



**MINISTRY OF PUBLIC SERVICE AND GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE
HUDUMA KENYA SECRETARIAT**

TENDER CLARIFICATION

Tender Number	MOICT/SDICT/094/2019-2020
Name Of Tender	SERVICE, MAINTENANCE, REPAIR AND SUPPLY OF QUEUE MANAGEMENT SYSTEM (QMS) EQUIPMENT FOR HUDUMA KENYA SECRETARIAT
Submission Deadline	18th March, 2020 at 10.00 A.M.

No	Query received	Answer
1	Does the scope cover all the 52 branches or is it divided into lots?	<p>Yes. The centers are grouped into three lots as follows</p> <p>Lot I</p> <p>Turkana, Lamu, West Pokot, Trans Nzoia, Elgeyo Marakwet, Baringo, Bungoma, Busia, Kakamega, Nandi, Vihiga, Siaya, Homabay, Kisumu, Migori, GPO Nairobi, City Square.</p> <p>Lot II</p> <p>Mandera, Tana River, Isiolo, Samburu, Laikipia, Garissa, Kilifi, Kwale, Taita Taveta, Kajiado, Makueni, Kitui, Machakos, Kajiado West, Eastleigh, Kibra, Mombasa.</p> <p>Lot III</p> <p>Marsabit, Wajir, Kisii, Nyamira, Kericho, Nyeri, Kirinyaga, Embu, Tharaka Nithi, Murang'a, Thika (Kiambu), Nyandarua, Nakuru, Narok, Bomet, Meru, Eldoret, Makadara.</p>

		Successful bidders will be awarded centers in one lot only.
2	Support component-Logistics is not well defined as the 52 branches are in different regions each with its unique challenges, hence how should the prices for support and maintenance be broken down or grouped?	Bidders are expected to quote for an all-inclusive support and maintenance annual charge. Spare parts will be supplied and invoiced for on need basis as listed.