



# KENYA RURAL ROADS AUTHORITY

## TENDER NOTICE

### ADDENDUM NO. 2

### (RESPONSE TO CLARIFICATIONS)

## TENDER FOR THE SUPPLY AND INSTALLATION OF MICROSOFT 365 (E3 and FI) LICENSE AND EMAIL SECURITY SOLUTION

### TENDER NO. KeRRA/08/37/03/2023–2024

Reference is made to the Tender Notice that appeared in the MyGov pullout printed on The Star Newspaper on 28<sup>th</sup> May, 2024 (Issue No. 46/2023-2024), Addendum No. 1 issued on 18<sup>th</sup> June, 2024 through the KeRRA website, PPIP Portal and the E-procurement Portal.

- The Authority has received various requests for clarification and interested bidders are requested to note as detailed below;

Item	Page	Item Requirement	Clarification	Response
1.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<b>Project Objectives:</b> What are the main objectives of this integration project? - Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center. What specific problems are you aiming to solve with this integration?	The integration of Office 365 (including SharePoint and Email) with Microsoft Dynamics 365 Business Central aims to create a cohesive, efficient, and secure business environment. It is intended to address the problems of fragmented tools and data, inefficient communication, manual processes, and compliance risks. It is meant to enhance productivity, collaboration, and decision-making capabilities.
2.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<b>Existing Infrastructure:</b> Can you provide details about your current SharePoint setup (version, usage, customization)?  What email system are you currently using (e.g., Exchange, Outlook)?  Describe your current Microsoft Dynamics Business Central implementation.	<ul style="list-style-type: none"> <li>✓ The current SharePoint setup is SharePoint 2019 On Prem. This is integrated into Microsoft Dynamics Business Central as a document repository for attachments.</li> <li>✓ The email system in use is Exchange Server 2019</li> <li>✓ Microsoft Dynamics Business Central is version 14 with web and client access.</li> </ul>
3.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft	<b>Data and Document Management:</b> What types of data and documents are currently stored in SharePoint?	<ul style="list-style-type: none"> <li>✓ SharePoint serves as a central repository for human resource related data, finance, procurement and documents pertaining to</li> </ul>

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		Dynamic Business Center	How is email communication currently managed and logged?	<p>authority's core business (Engineers' drawings, survey maps, progress reports etc.</p> <ul style="list-style-type: none"> <li>✓ Management of E-mail communication is through on-prem exchange, it is not currently being seamlessly managed and logged within Business Central.</li> <li>✓ Integration is intended to enhance collaboration, ensure consistency, and improves overall operational efficiency.</li> </ul>
4.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<p><b>Integration Requirements:</b> What specific features or functionalities are you looking to integrate between SharePoint and Dynamics Business Central?</p> <p>What specific email functionalities do you need to be integrated with Dynamics Business Central?</p>	<ul style="list-style-type: none"> <li>✓ Specific features/functionalities include automated document storage and management, version control, collaborative editing.</li> <li>✓ Specific email functionalities include email logging and tracking, and automated notifications.</li> </ul>
5.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<p><b>Data Flow and Automation:</b> What data flows need to be automated between SharePoint, email, and Dynamics Business Central?</p> <p>Are there any specific workflows or processes you want to streamline through this integration?</p>	The focus shall be on automating document management, email logging, and notifications, as well as specific workflows like sales order processing, purchase order management, invoice distribution, and project management.
6.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<p><b>Security Requirements:</b> What are your security and compliance requirements for this integration?</p> <p>Are there any specific data protection measures or protocols that need to be adhered to?</p>	Key requirements include data encryption, strict access control, ensuring data integrity, adhering to regulations, maintaining audit trails, and having an incident response plan. Specific measures include using secure email gateways, implementing DLP policies, enabling version control in SharePoint, configuring Business Central for robust security, and conducting regular security assessments.
7.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<p><b>User Access and Permissions:</b> How do you manage user access and permissions across SharePoint, email, and Dynamics Business Central?</p> <p>What access controls and permissions need to be maintained post-integration?</p>	<ul style="list-style-type: none"> <li>✓ We use a combination of role-based access control, active directory integration, multi-factor authentication, and granular permissions.</li> <li>✓ Post-integration is essential to maintain these controls and implement additional measures such as conditional access policies, dynamic groups, document-level</li> </ul>

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				permissions, audit and monitoring, approval workflows, and data access governance to ensure a secure and compliant environment.
8.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<p><b>Technical Constraints:</b> Are there any technical constraints or limitations we should be aware of?</p> <p>Do you have any preferred tools or platforms for the integration?</p>	<p>✓ API limits, data compatibility, authentication challenges, performance considerations, and storage limits.</p> <p>✓ Preferred tools for integration: Microsoft Power Automate, Azure Logic Apps, Microsoft Dataverse, Azure Functions, and Microsoft Graph API, as well as third-party platforms like Zapier, MuleSoft, and Boomi.</p>
9.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<p><b>Integration Points:</b> What are the key integration points between SharePoint, email, and Dynamics Business Central?</p> <p>Are there any third-party tools or additional systems that need to be integrated?</p>	<p>✓ Key integration points between SharePoint, email, and Dynamics 365 Business Central include document management, email communication logging, workflow automation, task synchronization, data synchronization, and reporting.</p> <p>✓ No Third-party tools</p>
10.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<p><b>Post-Integration Support:</b> What level of support do you expect post-integration?</p> <p>Are there any specific service level agreements (SLAs) you need?</p>	<p>✓ Post-integration support to encompass initial training, ongoing technical support, regular maintenance, performance monitoring, backup and disaster recovery, and compliance and security audits.</p> <p>✓ The support to be governed by clear SLAs that define response and resolution times, uptime guarantees, maintenance notifications, escalation procedures, regular reporting, and user feedback mechanisms.</p>
11.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<p><b>Training Requirements:</b> What training will be required for your team to use the integrated system effectively?</p> <p>Do you have any preferred methods for training (e.g., workshops, documentation)?</p>	By addressing specific user roles and responsibilities through workshops, documentation, online modules, hands-on exercises, and webinars, to ensure that the team is proficient in navigating the integrated system, leveraging its capabilities, and adhering to best practices for security and compliance.

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12.	57	Integration of SharePoint and E-mail with services provided by the ERP Microsoft Dynamic Business Center	<p><b>Reporting Needs:</b> What types of reports and analytics do you need from the integrated system?</p> <p>Are there specific KPIs or metrics you want to track?</p>	<p>✓ Financial reports, inventory and Supply Chain Reports, Operational Efficiency Reports, and Compliance and Audit Reports.</p> <p>✓ Specific KPIs and metrics: Customer Relationships, Inventory Management, Operational Efficiency and Compliance and Security.</p>
13.	-	Submission Date	Is the submission date still 28th June, 2024	The submission date was revised from 20th June, 2024 to <b>28th June, 2024 at 11.00am</b>
14.	-	Submission of Original and Copy	Where do we upload the Soft Copy of Tender Submission?	<p>✓ The tender submission shall be both Physical (an Original Hard Copy) and uploading the soft copy through the E-procurement portal.</p> <p>✓ Submissions through the E-procurement procurement portal shall be as follows;</p> <p>a) Access the Authority’s website through <a href="http://www.kerra.go.ke">www.kerra.go.ke</a>.</p> <p>b) Go to the ONLINE-SERVICES Menu and click the ONLINE-SERVICES drop-down menu and select E-Procurement Portal or use the <a href="https://eprocurement.kerra.go.ke/">https://eprocurement.kerra.go.ke/</a>.</p> <p>c) Once you access, For a first time user you will need to register by going to E-registration and create a profile.</p> <p>d) After registration Log in click on E-Tendering, then Active tender invitations. Make your submission as per given requirements.</p> <p>A Manual to guide in accessing the E-Procurement Portal is attached under Addendum No. 1 as <b>Annex I</b>.</p>
15.	69	Microsoft Cloud Solution Provider Partner (Item 25)	Microsoft Cloud Solution Provider Partner (Item 25)	Bidders must provide authorization letter as a Microsoft Cloud Solution Provider Partner with Infrastructure, Security, Modern Work, Data and AI and Digital App Innovation.
16.	69	Manufacturer’s solutions partner designation letter (item 26)	Manufacturer’s solutions partner designation letter (item 26)	Adhere to the tender document specifications and requirements.
17.	69	Manufacturer’s Advanced Specialized Partner’s Letter (item 27)	Manufacturer’s Advanced Specialized Partner’s Letter (item 27)	Bidders must provide Cloud Security, Information Protection and Governance Partner’s letter.

**Issue Date: 25.06.2024**

2. Full details of the Clarification Response is available and can be downloaded from the Authority's website [www.kerra.go.ke](http://www.kerra.go.ke), **E-Procurement Portal** and or [www.tenders.go.ke](http://www.tenders.go.ke).
3. Interested bidders are advised to regularly visit the KeRRA website, PPIP Portal as well as the E-Procurement portal for any Information/Addendums on the above tender.
4. Interested bidders are advised to download and use the Step-by-Step Manual Guide to assist them through the E-Procurement Submission Process.
5. Bidders with enquiries are encouraged to do so vide the email addresses [dg@kerra.go.ke](mailto:dg@kerra.go.ke), [procurementhq@kerra.go.ke](mailto:procurementhq@kerra.go.ke).
6. All other information remains the same.

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