KENYA REVENUE AUTHORITY

14TH SEPTEMBER, 2020

TENDER NO: KRA/HQS/NCB-005/2020-2021 SUPPLY, INSTALLATION, CONFIGURATION AND OMMISSIONING OF SOCIAL MEDIA MANAGEMENT SOLUTION

To all Bidders,

CLARIFICATIONS "SET 1"

No	CLARIFICATION QUERY	CLARIFICATIONS
1.	Are there of tools are you using right now? e.g. Other Social Media Tools	**Currently, we are using ORACLE social Relationship Management Solution which reaches end of life on 30th September 2020.**
2.	What kind of reporting mechanism will you need? In terms of monitoring? Is it websites, keywords? Reporting duration?	**All the above reports are required. The proposed solution must have real time and Historical reports as captured on SECTION D (TECHNICAL SPECIFICATION)**
3.	Is there any type of AI tools you will need for monitoring?	**Yes. We require a listen and analyze tool which will monitor social media activities with regards to mentions across the various platforms. This tool should also be able to provide insights on tonality and analyze sentiments (positive and negative)**
4.	Hosting Environment - What servers do you have? Will the vendor employ a new hosting altogether or will they use your existing technologies?	**Should the bidder propose an on premise solution, the bidder is required to specify their infrastructure requirements.** **In-case of cloud hosted solution, the bidder should state so and provide for Software as a service only.**
5.	Are there any specific design technologies would you like to be implemented?	**The bidder should propose design technologies that will meet the requirements stated on the RFP.**

This addendum forms part of the bidding document and is binding to all bidders. All other terms and conditions of the tender remain the same. Bidders who have already downloaded the bidding documents are required to immediately acknowledge the receipt of this clarification.

Rhodah Nzovila

For: Deputy Commissioner - Supply Chain Management.