

Ref: NITA/FA/005

18th March, 2019

ALL BIDDERS

ADDENDUM NUMBER V FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF AN APPLICATION AND DATA INTEGRATION PLATFORM FOR THE GOVERNMENT OF UGANDA: NITA-U/RCIP/SPLS/16-17/00004

This is to issue Addendum Number V to the bidding document as follows:

S/N	Reference to bidding document	Amendments
1.	Section I. Instructions to Bidders; 6.1 (b) (Page 14)	INCLUDE: A Representation Certificate shall be allowed if it can be notarised to ensure its authenticity
2.	Section II Bid Data Sheet; A. General; ITB 27.1 (Page 47)	REPLACE: a. The warranty period (annual maintenance support) shall be for a period of at least 3 years or as given by the manufacturer from the day of operational acceptance. WITH a. The warranty period shall be for a period of 180 calendars days from the day of operational acceptance.
3.	Section II Bid Data Sheet; A. General; ITB 27.2 (Page 47)	REPLACE: Product support should have strict SLAs and needs to have detailed description of the SLA supported on the proposal.

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		<p>WITH</p> <p>The Provider undertakes to provide a Service Level of 99.9%.</p> <p>1.1 Service Availability The Provider's Service Availability Guarantee is to have the service available 99.9% of the time for each calendar. This however excludes incidents where the service down time is attributed to third parties.</p> <p>(a) Service Uptime per month =</p> <p style="padding-left: 40px;">The Service Availability is calculated as follows:</p> <p style="padding-left: 80px;"><u>Service Uptime per month x No. of Hours in a month</u> 24 hours</p> <p style="padding-left: 40px;">Therefore 99.9% translates into 29.9 days of service uptime per month</p> <p>(b) Service Downtime per month =</p> <p style="padding-left: 40px;"><u>100% - Service Uptime per month x No. of Hours in a month</u> 24 hours</p> <p style="padding-left: 40px;">Therefore 0.1% translates into 0.03 days of service downtime per month</p> <p>(c) For purposes of computing the service uptime and downtime, the computation in 2.1 (a) & (b) above is based on a month with 30 (thirty) days. Where the number of days in a given month vary, the respective number of days shall be applied to the formula to arrive at the service uptime and downtime in the respective month.</p>

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		<p data-bbox="751 298 1486 329">1.1.1 Provider’s Response to Failures and Downtime</p> <p data-bbox="846 347 2043 496">The Provider shall render technical support and monitor satisfactory service to the Client 24 (twenty four) hours a day, 7 (seven) days a week and 365-6 (three hundred sixty five-six) days a year. The Provider shall make every effort to repair/remedy a failure in accordance with the provisions of the contract.</p> <p data-bbox="751 537 1205 568">1.1.2 Provider’s Response Time</p> <p data-bbox="846 586 2043 703">The Provider shall immediately after receiving a notice of an incident, register incident, log and indicate its nature. The log shall include the details of the failure, severity, complexity and priority.</p> <p data-bbox="846 727 2043 802">The Provider’s response to the incident shall be in accordance with the severity levels and timelines specified herein below.</p> <p data-bbox="1171 846 1530 876" style="text-align: center;">Severity levels of incidents</p> <table border="1" data-bbox="655 898 2039 1367"> <thead> <tr> <th data-bbox="655 898 884 984">Severity Level</th> <th data-bbox="884 898 2039 984">Typical Impact</th> </tr> </thead> <tbody> <tr> <td data-bbox="655 984 884 1367">1.</td> <td data-bbox="884 984 2039 1367"> <p data-bbox="898 992 1367 1023">Severity 1 – Severe Business Impact</p> <p data-bbox="898 1029 1961 1092">A Severity 1 incident will result from the identification of a risk to the Client of an individual situation in terms of:</p> <ul data-bbox="898 1101 2011 1328" style="list-style-type: none"> <li data-bbox="898 1101 1339 1131">• Non-availability of the Service <li data-bbox="898 1138 2011 1201">• Potential to adversely affect the image of the Client and / or result in adverse media comment <li data-bbox="898 1208 1325 1239">• Loss of interface connectivity <li data-bbox="898 1245 1467 1276">• Faults in Service Provider configurations <li data-bbox="898 1282 1503 1328">• Protracted recovery of a Severity 2 Incident </td> </tr> </tbody> </table>	Severity Level	Typical Impact	1.	<p data-bbox="898 992 1367 1023">Severity 1 – Severe Business Impact</p> <p data-bbox="898 1029 1961 1092">A Severity 1 incident will result from the identification of a risk to the Client of an individual situation in terms of:</p> <ul data-bbox="898 1101 2011 1328" style="list-style-type: none"> <li data-bbox="898 1101 1339 1131">• Non-availability of the Service <li data-bbox="898 1138 2011 1201">• Potential to adversely affect the image of the Client and / or result in adverse media comment <li data-bbox="898 1208 1325 1239">• Loss of interface connectivity <li data-bbox="898 1245 1467 1276">• Faults in Service Provider configurations <li data-bbox="898 1282 1503 1328">• Protracted recovery of a Severity 2 Incident
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		2.	<p>Severity 2 - Considerable Business Impact A Severity 2 incident will result from the identification of a risk to the Client of an individual situation in terms of:</p> <ul style="list-style-type: none"> • Intermittent availability of the Service • The full use of one part, material, feature or functionality of software is not available to the Client or is subject to restrictions or issues • Potential to threaten individual customer relationships and / or generate customer complaints • Faults/outage of the Service Provider’s hardware (if any) • Protracted recovery of a Severity 3 Incident
		3.	<p>Severity 3 - Limited Business Impact A Severity 3 incident will result from the identification of a risk to the Client of an individual situation in terms of:</p> <ul style="list-style-type: none"> • Issue relates to isolated events or a particular user • Reduced or limited coverage of the Service • Reduced performance of the Service
		4.	<p>Severity 4 - Minor Business Impact Non critical impact with no visibility to the Client and/or customers, including non-critical enquiries.</p>
		5.	<p>Severity 5 – Information Sharing Non critical impact with no visibility to the client and/or customers. Includes requests for information from client for investigation purposes. No impact on business services.</p>

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		<p style="text-align: center;">Response Timelines</p> <table border="1" data-bbox="655 402 2037 808"> <thead> <tr> <th data-bbox="655 402 795 573">Severity Level</th> <th data-bbox="795 402 1108 573">Initial Response Time</th> <th data-bbox="1108 402 1428 573">Target Repair Time (work around)</th> <th data-bbox="1428 402 1766 573">Target Resolution Time</th> <th data-bbox="1766 402 2037 573">Support Ticket Limits</th> </tr> </thead> <tbody> <tr> <td data-bbox="655 573 795 634">1</td> <td data-bbox="795 573 1108 634">30 minutes</td> <td data-bbox="1108 573 1428 634">2 working hours</td> <td data-bbox="1428 573 1766 634">3 hours</td> <td data-bbox="1766 573 2037 634">No limit</td> </tr> <tr> <td data-bbox="655 634 795 672">2</td> <td data-bbox="795 634 1108 672">30 minutes</td> <td data-bbox="1108 634 1428 672">4 working hours</td> <td data-bbox="1428 634 1766 672">8 working hours</td> <td data-bbox="1766 634 2037 672">No limit</td> </tr> <tr> <td data-bbox="655 672 795 709">3</td> <td data-bbox="795 672 1108 709">1 hour</td> <td data-bbox="1108 672 1428 709">6 working hours</td> <td data-bbox="1428 672 1766 709">Within 1 Business Day</td> <td data-bbox="1766 672 2037 709">No limit</td> </tr> <tr> <td data-bbox="655 709 795 747">4</td> <td data-bbox="795 709 1108 747">2 hours</td> <td data-bbox="1108 709 1428 747">12 working hours</td> <td data-bbox="1428 709 1766 747">3 Business days</td> <td data-bbox="1766 709 2037 747">No limit</td> </tr> <tr> <td data-bbox="655 747 795 808">5</td> <td data-bbox="795 747 1108 808">6 hours</td> <td data-bbox="1108 747 1428 808">24 working hours</td> <td data-bbox="1428 747 1766 808">4 Business days</td> <td data-bbox="1766 747 2037 808">No limit</td> </tr> </tbody> </table> <p data-bbox="739 854 1104 883">1.1.3 Definition of Terms</p> <p data-bbox="844 896 1829 925">For purposes of interpretation of this Clause, the following terms shall mean:</p> <ul style="list-style-type: none"> <li data-bbox="844 938 2039 1003">(a) Target response time means the time taken to assign a reported incident to an individual for resolution <li data-bbox="844 1016 2039 1081">(b) Target repair time means the time taken to provide a work around solution until the root cause of the incident is identified and corrected. <li data-bbox="844 1094 2039 1159">(c) Target resolution time means the time taken to restore the service to a point where the client can perform their job normally. 					Severity Level	Initial Response Time	Target Repair Time (work around)	Target Resolution Time	Support Ticket Limits	1	30 minutes	2 working hours	3 hours	No limit	2	30 minutes	4 working hours	8 working hours	No limit	3	1 hour	6 working hours	Within 1 Business Day	No limit	4	2 hours	12 working hours	3 Business days	No limit	5	6 hours	24 working hours	4 Business days	No limit
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4.	Section II Bid Data Sheet; A. General (Page 47)	ADD clause 28:																																		

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		<p>28. Where the bidder is dependent on an OEM for parts of their product pricing including but not limited to licensing for the application, middleware or databases, the bidder shall provide a written guarantee or commitment to the price quoted for the OEM Software including any discounts for the total duration of the project.</p>
5.	<p>Section II. Bid Data Sheet; C. Preparation of Bids; ITB 14.5 (Page 51)</p>	<p>REPLACE:</p> <p>In case of training of the Purchaser’s staff at abroad training center(s), the following costs incidental to the delivery of the Services shall be included in the Bid Price: The travel, accommodation, per diem costs, visa/registration fees of trainees and other related expenses in the country of training. All the above expenses, except for per diem (as per World Bank guidelines), will be reimbursed at the actual costs against receipts.</p> <p>WITH:</p> <p>In case of training of the Purchaser’s staff in center(s) in the country or abroad, the bidder shall include the cost of such professional training services in their bid price.</p>
6.	<p>Section II Bid Data Sheet; E. Bid Opening And Evaluation; ITB 28.5; 1(g) (Page 55)</p>	<p>Under <i>g) Availability of certified local resources to support the implemented integration platform</i></p> <p>INCLUDE :</p> <p>The bidder shall provide local resources that are certified in solutions that are similar to what the bidder is proposing such as Enterprise Integration Solution. A bidder who can provide certified local resources on their proposed solution shall get a higher mark. The bidder should provide a plan to certify the local resources selected on their proposed solution within 1 year from the date of contract signature</p>

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7.	Section VI. Business, Functional and Technical Requirements; D. Intellectual Property; GCC 15.4 (Page 169)	<p><i>GCC 15.4</i></p> <p>REPLACE</p> <p>The Supplier conveys to the Purchaser a permanent, irrevocable IPR as specified in SCC 15.3. This IPR shall entitle the Purchasers to own, modify, extend, duplicate for back-up purposes and prepare derivative software or materials for use by the Purchaser, subordinate organizational units and legal successors in the normal course of the Purchaser activities.</p> <p>The Government of Uganda will only use the software for their own needs and will not sell or transfer it to others entities outside the Government of Uganda.</p> <p>WITH</p> <p>The bidder shall provide an escrow with the terms provided below:</p> <ol style="list-style-type: none"> 1. Bidder should provide the final source code of the implemented solution in a software escrow arrangement between the Licensor and Government of Uganda which will be released under conditions where; <ol style="list-style-type: none"> i. Licensor discontinues business because of insolvency or bankruptcy, and no successor assumes licensor's software maintenance obligations under the license agreement. ii. Licensor (or its successor) defaults in its obligation to provide maintenance services as required by the license agreement and fails to cure such default within two weeks after receiving written notice of the default from beneficiary. iii. Licensor ceases to maintain the software for beneficiary while under a maintenance obligation to beneficiary, and no successor to licensor continues to maintain the software for beneficiary. iv. Or any other release conditions as mutually agreed between bidder and purchaser. <p>Bidder MUST provide a written declaration even if the Bidder is the manufacturer to providing an escrow.</p> <p>The supplier shall provide the derived source code for all customizations, plus all binary files of the standard application, including complete build scripts, to allow GOU the ability to fully extend, override, modify, duplicate and re-build the entire solution for production, testing, back-up purposes and prepare derivative (derived) software or materials of the system with periodic updates as they occur."</p>

S/N	Reference to bidding document	Amendments
		<p>For open source solutions which do not require an escrow the bidder should clearly state how access to the source code shall be provided and state in writing that GOU shall not have any encumbrances to accessing the source code.</p> <p>The parties shall be required to agree to an escrow arrangement in order to protect the interests of both parties.</p>
8.	Section VI. Business, Functional and Technical Requirements; D. Intellectual Property GCC 15.5 (Page 169)	<p>REPLACE</p> <p><i>No software escrow</i> contract is required for the execution of the Contract, but a copy of software and designs should be provided to the purchaser to own, modify, extend, duplicate for back-up purposes and prepare derivative software or materials for use by the Purchaser, subordinate organizational units and legal successors in the normal course of the Purchaser activities.</p> <p>WITH</p> <p>The bidder shall provide to the Purchaser an escrow Contract.</p>
9.	Section VI. Business, Functional and Technical Requirements; B. Business Requirements; (1.4) (Page 187)	<p>ADD:</p> <p>(vi) One (1) mobile application is to be developed based on one of the eservices arising out of the integration effort. The mobile application should work across various operating system platforms such as iOS and Android</p>
10.	Section VI. Business, Functional and Technical Requirements; B.	<p>INCLUDE:</p> <p>One of the two (2) e-services developed shall be ported to the mobility platform. This shall be the E-profile e-service detailed below.</p>

S/N	Reference to bidding document	Amendments
	Business Requirements 3.9.2 (Page 196)	
11.	Section VI: Business, Functional and Technical Requirements; B. Business Requirements; 3.12: Training (Page 201)	<p>INCLUDE :</p> <p>A table has been provided, all Training of Trainers shall be undertaken at accredited centres or authorized partner training centres.</p>
12.	ITB 14.1 (Page 50)	<p>REPLACE:</p> <p>Recurrent cost items are required.</p> <p>Their prices quoted in the Recurrent Cost Sub-Table (Form 2.4 and 2.6 in Section VI).</p> <p>WITH:</p> <p>Recurrent cost items are required.</p> <p>Note:</p> <p>ALL Recurrent costs for the first 2 years (licenses, support, etc.) shall be included in the final Total Bid price of the application and data integration platform solution.</p> <p>The subsequent years Government of Uganda will pay.</p> <p>Their prices quoted in the Recurrent Cost Sub-Table (Form 2.4 and 2.6 in Section VII) for 2 additional years.</p>

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13.	ITB 28.5 (Page 55)	<p>REPLACE:</p> <p>4. Project plan and organization</p> <ul style="list-style-type: none"> a) Adherence to proposed implementation time schedule and iterative methodology. b) Change management capability addressing both adaptive and technical challenges. c) Maintenance and technical support of the Platform i.e. availability of certified local resources to support the platform. <p>WITH:</p> <p>4. Project plan and organization</p> <ul style="list-style-type: none"> a) Adherence to proposed implementation time schedule and iterative methodology. b) Change management capability addressing both adaptive and technical challenges. c) Maintenance and technical support of the Platform.
14.	ITB 28.5 (Page 55)	<p>INCLUDE:</p> <p>6. Training</p> <ul style="list-style-type: none"> a) Scope of overall training and capacity building plan including certifying local resources, pre-implementation and post implementation. b) Completeness of training curriculum to cover all the business and technical requirements c) Availability of training resources to match the business requirements d) Monitoring and evaluation of training programmes

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15.	Page 163	<p>REPLACE:</p> <table border="1" data-bbox="657 367 1864 475"> <tr> <td data-bbox="657 367 905 475">GCC 1.1. (e) (xii)</td> <td data-bbox="905 367 1864 475">The Post-Warrant Services Period is 3 years after the completion of the Warranty Period.</td> </tr> </table> <p>WITH:</p> <table border="1" data-bbox="657 586 1864 695"> <tr> <td data-bbox="657 586 905 695">GCC 1.1. (e) (xii)</td> <td data-bbox="905 586 1864 695">The Post-Warrant Services Period is 2 years after the completion of the Warranty Period.</td> </tr> </table>	GCC 1.1. (e) (xii)	The Post-Warrant Services Period is 3 years after the completion of the Warranty Period.	GCC 1.1. (e) (xii)	The Post-Warrant Services Period is 2 years after the completion of the Warranty Period.
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16.	Section VI. Business, Functional and Technical Requirements; 12. Terms of Payment (GCC Clause 12); GCC 12.1 (Page 167)	<p>REPLACE:</p> <p>(a) Advance Payment Ten percent (10%) of the entire Contract Price, exclusive of all Recurrent Costs, shall be paid against receipt of a claim accompanied by the Advance Payment Security specified in GCC Clause 13.2.</p> <p>(b) Ten percent (10%) of the entire contract Price exclusive of all Recurrent Costs shall be paid on submission of the Inception Report, Design document for the Application and Data Integration Platform and Project Implementation plan.</p> <p>(c) Twenty percent (20%) of the entire contract Price exclusive of all Recurrent Costs shall be paid upon completion of the milestones for the End-to-End installation, configuration and testing of the integration (ESB) module.</p> <p>(d) Ten percent (10%) of the entire contract Price exclusive of all Recurrent Costs shall be paid upon completion of the milestones to implement the Identity and Access Management, Integration of two (2) shared services (e-payment and sms gateway) and the completion of all the 8 platform modules.</p>				

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		<p>(e) Twenty percent (20%) of the contract price, exclusive of all Recurrent Costs shall be paid on completion of the milestone to connect the selected MDAs to the platform, completing two (2) End-to-End integrations using the platform and on presentation of the Installation Certificate.</p> <p>(f) Ten percent (10%) of the contract price, exclusive of all Recurrent Costs shall be paid on completion of the milestones for developing two (2) dashboards, implementing the analytics solution, two (2) demonstrative e-services, development of the e-portal and implementing the mobility module.</p> <p>(g) Twenty percent (20%) of the entire Contract Price, exclusive of all Recurrent Costs shall be paid on presentation of the Operational Acceptance Certificate (3 months of a fully functional system) and upon the Contractor completing all the Training and presenting a Training Report.</p> <p>(h) Recurrent costs for the first 3 years (warranty period – ref: ITB1.1) after operational acceptance shall be paid in quarterly in advance within this contract. Recurrent costs during the post warranty period (3 years –refer to GCC1.1) shall be paid under separate contract directly by GoU.</p> <p>WITH:</p> <p>(a) Advance Payment Ten percent (10%) of the entire Contract Price, shall be paid against receipt of a claim accompanied by the Advance Payment Security specified in GCC Clause 13.2.</p> <p>(b) Ten percent (10%) of the entire contract Price shall be paid on submission of the Inception Report, Design document for the Application and Data Integration Platform and Project Implementation plan.</p> <p>(c) Twenty percent (20%) of the entire contract Price shall be paid upon completion of the milestones for the End-to-End installation, configuration and testing of the integration (ESB) module.</p>

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		<p>(d) Ten percent (10%) of the entire contract Price shall be paid upon completion of the milestones to implement the Identity and Access Management, Integration of two (2) shared services (e-payment and sms gateway) and the completion of all the 8 platform modules.</p> <p>(e) Twenty percent (20%) of the contract price, shall be paid on completion of the milestone to connect the selected MDAs to the platform, completing two (2) End-to-End integrations using the platform and on presentation of the Installation Certificate.</p> <p>(f) Ten percent (10%) of the contract price shall be paid on completion of the milestones for developing two (2) dashboards, implementing the analytics solution, two (2) demonstrative e-services, development of the e-portal and implementing the mobility module.</p> <p>(g) Twenty percent (20%) of the entire Contract Price shall be paid on presentation of the Operational Acceptance Certificate (3 months of a fully functional system) and upon the Contractor completing all the Training and presenting a Training Report.</p> <p>(h) Recurrent costs for the first 2 years (support) after operational acceptance shall be included within this contract. Recurrent costs after the first 2 years (Support) shall be paid under separate contract directly by GoU.</p>				
17.	Section VI. Business, Functional and Technical Requirements; F. Guarantees and Liabilities; 29. Defect Liability (GCC Clause 29); (Page 175)	<p>REPLACE:</p> <table border="1" data-bbox="657 1122 1864 1192"> <tr> <td data-bbox="657 1122 905 1192">GCC 29.4</td> <td data-bbox="905 1122 1864 1192">The Warranty Period shall begin from the date of Operational Acceptance of the System or Subsystem and <i>extend for one (1) year for the platform.</i></td> </tr> </table> <p>WITH:</p> <table border="1" data-bbox="657 1268 1864 1338"> <tr> <td data-bbox="657 1268 905 1338">GCC 29.4</td> <td data-bbox="905 1268 1864 1338">The Warranty Period shall begin from the date of Go-live of the System or Subsystem and <i>extend for 180 calendar days for the platform.</i></td> </tr> </table>	GCC 29.4	The Warranty Period shall begin from the date of Operational Acceptance of the System or Subsystem and <i>extend for one (1) year for the platform.</i>	GCC 29.4	The Warranty Period shall begin from the date of Go-live of the System or Subsystem and <i>extend for 180 calendar days for the platform.</i>
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18.	Section VI. Technical Requirements (Page 277)	<p>REPLACE:</p> <table border="1" data-bbox="655 367 1850 1141"> <thead> <tr> <th colspan="2" data-bbox="655 367 1766 415">1. General background of the firm</th> <th data-bbox="1766 367 1850 415"></th> </tr> </thead> <tbody> <tr> <td data-bbox="655 415 1766 513">a) Comprehensive organisational delivery capability including but not limited to management structures, project delivery, people, competencies, tools, quality assurance and support services to guarantee desired work quality on a timely basis and within budget.</td> <td data-bbox="1766 415 1850 513">5</td> </tr> <tr> <td data-bbox="655 513 1766 578">b) Business transformation and consulting capabilities relating to the strategy and experience in the public sector.</td> <td data-bbox="1766 513 1850 578">3</td> </tr> <tr> <td data-bbox="655 578 1766 618">c) Qualification of key personnel beyond the minimum requirements.</td> <td data-bbox="1766 578 1850 618">3</td> </tr> <tr> <td data-bbox="655 618 1766 935">d) Experience in development and implementation of application and data integration platforms with modules such as: <ul style="list-style-type: none"> i. Semantic and System Catalogue; ii. Integration module (Enterprise Service Bus); iii. API Management module; iv. Identity and Access Management module; v. Analytics module; vi. Dashboard and Reporting module; vii. Mobility module; and viii. Internet of Things (IoT) module; </td> <td data-bbox="1766 618 1850 935">6</td> </tr> <tr> <td data-bbox="655 935 1766 1000">e) Experience in development and implementation of mobile applications, e-services and shared services.</td> <td data-bbox="1766 935 1850 1000">2</td> </tr> <tr> <td data-bbox="655 1000 1766 1065">f) Experience in implementing projects of similar nature and complexity in public sector entities.</td> <td data-bbox="1766 1000 1850 1065">5</td> </tr> <tr> <td data-bbox="655 1065 1766 1105">g) Availability of certified local resources to support the implemented integration platform.</td> <td data-bbox="1766 1065 1850 1105">2</td> </tr> <tr> <td data-bbox="655 1105 1766 1141"></td> <td data-bbox="1766 1105 1850 1141">26</td> </tr> </tbody> </table> <table border="1" data-bbox="655 1214 1850 1393"> <thead> <tr> <th colspan="2" data-bbox="655 1214 1766 1279">2. Compliance with Functional (Business) Requirements</th> <th data-bbox="1766 1214 1850 1279"></th> </tr> </thead> <tbody> <tr> <td data-bbox="655 1279 1766 1320">a) Semantic and System Catalogue</td> <td data-bbox="1766 1279 1850 1320">2</td> </tr> <tr> <td data-bbox="655 1320 1766 1360">b) Identity and Access Management module</td> <td data-bbox="1766 1320 1850 1360">4</td> </tr> <tr> <td data-bbox="655 1360 1766 1393">c) Integration module</td> <td data-bbox="1766 1360 1850 1393">5</td> </tr> </tbody> </table>	1. General background of the firm			a) Comprehensive organisational delivery capability including but not limited to management structures, project delivery, people, competencies, tools, quality assurance and support services to guarantee desired work quality on a timely basis and within budget.	5	b) Business transformation and consulting capabilities relating to the strategy and experience in the public sector.	3	c) Qualification of key personnel beyond the minimum requirements.	3	d) Experience in development and implementation of application and data integration platforms with modules such as: <ul style="list-style-type: none"> i. Semantic and System Catalogue; ii. Integration module (Enterprise Service Bus); iii. API Management module; iv. Identity and Access Management module; v. Analytics module; vi. Dashboard and Reporting module; vii. Mobility module; and viii. Internet of Things (IoT) module; 	6	e) Experience in development and implementation of mobile applications, e-services and shared services.	2	f) Experience in implementing projects of similar nature and complexity in public sector entities.	5	g) Availability of certified local resources to support the implemented integration platform.	2		26	2. Compliance with Functional (Business) Requirements			a) Semantic and System Catalogue	2	b) Identity and Access Management module	4	c) Integration module	5
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		g) Availability of certified local resources to support the implemented integration platform.	2
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		2. Compliance with Functional (Business) Requirements	
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		b) Identity and Access Management module	3
		c) Integration module	4
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		e) Development of e-services portal	2
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		4. Project plan and organization	
		a) Adherence to proposed implementation time schedule and iterative methodology	1
		b) Change management capability addressing both adaptive and technical challenges	2

S/N	Reference to bidding document	Amendments								
		c) Maintenance and technical support of the Platform						5		
								8		
19.	Section VI. Technical Requirements (Page 278)	INCLUDE:								
		6. Training								
		a) Scope of overall training and capacity building plan including certifying local resources, pre-implementation and post implementation.						3		
		b) Completeness of training curriculum to cover all the business and technical requirements						2		
		c) Availability of training resources to match the business requirements						2		
		d) Monitoring and evaluation of training programmes						2		
								9		
20.	Section VII. Sample Forms; 2.4 System Inventory Table (Recurrent Cost Items); (Page 303)	REPLACE:								
		Maximum all-inclusive costs (for costs in [insert: <i>currency</i>])								
Component No.	Component	Y1	Y2	Y3	Y4	...	Yn	Sub-total for [insert: <i>currency</i>]		
2.	Software Licenses & Updates	Incl. in Warranty								
2.1	Annual Maintenance costs	Incl. in Warranty								
2.2	Technical Assistance									

S/N	Reference to bidding document	Amendments							
		2.2.1	Expert in Business process architecture and design, man-days	70					
		2.2.2	Expert in SOA infrastructure and monitoring, man-days	70					
		2.2.3	Expert in Services design, integration of legacy systems in the SOA environment, man-days	70					
			Annual Subtotals:						--
		Cumulative Subtotal (to [insert: <i>currency</i>] entry for [insert: <i>line item</i>] in the Recurrent Cost Summary Table)							
WITH:									
Maximum all-inclusive costs (for costs in [insert: <i>currency</i>])									
Component No.	Component	Y1	Y2	Y3	Y4	...	Yn	Sub-total for [insert: <i>currency</i>]	
2.	Software Licenses & Updates	Incl. in Warranty and support	Incl. in Warranty and support	Incl. in Warranty and support	Incl. in Warranty and support				
2.1	Annual Maintenance costs	Incl. in Warranty and support	Incl. in Warranty and support	Incl. in Warranty and support	Incl. in Warranty and support				

S/N	Reference to bidding document	Amendments								
		2.2	Technical Assistance	Incl. in Warranty and support	Incl. in Warranty and support	Incl. in Warranty and support	Incl. in Warranty and support			
		2.2.1	Expert in Business process architecture and design, man-days	70	70	70	70			
		2.2.2	Expert in SOA infrastructure and monitoring, man-days	70	70	70	70			
		2.2.3	Expert in Services design, integration of legacy systems in the SOA environment, man-days	70	70	70	70			
			Annual Subtotals:							--
		Cumulative Subtotal (to [insert: <i>currency</i>] entry for [insert: <i>line item</i>] in the Recurrent Cost Summary Table)								
<p>Note: ALL Recurrent costs for the first 2 years (licenses, support, warranty etc.) Shall be included in the final Total Bid price of the Application and Data Integration platform. The subsequent years Government of Uganda will pay.</p>										

S/N	Reference to bidding document	Amendments						
21.	Section VI. Technical Requirements (Page 206)	<p>ADD:</p> <p>Under ‘INTEGRATION MODULE: INTEGRATION SPECIFICATIONS’</p> <p>22. Unlimited data flow/transactions between systems M</p>						
22.	Section VI. Technical Requirements (Page 274)	<p>REPLACE:</p> <table border="1" data-bbox="655 586 1818 646"> <tr> <td data-bbox="655 586 730 646">869</td> <td data-bbox="730 586 1759 646">Licensing should be applicable only for production systems and not non-prod systems</td> <td data-bbox="1759 586 1818 646">M</td> </tr> </table> <p>WITH:</p> <table border="1" data-bbox="655 732 1997 954"> <tr> <td data-bbox="655 732 730 954">869</td> <td data-bbox="730 732 1938 954">Licensing should be applicable only for production systems and not non-production systems. The bidder should clearly state and cost for their software license requirements. The bidder should ensure that their licensing covers the requirement of the bid in its entirety.</td> <td data-bbox="1938 732 1997 954">M</td> </tr> </table>	869	Licensing should be applicable only for production systems and not non-prod systems	M	869	Licensing should be applicable only for production systems and not non-production systems. The bidder should clearly state and cost for their software license requirements. The bidder should ensure that their licensing covers the requirement of the bid in its entirety.	M
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23.	Section VI. Technical Requirements (Page 201)	<p>REPLACE:</p> <p>All software components of the data and integration platform shall reside in its totality within the Government of Uganda National Data Centre. All hardware shall be housed in the National Data Centre. All hosting hardware and relevant support software will be provided by the purchaser</p> <p>WITH:</p> <p>All software components of the data and integration platform shall reside in its totality within the Government of Uganda National Data Centre. All hardware shall be housed in the National Data Centre. All</p>						

S/N	Reference to bidding document	Amendments
		hosting hardware and relevant support software will be provided by the purchaser. The relevant support software includes only the Operating system.
24.	Section 2, ITB 6.1 (a) 5. and ITB 16.2 Page 49, 51 - Key Staff	<p>REPLACE: The bidder must provide a certificate of engagement and proof of availability of all the proposed staff for the project signed by the staff.</p> <p>WITH: The bidder must provide a certificate of engagement and proof of availability of all the proposed staff for the project with a written declaration from the bidder. During post qualification the purchaser shall verify with the staff proposed on their availability.</p>
25.	Section VI. Business, Functional and Technical Requirements; GCC 13.3.1 (page 168)	<p>REPLACE: The Performance Security shall be denominated in the currency of the bid for an amount equal to 10 percent of the Contract Price, excluding any Recurrent Costs. The Performance Security shall be in form of an unconditional bank guarantee. The unconditional Bank guarantee shall be issued by a reputable institution selected by the Bidder and located in any eligible country; if the institution issuing the security is located outside the Purchaser's Country, it shall have a correspondent financial institution located in the Purchaser's Country to make the security enforceable;</p> <p>WITH: The Performance Security shall be denominated in the currency of the bid for an amount equal to 10 percent of the Contract Price. The Performance Security shall be in form of an unconditional bank guarantee. The unconditional Bank guarantee shall be issued by a reputable institution selected by the Bidder and located in any eligible country; if the institution issuing the security is located outside the Purchaser's Country, it shall have a correspondent financial institution located in the Purchaser's Country to make the security enforceable;</p>

S/N	Reference to bidding document	Amendments
26.	Section VI. Business, Functional and Technical Requirements; GCC 13.3.4 (page 169)	<p>REPLACE:</p> <p>After Operational Acceptance of the System, the Performance Security shall be reduced <i>to 2% of the Contract Price</i>, excluding any Recurrent Costs.</p> <p>WITH:</p> <p>After Operational Acceptance of the System, the Performance Security shall be reduced <i>to 2% of the Contract Price</i>.</p>
27.	ITB 6.1(a) (Page 49)	<p>ADD:</p> <p>(c) The bidder shall ensure that the key staff assigned to the project are present in the country of implementation, on-site for the duration of the project. The bidder shall ensure that the cost of maintaining staff in the country is costed and included in the bid price.</p>
28.	ITB 1.1 Clause 5 (Page 40)	<p>REPLACE:</p> <p>5. The scope of this assignment is to develop the application and data integration platform to be hosted in its totality within the government cloud infrastructure.</p> <p>WITH:</p> <p>5. The scope of this assignment is to develop the application and data integration platform to be hosted in its totality within the government cloud infrastructure. The bidder shall provide a detailed bill of materials for the proposed solution including software and services.</p>

S/N	Reference to bidding document	Amendments
29.	GCC 9.9 (Page 166)	<p>ADD:</p> <p>(g) The supplier shall ensure that the key staff assigned to the project are present in the country of implementation, on-site for the duration of the project.</p>
30.	ITB 33.2 (Page 57)	<p>ADD:</p> <p>ii. Verification of all the proposed staff and their availability.</p>

James Saaka
EXECUTIVE DIRECTOR

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