

# KENYA PIPELINE COMPANY LIMITED



KENPIPE PLAZA,  
SEKONDI ROAD,  
OFF NANYUKI ROAD,  
INDUSTRIAL AREA,  
NAIROBI, KENYA.  
P.O.Box 73442 -  
00200,  
TELEPHONE: 254-20-  
2606500  
TELEFAX: 254-20-  
8040188/3540032  
E-mail:  
Info@kpc.co.ke

**KPC/PU/OT-055/ICT/NBI/24-25**

**13<sup>th</sup> November 2024**

## TO ALL BIDDERS

### **RE: CLARIFICATION I – TENDER FOR DESIGN, SUPPLY, INSTALLATION AND COMMISSIONING OF IDENTITY ACCESS MANAGEMENT (IAM) AND MULTI-FACTOR AUTHENTICATION SOLUTION - KPC/PU/OT-055/ICT/NBI/24-25**

ITEM	Bidder's Request for Clarification	KPC's Response / Clarification
1.	Joint Venture – we request that the procuring entity allow for suppliers to submit the above tender as a joint venture.	There shall be no Joint Venture in this tender but subcontractor is allowed.
2.	Extension – we request that the procuring entity grant an extension for submission for the tender. The request is to allow suppliers provide a comprehensive and detailed solution for the benefit of the procuring entity,	Tender closing date has been extended to 28 <sup>th</sup> November 2024.
3.	Tender on SRM – we request that the tender be availed on the SRM portal to allow registration for the above category.	Tender has been uploaded on SRM Bid No
4.	What is the number of applications to be on-boarded for the Identity and Access Management solution?	6No applications. KPC will onboard Active Directory, SAP ECC 6.0,SAP SRM 4.0, Queue Management System application, Backup Appliances (Veritas and Backup Exec 22.2,Azure Cloud applications & Security Appliances
5.	What are the types of applications to be integrated on the Identity and Access Management solution (SaaS, Web-based, Database applications)?	Applications consists of both SaaS on Azure cloud, Web-based Legacy, Databases and desktop applications

6.	What authentication sources are the applications going to use, is it Active Directory only or are there others? Please specify.	Active Directory, Azure Entra ID for cloud applications, local database and application users.
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Item No	Requirement	Bidder's Question	KPC's Response
7.	The bidder should be able to review and uplift the workflow engine capabilities of the product to ensure it provides time restrictions, reviewers, multiple approvers, and emergency access.	<p>What specific time-based constraints or limitations are you looking to implement within the workflow? Are there any particular deadlines or timeframes that need to be enforced?</p> <p>In what specific scenarios would emergency access be required? Is it going time-based?</p>	<p>The proposed solution should have the feature for safeguards of Privileged credentials with a workflow engine that supports time restrictions, multiple approvers, reviewers, emergency access, and expiration of policy.</p> <p>Emergency access may be required in urgent situations for instance, imagine the scenario when an administrator who has access to an IT resource is away</p>
8.	The bidder must be able to review processes for requesting and providing just-in-time privileged access, password auto-generation & rotation, workflow approval through the existing capability.	<p>What specific password generation and rotation policies are required?</p> <p>Is the just-in time access at the session duration or is it time-based, or how do you imagine it?</p>	The solution should support just-in time access for users to request and receive access to resources for a limited time.
9.	The solution should provide Just-in- Time access for privileged access to infrastructure and applications based on approval workflow, and it supports secure API integration.	Could you please specify the types of infrastructure and applications that require just-in-time privileged access?	For Active Directory and SAP ECC 6.0 and SAP SRM 4.0 and Application their APIs

		What specific API integrations are required to enable just-in-time access? Are there any security standards or protocols that need to be adhered to, such as OAuth or OpenID Connect?	
10.	The solution provides PAM governance by providing privileged account life cycle management either via an integrated or converged Identity Governance Administration (IGA) solution.	What is KPC current PAM solution?  How do you envision the PAM solution contributing to your overall governance and compliance efforts? Are there any specific industry standards or regulations that need to be adhered to?	KPC currently uses Arcos PAM 4.8.5.0 solution.  KPC expects PAM solution to exert control over the privileged access and permissions for users, accounts, and systems for the various systems
11.	The solution provides PAM access reviews, risk analysis, user behavior analytics, fraud detection, real-time user activity visualization, screen content analysis and reporting either via an integrated or converged IGA solution.	What specific user behaviors or anomalies should the solution be able to detect?	The solution should be able to analyze several factors surrounding a login attempts to assess the risk of unauthorized access or user profiles
12	The bidder MUST ensure that the Enterprise Identity Management solution is configured to provide secure management of credentials.	Would you please elaborate what's meant by "credentials" here?	User access profiles (The ID & associated passwords)
13	The bidder MUST ensure that the Enterprise Identity Management Solution is configured to support workstation lockout/idle time scenario	What's meant by "Workstation"? Would you please elaborate what's the use case you're referring to?	Workstation refers computer systems – Servers, desktops and laptops. Locking of workstation after inactivity as per policy guideline
14	The bidder MUST ensure that	Would you please	The solution must allow

	the Enterprise Identity Management Solution is configured to allow the assignment of rights to make roles actionable/active.	elaborate with a use case?	administrators to assign roles to users, groups, service principals, or managed identities.
15	The bidder MUST ensure that the Enterprise Identity Management Solution is configured to integrate with corporate SMS gateway.	Does the customer have their own SMS gateway? Isn't the corporate using a local SMS gateway that's provided by a local Telecommunication vendor?	1.No, KPC does not have its own SMS gateway 2.No, KPC does not have a SMS gateway provided by local providers. The bidder is required to include bulk SMS integration proposal item as per provided Addendum 1 below
16	The bidder MUST ensure that the Enterprise Identity Management Solution is configured to support self-service user/guest portal for guest self- registration. In addition, the solution should support <ul style="list-style-type: none"> <li>• time limited/restricted Guest accounts</li> <li>• auto-disabling/purging of expired Guest accounts</li> </ul>	What's the use case for guest accounts? How that account is being used? For what? And for how long?	The solution must support guests authentication through self-registration and provision of access profiles. The use-case would include external stakeholders eg Auditors who may require temporary access to KPC systems
17	Pg 171 -16.5 - Confidentiality	We propose to modify this sub-clause as per below  The provisions of this GCC Clause 16 shall survive for a period of 2 years post termination or expiration, for whatever reason, of the Contract.	These are standard tender document clauses and cannot be changed
18	Pg 193- 30.1(a) - Limitation of Liability	We propose to correct one typo	These are standard tender document

		<p>error under this clause i.e. "<b>in director</b>" word is mentioned instead of "<b>indirect</b>"</p> <p>Neither Party shall be liable to the other Party, whether in contract, tort, or otherwise, for any indirect consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, which may be suffered by the other Party in connection with the Contract, other than specifically provided as any obligation of the Party in the Contract, and</p>	<p>clauses and cannot be changed</p>
19	Pg 206 41.1 - Suspension	<p>We propose to modify this sub-clause as per below</p> <p>Procuring Entity may request the Project Manager, by notice (not less than 60 days) to the Contractor, to order the Contractor to suspend performance of any or all of its obligations under the Contract. Such notice shall specify the obligation of which performance is to be suspended, the</p>	<p>These are standard tender document clauses and cannot be changed</p>

		effective date of the suspension and the reasons therefor. The Contractor shall thereupon suspend performance of such obligation, except those obligations necessary for the care or preservation of the Facilities, until ordered in writing to resume such performance by the Project Manager.	
20	Pg 207 42.1.1 - Termination for Procuring Entity's Convenience	<p>We propose to revise this sub-clause as per below</p> <p>The Procuring Entity may at any time terminate the Contract for any reason by giving the Contractor a 60 days' notice of termination that refers to this GCC Sub-Clause 42.1.</p>	These are standard tender document clauses and cannot be changed
21	Pg 208: 42.2 - Termination by the Contractor	The title of this clause needs to change from <b>"Termination by the Contractor"</b> to <b>"Termination by the Procuring Entity for Cause"</b>	These are standard tender document clauses and cannot be changed
22	Pg 209: 42.2.2(d)	We propose to increase notice from 14 days to 30 days mentioned under this point	These are standard tender document clauses and cannot be changed
	New Clause - Non-Solicitation	We propose to insert below new clause	These are standard tender document

		<p>under GCC</p> <p>During the term of this Contract and for a period of one year thereafter, neither party shall (either directly or indirectly through a third party) solicit to employ, cause to be solicited for the purpose of employment to any employee/s (including the employees who have been engaged to provide the Services) of the other party or aid any third person to do so, without the specific written consent of the other party. This provision shall however not apply to any solicitation conducted through general advertisement of employment opportunities through placement agencies, public advertisement or otherwise which do not specifically target such employees.</p> <p>The above restriction also applies to each party's affiliates, agents, vendors, contractors, and any third parties with</p>	<p>clauses and cannot be changed</p>
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		whom such party has a relationship (collectively, "Representatives"). Representatives are equally prohibited from poaching or soliciting or inducing any employees of other party to leave their employment or engagement with such other party.	
23	Pg44 :ITT 23.3	Could you please clarify whether we are exempt from providing a Power of Attorney (POA), given that Inspira Africa has only one director and the shareholding is held by the Inspira Singapore entity? Alternatively, is it acceptable for us to issue an authority letter instead of a POA?	No this is a national tender
24	AD and HRMS correlation issue	Please confirm a correlation of data between target systems e.g. AD and HRMS to avoid duplications or discrepancies.	There should be integration between identities in AD and SAP ERP HCM modules to manage user provisioning and de-provisioning
25	<b>ITT 20.1</b> Tender prices shall be in Kenya Shillings or USD, GBP, EUR.	We understand that Quoting in Foreign Currency like USD is allowed. Please confirm	<b>ITT 20.1</b> Tender prices shall be in Kenya Shillings or USD, GBP, EUR.  US Dollars (USD) currency is allowed



26	Solution must offer an efficient staging functions for deployment, so configurations and customer adjustments can be transported easily and reliably via various, physically separated staging environments	Please suggest how many environment i.e. Production with HA and DR, Test and Development, Staging etc. is KPC looking for Bidder to propose and deploy.	KPC requires a test environment and a production environment.
27	Maintenance and Support : The vendor should provide an onsite bidder for a minimum period of 12 months after implementation sign-off	The specification conflicts with the financial table where 3 years support has been asked. Please confirm if software support and bidder support are required for the period of 3 years.	KPC requires a 3-year vendor support including software support
28	Knowledge Transfer and Training	<p>The Vendor must provide at minimum the following technical knowledge transfer and user awareness sessions as part of the project requirements:</p> <ul style="list-style-type: none"> <li>▪ Training for the solution at Authorized Certification Centre for 5No Staff</li> <li>▪ Knowledge transfer should include full product administration and operational trainings for technical team including six(6No) members of KPC's operations team.</li> <li>▪ Assist KPC's with conducting end-user training/awareness to business departments.</li> </ul>	KPC requires training for six(6No) members of KPC's staff at Authorized Certification Centre
29	Capacity Building and Certification Training of the solution Courses at manufacturer Authorized Centre List the course modules	IS KPC looking for physical training or virtual online instructor led training is	Yes a physical training at Authorized Certification Centre

		accepted. Please confirm	
30	Hardware and Software Requirements	We understand that any hardware, OS, Database required for the installation of IAM solution will be provided by KPC. Please confirm	KPC will provide virtual Servers requirements for the deployments as per specified solution requirements on cloud and on-premise
31	Current SIEM Solution	Please elaborate what's the SIEM Solution in use by KPC. This is critical to estimate efforts required for integration.	KPC currently uses FortiSIEM solution
32	Forms	Most of these forms are talking about Welding in 4G and 6G Positions, Electrical power supply to outdoor equipment, Automation of motorized valves and equipment.  We understand that these are not applicable for this RFP. Please confirm	Kindly ignore the forms
33	Solution functionality	Solution functionality must use consistent technology choices, for example, no mix-and-match of Java and .Net a) It is preferred that the chosen solution adopts a modular approach such that only modules of interest need to be installed & configured. b) All solution modules must be written in the same base technology.	The requirement remains to allow ease of integrations, cross-platform flexibility and solutions maintenance

		For example, no mixing of Java or .Net c) All binaries included should come within the same IGA product's installation package without requiring a separate installation or additional download.	
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### **ADDENDUM 1**

### **SCHEDULE OF RATES AND PRICES**

<b>S No</b>	<b>Description</b>	<b>QTY</b>	<b>Unit Price</b>	<b>Total Price (Indicate currency )</b>
1	Identity & Access Management with Multifactor Authentication Software and licenses to be High Availability (HA) setup <ul style="list-style-type: none"> <li>a. Complete Access Governance (Attestation, Compliance Dashboards, SOD, Company Policies, Reporting)</li> <li>b. Two-Factor authentication</li> <li>c. One Time Password (OTP)</li> <li>d. SSO Mapping provision</li> <li>e. Self-Service Access Request Portal</li> <li>f. Target System Connectors</li> <li>g. Provisioning</li> <li>h. Workflow Engine</li> <li>i. Reporting Editor</li> <li>j. Self-Service Password Management</li> </ul>	2,500		
2	Professional Services – Project Management, Consulting, Design, Development, Solution Deployment, Knowledge transfer and Documentation	LOT		
3	Annual Licenses for 3 years and vendor Support and maintenance 24x7 for 3 years	LOT		
4	Capacity Building and Certification Training of the solution Courses at manufacturer Authorized Centre <i>List the course modules</i>	6No Staff		
5	Bulk SMS Gateway Integration for OTP from authorized Application Service provider in Kenya	LOT		
	Sub total			
	Add Taxes			
	<b>Total Cost Carried to the Form of Tender</b>			

All other terms and conditions remain the same.

Yours faithfully

A handwritten signature in black ink, appearing to be 'Maureen Mwenje', written over the typed name.

**MAUREEN MWENJE**  
**GENERAL MANAGER (SUPPLY CHAIN)**