST FOR CLARIFICATIONS OF THE TENDER FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING AND COMMISSIONING OF THE VOICE COMMUNICATION AND CONTROL SYSTEM AT ELDORET AIRPORT.**

6.	Confirm ED-137C Vol.4 recorder interface, independent ambient recording infrastructure, and briefing hand-over recording are mandatory. Will KCAA provide the recorder or should we supply/size it? (Refer to page 94 section 9.2	Successful bidder will integrate to the existing recorder, ambient recording infrastructure will be provided by successful bidder See No. 17, briefing hand-over recording functionality shall be inbuilt in the VCCS.
7.	Equipment from abroad is DDP Nairobi, final destination Eldoret Airport. Please confirm import clearance responsibilities, exemptions, and storage/handling constraints at JKIA/Eldoret.	The successful bidder will be responsible for all clearance requirements including payments at JKIA and or Eldoret. The Authority will provide storage facilities once the equipment arrives on site.
8.	You require 5 KCAA staff × 5 days at OEM site, with travel/insurance and USD 500/day subsistence. Kindly confirm visa lead time, 5 days only or travel time also, preferred month, and whether CDR and factory training can be back-to-back. (refer page 96, section 13.1)	The visa application time varies from one country to another hence this will be determined based on the successful bidder. The CDR will be conducted prior to factory training and timelines will depend on project implementation plan with the successful bidder and payments to the staff shall include travel dates.
9.	You request a 5-year maintenance proposal (priced separately, fixed). Please confirm your expected SLA tiers (response/restore), software maintenance policy, and remote support options. (refer page 101, section 19.5).	See Appendix II (addendum) for a draft template which can be used for the quote. However, this shall be priced separately and will only be informative at the time of tender evaluation.
10.	The determination shall be based upon an examination of the documentary evidence of the Tenderer's qualifications submitted by the Tenderer, pursuant to ITT 15.1. The determination shall not take into consideration the qualifications of other firms such as the Tenderer's subsidiaries, parent entities, affiliates, subcontractors (other than Specialized Subcontractors if permitted in the Tendering document) or any other firm (s) different from the Tenderer. Are bidders/vendors allowed to rely on the qualifications of a Specialized Subcontractor (OEM) to meet these requirements?	The qualifications of the Original Equipment Manufacturer (OEM) will be acceptable where there will be a duly signed Joint Venture Agreement, or a Form of intent to execute a Joint Venture Agreement in the event of a successful Tender and shall be signed by all members and submitted with the Tender, together with a copy of the proposed Agreement.

**FIRST RESPONSE TO THE REQUEST FOR CLARIFICATIONS OF THE TENDER FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING AND COMMISSIONING OF THE VOICE COMMUNICATION AND CONTROL SYSTEM AT ELDORET AIRPORT.**

11.	21. Experience  Are bidders/vendors allowed to use the experience of the OEM if they have an agreement in place to meet these requirements?	Yes. However, bidders shall attach a duly signed Joint Venture Agreement indicating the responsibilities of each party.
12.	On the mounting are we getting the console to mount? Mounting is not clearly given in the BQ. Who is in charge of adaption of the console you have to meet what you have.	The console is already on site and successful bidder shall be responsible for adaptation
13.	The issue On page 80-OEM local network. The vendor must be an OEM local representative. Letter of commitment is it needed.	Yes. However, bidders shall attach a duly signed Joint Venture Agreement indicating the responsibilities of each party.
14.	Clarify expected distances of controller working positions CWP from the CC central unit. (The server room distance)	Approx. 60M to Tower and 15M to APP from server room
15.	With regards to page 103, I would like to understand the scope that does not include any SIP phone sets. Does it include an SAP phone set?	Yes, the bidders shall quote and supply the SIP phones
16.	With regards with NCP timer servers' pension at requirement 10.2 of the tender document page 94. We understand that the duplicate GPS time system is part of the scope. Please confirm or advise.	Successful bidder shall integrate to the existing NTP Servers
17.	Requirement 9.2-In page 94. Please clarify the quantity of environmental audio microphones to perform the ambient recording.	Two (2) at Tower and two (2) at APP
18.	Deadline of the request for clarifications	The deadline for requesting additional clarifications is hereby extended to 4 <sup>th</sup> March 2026 at 17:00 Hours EAT.
19.	Request for extension of closing date. Please let us know if this request can be accommodated, or if any additional information is required from our side to support this application. We would be grateful for your prompt consideration, as the current deadline is fast approaching.	The tender submission deadline is hereby extended from 25/02/2026 to <b>11<sup>th</sup> March 2026 at 11:00 Hours East African Time</b>

**FIRST RESPONSE TO THE REQUEST FOR CLARIFICATIONS OF THE TENDER FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING AND COMMISSIONING OF THE VOICE COMMUNICATION AND CONTROL SYSTEM AT ELDORET AIRPORT.**

**END**

Appendix I Minimum Server Specification

<b>No.</b>	<b>Servers</b>		
	<b>Item</b>	<b>Server Specifications</b>	<b>Score</b>
1.	Manufacturer's Authorization	Manufacturer's Authorization to be provided	M
2.	CPU	Intel Xeon Gold 6458Q 3.1G, 32C/64T, 16GT/s, 60M Cache, Turbo, DDR5-4800 or better	M
3.	No. of CPUs	Minimum Two (2) processors per server	M
4.	Memory	<ul style="list-style-type: none"> <li>i. Minimum 64GB.</li> <li>ii. DDR5 DIMM</li> <li>iii. Memory slots 32</li> <li>iv. RAS – Advanced EC Memory protection</li> </ul>	M
5.	I/O Slots	4 PCIe Gen5 slots	M
6.	Storage	8x 2.5" SAS/SATA/NVMe SAS/SATA Solid State Drives At least 64 TB	M
7.	Network interface	1 Gb, 10 Gb, 10/25 Gb, 100 Gb, or 200 Gb, in PCIe adapter or OCP 3.0 form factor	M
8.	Power supply	Hot swappable redundant Power Supply, 220-240V (50/60Hz)	M
9.	Embedded NIC	4 x 10 GB	M
10.	Systems Management	iLO6 or iDRAC9	M
11.	Miscellaneous	<ul style="list-style-type: none"> <li>i. Mounting of the Servers into the racks and configuration of redundant network and power.</li> <li>ii. The configuration should present no single-point-of failure.</li> <li>iii. Testing all configurations, provision of a final report and relevant signoffs.</li> </ul>	M

**FIRST RESPONSE TO THE REQUEST FOR CLARIFICATIONS OF THE TENDER FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING AND COMMISSIONING OF THE VOICE COMMUNICATION AND CONTROL SYSTEM AT ELDORET AIRPORT.**

Appendix II. WARRANTY SERVICE AGREEMENT (WSA)

This agreement covers Provision of Warranty Services for Eldoret VCCS.

1. Definitions of Terms

- 1.1. **Equipment** – The CNS equipment covered under this Agreement.
- 1.2. **Warranty Service** – Repair, replacement, software upgrade or maintenance of the Equipment due to defects in software, materials or workmanship during the Warranty Period.
- 1.3. **Warranty Period** – The period commencing from the date of commissioning or delivery of the Equipment, during which the Equipment is covered by this Agreement.
- 1.4. **Preventive Maintenance (PM)** – Scheduled maintenance activities intended to prevent faults and prolong the useful life of the Equipment.
- 1.5. **Corrective Maintenance (CM)** – Repairs or replacements undertaken to restore the Equipment to normal working condition following a fault or failure.
- 1.6. **Service Request / Ticket** – A documented request initiated by the Customer for warranty service support.
- 1.7. **MTTR (Mean Time to Repair)** – Average time taken to restore the Equipment to operational condition after a reported fault.
- 1.8. **MTBF (Mean Time Between Failures)** – Average operational time between inherent failures of the Equipment under normal conditions.

2. Scope of Service

- 2.1. This Warranty Service Agreement covers:
  - 2.1.1. Defects in material, software or workmanship under normal use and prescribed operating conditions.
  - 2.1.2. Provision of spare parts, software fixes, repairs, and labor necessary to restore Equipment functionality.
  - 2.1.3. Preventive maintenance visits within the Warranty Period
- 2.2. Exclusions (not covered):
  - 2.2.1. Damage due to misuse, accident, neglect, or unauthorized modification.
  - 2.2.2. Consumables, wear-and-tear items, and external peripherals not supplied by the Service Provider.
  - 2.2.3. Failures caused by environmental factors equipment is not designed to sustain (e.g., power surges, floods, fire, acts of God).

3. Service Delivery

- 3.1. The Service Provider shall:
  - 3.1.1. Respond to warranty service requests within the timelines defined in Section 5.
  - 3.1.2. Provide corrective maintenance either onsite or at its authorized service center for module level faults.
  - 3.1.3. Provide replacement parts of equal or superior quality.
  - 3.1.4. The responsibility of availing/replacing the spares on the site lies with the Service provider.
  - 3.1.5. Where the location of equipment is outside Nairobi, and in cases where both parties have agreed KCAA may facilitate the recovery of faulty modules from the remote sites and dispatch of the replacement modules to the remote stations.

**FIRST RESPONSE TO THE REQUEST FOR CLARIFICATIONS OF THE TENDER FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING AND COMMISSIONING OF THE VOICE COMMUNICATION AND CONTROL SYSTEM AT ELDORET AIRPORT.**

- 3.1.6. Where repair is not feasible within the agreed time, and spares are not available, the vendor shall provide loaner equipment (where available) as they source for a replacement during the warranty period.
- 3.1.7. The Customer shall:
- 3.1.8. Provide access to the Equipment and necessary facilities to enable service delivery.
- 3.1.9. Provide access to the spares supplied with the equipment which were intended to be used during the warranty period.
- 3.1.10. Use the Equipment under recommended environmental and operating conditions.
- 3.1.11. Report faults promptly through the designated channels.

**4. Equipment Availability**

4.1. The Service Provider commits to maintaining Equipment operational availability of not less than 99.9% during the Warranty Period, excluding scheduled maintenance and agreed downtime.

4.2. Availability shall be calculated as:

$$\text{Availability (\%)} = (\text{Total Time} - \text{Downtime}) / \text{Total Time} \times 100$$

Where downtime is measured from the time a service request is logged until the Equipment is restored to working order.

4.3. Since the equipment is installed in a dual standby configuration, the availability here is not a measure of the service provision but tied to each individual unit.

**5. Incident Management & Support**

5.1. The Service provide shall provide Helpdesk Support service which should be Available 24 hours a day, 7 days a week, 365 days a year (24/7/365), including weekends and public holidays.

5.2. The system Support shall be accessible through multiple channels: telephone, email, and online ticketing system.

5.3. A Single Point of Contact (SPOC) shall be maintained for all warranty-related support.

5.4. All customer requests shall be logged in the service management system immediately upon receipt.

**Response Times**

5.5. All incoming service requests shall be acknowledged within 30 minutes of receipt.

5.6. Service requests shall be categorized by severity:

<b>Severity Level</b>	<b>Description</b>	<b>Target Response Time</b>
Critical	Complete equipment failure affecting operations	30 minutes
Major	Partial failure, degraded performance	2 hours
Minor	Non-critical fault, advisory issue	4 hours

**FIRST RESPONSE TO THE REQUEST FOR CLARIFICATIONS OF THE TENDER FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING AND COMMISSIONING OF THE VOICE COMMUNICATION AND CONTROL SYSTEM AT ELDORET AIRPORT.**

**Resolution and Escalation**

5.7. The Service Provider shall use commercially reasonable efforts to resolve reported incidents within the following Mean Time to Repair (MTTR):

<b>Severity Level</b>	<b>Target Resolution Time</b>
Critical	24 hours
Major	72 hours
Minor	5 business days

5.8. Unresolved issues shall be escalated automatically as follows:

- 5.8.1. Level 1: Help Desk Technician
- 5.8.2. Level 2: Service Manager
- 5.8.3. Level 3: Head of Customer Support / Technical Director

**Customer Communication**

5.9. The Help Desk shall provide progress updates at regular intervals:

- 5.9.1. Every 1 hour for Critical issues.
- 5.9.2. Every 6 hours for Major issues.
- 5.9.3. Daily updates for Minor issues.

5.10. A service request shall only be closed after confirmation from the Customer that the fault has been resolved to their satisfaction.

**Reporting & Accountability**

5.11. The Service Provider shall maintain accurate ticket logs of all reported issues.

5.12. Monthly service reports shall be provided to the Customer, showing:

- 5.12.1. Number of tickets raised.
- 5.12.2. Average response and resolution times.
- 5.12.3. Escalated cases and root cause analysis.
- 5.12.4. SLA compliance performance.

**Confidentiality & Security**

5.13. All Customer data and Equipment information handled during support shall be treated as confidential.

5.14. Help Desk staff shall comply with applicable data protection and security policies.

5.15. The following Response & Repair Timelines shall apply to the following stations:

<b>KPI</b>	<b>Response Time</b>	<b>MTTR</b>
Normal Areas	Within 4 hours	24 hours
Remote / Special Areas	Within 12 hours	72 hours

**6. Escalation Contacts**

6.1. The levels of escalation may vary from project to project and may include the following levels.

- 6.1.1. 1st Level: Warranty Support Desk – [Contact, Phone, Email]
- 6.1.2. 2nd Level: Service Manager – [Contact, Phone, Email]
- 6.1.3. 3rd Level: Head of Customer Support – [Contact, Phone, Email]

**7. Exemptions from Warranty Liability**

7.1. The Service Provider shall not be liable to provide service credits or remedies if:

**FIRST RESPONSE TO THE REQUEST FOR CLARIFICATIONS OF THE TENDER FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING AND COMMISSIONING OF THE VOICE COMMUNICATION AND CONTROL SYSTEM AT ELDORET AIRPORT.**

- 7.1.1. The Equipment failure is caused by customer misuse, negligence, or unauthorized repairs.
- 7.1.2. The Customer fails to provide reasonable access for inspection/repair.
- 7.1.3. Force majeure events (e.g., war, floods, strikes, government restrictions) prevent service delivery.
- 7.1.4. The Customer fails to follow written operational guidelines issued by the Service Provider.

**8. Duration & Termination**

- 8.1. This Agreement remains valid for the Warranty Period as specified in the Equipment contract.
- 8.2. Either party may terminate the Agreement for breach, subject to thirty (30) days written notice.
- 8.3. Upon expiry of the Warranty Period, the Customer may opt for an Extended Warranty Agreement or Annual Maintenance Contract (AMC) terms of which shall be agreed but limited to the proposal submitted by the Service provider during tendering where applicable.



**Deputy Director Supply Chain Management**  
**FOR: DIRECTOR GENERAL**

**Date: 23<sup>rd</sup> FEBRUARY 2026**