KENYA REVENUE AUTHORITY

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14TH JULY, 2017

FOR TENDER KRA/HQS/NCB-082/2016-2017: DESIGN, DEVELOPMENT, IMPLIMENTATION AND SUPPORT OF NEW CORPORATE WEB PLATFORM

ADDENDUM 1

COMPLIANCE MATRIX SCORES

Section	Title	Scores	Cut off mark (60%)
A	Mandatory Requirements	Compulsory	Compulsory
B	Non Functional Requirements	10 Marks	6 Marks
C	Usability & User Experience	15 Marks	9 Marks
D	Design & Layout	18 Marks	11 Marks
E	Information Architecture & Navigation	03 Marks	02 Marks
F	Website Content & Search Engine Optimization	04 Marks	2 Marks
G	Website Performance & Optimization	08 Marks	5 Marks
H	Other Tools & Features	15 Marks	09 Marks
I	Open Source Web Content Management System (CMS)	35 Marks	21 Marks
J	Monitoring & Statistics	03 Marks	2 Marks
K	System Integration	17 Marks	10 Marks
L	Hosting & Availability	06 Marks	4 Marks
M	Methodology & Work Plan	08 Marks	5 Marks
N	Training & Knowledge Transfer	10 Marks	06 Marks
O	Migration Requirement	07 Marks	4 Marks
P	Support & Maintenance / SLA	08 Marks	5 Marks
Q	Project Skills	38 Marks	22 Marks
	TOTAL SCORE	**205 Marks**	
	Demo Script	**455 Marks**	**273 Marks**

(*) NOTE: For all sections, the bidder MUST pass EACH section with the cut off indicated.

(*) Only bidders who qualify at the technical proposal evaluation stage will proceed to the live demonstration evaluation.

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SECTION VI - SCHEDULE OF REQUIREMENTS

(c): Clause-by-Clause Evaluation on the response to the Technical Evaluation

Total marks will be weighted to 60% of the entire evaluation.

(b): Overall Tender Evaluation Criteria

The tender evaluation criteria is weighted as follows;

Criteria	**Maximum Score/ Requirement**	**Cut - off Score**
Tender Responsiveness	Mandatory	
Vendor Evaluation	20	15
Technical Evaluation	60	40
Financial Evaluation	20	
Totals	**100**	

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CLARIFICATIONS TO BIDDERS ON WEB PORTAL TENDER			
NO	**SECTION IN TENDER**	**QUESTION**	**ANSWER**
1.	VI	Is it mandatory to provide a reference letter from previous clients if one already has LSOs and Contracts as proof of work done?	This is well articulated in the tender document. Refer to page 85 under vendor evaluation criteria.
2.	VI	What is the validity period for the reference letter? For example, can bidders provide reference letters that were issued by clients 3 years ago for a job that was completed in 2014?	This is well articulated in the tender document. Refer to page 85 under vendor evaluation criteria.
3.	II, VII	Is the tender security **Kshs. 250,000** or **2%**?	**The tender security is Kshs. 250,000.00**
4.	N/A	On vendor fatigue. This tender has failed three (3) times already and there is an element of fatigue creeping up among vendors. What assurances has the Authority put in place to ensure that the tender does not suffer the same fate this time round?	• In the previous tenders, a common trend has been the ability of bidders to adhere to the Procurement requirements which are mandatory at the preliminary phase of evaluations. That means that they fail to provide key documentation that is required as per the Public Procurement Act. Failure to meet these requirements invalidates the bid even if the technical proposal is strong. Vendors should be keen to peruse the document and ensure that they adhere to the procurement requirements. • KRA has proactively emphasized the importance of attending the pre-proposal conference as this avails an opportunity for potential bidders to be oriented on both the procurement and the technical requirements.

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			Vendors are also encouraged to contact the Procurement office via phone, email or physical walk-ins through the contacts provided in the tender document. • In the current tender, we are specific on the kind of product that we seek. Therefore, bidders are expected to submit proposals based on the delivery of an open source solution rather than licensed. • Based on the key lessons and market survey findings, KRA proceeded to successfully onboard a consultant to assist in the development of the technical requirements based on an environmental analysis of the organization and industry standards.
5.	V	When will the demos be done and what criteria will be used to shortlist vendors for the demo?	• There will be no demo requests before the closing of the tender. • Demos will be done after the evaluation of the submitted technical proposals. • Only those who qualify through the technical evaluation stage will be called upon for the demo.
6.	V	There are several clause by clause evaluation steps that require the bidders to provide screenshots. Are bidders expected to build a prototype for screenshot purposes?	• Where screenshots are required as proof of competence/ability to execute clause by clause technical and functional requirements, the bidder is allowed to capture screenshots of previous websites, web portals and/or digital systems where they have implemented the requested functionalities. • **KRA-specific prototypes are mandatory only for the live demo evaluation.**
7.	V	Where will the KRA website be hosted?	• KRA will provide the hosting platform for the website.

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		Will it be hosted on an external server?	
8.	V	Can KRA use cloud hosting provided by the implementer instead of using KRA servers?	• The current tender requirements are strictly for design, development, implementation and support of a corporate website. They do not include requests for hosting services.
9.	V	What is the total number of users KRA has for the website?	• The KRA website averages 3 million users during the peak filing season between May and June.
10.	V	Will we be provided with the access to current Joomla administration?	• Administrative access to our existing systems will be discussed with the winning bidder based on the information needs and requirements.
11.	V	Section K: 1.11 The bidder should commit to integrating the corporate website with **chat** capabilities. For Example, Mobile Money, Debit / Credit cards, Online banking, etc.	• Section K: 1.11 The bidder should commit to integrating the corporate website with **e-Commerce** capabilities. For Example, Mobile Money, Debit / Credit cards, Online banking, etc.
12.		Are taxpayers going to be able to login? Are we upgrading the iTax module also developed by TATA Consultancy?	• The web platform is not an upgrade of the iTax system by TATA Consultancy. It is an upgrade of our corporate website (http://kra.go.ke/). • Taxpayers should be able to login as these credentials will be required to access the chat and e-Commerce functionalities on the platform
13.		Some employees from other companies have achieved similar jobs. Can these jobs be used as samples?	• Jobs completed in the past from other companies by employees can be used as samples so long as these employees are listed on the team provided by the bidder in the proposal.
14.		Explain on price schedule	• The bidder shall provide a full price schedule and cost breakdown as per the service requirements in the tender documents. This includes pricing for staff,

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			training and knowledge transfer, systems integrations (API's, Web Services etc) and any other costs associated with the project implementation. **There must be no hidden costs.** The winning bidder will be paid strictly as per the financials quoted in their bid response.
15.		The tender has specific timelines (2 months for the design and development). Do we have to follow this timeline if the work can be shortened?	• Satisfactory completion of milestones earlier than the stated deadlines is acceptable. • Bidders should however note that they are **NOT ALLOWED**to exceed the stated timelines provided for in the tender document.
16.		Will the Kenya School of Revenue Administration have a separate website from KRA as it does not currently have any presence on the World Wide Web?	• Kenya School of Revenue Administration (KESRA) is part of the Kenya Revenue Authority. As a result, it will continue to have a web presence on the web platform as it does on the current website. • The project scope however, **DOESNOT** involve the development of staff/student or any other such portals for KESRA.

The addendum & clarification form part of the bidding document and is binding on all bidders. All other terms and conditions of the tender remain the same. Bidders who have already purchased the bidding documents are required to immediately acknowledge the receipt of this clarification.

Benson Kiruja
For: Deputy Commissioner
Procurement & Supplies Services