



CLARIFICATIONS / ADDENDUM SET "1"

31st May, 2024

KRA/HQS/NCB-078/2023-2024- PROVISION OF ANNUAL MAINTENANCE SERVICES OF SAP ERP FOR A PERIOD OF THREE (3) YEARS.

Kenya Revenue Authority wishes to inform prospective bidders of the clarifications highlighted below.

S/n	Bidder's Query	KRA Clarification
1.	The SAP Solution is integrated into KRA's internal and external systems. Can we get the names of both internal and external systems?	The Authority has integrated SAP with approximately 15 systems like the major revenue systems i.e. iTax, ICMS, iScan and TIMS and other internal systems which the winning bidder will be appraised on.
2.	Is your SAP system also integrated with your Banks? If yes, then kindly let us know the total number of bank accounts currently you have?	Bidders are advised that there is no integration with banks.
3.	Are you using the SAP PI/PO system for Integration?	Yes, KRA has implemented SAP PI/PO for integration of SRM with ECC ERP.
4.	Can we know the SAP system version, Database, and Operating System Details?	Bidders are advised that the Version is ERP ECC 6.0 EHP SRM - 7.0 EHP4 Database – HANA 2.0 SP 5 OS – SUSE LINUX Enterprise Server for SAP Version 15.3
5.	Kindly also provide us with details of your existing SAP system landscape. Include DR setup details if you have one?	Bidders are advised that We have Development, Quality Assurance and Production for Business Systems DR is only for Database
6.	Can we know the type & number of support ticket raised in past 1 year?	Bidders are advised that the number is approximately 50.
7.	Let us know the total number of current SAP users in KRA.	Bidders are advised that it is approximately 8,000 users
8.	Also let us know approximately how many total WRICEFs currently in use?	Bidders are advised that it is approximately 1,000.
	Note: Bidders are advised that the tender closing/opening dates remain 7th June, 2024 at 11:00 am. Bidders are also required to acknowledge receipt of this addendum as published and uploaded on the KRA Website on 31st May 2024	



**KENYA REVENUE
AUTHORITY**

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This Clarification form part of the bidding document and is binding to the bidder.

All other terms and conditions of the tender remain the same. Prospective bidders are therefore required to immediately acknowledge receipt of this addendum through **eprocurement@kra.go.ke**.

Regards,

Bernard Mukundi.

For: Deputy Commissioner - Supply Chain Management