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**CLARIFICATION “SET 2”**

**2nd FEBRUARY, 2021.**

To all Prospective bidders,

**REF: TENDER NO.KRA/RFP/029 /2020-2021 – PROVISION OF CONSULTANCY SERVICES FOR AUTOMATION OF MANUAL SCM WORKFLOWS.**

Kenya Revenue Authority wishes to inform prospective bidders of the clarifications highlighted below:

No	Tender Reference	Bidders Query	KRA Response
1.	The Kenya Revenue Authority (KRA) seeks to automate and integrate all SCM processes with SAP ERP system and incorporate electronic signature. The processes to be automated include: a) Annual Procurement Plan b) Request for Procurement c) Evaluation reports d) Professional opinion e) Award and Reward notification f) Contract management	Would the automation be done for all the processes mentioned or would it be done phase wise.	For all processes mentioned in the RFP
2.	The Kenya Revenue Authority (KRA) seeks to automate and integrate all SCM processes with SAP ERP system and incorporate electronic signature. The processes to be automated include: a) Annual Procurement Plan	Is there any other third party solution with which the solution needs to be integrated apart from SAP ERP.	No other 3rd party solution



# KENYA REVENUE AUTHORITY


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	b) Request for Procurement c) Evaluation reports d) Professional opinion e) Award and Reward notification f) Contract management		
3.	Provide facilities that support secure storage of data and disaster recovery.	Apart from production and Disaster Recovery, what are the other environments required; like Test, UAT.	The Authority will require Test, UAT/Training and Production
4.	Even for multi-page document. The download and view should be page by page. System should include mobile app for accessing documents.	Would it be okay if the system can be accessed through the mobile browser?	Mobile app is not a priority for now, however the application must be available through the KRA VPN
5.	Support open, scalable, Multi-tier architecture with each tier fully independent with support for clustering.	Which clustering model do you require, active active or active passive?	For this scope an active passive clustering will be enough, however the proposed solution should be capable of active active should we need it later.
6.	Output process data/outcome to designed templates for final digital/electronic signature	Our system provides manual text or image stamp for signatures, would that suffice the requirement.	Yes, this will suffice The KRA Requirement still prevail
7.	General	Is there a requirement of archiving documents directly from MS Office including Outlook, Word, Excel, PowerPoint, etc	for now no, only documents within the workflows and scanning process will be required. KRA will require workflow and scanning process to be maintained.
8.	General	What is the system model required ? On premise / Cloud.	On premise and must be available over VPN
9.	General	Do you require Record management system? How many users do you require for the same?	Yes, only 2 users at for now. KRA requires only 2 users

10.	General	What is your average monthly volume of documents? What is the average size of a document?	<p>Varied and standard RFP response sizes, evaluation notes and contract documentation</p> <ol style="list-style-type: none"> <li>1. On the average about 400-500 quotation's per year</li> <li>2. Average 60-70 tenders per year</li> <li>3. About 70% turn to contracts</li> <li>4. Average 40-100 pages per contract including appendixes</li> </ol>
11.	General	<p>Please specify the number of users (Concurrent/Named) for</p> <ol style="list-style-type: none"> <li>1. Scanning solution</li> <li>2. Document Management System</li> <li>3. Business Process Management</li> </ol> <p>(Concurrent user: For 1 concurrent user, 5 user profile's can be created but only 1 user can use the system at a time. .</p>	<p>KRA Requirement is as follows;</p> <ol style="list-style-type: none"> <li>1. Scanning - 2 users</li> <li>2. Document Management System (only) - 10 concurrent users</li> <li>3. Business Process Management (with Access to DMS as well) - 30 concurrent users</li> </ol>
12.	<b>Note:</b>	<b>Prospective bidders are hereby advised to align their Tender Security to the new tender opening date i.e 9th February, 2021 to be valid up to and including 8th February, 2021</b>	

The clarification 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**

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