

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

ISO 9001:2015 CERTIFIED

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

**RE: CLARIFICATION SET 2**

All prospective bidders are advised to acknowledge the clarification/ addendum for the above tender through **eprocurement@kra.go.ke**

No.	CLARIFICATION QUESTION	CLARIFICATION RESPONSE.
1.	PG 34 Point 1.11 [The printed tickets must be perforated for ease of use by the visually impaired] Kindly confirm if KRA requires the Kiosks to have Braille printers / Braille embossers to print readable tickets for the visually impaired; They will be able to read portion Ticket Number and Category Name?	This is not a mandatory requirement; however, the proposed system must have capabilities that allow access and use by the visually, hearing and physically impaired as well as support use by other persons with disability.
2.	PG 34 Point 1.13 (The system should have scheduled appointment function capability.) Kindly specify if the appointment functionality is required on both Website web-appointment and also Mobile App appointment.	The bidder is expected to demonstrate/show how they solution will cater for this functionality.
3.	PG 34 Point 2.1 b) [The content should be customizable. e.g. masked customer mobile number (last 5 digits visible), currently logged in User at a specific counter etc.] Kindly confirm if you require the signage TV to show name of KRA staff logged in on the counter along next to the phone	The content displayed on the signage should be customizable as per KRA's needs.

	number of the customer which the staff called [last 5 digits] pool:2015 CERTIFIED	
4.	PG 35 Point 2.5 [The screen should have an audio-visual means for directing / routing customers and also entertain waiting customers]  Kindly clarify; If the Signage shows subsequent Queue info ( Ticket # along with Counter #) for multiple counters at the same time AND if it shows different formats of promotional / informational content simultaneously, is it also required to direct customers in the form of arrows?	<ul style="list-style-type: none"> <li>• The Signage should show subsequent Queue info (The ticket number along with Counter number) for multiple counters.</li> <li>• The signage should show different formats of promotional / informational content simultaneously. Arrows are not required.</li> </ul>
5.	PG 35 Point 2.7 [The ability to displays number of Customers waiting ]  Kindly clarify; You require the Signage to show # of waiting customers per counter / category? That would imply segmenting the Queue info into different columns for counters / categories	<ul style="list-style-type: none"> <li>• Having the information on the Status Display Unit / Signage is required for an improved customer service experience as long as it does not interfere with the quality of the signage.</li> <li>• The information displayed on the Status Display Unit should be customizable.</li> </ul>
6.	PG 35 Point 2.7 [The system should be able to send alerts to the respective supervisor when the token dispenser runs out of paper or when an error is detected.]  Kindly elaborate; In addition to running out of paper, which other causes of error initiate the alert? Power loss, Network loss, Application failure, no response from controller, others	<ul style="list-style-type: none"> <li>• The system should be able to inform the relevant users when an error is encountered for immediate resolution and/or escalation. The more timely and detailed the error reporting is the better.</li> <li>• The bidder should indicate how their system manages and reports on system/hardware errors.</li> </ul>

*Pte*

**Tulipe Ushuru Tujitegeme !**



7.	<p>PG 36 point 3.15 [Forward-back a token. An operator can forward-back a token to another service. On completion at forwarded service, the token is returned back to sender counter on priority].</p> <p>Kindly clarify with an example;</p> <p>If service A ticket was transferred by operator X to service B, as soon as Operator Y finishes serving the transferred ticket, the ticket is transferred automatically back to Operator A, maintaining current priority or attaining new priority as configured.</p>	<p>The bidder is expected to show how their solution handles this type of a token; however, prioritization should be a customizable aspect/parameter.</p>
8.	<p>PG 38 Point 6.7 [The system should allow the supervisor to communicate via QMS to the teller/agent and provide support and assistance as required ]</p> <p>Kindly clarify; Is the communication text based? Does the support/assistance extend beyond the text communication into controlling remotely?</p>	<p>The bidder is expected to demonstrate/show how their system allows the supervisor to support the agent e.g. text, chat, remote support etc.</p>
9.	<p>PG 40 Point 9.1 [Big Data Connectors: The solution should be able to integrate with Big Data connectors.]</p> <p>Kindly specify Big Data connectors currently of interest or being used in other systems.</p>	<p>The solution should be able to integrate with available data analytics implementations.</p>
10.	<p>PG 41 Point 9.8 [Planning and Consolidation: The solution should help users make better decisions based on what-if</p>	<p>The system should allow users to simulate certain events e.g. during a Tax Due Date, majority of service requests may be</p>

	ISO 9001:2015	ISO 9001:2015
	analyses and scenario planning.]	market service, or a situation necessitated by a change in government policy
11.	Kindly clarify by providing a scenario / use case.  PG 41 Point 9.8 [Metadata: The solution should contain tools to provide a robust and centralized way for administrators to search, capture, store, reuse, and publish metadata objects so as to enable users to leverage consistent semantic models and taxonomy. ]  Kindly clarify by providing a scenario / use case in terms of Queue Management System.	The system should allow naming of services based on categories consistent with services provided by the different departments/functions/units within KRA e.g. A service may be categorized as belonging to <i>Domestic Taxes&gt;Income Tax&gt;Real Estate Income Tax</i>
12.	PG 41 Point 9.8 [Regulatory Compliance: The solution allows users to define business rules to automate routine regulatory tasks.]  Kindly clarify by providing a scenario / use case in terms of Queue Management System.	The solution should be automate routine regulatory tasks e.g. ISO 9001:2015 reports
13.	PG 43 Point 11.5 [QR – CODE: The system should be able to print QR-CODE to be placed on checkout counter and also print QR-CODE on all the stationary, In the Way that once the QR-CODE is scanned it should display feedback page to collect the feedback.]  Kindly clarify: Does this mean that the QR code will be printed on tickets at the kiosk and read by a QR code scanner attached to customer feedback units?	The QR Code can be printed at the kiosk and it would allow users to provide feedback by scanning it on their mobile devices.



NO.	DESCRIPTION	TENDER CLOSING DATE/TIME	TENDER CLOSING DATE/TIME
		PREVIOUS	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
<b>Note:</b> <ul style="list-style-type: none"> <li>Bidders are advised to acknowledge the Clarification/ Addendum that will be published and uploaded on the KRA Website on 7<sup>th</sup> June, 2019.</li> <li>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</li> <li>Bidders are advised to revise their tender security to fit the revised tender closing date.</li> </ul>			

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**

BM

