



4th September, 2023

RE: CLARIFICATION/ADDENDUM “SET 1”

KRA/HQS/EOI-002/2023-2024: SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF A COMPREHENSIVE TECHNOLOGY PLATFORM FOR KENYA REVENUE AUTHORITY

Kenya Revenue Authority wishes to inform prospective bidders of the amendments detailed below for the above tender.

No	Reference	Query	KRA's Response
1.	Employ cutting-edge technology, such as Artificial Intelligence, Block Chain, Machine Learning, Internet of Things (IoT), etc	Please clarify the use case of IOT and business case.	Bidders are advised to incorporate in their solution proposals where IoT technology will be applied to improve revenue mobilization and service delivery
2.	Supporting modern technologies. Such as but not limited to RPA, Data analytics, data science, machine learning (ML) Artificial Intelligence (AI), cloud computing, block chain, and Internet of Things (IoT)	Please clarify if solution to be hosted on cloud? Is KRA has private cloud or we can use public cloud?	Bidders are advised that the proposed solution should be hosted on-premise and developed using Cloud Native technologies that are cloud vendor agnostic and can be deployed across any Cloud Vendors
3.	c) Role-based profiling of user access and a support for single sign on across solutions within the Authority	Kindly confirm how many solutions within authority to be integrated with Single Sign On? Do you have any Active Directory within KRA?	KRA has an Active Directory All solutions components in the comprehensive technology platform to be integrated with Single Sign On
4.	a) The use of the modern architectural designs that supports high availability within the data centers and across multidata centers for both the application and the database to ensure 100% availability	Could you please confirm how many Data Centers are currently used in KRA? Do you have Disaster Recovery site also present and will be part of the On Prem or Cloud?	Bidders are advised KRA has 2 two active data centers, however KRA expects the solution to be implemented in the two data centers in addition to a third DR site The proposed solution should be hosted on-premise and developed using Cloud Native technologies that are cloud vendor agnostic and can be deployed across any Cloud Vendors

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5.	Provide a fully integrated (end-to-end) design encompassing the core applications with integrations to internal and external systems including partner government agencies' systems and the taxpayer ecosystem including their ERPs to facilitate tax compliance.	Please clarify how many internal and external system to be integrated?	Bidders are advised that KRA requires to integrate with all sectors and therefore the solution should have flexibility to accommodate all these integrations
6.	EOI for each solution should be restricted to a Capability Statement of no more than fifteen (15) A4 pages. In addition, abridged CVs of no more than two (2) pages for each proposed key personnel should also be submitted.	Please clarify if the overall proposal should be around 15 Pages ? Or it should be 15 pages for each of the solution as mentioned in the EOI??	Bidders advised that the 15 page limit requirement has been expunged. The requirement is no longer applicable.
7.	Scope Related	Is hardware required in this bidding?	Bidders are advised that KRA requires hardware sizing for the solution
8.	Scope Related	"2. Core Applications-New Customs Platform aligned to WCO and EACCMA 2019." —does it mean to develop a fresh new CMS system in this project?	Bidders are advised that KRA requires a comprehensive New Customs Platform aligned to WCO and EACCMA 2019. New Customs Platform aligned to WCO and EACCMA 2019. A modern digital solution developed to improve the efficiency, accuracy and transparency of customs operations while adhering to both regional customs regulations and the WCO's standards to foster streamlined and secure cross-border trade.
9.	Infra Related	Do you plan to build new DCs for this projects?	Bidders are advised that KRA has no plans to build new DCs for this projects
10.	Technical Related	Do you have any preference on technical stack(open source/ commercial version) in some major components like virtualization, OLTP/OLAP DB, big data eco-system etc.	Bidders are advised that KRA prefers best of breed and cost effective technology solutions


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11.	Technical Related	"3. High availability Architecture -e) Ability to operate between various data centers." —does it mean business continuity of disaster recovery solution? Could you pls describe this requirement in more detail?	Bidders are advised that the proposed solution should be deployed in high availability within the data centers and across multi-data centers for both the application and the database to ensure 100% availability even during maintenance
12.	Technical Related	"6. Data driven Business intelligence- e) Self-service data visualization tools" —does it mean big data platform and dashboard?	Bidders are advised that both big data platform and dashboard for the users to process, customize and view their own outputs.
13.	Qualification	How many reference cases are required to provide as proof of qualification?	Bidders are advised to provide all relevant references covering all the components in the EoI
14.	Qualification	How many CV are required to provide as proof of qualification, two?	Bidders to provide all relevant CVs
16.	Extension of Submission date	We are kindly requesting for additional 5 days extension.	Bidders are advised that the submission date remains as 12th September, 2023.
17.		Kindly confirm if responses to the EoI should address ALL the stated requirements OR are bidders allowed to respond to selected sections of the Scope of Work? Specifically, should our response include and cover Core Applications 2.a AND Core Applications 2b? Are bidders allowed to respond to either one of them, based on bidder's experience and capabilities?	Bidders are advised that the proposal is for a comprehensive solution and must incorporate all the components mention in the EoI document.
18.		Could you please clarify whether the Kenya Revenue Authority expects vendors to provide a solution to all the core applications listed under the Scope of Work, point 2, or whether vendors may respond with details and experience regarding the core application(s) that pertain to their expertise only?	The proposal is for a comprehensive solution and must incorporate all the components


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19.		Could you please provide a list of all tax types in scope?	Bidders are advised that the tax scope is all Government taxes, levies and fees that KRA is mandated to collect under the law from time to time. In addition to agency fees collected on behalf of other government agencies
20.	3.0 Scope of Work	<p>The scope of work cover Supply, Delivery, Installation, Commissioning and Maintenance of Kenya Revenue Authority Comprehensive Technology Platform</p> <p>From this clause, we understand KRA is looking for a vendor who can supply, Delivery, Installation, Commissioning and Maintenance of Kenya Revenue Authority Comprehensive Technology Platform.</p> <p>Would like to know whether KRA has an existing Technology Platform?</p> <p>If yes, is KRA looking to enhance the features of the existing platform</p> <p>or</p> <p>looking to replace the existing platform with the latest one? Kindly clarify.</p>	Bidders are advised that KRA has an existing technology platform and is seeking to replace it with a comprehensive technology platform
21.	3.0 Scope of Work	The scope of work cover Supply, Delivery, Installation, Commissioning and Maintenance of Kenya Revenue Authority Comprehensive Technology Platform	KRA is looking to leverage solutions/components that have been previously implemented, tried and tested – and with references of where they have been implemented.


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		<p>Kindly clarify the following.</p> <p>Is KRA open to Software and Application development as a green field (from the scratch) project or looking for off-the-shelf S/W & application solution with customization?</p>	
22.	<p>3.0 Scope of Work Table 1: Detailed Scope of Work. 1. Enterprise Architectural design.-</p>	<p>Provide a fully integrated (end-to-end) design encompassing the core applications with integrations to internal and external systems including partner government agencies' systems and the taxpayer ecosystem including their ERPs to facilitate tax compliance.</p> <p>Though this is an EOI, it would be better if you could kindly provide details (general details & count) of existing external and internal systems and estimated number of tax payers whose system/ERP need to be integrated from tax compliance stand point.</p>	<p>Bidders are advised that KRA requires to integrate with all sectors and therefore the solution should have flexibility to accommodate all these integrations</p>
23.	<p>4.0 EXPRESSION OF INTEREST REQUIREMENTS</p>	<p>8. The Completed EOI and accompanying documents must be saved as PDF documents marked with the relevant tender description and submitted through KRA E-procurement Web Portal accessible from the KRA website to be received on or before 12th September 2023 at 11.00 a.m.</p> <p>This project scope is quite exhaustive in nature as it is</p>	<p>Bidders are advised that the submission date remains as 12th September, 2023 at 11.00am</p>

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		<p>an amalgamation of multiple technologies involving Software, Hardware, Application, RPA, IOT, Generative AI etc.</p> <p>The responses to our queries are important in arriving at a technologically superior solution which will benefit KRA immensely. Many Principal Software companies have expressed their interest to work with us. Some of them need some more time to respond to the EOI.</p> <p>To assess both the EOI requirements and most capable principal company, we request you to kindly extend the submission of the EOI by a minimum of two weeks from the date of receipt of responses/date of clarification to our queries, or at least to 30th Sep 2023.</p>	
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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

AG. DEPUTY COMMISSIONER - SUPPLY CHAIN MANAGEMENT

R/N