

CLARIFICATION SET 1

16th April, 2021

To all prospective bidders,

KRA/HQS/NCB-055/2020 - 2021: SUPPLY, DELIVERY, RENEWAL, SUPPORT AND MAINTENANCE OF ORACLE CRM SOLUTION LICENSES – FOR A PERIOD OF THREE (3) YEARS

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

1. CLARIFICATION

No.	RFP Requirement	KRA Response to the clarification sought
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 pax 2. Oracle Service Cloud Integration and Development – 5 pax 3. Oracle Service Cloud Administration – 5 pax 4. Oracle Service cloud analytics -10 pax 5. Annual learning subscription – 5 Pax 	<p>The course titles have been amended to read as follows:</p> <ol style="list-style-type: none"> 1. Introduction to Oracle B2C Service– 10 pax 2. Oracle B2C Service Integration and Development – 5 pax 3. Oracle B2C Service Administration – 5 pax 4. Oracle B2C Service (RightNow) Analytics -10 pax 5. Annual learning subscription – 5 Pax
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 pax 2. Oracle Marketing Cloud Integration and Development – 5 pax 3. Oracle Marketing Cloud Administration – 5 pax 4. Oracle Marketing cloud analytics -10 pax 	<p>The course titles have been renamed as follows:</p> <ol style="list-style-type: none"> 1. Oracle Eloqua (B2B): Fundamentals – 10 pax 2. Oracle Eloqua: Insight for Reporters – 5 pax 3. Oracle Eloqua: Insight for Analyzers – 5 pax 4. Oracle Eloqua: Implementation Bootcamp -10 pax



	5. Annual learning subscription – 5 Pax	5. Annual learning subscription – 5 Pax
	The requirements of the tender are for the Support of the current implementation, however there is no provision to factor in the support pricing in the price schedule. Are we allowed amend price schedule to add support cost line item in the pricing? Or KRA will do amendment as this is Online submission on KRA portal.	The price schedule has been amended. Please refer to the addendum on the tender.
	We request what is the current outstanding support issues/tickets and what is average monthly support issues/tickets that are raised	There are currently three (3) outstanding support issues. However, this is subject to change as the system is currently being utilized. The average monthly support issues are approximately 40 issues with varying complexities
	Please confirm that KRA is ok on the training to be conducted by Oracle Online training for oracle products	Online training is allowed. However, there should be arrangements for onsite/classroom training should need arise.
	<p>Page 32 Requirement No2 Below highlighted requires Development of integration components hence will be scoped separately and delivered as Change Request. Is KRA ok with the CHANGE REQUEST separately chargeable?</p> <p>The Bidder should propose how the system will support secure integration between the system and any web-based and database data sources, using standard method of data interchange e.g. XML, SOAP, REST, JSON, FTP, SMTP, etc.</p> <p>The bidder to commit to integrate the current Customer Relationship Management Solution with iCMS and iSupport (SAP ERP)</p>	The integration components MUST be scoped and prices included in the price schedule. Change request on this item is therefore not allowed.
	We request extension of the Submission minimum 1 week, if possible 2 weeks.	The tender closes on 20th April, 2021 at 11.00 A.M



2. ADDENDUM

AMENDED AREA	NEW AMENDMENTS
Training needs Pgs 32-34 of the bid document	This has been Replaced with ANNEX 1: Training and Knowledge transfer – Amended
Price Schedule: Pgs 35-37 of the bid document	This has been Replaced with ANNEX 2: Price Schedule - Amended

The Clarification/addendum 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,



Benson Kiruja
For: Deputy Commissioner - Supply Chain Management

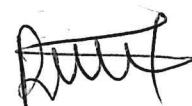
ANNEX1: TRAINING AND KNOWLEDGE TRANSFER - AMENDMENT

**SUPPLY, DELIVERY, RENEWAL, SUPPORT AND
MAINTENANCE OF ORACLE CRM SOLUTION LICENSES –
FOR A PERIOD OF THREE (3) YEARS**

TENDER NO.KRA/HQS/NCB-055/2020-2021

v) Training and Knowledge Transfer

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.	1. Introduction to Oracle B2C Service– 10 pax 2. Oracle B2C Service Integration and Development – 5 pax 3. Oracle B2C Service Administration – 5 pax 4. Oracle B2C Service (RightNow) Analytics -10 pax 5. Annual learning subscription – 5 Pax		9
1.	Provide Oracle University technical training for Oracle Marketing Cloud (Eloqua) as outlined.	1. Oracle Eloqua (B2B): Fundamentals – 10 pax 2. Oracle Eloqua: Insight for Reporters – 5 pax 3. Oracle Eloqua: Insight for Analyzers – 5 pax 4. Oracle Eloqua: Implementation Bootcamp -10 pax 5. Annual learning subscription – 5 Pax 6. Event Management Training – 10 Pax		9
1.	Training of users	Bidders shall provide pre and post rollout training and knowledge transfer strategy with the following:		6





**KENYA REVENUE
AUTHORITY**

Item No.	Feature	Requirements	Bidder's detailed Response	Max Score
		<ul style="list-style-type: none">• Provide training/accreditation centre• Provide Training Curriculum to train at minimum:<ul style="list-style-type: none">○ 10 Technical IT staff○ 200 users from various groups (Service Centres & Business)○ 20 user support staff.○ 15 Project Staff○ 10 ToT• Provide the necessary training documentation as required.		
2.	Training Materials	The bidder is expected to provide the trainees with training material both soft and hard copies.		2
3.	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
4.	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				30



ANNEX 2: SECTION VII- PRICE SCHEDULE - AMENDMENT

**TENDER NO.KRA/HQS/NCB-055/2020-2021
 SUPPLY, DELIVERY, RENEWAL, SUPPORT AND MAINTENANCE OF ORACLE CRM SOLUTION
 LICENSES – FOR A PERIOD OF THREE (3) YEARS**

TENDER NO.KRA/HQS/NCB-055/2020-2021

SUPPLY, DELIVERY, RENEWAL, TRAINING, SUPPORT AND MAINTENANCE OF ORACLE CRM SOLUTION LICENSES

FOR A THREE (3) YEARS CONTRACT PERIOD

(PRICES SHOULD BE INCLUSIVE OF TAXES WHERE APPLICABLE)

Item A- Additional Licenses (New)

Item A	Description	Quantity	Unit Price (Kes)	Total price (Kes)
1	Supply, support and maintenance of Oracle RightNow Enterprise Contact Centre Dynamic Agent Desktop Cloud User -Named User licenses	190		
2	Supply, support and maintenance of Oracle RightNow Enterprise Contact Centre Dynamic Agent Desktop Cloud User – Hosted Connected user licenses	10		
	Annual Renewal for Year One (1) (VAT Inclusive)			
	Annual Renewal for Year Two (2) (VAT Inclusive)			
	Annual Renewal for Year Three (3) (VAT Inclusive)			
	Grand Cost for Item A in KES			

Item B. License Renewal Cost Breakdown (Existing Licenses)

Cloud services	Quantity	Term	Unit Price (Kes)	Total price (Kes)	Remarks
B88488 – Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service – Hosted Named User	100	12 months			Renewal Cost is billed annually
B72236 – Oracle RightNow Universal Core Service Tier 1 Sessions Monthly – 100 Sessions – Monthly Capacity	50	12 months			
B72233 – Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly – 100 Sessions – Monthly Capacity	150	12 months			
B68548 – Oracle RightNow Emails Sent Monthly – 100 Emails Sent – Monthly Capacity	150	12 months			
B74156 – Oracle Eloqua Marketing Standard Cloud Service – 10000 Contacts	250	12 months			
B89639 – Oracle Integration Cloud Service – Standard	6	12 months			
Annual Renewal for Year One (1) (VAT Inclusive)					
Annual Renewal for Year Two (2) (VAT Inclusive)					
Annual Renewal for Year Three (3) (VAT Inclusive)					
Grand Total Cost for Item B in KES					

Note: The contract term for renewal is 36 Months. However, the bidder is expected to quote for the annual renewal cost

Item C. Solution Support

Cloud services	Quantity	Period	Unit Price (Kes)	Total price (Kes)	Remarks
Solution Support: New and Existing Solution Components					Support Cost is payable quarterly in arrears
Annual Support Cost Year One (1) (VAT Inclusive)					
Annual Support Cost Year Two (2) (VAT Inclusive)					
Annual Support Cost Year (3) (VAT Inclusive)					
Grand Total Cost for Item C in KES					

Note: In case of discrepancy between unit price and total, the unit price shall prevail. Tenderer's Signature

Financial Summary Cost	Total Cost Vat Inclusive in KES
Grand Total Cost for Item A	
Grand Total Cost for Item B	
Grand Total Cost for Item C	
Grand Total Cost for Item D	
Grand cost to be carried to Form of Tender in KES	

PRICE-SCHEDULE SUMMARY COST

Item No.	Feature	Requirements	Unit Price (Kes)	Total Price (Kes)
1	Provide Oracle University technical training for Oracle Service Cloud to KRA project team as members outlined.	<ul style="list-style-type: none"> • Introduction to Oracle B2C Service – 10 pax • Oracle B2C Service Integration and Development – 5 pax • Oracle B2C Service Administration – 5 pax • Oracle B2C Service (RightNow) Analytics -10 pax • Annual learning subscription – 5 Pax 		
2	Provide Oracle University technical training for Oracle Marketing Cloud (Eloqua) as outlined.	<ul style="list-style-type: none"> • Oracle Eloqua (B2B): Fundamentals – 10 pax • Oracle Eloqua: Insight for Reporters – 5 pax • Oracle Eloqua: Insight for Analyzers – 5 pax • Oracle Eloqua: Implementation Bootcamp -10 pax • Annual learning subscription – 5 Pax • Event Management Training – 10 Pax 		
Grand Total Cost for Item D – Inclusive of VAT in KES				