



19th August, 2021

**TENDER NO. KRA/HQS/NCB-075/2020-2021 SUPPLY, DELIVERY AND
INSTALLATION OF CALL RECORDING SOFTWARE SOLUTION.**

RE: CLARIFICATION/ADDENDUM "SET 1"

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

a) CLARIFICATION/ADDENDUM		
S/No	Query	Clarification
i	Do you have an ACD Server in place?	KRA has an existing IP telephony solution based on Cisco systems. Therefore both the Automatic call distribution and basic interactive voice responses are configurable features in the Authority's existing Call manager with unity connection/voice mail functionality.
ii	Calls distribution Automatic call distribution to all the 10 users	Bidders are required to configure this feature in the KRA call manager and integrate your call recording solution with the existing IP telephony solution.
iii	Interactive voice response The solution must have Interactive voice response capability.	Bidders are required to configure this feature in the KRA call manager and integrate your call recording solution with the existing IP telephony solution.
iv	What is the PABX make and model being used?	KRA has an existing IP telephony solution based on Cisco systems and the solution is required to be integrated with this system. The call Manager is Cisco Unified Call Manager, System version: 11.0.1.21900-11.
b) EXTENSION OF TENDER CLOSING		
PREVIOUSLY		CURRENTLY
20th August, 2021 at 11.00 am		25th August 2021 at 11.00 am

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

R/N