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*Simplifying Trade Processes for Kenya's Competitiveness*

**KENYA TRADE NETWORK AGENCY (KENTRADE)**

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**TENDER REF NO: KTNA/OT/04/2020-2021**

**TENDER NAME: - TENDER FOR THE PROVISION OF SECURITY INFORMATION AND  
EVENT MANAGEMENT (SIEM) SOLUTION**

**ADDENDUM NO. I**

BIDDER REQUEST FOR CLARIFICATIONS					KENTRADE'S RESPONSE
S/No	Page No	Section	Specification	Query/Clarifications	
1	19	5.2.2 TECHNICAL REQUIREMENTS	The proposed solution should be covered by 1 Years 24x7 support with NBD -AHR. During the support Period, Bidder must avail their SOC resources to Complement internal team and Build Internal Capacity for SIEM/SOC monitoring.	Please elaborate on the level of support required from the period during the one year support period. Can we assume that customer is looking for product support, configuration support, at least 4 preventive and configuration fine-tuning and reporting support. Please confirm	<i>KENTRADE is looking for 24 /7 Partner and Manufacturer support. Bidders must have SOC and SOC Analysts to compliment the SIEM solution where Alerts can be forwarded from the SIEM for Interpretation and analysis.</i>
2	19	Security Information and Event Management (1 Unit)	Must be available as Virtual Machines for on-premises and public/private cloud deployments on the following hypervisors — VMware ESX, Microsoft Hyper-V, KVM, Amazon Web Services AMI, OpenStack, Azure (only Collector)	We understand that customer is looking for single instance of SIEM solution. As highlighted we understand that hardware which includes virtual machine, OS, DB etc. will be provided by customer. Please confirm.	<i>Yes. KENTRADE shall provide the Hosting Hardware. However, the Solution should be flexible enough to accommodate the deployments methods highlighted when need arises.</i>

3	19	Security Information and Event Management (1 Unit)	Must be available as Virtual Machines for on-premises and public/private cloud deployments on the following hypervisors — VMware ESX, Microsoft Hyper-V, KVM, Amazon Web Services AMI, OpenStack, Azure (only Collector)	Please elaborate on the total number of remote locations if any from which the events and logs has to be collected. Additionally what is the connecting bandwidth between the locations.	<i>Remote Environments are 3. Interlinking Bandwidth 10 Mbps</i>
4	25	Technical Competence For the Assignment	<ul style="list-style-type: none"> <li>• Above 10years Cumulative Experience of the Team – (2 Marks)</li> </ul>	<p>In the RFP customer has asked for 4 Personals and cumulative experience of 10 years which is very low keeping in view of SIEM solution and SOC NOC operations.</p> <p>For successful deployment and operation, the resources offered should be with at least 5-7 years experience. Request to please increase the same to at least 25 years.</p>	<i>This is KENTRADE'S defined Minimum requirement and bidders are required to respond as is. A bidder who has higher/more qualifications may indicate the same but this shall not result in a higher score than assigned in this area.</i>
5	25	Technical Competence for the Assignment	<ul style="list-style-type: none"> <li>• At least 2 Professional level certified Engineers (CISSP OR CEH or CISM) (5 Marks)</li> <li>• 2 Network Professional Certifications- At least 1 CCIE or CCNP – (5 Marks)</li> </ul>	CCIE, CEH, CISSP, CISM are equivalent and highest level security certifications. Request Customer to merge the two requirement and define ask for two engineers with CCIE, CISSP, CEH, CISM certification and define 5 marks per engineer for certification.	<i>This is the minimum requirement and bidders are required to respond as is.</i>

6	26	Cyber Security Operations Center	<p>The vendor MUST have an active Cyber Security Operations center with at least the following personnel qualifications;</p> <ul style="list-style-type: none"> <li>• CCNA Cybercops, CCNA Security, CCNP Security</li> <li>• Advanced Ethical Hacking Certification, e.g. ethical Ninja</li> <li>• Product Training relevant to the solutions offered, ethical Ninja</li> </ul>	<p>We assume that Customer is looking that the Bidder should have industry Certified and Accredited Security Operation Center. To get best quality for the security operation center, bidder should have certified their Security operation center inline to security standards and guidelines like SOC, ISO and PCI and HIPPA. We request Kentrade to include at least following certifications for Bidders Cyber Security Operations Center</p> <ul style="list-style-type: none"> <li>o ISO27001:2013,</li> <li>o ISO 20000-1:2018,</li> <li>o PCI DSS v 3.2,</li> <li>o ISO 20000-9:2015,</li> <li>o ISO 27017:2015,</li> <li>o ISO 27018:2014</li> <li>o HIPAA</li> <li>o ISAE/SSAE SOC1,</li> <li>o ISAE/SSAE SOC2</li> </ul>	<p><i>This is KENTRADE's minimum requirement which MUST be met by all bidders. A bidder who has higher/more qualifications may indicate the same but this shall not result in a higher score than assigned in this area.</i></p>
7	26	Cyber Security Operations Center	<p>The vendor MUST have an active Cyber Security Operations center with at least the following personnel qualifications;</p> <ul style="list-style-type: none"> <li>• CCNA Cybercops, CCNA Security, CCNP Security</li> <li>• Advanced Ethical Hacking Certification, e.g. ethical Ninja</li> <li>• Product Training relevant</li> </ul>	<p>CCNA Cybercorps, CCNA Security and CCNP Security are vendor specific and are relevant if supplied product is Cisco Specific. Additionally Cisco has discontinued CCNA Cybercorps Certifications. Ethical Ninja are not an Acclaimed and Identified Certifications for Cybersecurity and</p>	<p><i>These are KENTRADE'S minimum specifications. The bidder may provide the exact, equivalent or above.</i></p>

			to the solutions offered, ethical Ninja	forensic.  Request customer to include certifications from Industry accepted regulatory bodies like ISACA, SANS, EC Council, Offensive security etc with certifications like CISSP, CISM, CISA, CCSK, CEH, CHFI, ECSA, GCIH, GCFA, GCFE, OSCP etc. This will ensure only quality certification knowledge are offered to Kentrade.	
8	26	Cyber Security Operations Center	• Product Training relevant to the solutions offered, ethical Ninja	Please elaborate on the training requirement. A> How many people needs to be trained. B> We assume that bidder has to provide authorized OEM level remote training for the offered product.  Please confirm	<i>Yes. KENTRADE shall require Authorised OEM training for six (6no.) IT staff.</i>
9	27	5.2.4 Financial Evaluation Criteria	5.2.4 Financial Evaluation Criteria The bidder with the lowest financial quote shall be recommended for award of this tender provided they have met all Mandatory requirements under Preliminary evaluation, met all Requirements under Compliance to Mandatory Technical Specifications and attained a minimum score of 90 Marks in Vendor Evaluation.	In the event of greater participation, request Kentrade to relax the scoring condition from 90 Marks to 80 Marks	<i>This is the defined Minimum threshold which bidders MUST score in order to be considered for financial evaluation. This was determined based on the quality of service and product expected.</i>

10	4	SECTION I - INVITATION TO TENDER	<p>1.6 The completed tender documents, shall be submitted in two copies, marked as: - "ORIGINAL TENDER" and "COPY OF TENDER".</p> <p>and shall be placed in one outer envelope and sealed. This outer envelope shall bear the Tender number and name, and marked "DO NOT OPEN BEFORE Tuesday, October 06, 2020 at 1000hours, and shall be addressed to: -</p>	Request Kentrade to extend the bid submission date by at least 10 days	<i>KENTRADE considers the timeline provided to be sufficient for now. The request may however be revisited at a later stage.</i>

**The above addendum and clarifications form part of the bidding document and is binding on all bidders.**

**CHIEF EXECUTIVE OFFICER**