

**ADDENDUM SET "2"**

**30<sup>th</sup> April 2021**

To all Prospective bidders,

**TENDER NO.KRA/HQS/NCB-055/2020-2021 – SUPPLY, DELIVERY, RENEWAL, SUPPORT AND MAINTENANCE OF ORACLE CRM LICENCES FOR A PERIOD OF TWO (2) YEARS**

Kenya Revenue Authority wishes to inform prospective bidders to note the following amendments and clarifications in the bid document and effect the amendments appropriately for the above tender.

No.	Tender Instruction	KRA Responses
1.	<b>Tender Description</b> Supply, Delivery, Renewal, Support and Maintenance of Oracle CRM Licences for a period of Three (3) years	<b>The description has been amended to read :</b> Supply, Delivery, Renewal, Support and Maintenance of Oracle CRM Licences for a period of Two (2) years
2.	8.1 Form of Tender on Pg 47	<b>The Form of Tender has been expunged and replaced with a Revised Form of Tender "Annex 2"</b>
3.	Section VII Price schedule from page 35 to 37	<b>The Price schedule has been expunged and replaced with Revised Price Schedule "Annex 3"</b>

**Note:**

- Prospective bidders are hereby advised to take note of **Annex 2 & 3**
- Prospective bidders are hereby advised to align their Tender Security to the new tender opening date i.e **4<sup>th</sup> May, 2021** to be valid upto and including **3<sup>rd</sup> May, 2022**.

The 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**

BM

**REVISED FORM OF TENDER “Annex 2”**

<b>8.1 FORM OF TENDER</b>
Date _____
Tender No. _____
To: KENYA REVENUE AUTHORITY P. O. BOX 48240 – 00100, NAIROBI.
Gentlemen and/or Ladies:
1. Having examined the tender documents including Addenda
Nos. <b>KRA/HQS/NCB-055/2020-2021</b> the receipt of which is hereby duly acknowledged, we, the undersigned, offer to <b>Supply, Delivery, Renewal , Support and Maintenance of Oracle CRM Licences for a period of two (2) years</b> conformity with the said tender documents as
<b>i) The grand cost for Item (A +B +C +D) .....</b> (total tender amount in words and figures) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender .
<b>ii) The grand cost for Item (E) .....</b> (total tender amount in words and figures) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender .
2. We undertake, if our Tender is accepted, to supply and deliver the equipment in accordance with the delivery schedule specified in the Schedule of Requirements.
3. If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent to _____ percent of the Contract Price for the due performance of the Contract , in the form prescribed by.....( <i>Procuring entity</i> ).
4. We agree to abide by this Tender for a period of <b>335 days</b> from the date fixed for tender opening of the Instructions to tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us. Subject to signing of the Contract by the parties.



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6. We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this      day of 20

[signature]      [in the capacity of]

Duly authorized to sign tender for an on behalf of



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## REVISED PRICE SCHEDULE - "ANNEX 3"

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

SUPPLY, DELIVERY, RENEWAL, SUPPORT AND MAINTENANCE OF ORACLE CRM SOLUTION LICENSES – FOR A PERIOD OF TWO (2) YEARS

### SECTION VII- PRICE SCHEDULE – AMENDMENT

#### Item A. License Renewal Cost Breakdown (Existing Licenses)

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

*Note: The bidder is expected to quote for the annual renewal cost beginning May 2021*

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**Item B- Additional Licenses (New)**

Item B	Description	Quantity	Unit Price (Inclusive of all Applicable Taxes) (Kes)	Total price (Inclusive of all Applicable Taxes) (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		
<b>Annual Licenses for Year One (1) (Inclusive of all applicable Taxes)</b>				
<b>Annual Licenses for Year Two (2) (Inclusive of all applicable Taxes)</b>				
<b>Grand Cost for Item B in KES (Inclusive of all applicable Taxes)</b>				



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## ITEM C. Partner Solution Support

Cloud services	Quantity	Period	Unit Price (Inclusive of all Applicable Taxes) (Kes)	Total price (Inclusive of all Applicable Taxes (Kes)	Remarks
<b>Partner Solution Support</b> for New and Existing Solution Components					<b>Support Cost is payable quarterly in arrears</b>
<b>Annual Support Cost Year One (1) (Inclusive of all applicable Taxes)</b>					
<b>Annual Support Cost Year Two (2) (Inclusive of all applicable Taxes)</b>					
<b>Grand Total Cost for Item C in KES (Inclusive of all applicable Taxes)</b>					



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## Item D. Training Cost Breakdown

Item No.	Feature	Requirements	Unit price (Inclusive of all Applicable Taxes (Kes)	Total price (Inclusive of all Applicable Taxes (Kes)
1	Provide Oracle University technical training for Oracle Service Cloud to KRA project team members as outlined.	• 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.	• 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		
<b>Grand Total Cost for Item D –(Inclusive of all applicable Taxes)</b>				





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## Item E. License Reinstatement Charges

Cloud services	Quantity	Unit Price (Inclusive of all Applicable Taxes (Kes)	Total price (Inclusive of all Applicable Taxes (Kes)
<b>B88488</b> – Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service – Hosted Named User	<b>100</b>		
<b>B72236</b> – Oracle RightNow Universal Core Service Tier 1 Sessions Monthly – 100 Sessions – Monthly Capacity	<b>50</b>		
<b>B72233</b> – Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly – 100 Sessions – Monthly Capacity	<b>150</b>		
<b>B68548</b> – Oracle RightNow Emails Sent Monthly – 100 Emails Sent – Monthly Capacity	<b>150</b>		
<b>B74156</b> – Oracle Eloqua Marketing Standard Cloud Service – 10000 Contacts	<b>250</b>		
Oracle Integration Cloud Service – Standard	<b>6</b>		
<b>Grand Total Cost (Inclusive of all Applicable Taxes in (Kes) for Item E</b>			

*Note: The reinstatement Charges for licenses to be renewed*



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## REVISED PRICESCHEDULE - SUMMARY OF COSTS

<b>Financial Summary Cost</b>	<b>Grand Total Cost (Inclusive of all Applicable Taxes in (Kes)</b>
<b>Grand Total Cost (Inclusive of all Applicable Taxes in (Kes) for Item (A + B +C+D ) To be carried to Form of Tender on (i)</b>	
<b>Grand Total Cost for Reinstatement Cost in KES (Item E) to be carried to Form of Tender on (ii)</b>	

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

*Tenderer's Signature*