12TH FEBRUARY, 2021.

To all Prospective bidders,

REF: TENDER NUMBER: KRA/HQS/RFP/029/2020-2021 – PROVISION OF CONSULTANCY SERVICES FOR AUTOMATION OF MANUAL SCM WORKFLOWS.

Kenya Revenue Authority wishes to inform prospective bidders that the scope of Provision of Consultancy Services for Automation of Manual SCM Workflows has been enhanced from Supply Chain Solution to cover entire Kenya Revenue Authority Enterprise Content Management. Bidders are required to factor the following additional details when responding to the proposal; The Proposal Title has been amended, Section IV- Terms of Reference and Financial Proposal have been amended. Detailed amendments are highlighted below;

1. TITLE

PREVIOUS TITLE	AMENDED TO READ
Provision of Consultancy Services for Automation of Manual SCM Workflows.	Provision of Consultancy Services for Enterprise Content Management Solution (Document Management Solution, Records Management, Scanning Solution, Correspondence Management Solution and Business Process Management).

2. ADDITIONAL REQUIREMENTS ON SECTION IV - TERMS OF REFERENCE

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE
A.	DOCUMENT MANAGEMENT SYSTEM (DMS)		
1.0	Document scanning and imaging	1. The system shall facilitate manual and automatic indexing using OCR functionality or from other applications.	
		2. The scanning and document management solution should allow seamless integration with the scanners already in use by the authority.	

NO	FEATURE	MINIMUM SPECIFICATIONS	BIDDERS RESPONSE
2.0	Content/Document storage	1. The system shall be able to store documents in a digital repository • Scanned documents • Non-scanned documents • images • Metadata	
3.0	Collaboration and document sharing	1. The system shall have ability to backup documents 2. The system shall support Check-in and check-out features to ensure information integrity and streamline collaboration	
4.0	Document life cycle management	1. The system shall be able to support the following document life cycle activities • Creation • Reviews • Approvals • Closure • Data archival • Controlled reinstatement • Disposal	
5.0	Recognition requirements	1. The system shall support the following capabilities; • Optical Character Recognition (OCR) • Hand writing recognition (HWR) • Intelligent Character Recognition (ICR) • Optical Mark Recognition (OMR) • Barcode Recognition	
6.0	Document assembly	1. The system shall support auto generation of documents based on predefined templates	

B. CORRESPONDENCE MANAGEMENT

The Kenya Revenue Authority requires a correspondence management solution component for managing incoming, outgoing and internal correspondences besides assigning and tracking action points arising from meetings. The Solution should be configured with correspondence and action point tracking workflows for corporate (organization head) as well as those of individual departments and units/sub-units. The system will receive correspondences from multiple channels including scanning, email and electronic uploads. Outgoing correspondences could be internally generated or as responses to incoming correspondences.

NO	FEATURE	MINIMUM SPECIFICATIONS	BIDDERS RESPONSE
7.0	Correspondence receipt, recording	1. The system shall have a facility for data capture	

NO	FEATURE	SYSTEM SPECIFICATIONS	BIDDERS RESPONSE
	and actioning	of correspondence details; • Correspondence date • Correspondence time received • Correspondence category (Memos, Letters, Emails, Files, etc.) • From • Subject • Actioned to, • Required action, • Target date • Status	
		The system shall allow for adjustment of target date when such adjustment becomes necessary.	
		The system shall provide a system calendar and time to enable users select date values as opposed to keying in manually when raising, responding to or closing of tasks, hence the time and date field shall be greyed out and locked from updating	
		The system shall support capability to create official letter responses, their review and approvals for dispatch	
		The system shall have ability to categorize correspondence	
		• **Outgoing** i. Ability to register incoming correspondences ii. Ability to route them to respective action parties iii. Ability to link the correspondence with earlier correspondences where applicable. iv. Ability to track and report on the	

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NO	FEATURE	MINIMUM REQUIRED SPECIFICATIONS	BIDDERS RESPONSE
		progress of the correspondence and whether what was required to be done has been done/achieved v. Ability to allow for multi-level delegation of action e.g. from CG to departments and to divisions or sections vi. Allow for visibility on what has been done at every stage • **Incoming** i. Allow for creation of official letter responses, their reviews and approvals for dispatch ii. Have capability for digital signing iii. Allow for linking with existing correspondences where applicable • **Internal** i. Allow for application of internal memo/ correspondence templates vii. Ability to restrict the correspondence to internal staff.	
		The system shall have ability to attach documents	
		System shall have ability to close tasks	
	Data validation and field locking	The system shall enforce data validation especially on start date and target date of a task to prevent capture of invalid values	
		The system shall enforce data validation especially on start date and target date of a task to prevent capture of invalid values	
		The system shall ensure that mandatory field values are provided before a record can be saved • Subject • Details	

NO	FEATURE	MINIMUM SPECIFICATIONS	BIDDERS RESPONSE
3.0	Security controls and document protection.	• Doc Reference No • Source • Priority The system shall ensure locking some fields from amendment by users e.g. The Required Action details field shall be greyed out and locked The solution shall be able to implement the KRA classification scheme (to be provided) The system shall be able to support configurable priority settings including but not limited to; • High • Medium • Low. The system shall have ability for restriction of the correspondence to internal staff when necessary. The system shall have ability to ensure only those authorized to access classified documents are able to access. The system shall provide for protection of confidential documents/content from those not authorized to see them especially during cascading to departments and below. The system shall provide for ability of the system to prevent cascading a document further (e.g. cascading can be set to stop at departmental level) when necessary	
4.0	Tasks allocation routing and distribution	1. System shall have ability to route correspondence to respective action parties 2. The system shall have ability to assign correspondence/ documents and actions to an individual user with timelines for completion 3. The system shall have ability to distribute	

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NO	FEATURE	MINIMUM SPECIFICATIONS	BIDDERS RESPONSE
5.0	Action tracking and reporting	documents/ correspondence to individual users/user groups and track progress 1. The system shall have ability to track and report on the progress of the correspondence and whether what was required to be done has been done/achieved 2. The system shall allow for visibility on what has been done at every stage	
6.0	Search & Retrieval	1. The system shall have ability to search and retrieve documents.	
7.0	System integration	The system shall have ability to integrate with the following systems • AD – User authentication • SAP – User validation • Lotus notes – Alerts & Notifications	
8.0	Alerts and feedback	The system shall have ability to send alerts to actioned staff The system shall have ability to provide feedback on actions taken	
9.0	Reporting	1. The system shall allow for visibility into tasks actioned to various players by their supervisors 2. The system shall provide reports on implementation status on actioned tasks 3. The system shall provide visibility on what has been done at every stage 4. The system shall provide visibility on aging of correspondences and actions points	
C. RECORDS MANAGEMENT			
11.0	Record Registration /Creation	1. The system shall allow configuration of business rules and policies for; • Record archival	

NO	FEATURE	MINIMUM SPECIFICATIONS	BIDDERS RESPONSE
12.0	Records Storage and Maintenance	• Record retention • Record disposal	
		2. The system shall be able to apply configurable classifications to content in the background based on predefined business rules	
		3. The system shall have ability to build a list of keywords or index, associated with the record	
		4. The system shall have capability to support barcodes	
		5. The system shall provide an configurable capability for sorting and classification of records as per the record keeping structure (File Plan) of department	
		1. The system shall have ability to manage records in-place across a variety of platforms	
		2. The system shall have capability to apply retention and classification rules	
		3. The system shall be able to handle multiple content sources; it also needs to manage different content types including but not limited to; • Physical records • Emails • Conversations • social media content • The system shall be able to manage different content types from multiple repositories	
		4. The system shall have a capability for federated records management automatically from multiple sources such as but not limited to;: • File stores • Email • SharePoint	
		5. The system shall manage lifecycle of documents through record retention, storage, retrieval and automatic application of record defined	

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NO	FEATURE	MINIMUM SPECIFICATIONS	BIDDERS RESPONSE
13.0	Access and security monitoring	destruction policies	
		6. The system shall have a provision to define physical location of record management facility	
		7. When record is moved out of the facility, system shall have a capability to capture the transport / courier detail	
14.0	Action Tracking	1. The system shall prevent the unauthorised destruction or deletion of registered physical and digital records and associated metadata	
		2. The system shall provide safeguards against unauthorized changes being made to those records	
		1. Solution shall support managing and tracking of physical location of documents	
		2. Solution shall have a provision to move & track a record among users within office/across locations	
15.0	Records Disposal	1. The system shall have a capability for identifying records that are due for disposition	
		2. The system shall only facilitate authorised disposal of records	
		3. The system shall log and show information on disposal actions such as date and time of disposal and by whom	
		4. Once a record has been put forward for destruction, the operation should only be executed once it has been approved and confirmed by the appropriate Approval Officer	
		5. When a record is destroyed, the system should preserve the metadata	
		6. Record disposals should be aligned with KRA General Disposal Schedules	
		7. The system shall maintain an audit trail of all actions made against records	
16.0	Provision of audit trails	1. When a record is deleted, the system shall preserve the metadata of the deleted record so	

NO	FEATURE	MINIMUM SPECIFICATIONS	BIDDERS RESPONSE
17.0	Compliance to relevant standards and policies	that information on historical actions taken on the record and by which users, can be traced	
		1. The solution should allow proper document lifecycle management with regards to retention periods and expiry of documents past the retention period.	
		2. Solution shall include Records Management component to comply with regulatory and legal policies for long-term archival of content	
		3. Solution shall include Records Management component to comply with regulatory and legal policies for long-term archival of content	
		4. Solution shall have a facility to define disposition schedule / policies for record	
		5. Solution shall have a facility to define disposition schedule / policies for record	
D. ACTION TRACKING AND ACCOUNTING			
18.0	Action points tracking and accounting	1. The system shall allow for delegation of an action point from an actioned person to another when that becomes necessary	
		2. The system shall tie accountability to the allocated actor	
		3. The system shall allow for closing of completed tasks	
		4. The system shall support ability to revert an incomplete task to the affected actor	
19.0	Alerts and feedback	5. The system shall support ability to send reminders for pending actions for overdue actions	
20.0	Capture of action points	1. The system shall allow for capturing of action points. The following details shall be captured at minimum	
		• Tittle of the meeting	
		• action point	
		• Responsibility	

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NO	FEATURE	MINIMUM SPECIFICATIONS	BIDDERS RESPONSE
21.0	Action points tracking and accounting	• Time frame	
		2. The system shall provide ability to assign action points to the allocated actors	
		1. The system shall allow for assigning of the action points	
		2. The system shall be able to track resolution to completion	
		3. The system shall allow for tracking of timelines to completion	
		4. The system shall track and report on the progress of the correspondence and whether what was required to be done has been done/achieved	
		5. The system shall allow for multi-level delegation of action e.g. from CG to departments and to divisions or sections	
		6. The system shall allow for visibility on what has been done at every stage	
		7. The system shall allow for the allocated actors to update action points with actions taken	
		8. The system shall tie accountability to the original allocated actor for action points that are cascaded further	
		9. The system shall allow for closing of completed tasks	
		10. The system shall have ability for adding comments to allocated task	
		11. The system shall support ability to attach documents	
22.0	Alerts and feedback	The system shall support ability to notify those assigned action points through alerts	

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3. AMENDED PRICE SCHEDULE – ANNEX 3

ANNEX 3:

PREVIOUS TITLE	AMMENDED TO READ
Summary of Costs - Provision of Consultancy Services for Automation of Manual SCM Workflows – **The Price Schedule has been expunged and replaced with AMENDED PRICE SCHEDULE – ANNEX 3)**	**AMENDED PRICE SCHEDULE FOR ENTERPRISES MANAGEMENT SOLUTION (ANNEX 3)** Provision of Consultancy Services for Enterprise Content Management Solution (Document Management Solution, Records Management, Scanning Solution, Correspondence Management Solution and Business Process Management).

AMENDED PRICE SCHEDULE FOR ENTERPRISES MANAGEMENT SOLUTION (ANNEX 3)

The Prices schedule must include all components and licenses required to implement all the sought specification features. The components indicated serve as a guide and the bidder is required to populate the table with the proposed solution components.

Item	Description	Quantity	Unit price	VAT	Total Cost Inclusive all applicable Taxes
1.	Enterprises Management Solution (DMS, RMS, Scanning solution, Correspondence Management System and BPM Solution) to support at least 500 concurrent users and scalable to at least 1000 concurrent users				
2.	Deployment and Implementation				
3.	Licensing if any (Please Specify licence and pricing model)				
4.	Solution Training for 15 Technical staff (Database/System administrators/Security) and 50 users (Trainers/Champions)				
5.	Support and Maintenance: Vendor's premier technical support services, Operating system updates, Access to Manufacturer's technical assistance team, online troubleshooting / support tools and proactive problem diagnosis services for a duration of three (3)years.				
6.	Other services/items (please specify)				
Grand Total Inclusive of all Applicable Taxes to be moved to Financial Proposal Submission Form					

ISO 9001:2015 CERTIFIED

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Prospective bidders are hereby advised to align their Tender Security to the new tender opening date i.e 23rd February, 2021 to be valid up to and including 22nd February, 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
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