Clarifications to Questions on Tender Numbers GBM/PR/HFNS/oCT/2026/001 and GBM/PR/ERPQ/Oct/2026/002		
Section	**Concern**	**Response**
A. Information for registered bidders (Section 1)	HR Master version and database engine	The HR Master version is 1.9.755. The database engine is held by the application supplier, Endeavour Africa Ltd, and bidders should obtain it from them (see answer 2)
	QuickBooks Desktop edition and version	Quick Book Pro 2020
	ERP-07 requires us to contact Endeavour Africa Ltd before pricing	PROCEED with engagement
	Registered bidders- Comfirm status of registration as a bidder	A registered bidder is a bidder that has notified GBM in writing at procurement@greenbeltmovement.org that it intends to bid, naming the company and a contact person. GBM confirms registration by email within 2 working days. A bidder that has not received confirmation should write to the same address. Registration is free and is not a condition of submitting a bid. Any further clarifications are shared with every bidder, and registered bidders are also notified by email
	The date and registration process for the bidders' briefing mentioned in Section 1	No briefing will be held, so there is no date, time or venue. The row "Current network protection" in Section 1 now reads: "A written summary is given to all bidders in the clarification response. Make, model and configuration details are given to the successful bidder at a site survey after award." In place of a briefing, this response gives all bidders the following summary of the existing network: an internet router, network switches, Wi-Fi access points and a server that supports user sign-in. Price for installation into an existing network and assume nothing about existing security equipment. To register as a bidder, notify GBM in writing at procurement@greenbeltmovement.org that you intend to bid, naming the company and a contact person. GBM confirms registration by email. Registration is free and is not a condition of submitting a bid.
	Network briefing: Section 1 states that details of current network protection will be provided to registered bidders at a briefing. Please advise the date, time and venue of the briefing, how bidders register .	No briefing will be held, so there is no date, time or venue. The row "Current network protection" in Section 1 now reads: "A written summary is given to all bidders in the clarification response. Make, model and configuration details are given to the successful bidder at a site survey after award." In place of a briefing, this response gives all bidders the following summary of the existing network: an internet router, network switches, Wi-Fi access points and a server that supports user sign-in. Price for installation into an existing network and assume nothing about existing security equipment. To register as a bidder, notify GBM in writing at procurement@greenbeltmovement.org that you intend to bid, naming the company and a contact person. GBM confirms registration by email. Registration is free and is not a condition of submitting a bid.
	"current network protection" details, and the list of existing network equipment (router, switches, access points)	GBM's office has an internet router, network switches, Wi-Fi access points and a server that supports user sign-in. Make, model and configuration details, and details of current network protection, are given to the successful bidder at a site survey after award. Price for installation into an existing network, assume nothing about existing security equipment, and state in your proposal how your solution works with Microsoft 365, Google Workspace and the existing server-based sign-in.
B. Platform and hosting region (ERP-01, ERP-08, ERP-14)	The proposed platform is Google Cloud, which we resell as a Premier Partner. Google Cloud does not currently have a region in Kenya. We propose Johannesburg (africa-south1) for production. Will GBM approve this region in writing, and what is the process and timing for approval	GBM approves production hosting in Kenya or in Johannesburg, South Africa, subject to the conditions in ERP-14. This response is the approval for those two locations. GBM confirms it in writing to the successful bidder when the data processing agreement is signed. Any other region needs prior written approval. State your production region in your proposal.
	ERP-08 requires one backup copy in a different region. Which regions would GBM be willing to approve for this copy, and are there any regions GBM would not accept?	A backup copy in a separate availability zone or facility is acceptable. A copy in another country is authorised separately by GBM, naming the exact provider and location. GBM will consider Switzerland (Zurich) and Kenya. No other region is approved in advance. State the proposed backup region and provider in your proposal.

	For ERP-01, "Tier III or equivalent": would GBM accept independent certifications of the cloud provider's data centres and operations, such as ISO/IEC 27001 and SOC reports, as equivalent evidence?	Yes. Current independent certification of the data centres and operations, such as ISO/IEC 27001 and SOC 2 reports covering the proposed region, is accepted as equivalent to Tier III. The bidder provides the certificates with its proposal
C.Licensing (ERP-06, Section 7)	Please confirm that GBM holds the QuickBooks Desktop licences for up to 10 users and which edition they are, as application licences remain with GBM.	Quickbooks desktop pro 2020 with 3 licences
	Does GBM already hold any Microsoft licences that it would want to bring to the hosted platform, such as SQL Server with Software Assurance, Windows Server, or Remote Desktop Services user CALs? Where GBM holds none, we will price them as platform licences.	Good to note that GBM has microsoft licences hence a microsoft account.
	Section 7 asks bidders to "list each" platform licence on the licences line but also states that no lines may be added, removed or renamed. May we list the individual licences in an annex to the financial proposal, or should they be listed in the technical proposal?	Can be in the annex
D. Access, subscription and backup (ERP-11, ERP-17, ERP-08)	For VPN access under ERP-11, please confirm whether GBM's office has a static public IP address, the make and model of its firewall and whether it supports site-to-site IPsec VPN. Please also say how many staff are expected to connect remotely.	GBM does not publish its network details, including its public address and equipment. The hosted solution must not depend on any GBM-side network equipment, and no static public IP address should be assumed. GBM is procuring a managed firewall under a separate tender (Tender No. GBM/PR/HFNS/OCT/2026/001). The firewall is required to support site-to-site and remote-access VPN. If GBM asks for a site-to-site tunnel to the hosted environment after the firewall is installed, the bidder configures it, priced on the rate card. GBM does not commit to a date for it. Price remote access for up to 12 users connected at the same time (2 ERP users and up to 10 QuickBooks users)
	Is employee self-service used today, and if so for how many users? Is the figure of two ERP user licences the only user number we should size for?	Employee self-service is used by staff, mainly at month end to view payslips and leave. Size for up to 60 occasional users, reached through the same secure remote access described in answer 9, in addition to the 2 ERP users and up to 10 QuickBooks users.
	For ERP-17, does GBM already have a Google Cloud organisation or billing account, or would GBM like us to set up a GBM-owned subscription for it? Does GBM expect any non-profit grant credits to apply?	ERP-17 (desirable): The bidder may offer to run the hosting in an account held in GBM's name. If offered: (1) GBM holds the owner account, with multi-factor authentication, and the bidder acts as administrator with the access it needs; (2) the hosting company's charges are billed at cost and shown separately from the bidder's fees; (3) the bidder proposes a monthly spending limit and alerts, and pays any charge caused by its own error; (4) on exit, the bidder hands over full control within 14 days
	For the monthly full copy of data under ERP-08, what GBM-controlled storage will receive it (for example on-premises storage or another cloud account), and how should we deliver it?	Monthly copy of data (ERP-08). GBM provides the destination, in Kenya, after award. Plan to deliver by one of these two methods, and say in your proposal which you propose: Encrypted upload to a storage location GBM names. You receive write-only access, which cannot read or delete earlier copies. Use SFTP or an S3-compatible upload. An encrypted external drive, delivered to GBM's office in Nairobi. What to deliver each month: a full copy of the ERP database and the QuickBooks company file (about 28 GB today, rising to about 40 GB). Deliver it within the first 5 working days of each month, after the payroll and month-end close. How to protect it: encrypt it with AES-256 using a key that GBM supplies and keeps, and send a SHA-256 checksum separately so GBM can check the copy is complete. Send a short delivery note with each copy. After delivery: GBM keeps the last 12 monthly copies. At least once a year, the restore test required by ERP-09 is run from a copy held by GBM, to prove it works. Include this in your managed service price. Do not send the copy to any location outside Kenya, and do not use an account that GBM does not control.

E. Migration and scope (Section 3.2, Section 5)	Section 3.2 refers to "consolidation of the local file" for QuickBooks. How many QuickBooks company files exist today, and are they to be merged into one?	GBM has one QuickBooks company file today. Price one migration of that file. No consolidation of several files is needed.
	Please share GBM's payroll run dates, month-end and year-end close dates, and any change-freeze periods, so that we can plan the cutover window. Given the award date of 17 November 2026, is there a preferred go-live period?	Use is highest at the end of each month, when payroll is run and month-end close takes place.
	FW-18: the requirement reads "A second appliance in a high-availability pair. The baseline is FW-28." Please confirm that this means the baseline bid relies on FW-28 (replacement or restoration within 4 hours), and that the high-availability pair is priced only as an option on the rate card.	FW-18 and FW-28. Confirmed. FW-28 is the baseline requirement for every bid: a failed appliance is replaced or restored within 4 hours, and the cloud layer is available at least 99.5% of the month. The 4 hours run continuously, including nights, weekends and public holidays, and start when GBM reports the fault or the bidder's monitoring first detects it, whichever is earlier. "Restored" means the service is working again with the required security functions operating, which may be by a replacement, a loan unit or a repair. The baseline price covers whatever the bidder needs to meet FW-28, such as a spare or loan unit available at GBM's premises within the 4 hours. The high-availability pair in FW-18 is optional. It is priced only on the rate card, not in the scored total. A bidder that offers FW-18 says so in the compliance matrix, and the offer is credited under the desirable items in the compliance criterion.
F. Vendor Requirements (Section 6)	Section 6.2: Will managed cloud hosting of other business-critical applications be accepted as relevant experience alongside ERP, HRMS, payroll or accounting systems?	Yes, in part. Of the two required clients, at least one must be for managed hosting of an ERP, HRMS, payroll or accounting system, shown by a contract, LPO or completion letter. The second may be for managed cloud hosting of another business-critical application: one the client depends on daily, that holds personal or financial data, and that the bidder hosts and supports under a service level. Examples are a CRM, a case management or HR system, or a finance or health information system. In the reference table, state why the application is comparable (the type of system, the sensitivity of the data, the number of users, and the hosting
	FW-02 and Section 6.1: May a bidder meet the authorisation requirement through a subcontract or consortium arrangement with a manufacturer-authorised partner? If so, which documents does GBM require from the partner?	Yes, with conditions. A bidder that is not itself authorised may bid with a named authorised partner. The manufacturer authorisation form must name the exact model and the partner that supplies it, and the bidder attaches the signed consortium or subcontract agreement or letter of commitment. The lead bidder remains fully responsible for the whole contract. The partner also provides its certificate of incorporation, a valid KRA tax compliance certificate and current business permit, and the certificates of the staff who will deliver the service (Section
	Section 6.2: May a bidder meet the experience requirement through a named subcontractor or consortium partner? If so, what documents does GBM require from the partner?	Three references are still required, with a contract, LPO or completion letter for at least two of them. At least one of those two must be the lead bidder's own. A named partner's work may count for the other, if the partner will deliver the managed service, and the bidder attaches the partner's contract, LPO or completion letter and the signed consortium or subcontract agreement. The project lead and deputy must be employed by the lead bidder or the named partner. The partner provides the same company documents as a bidder (Section 6, item 6). Section 6, item 2 is amended accordingly.

	Section 6.2: Which firmware vulnerabilities does "this year's" refer to, and in what form should a reference describe how the bidder handled them?	"This year's" firmware vulnerabilities (Section 6.2). "This year" means the calendar year 2026, up to the tender issue date. It refers to security vulnerabilities published by the manufacturer of the firewall or security platform covered by the reference that were rated critical or reported as actively exploited. In the bidder's description of each reference, state: the manufacturer advisory or fix concerned (name or number), the date the fix was applied, the time from the manufacturer's notice to the fix, and how the client was informed. If no such vulnerability affected the reference, write "none arose". If the assignment ended before 2026, write "not applicable". Neither answer causes a reference to be rejected. A statement from the client on this point is welcome but not required, and it does not replace the contract, LPO or completion letter.
	References: Section 6(2) states that each reference should say how the bidder handled this year's firmware vulnerabilities. Please confirm whether this should be stated in the client's reference letter, in the bidder's description of the reference, or in both.	Where to state it (Section 6.2). In the bidder's own description of each reference, in the reference table. A statement from the client is welcome and will be checked when GBM calls the references, but it is not required, and a client's reference letter does not replace the contract, LPO or completion letter. Where the bidder's description and the client's account differ, GBM relies on the client's account. For what to state, and what "this year's" means, see the answer to the question on firmware vulnerabilities.
G. Budget (Sections 7)	Section 7 and FW-07: The pricing table covers remote protection for 40 field users, while Section 1 and FW-07 refer to up to 60 remote users. How many remote endpoints should the table be priced for	Price the template line for 40 field users. Each user is covered for up to two devices, so the line covers up to 80 endpoints. FW-07 sets the capacity of the firewall and VPN (at least 60 concurrent remote users). It is a capacity requirement, not a number of licences to price. Licences for users above 40, up to 60 in total, are priced per block of 10 on the rate card (FW-08).
	Section 7 asks bidders to "list each" platform licence on the licences line but also states that no lines may be added, removed or renamed. May we list the individual licences in an annex to the financial proposal, or should they be listed in the technical proposal?	The firewall price template has no separate licences line. Where a template line includes several components, such as the security subscriptions and manufacturer support line, list the components in an annex to the financial proposal. The annex must add up to the template line total, which is the figure evaluated. Do not list components or prices in the technical proposal. If the annex and the template differ, the template prevails.
	Contents of the financial proposal: Section 8(3) requires the template in Section 7 "and nothing else". Please confirm that the rate card required by Section 7 may be included in the financial proposal.	Yes. The rate card required by Section 7 is part of the financial proposal. Include it on a separate page headed "Rate card", after the price template, covering only the items listed in Section 7. It is not scored, but its prices bind for the contract term. "The template and nothing else" in Section 8 means no other pricing documents, no alternative offers and no discounts that depend on conditions not in the ToR. Do not put the rate card in the technical proposal.
	Section 7: Does GBM prefer purchase or lease, and is there a budget ceiling GBM can share?	GBM has no preference between purchase and lease. Bids are compared on the 36-month total including VAT (Sections 7 and 9). GBM does not disclose its budget, and bids above its available budget may be rejected.
	Field users versus VPN users: the price template line reads "Cloud or agent protection for remote devices for 40 field users", while Section 1 gives up to 60 remote and VPN users. Please confirm that bidders should price 40 users in the template and any users above 40 on the rate card , and whether the price should be per user or per device.	Confirmed. Price 40 users in the template, and users above 40 per block of 10 on the rate card. Price per user, with each user covering up to two devices. If the manufacturer licenses per device, state the per-device price, price 80 devices in the template, and price additional devices per block of 10 on the rate card. In the template, the unit price is the monthly price for all 40 users together. Show the per-user or per-device price in an annex to the financial proposal.

	Year 2 and year 3 figures: Section 7 states that renewal prices are "the year 2 and year 3 figures in the price template", but the template shows 36-month quantities only. Please confirm whether bidders may attach a year-by-year breakdown of the same totals, or whether the yearly a nd monthly unit prices in the template should be read as the year 2 and year 3 prices.	Years 2 and 3. The unit prices in the price template are the prices for years 1, 2 and 3. Yearly lines are priced per year, monthly lines per month, and one-time items are charged once, in year 1. The 36-month total in the template is the figure evaluated. A bidder may attach a year-by-year breakdown of the same figures as an annex to the financial proposal, showing the same price for each year. If the annex and the template differ, the template prevails. Bidders may not quote different unit prices for different years. From the start of year 2, a price may increase only as the Commercial terms allow: by no more than 5% or the annual inflation rate published by the Kenya National Bureau of Statistics for the month before the renewal notice, whichever is lower, with 90 days' notice.
H. Submission and budget (Sections 8 to 10)	Please confirm the number of printed copies required for each of the technical and financial proposals, and whether an electronic copy on a USB drive is required in addition to the sealed envelopes.	Bids are submitted in sealed envelopes only. Submit one original and one copy of each of the technical proposal and the financial proposal. Mark them "ORIGINAL" and "COPY". Place the technical proposal in one sealed envelope marked "TECHNICAL PROPOSAL" and the financial proposal in a separate sealed envelope marked "FINANCIAL PROPOSAL: DO NOT OPEN WITH THE TECHNICAL PROPOSAL". Put both in one outer sealed envelope showing the tender number, tender name and the bidder's name. If the original and a copy differ, the original prevails. A USB copy is not required, and none should be included.
	Can GBM share an indicative budget ceiling for the first-year contract, given that bids above the available budget may be rejected?	GBM does not disclose its budget or an indicative ceiling for this tender, so that all bids are evaluated on the same basis. As stated in the Terms of Reference, bids above GBM's available budget may be rejected. The ToR already tells bidders that GBM's budget is limited and asks for the simplest design that meets the requirements. To help you price competitively: price only what the mandatory requirements need, price optional items separately on the rate card (they are not scored), and use the price template without changes.
	Submission time: Section 10 gives the deadline for sealed bids as 30 October 2026 at 1700 hours, while the Key Dates table gives 1900 hours EAT. Please confirm the deadline.	Deadline is 30 October 2026 at 1700 hours
	Page limit: Section 8 limits the technical proposal to 25 pages excluding annexes and datasheets. Please confirm whether the cover letter, table of contents and compliance matrix (Annex B) count towards the 25 pages.	No they don't. Ensure to paginate your document properly with clear seperation of sections
	May a bidder bid on both this tender and GBM/PR/ERPQ/Oct/2026/002? If so, will they be evaluated and awarded separately?	Yes. Submit each bid separately, in its own sealed outer envelope marked with that tender's number. Each is evaluated and awarded separately, and a bid must not be conditional on the award of the other.