KENYA REVENUE AUTHORITY
ISO 9001:2015 CERTIFIED

15th 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 "2"

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

No.	Bidders Questions	KRA's Response
1.	KRA to share the source code for the customization work.	Further details will be provided at the inception stage.
2.	More details regarding protocols for integration and integration documents need to be shared for the backend system integrations like ITAX, CRM et whichever is used for the customization.	Back-end system integration was done through web service. Further details to be shared at inception.
3.	Please share detailed IVR Call flow presently being used.	This has been shared. See Query No. 3 in Addendum/Clarification Set "1" of this tender (Call-flow was shared and marked as "Annex 1").
4.	A few screen snapshots of the current CTI screen (agent screen POP). These are absolutely essential as these are customizations done by existing vendor.	This Query was answered in Addendum/ Clarification Set "1" of this tender. Sample screen shot was shared. See Query No. 2e.
5.	Serial Numbers for the devices or existing contract number with CISCO.	The serial numbers have been listed in the table below. Contract number to be shared with winning bidder after Contract Signing.

	Description	Current Version	Part No	Licence Metric
1	CCX 11.0	11.5	CCX-11-LIC-K9	Instance
2	CCX 11.0 Pre Seat Qty	11.5	CCX-11-N-P-LIC	Seat
3	CCX 11.0 Adv Quality Manager Seat Qty	11.5	CCX-11-AQM-LIC	Seat
4	CCX 11.0 Workforce Manager	11.5	CCX-11-WFM-LIC	Seat
5	CCX 11.0 Pre HA	11.5	CCX-11-PHA-LIC	Instance
6	CCX 11.0 Pre Outbound IVR	11.5	CCX-11-OBIVRLIC	Port
7	CCP Server	11.5	CCEH-CCP-SVR-LIC	Instance
8	Cisco Unified Intelligence Center Premium	11.5	CCEH-CUIC-PREM	Instance
9	CCX 11 premium Promo	11.5	CCEH-11-25P	25 Seat Bundle

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		10	CCX 11.0 Pre	11.5	CCX-11-N-P-LIC	Seat
		11	CCP Server	11.5	CCX-CCP-SVR-LIC	Instance
		12	CCX 11 autoexpanded PAK	11.5	CCX-11-PAK	Instance
		13	CCX 11 Pre Server Licence	11.5	CCX-11-P-SVR-LIC	Instance
		14	Cisco UC Virt. Hypervisor	11.5	VMW-VS5-HYP-K9	2-Socket
		15	Cisco UC Virt. Hypervisor -SnS	11.5	VMW-VS5-SNS	Software & Support
		16	SWSS UPGRADES CCX 11.0	11.5	CON-ECMU-CC11LK9C	Instance
		17	SWSS UPGRADES CCX 11.0 PRE	11.5	CON-ECMU-CCX11NLC	Seat
		18	SWSS UPGRADES CCX Adv Quality Manager	11.5	CON-ECMU-CCXAMQAI	Seat
		19	SWSS UPGRADES CCX 11.0 Workforce Manager	11.5	CON-ECMU-CCWFMLIC	Seat
		20	SWSS UPGRADES CCX 11.0 PRE Outbound IVR	11.5	CON-ECMU-CCXOBVRL	Port
		21	SWSS UPGRADES CCP Server	11.5	CON-ECNY-CCPSVRLC	Instance
		22	SWSS UPGRADES Licence for Cisco Un	11.5	CON-ECMU-CCEH-CUI	Instance
		23	SWSS UPGRADES CCX 11.0 PRE	11.5	CON-ECMU-CCX11NLC	Seat
		24	SWSS UPGRADES CCP Server	11.5	CON-ECMU-CCPSVRLC	Instance
		25	SC CORE 8X5XNBD Cisco 3925 Voice Bundle, UC Licence PAK		CON-SCN-3925V	Instance
		26	3YR SNTC BX5XNBD Cisco Business Edition 7000M Svr (M4)		CON-3SNT-BE7MM4K9	Instance

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