



# KENYA REVENUE AUTHORITY

ISO 9001:2015 CERTIFIED

25<sup>th</sup> 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 SOLUTION (CCMS).

### **RE: CLARIFICATION SET “2”**

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

**Table 1: Clarification to Bidder’s Query**

No.	Bidders Questions	KRA’s Response
1.	“We still don’t see any serials number / Instance Numbers or contract number to create a renewal quote against.  Please request the detail from the customer to avoid any further delay on pricing.	<i>The Contract No are: 202790988</i>
2.	We request you to extend the tender submission for another one week.	The Tender has been extended to 30 <sup>th</sup> September, 2020 at 11:00 am.
	<b>Note:</b> Prospective bidders are hereby advised to align their Tender Security to the new tender opening date.	

The 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 clarifications.

Regards,

**Benson Kiruja**

**For: Deputy Commissioner - Supply Chain Management**

BM



*Tulipe Ushuru Tujitegeme !*

KENYA  
VISION 2030