



# KENYA REVENUE AUTHORITY

ISO 9001:2015 CERTIFIED

4<sup>th</sup> June, 2019

## TENDER NO. KRA/HQS/NCB-062/2018-2019 – SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF AN ELECTRONIC QUEUE MANAGEMENT SYSTEM.

### RE: ADDENDUM /CLARIFICATION SET 1

All prospective bidders are advised to acknowledge the clarification/ addendum for the above tender through [eprocurement@kra.go.ke](mailto:eprocurement@kra.go.ke)

No.	CLARIFICATION QUESTION	CLARIFICATION RESPONSE.
1.	How long is the Pilot in Phase 1 going to be?	The pilot of the QMS will be for one (1) month
2.	What are the expectations from the Pilot?	The pilot will enable the Authority to observe the installation and training on the Solution to enable a more efficient rollout to other service points around the country.
3.	What is the implementation timeline for the Phase 2?	The implementation timeline for Phase 2 is not part of the scope of this document.
4.	What is "Central EQ Reporting Software for 43 Service centers" in Page 53?	This is the Electronic Queue Management System main software.
5.	Do you need Feedback Station separate to the Ticket Dispenser Unit or in the same kiosk.	KRA requires a feedback mechanism; preferably, this will be separate from the Ticket Display Unit (TDU) as having them together will congest the TDU.
6.	On the Compliance table section 9, it is referred the integration requirements, shall we quote a pocket of hours to integrate with all the systems referred or just provide API's of all IX modules so that KRA can develop the integrations?	The vendor is expected to integrate with KRA systems as requested, KRA will not develop any integrations.
7.	Threat/Fraud Detection: the solution should support prediction and discovery of any destructive threats or	The system should have reporting and BI capabilities that would assist KRA staff in threat and fraud detection



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	<p>fraud. – What are the expectations regarding this feature? Can you clarify the functionalities required? How is KRA planning to prevent/detect frauds?</p>	
8.	<p>The system shall have the ability to tie the “token” number to the customer once they are at the station, this will allow tracking wait times at the customer level. (CSA should not need to manually enter the ticket number) – In this requirement how is the customer identification performed? Integration with CRM?</p>	<ul style="list-style-type: none"> <li>• The system should have the ability to allow customers key in a unique customizable identifier as defined by KRA. The ticket number will therefore be tagged to the unique identifier provided and enable the Authority track performance matrices.</li> <li>• The system should be able to integrate with CRM tools.</li> </ul>
9.	<p>Web Based SMS Technology: The system should use web based SMS technology to send bulk SMS to collect the feedback, so that sending SMS is not an extra cost. – How is KRA expecting this to be achieved since all SMS to a mobile number have a cost?</p>	<p>The solution will be required to have a feature that will integrate with the SMS gateway. KRA will provide the SMS gateway for integration.</p>
10.	<p>Will KRA provide the networking?</p>	<p>KRA will only provide the network interfaces (network points)</p>
11.	<p>Price Schedule/Bill of Materials</p>	<p>i) The bill of materials is a guide, should a vendor have a difference in the setup of the QMS e.g. Hardware and Software requirements, they are free to quote as per configuration or provide an alternative bill of materials showing how they intend to achieve the deliverables. ii) Please see an amendment on bill of materials below. If bidders do not make the necessary amendments, calculation to reflect the figures will be done by KRA.</p>
12.	<p>List of Stations, Counters and Services</p>	<p>The number of Stations and Total Tellers/Counters is as indicated in the requirements. The list of services will be provided to the winning bidder/vendor.</p>



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13.	Training	<p>Training will be conducted at the different service Centres (16 in total) the bidder is expected to quote the total cost of training at the 15 centres including additional training for the technical support staff.</p>
14.	<p>There is also a lot of mention for BIDBOND and at some sections it is not required kindly give a clear instructions of format and period of bid bond validity.</p>	<p>The Bid Bond is required; the original hard copy should be deposited at Times Tower at the tender box by 11:00am on the tender closing day. A soft copy should be attached to the bid documents submitted online.</p> <p>The bid bond should be valid for 365 days.</p>
15.	<p>There is requirement of getting feedback from each user while your BOM has only listed 15 meaning one per branch. To be able to provide and to get feedback and asses KRA operators feedback against clients expectations each counter should have its feedback panel. Kindly amend Bill Of Material.</p>	<p>The bidder is free to propose the per counter feedback station or per station (one or more).</p> <ul style="list-style-type: none"> <li>• A bidder can quote for 16 (32, 64 etc) or 134 feedback stations based on their feedback set up.</li> <li>• KRA requires that feedback stations can handle feedback from customers and is customizable.</li> </ul>
16.	<p>There is also mention of integration &amp; Identification of customers. Please clarify if KRA wants a system that is capable to allow integrations with other KRA systems. Or does KRA Needs to integrate with their systems on this project and tender, if that is the case please amend BOM to include integration services.</p>	<ul style="list-style-type: none"> <li>• Please see bullet 6 above.</li> </ul>



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17. There is mention of mobile system with a lot of capabilities. Kindly clarify if you need customers who can use mobile to be able to book appointments via mobile as an option, give feedback. If that is the case please amend Bill of Material to include mobile booking ; Mobile feedback as part of BOM

• Please see bullet 9 above.

18. No. Of Stations

The number of stations has been amended to 16 as per the sites listed in the table below  
(See Table: Implementation Sites).

## IMPLEMENTATION SITES (amended)

NAIROBI	SOUTHERN	CENTRAL	NORTHERN	WESTERN	SOUTH RIFT	NORTH RIFT
Times Tower	Mombasa	Nyeri	Embu	Kisumu	Nakuru	Eldoret
Sameer Park	Malindi	Thika	Machakos	Kisii	Naivasha	Kitale
Railways						
Ushuru Towers (CBC)						

## BILL OF MATERIALS/PRICE SCHEDULE

### Amended Bill of Materials Components

Particulars	QTY	Cost Per Unit	Price	VAT	Total cost
<b>Ticket Issuance Kiosk Printer with PC</b>					
Ticket Issuance KIOSK with Printers	1 per station	16			
Computer for KIOSK	1 per station	16			
Smart KIOSK Software	1 per station	16			
<b>LED Counter Display Units (CDU)</b>					



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LED QDU Centrally Powered with mounting rods	1 per counter	151		
Active Hub & Central Power Supply	1 per station	16		
<b>EQ Main Controller</b>				
EQ - Active Controller	1 per station	16		
Software for EQ - Active Controller	1 per station	16		
Thermal Paper Roll 60MM - Packets (50 rolls per packet)	1 per station	16		
Audio Speaker System	1 per station	16		
<b>LCD SDU-L-Shape Card + Software + LCD Controller</b>				
LCD Controller	1 per station	16		
LCD SDU-L-Shape Software	1 per station	16		
Software Teller Station Units - Windows	1 per counter	151		
Central EQ Reporting Software License:	1 hosted at the HQ	1		
<ul style="list-style-type: none"> <li>All 16 Service Centres</li> <li>1 Central Management</li> <li>1 ICT Support</li> </ul>				
<b>LCD Screens 55" plus, Accessories and Training</b>				
LCD 55"	<ul style="list-style-type: none"> <li>1 per Station (16 Stations)</li> <li>2 Extra at Times Tower and Forodha Mombasa</li> </ul>	18		
<ul style="list-style-type: none"> <li>Each Service Centre</li> <li>1 Central Management</li> <li>1 ICT Support</li> </ul>	<ul style="list-style-type: none"> <li>1 hosted at the HQ</li> <li>1 hosted at ICT</li> </ul>	2		
<b>FEEDBACK STATIONS</b>	1 or more per Station	(please indicate numbers)		
<b>TRAINING AT</b>	1	1		
<ul style="list-style-type: none"> <li>ALL 16 SERVICE CENTRES &amp;</li> <li>10 - SUPPORT STAFF</li> </ul>				



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<ul style="list-style-type: none"> <li>o 8 ICT</li> <li>o 2 Administration</li> </ul>			
<b>INSTALLATION AT ALL SERVICE CENTRES</b>	1	1	
Total Value Inclusive 16% VAT			
<b>SUPPORT AND MAINTENANCE COST (1 YR)</b>			

NO.	DESCRIPTION	TENDER CLOSING DATE/TIME PREVIOUS	TENDER CLOSING DATE/TIME CURRENT
1.	Kenya Revenue Authority hereby notifies prospective firms that it has extended the above tender as indicated-	6 <sup>TH</sup> JUNE, 2019 11:00 AM	13 <sup>TH</sup> JUNE, 2019 11:00 AM

**Note:**

- Bidders are advised to acknowledge the Clarification/ Addendum that will be published and uploaded on the KRA Website on 4<sup>th</sup> June, 2019.
- Bidders can visit the sites on 6<sup>th</sup> and 7<sup>th</sup> June, 2019 from 10:00 am to 2:00 pm
- Bidders are advised to revise their tender security to fit the revised tender closing date.

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**

RM



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