



TECHNOPOLIS DEVELOPMENT AUTHORITY

CLARIFICATIONS FOR THE TENDER FOR PROVISION OF INTEGRATED DATA CENTRE MAINTENANCE SERVICES (IDCM); TENDER NO. TDA/RFP/046/2025-2026.

	CLARIFICATION	RESPONSE
1.	Is JV allowed in this tender?	JV is not allowed for this tender
2.	The number of stewards for cleaning	The number of stewards for cleaning is 6
3.	The Service Provider is supposed to provide consumables for cleaning. Please clarify the quantities for each item	The Service Provider shall provide all cleaning materials and consumables required for the facility, including specialized cleaning materials for the Data Center environment.
4.	For Hospitality Services, how many staff are there in the Data Center?	The current average number of staff at the Data Center is approximately 40 personnel per day.
5.	What Tier is the Konza National Data Center?	The tier for Data Center is Tier III
6.	Is the Data Center a 24hr Data Center Facility?	Yes. The Data Center operates on a 24-hour basis.
7.	How often should Garbage be Collected?	Garbage collection shall be conducted on a weekly basis or as required depending on operational needs.
8.	How often is pest control/fumigation done?	Pest control services should be conducted monthly or as required based on seasonal and operational needs.
9.	Is there possibility of extension of time for submitting the tender?	No, there won't be extension for submission of this tender
10.	Who is responsible for emptying the sanitary bins?	The IDCM Shall provide this service
11.	How many tenants are there in the Data Center?	The Konza National Data Center is operated by Technopolis Development Authority (KoTDA) and supported by Original Equipment Manufacturers (OEMs) for specialized equipment maintenance and

		support services. The facility hosts approximately 200 cloud service clients and colocation customers who utilize the Data Center's infrastructure and services.
12.	Is cleaning of windows done both inside and outside the Data Center?	Yes. Window cleaning shall be carried out on both the interior and exterior surfaces.
13.	Who is responsible for maintenance of the devices/equipment in the Data Center?	<p>The Integrated Data Center Management (IDCM) team shall be responsible for Level 1 maintenance of the equipment within the Data Center. This includes daily monitoring of equipment performance, system health checks, and alarm tracking.</p> <p>Any issues identified at this level shall be promptly reported to Konza staff for further action. Konza staff will support initial troubleshooting where necessary and, when required, escalate the issues to the Original Equipment Manufacturers (OEMs) for advanced technical support and resolution.</p>