

28th February 2024

CLARIFICATIONS/ADDENDUM “SET 2”


KRA/HQS/NCB-045/2023-2024: SUPPLY, DELIVERY, RENEWAL, SUPPORT AND MAINTENANCE OF ORACLE CRM SOLUTION LICENCES FOR A PERIOD OF THREE (3) YEARS

Kenya Revenue Authority wishes to inform prospective bidders of the amendments detailed below for the above tender.

No	Description	Clarification
1.	Vendor Evaluation Criteria	Bidders are advised that Table 2: Vendor Evaluation Criteria has been expunged and replaced with a revised Table 2: Vendor Evaluation Criteria hereto attached and marked as Annex 1.
2.	Technical Specifications Section A: Scope and Implementation Approach	Bidders are advised that Table 1: Section A: Scope and Implementation Approach has been expunged and replaced with a revised Table 1: Section A: Scope and Implementation Approach hereto attached and marked as Annex 2.
3.	Training and Knowledge Transfer	Bidders are advised that Table 6: Training Requirements has been expunged and replaced with a revised Table 6: Training Requirements hereto attached and marked as Annex 3.
4.	Summary of Scores	Bidders are advised that Table 7: Summary of Scores has been expunged and replaced with a revised Table 7: Summary of Scores hereto attached and marked as Annex 4.

The clarification form part of the bidding document and is binding to the bidder. All other terms and conditions of the tender remain the same. You are therefore required to immediately acknowledge the receipt of this addendum.

Regards,



Bernard Mukundi

FOR: DEPUTY COMMISSIONER - SUPPLY CHAIN MANAGEMENT



Annex 1

Table 2: Revised Vendor Evaluation Criteria

The documents submitted will be evaluated for suitability and awarded marks, which will contribute to a maximum score of **20 marks** of the vendor evaluation. Cut off score is **14 marks**.

	Evaluation Attribute	Evaluation Criteria	Maximum Score
1.	Technical staff Qualifications. At least two (2) Technical staff with the following valid qualifications: 1) A minimum of University Degree/Diploma in IT or Related Field;- (2 marks) 2) Oracle Cloud Certificate -(2 marks) The Staff (MUST attach copies of the certifications and CVs for each staff to score)	C.Vs of at least 2 key staff with the relevant valid qualifications and at least 2 years' experience in Oracle Service Cloud Licenses. (Attach certificates) 4 marks per each staff (Maximum score of 8 marks)	8
2.	Company Experience Proof of satisfactory service for contracts of Previous execution of two (2) similar projects - Proven experience in solution and support in organizations executed within the last seven (7) years. Submit reference letters supported by either a copy of signed Contract or signed LSO from at least two clients. <i>Reference letter (with full contacts; postal address, telephone and email) of assignments executed within the last seven years:</i>	Proof of satisfactory service for contracts of similar or higher value executed within the last seven (7) years . Submit copies of purchase orders or contracts and reference letters from at least two (2) clients; - 12 Marks. 6 marks per each client.	12
	Total Scores is 20 marks. Cut off scores is 14 marks		20

Annex 2
SECTION A: SCOPE AND IMPLEMENTATION APPROACH
Revised Table 1: Scope and Implementation Approach

Item No	Feature	Bidder's Response	Evaluation (Pass/Fail)
1.1	Functional Areas of Implementation		
	<p>The functionality scope should cover the following main modules:</p> <p>Customer Relationship Management Solution Management</p> <p>Minimum functional requirements are provided under Section B below.</p>		
1.2	Solutions Integration Requirements		
	<p>The bidder to confirm that implementation, support and/or enhancement of the following integrations is part of the scope of partner support:</p> <ul style="list-style-type: none"> • Integration with iCMS, iTax, iSupport (SAP ERP), DWBI • Integration between Customer Relationship Management Solution and Social media management system • Integration between Customer Relationship Management Solution (CRMS) and Contact Centre Management System (CCMS) 		
Remarks (Pass/Fail)			





Annex 3

Training and Knowledge Transfer

Revised Table 6: Training Requirements

Item No.	Feature	Requirements	Bidder's detailed Response	Max Score
1	Provide Oracle University technical training for Oracle Service Cloud to KRA project team members as outlined.	<ol style="list-style-type: none">1. Introduction to Oracle Service Cloud – 10 pax2. Oracle Service Cloud Integration and Development – 5 pax3. Oracle Service Cloud Administration – 5 pax4. Oracle Service cloud analytics -10 pax5. Annual learning subscription – 5 Pax		10
2	Provide Oracle University technical training for Oracle Marketing Cloud (Eloqua) as outlined.	<ol style="list-style-type: none">1. Introduction to Oracle Marketing Cloud – 10 pax2. Oracle Marketing Cloud Integration and Development – 5 pax3. Oracle Marketing Cloud Administration – 5 pax4. Oracle Marketing cloud analytics -10 pax5. Annual learning subscription – 5 Pax		10
3	Training Materials	The bidder is expected to provide the trainees with training material both soft and hard copies.		2
4	Training facility	All ORACLE technical trainings should be provided at an accredited Centre or laboratory. Bidders shall propose training site and location and provide proposals on how training will be conducted.		2
5	Skills and Knowledge Transfer	The bidder MUST provide Skills and Knowledge transfer (including hand holding) to the project implementation team by the end of the implementation. The bidder to specify the approach to be used.		2
Total Score				26
Cut off				20

Annex 4

Summary of Scores

Revised Table 7: Summary of Scores

Technical Criteria Score	Criteria	Cut Off	Score
Section A	Evaluation Pass/Fail	Pass/Fail	
Section B (i, ii, iii & iv)			
(i) Product Support	Evaluation Pass/Fail	Pass/Fail	
(ii) License Breakdown	Evaluation Pass/Fail	Pass/Fail	
(iii) Technology Requirements	Evaluation Pass/Fail	Pass/Fail	
(iv) Training and Knowledge Transfer	Max Score = 26	20	



