

11th September 2020


To all Prospective bidders,

TENDER NO.KRA/HQS/NCB-003/2020-2021 - ANNUAL MAINTENANCE CONTRACT AND RENEWAL OF SOFTWARE LICENCES FOR CONTACT CENTRE MANAGEMENT SYSTEM

RE: ADDENDUM/CLARIFICATION SET “1”

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

Table 1: Clarification to Bidder’s Query

Bidders Questions	KRA’s Response
What is the version of the oracle based CRM	Oracle Rightnow Service cloud-Version 20A. Planning to move to version 20B by end of September.
What is the current CTI screen POP functionality	<p>Voice Connector is Cisco based running on an ORACLE based CRM.</p> <p>a) Is there IVR integration? Yes, there is an IVR integration with our transactional system iTax.</p> <p>b) If yes what IVR data is passed to CTI? Customer input DTMF, Phone number</p> <p>c) What is the integration method to the cloud CRM (REST API/ URL Hookup?) REST API</p> <p>d) Is there custom reporting based on CTI? If yes please share sample reports. No custom reporting based on CTI</p> <p>e) Please share sample screen shots for respective business use case.</p> 

Is there an IVR being used? share the call flow, integration and Back end details	Yes. Back-end is a REST API function called on the ITAX system. Call-flow attached and marked as “Annex 1”																																																
Is there any other 3 rd party integration other than the CRM component.	Third Party integrations are as follows: <ul style="list-style-type: none"> • Post collaboration survey, • Administrator Panel, • Calabrio call recording, • VEAM back-up (call third party OS and application images) 																																																
Is there any CTI functionality enabled for supervisors other than the std agent features?	There is No CTI function for supervisors																																																
Please share the current wrap up / break code details code.	<p>There are 100 wrap up codes in the system. Break codes and sign out codes attached below</p> <div data-bbox="629 630 2101 678" style="background-color: #cccccc; padding: 2px;">Manage Reason Codes (Sign Out)</div> <table border="1" data-bbox="629 710 2101 901"> <thead> <tr> <th>Reason Label</th> <th>Reason Code</th> <th>Global?</th> </tr> </thead> <tbody> <tr><td>Lunch break</td><td>3</td><td>Yes</td></tr> <tr><td>Faulty workstation</td><td>4</td><td>Yes</td></tr> <tr><td>Faulty Headset</td><td>5</td><td>Yes</td></tr> <tr><td>Tea break</td><td>9</td><td>Yes</td></tr> <tr><td>End of day</td><td>16</td><td>Yes</td></tr> </tbody> </table> <div data-bbox="629 973 2101 1021" style="background-color: #cccccc; padding: 2px;">Manage Reason Codes (Not Ready)</div> <table border="1" data-bbox="629 1045 2101 1260"> <thead> <tr> <th>Reason Label</th> <th>Reason Code</th> <th>Global?</th> </tr> </thead> <tbody> <tr><td>Training session</td><td>1</td><td>Yes</td></tr> <tr><td>Coaching session</td><td>2</td><td>Yes</td></tr> <tr><td>Lunch Break</td><td>3</td><td>Yes</td></tr> <tr><td>Faulty Workstation</td><td>4</td><td>Yes</td></tr> <tr><td>Faulty Headset</td><td>5</td><td>Yes</td></tr> <tr><td>In a scheduled meeting</td><td>6</td><td>Yes</td></tr> <tr><td>Off day</td><td>7</td><td>Yes</td></tr> <tr><td>Tea Break</td><td>9</td><td>Yes</td></tr> <tr><td>Short Break</td><td>10</td><td>Yes</td></tr> </tbody> </table>	Reason Label	Reason Code	Global?	Lunch break	3	Yes	Faulty workstation	4	Yes	Faulty Headset	5	Yes	Tea break	9	Yes	End of day	16	Yes	Reason Label	Reason Code	Global?	Training session	1	Yes	Coaching session	2	Yes	Lunch Break	3	Yes	Faulty Workstation	4	Yes	Faulty Headset	5	Yes	In a scheduled meeting	6	Yes	Off day	7	Yes	Tea Break	9	Yes	Short Break	10	Yes
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EXTENSION OF TENDER CLOSING DATE

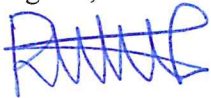
Prospective bidders are advised that the tender closing date had been extended as tabulated below.

Table 2: Tender Closing Date Extension

Previous Closing Date	New Closing Date	Prospective bidders are hereby advised to align their Tender Security to the new tender opening date.
16 th September, 2020 at 11:00 AM	23 rd September, 2020 at 11:00 AM	

The addendum/clarifications 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/clarifications.

Regards,



Rhodah Nzovila

For: Deputy Commissioner - Supply Chain Management