



Simplifying Trade Processes for Kenya's Competitiveness

KENYA TRADE NETWORK AGENCY (KENTRADE)

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ADDENDUM No 2

TENDER NO. KTNA/OT/07/2017-2018

TENDER NAME: SUPPLY, INSTALLATION AND CUSTOMIZATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM.

KENTRADE RESPONSE TO BIDDER QUERIES

NO	QUERY	KENTRADE RESPONSE
1	You mentioned that you have servers and storage, do you mean that you have the necessary hardware for installation and configuration of the software or do you mean you have another virtualization software running already?	<i>We have a virtualized environment already running. This will be used to install the EDMS</i>
2	What kind of CRM do you have? Is the Oracle System that was mentioned of Oracle Financials and if so, which version is it and which modules will be integrated with? Same case for CRM. And lastly, are both on premise or in the cloud?	<i>We are running Oracle Business suite ERP and Microsoft Dynamics CRM. We shall provide the specific versions to the winning Bidder.</i>
3	When you talk of integration, what level of integration are you talking about? Is it reading data from the aforementioned systems and displaying it in one central place or does it involve updating the data in those systems as well? Also, will you provide your developers to help with this integration or are we expected to provide our own developers for this effort?	<i>The level of integration involves both reading data and changing it in the fore mentioned systems. The bidder will provide the integration developers. However, there will be assistance from our ERP and CRM contractors under the current support agreements.</i>
4	Are all the 75 users being trained at your headquarters in Nairobi?	<i>Yes all will be trained at HQ</i>

5	Kindly provide an approximate number of documentations for the initial digitization? This will assist in providing the quote for initial digitization Hardware.	<i>We have approximately 15,000 (700 Files) documents to be digitized at the initial digitization</i>
6	On the schedule of requirements under Business process management. How many business process managements do the Agency have at the moment?	<i>KenTrade has 10 Departments the departments are:- ICT, Finance and Accounts , HR and Administration, Supply Chain Management, Trade Facilitation ,Legal , Customer Service and Contact Centre ,Co-operate communications ,Strategy ,planning and Trade Statistics . All process management are engineered around this department. Specific processes will be provided to the winning bidder.</i>
7	What type of solutions do we provide i.e web base or stand alone?	<i>The solution is Web based. From the specifications this is well captured</i>
8	For training and licenses purposes. How many users do we quote for the training and licenses?	<i>Quote for 100 Licenses. However, the solution should allow for scalability whenever need arises.</i>
9	Do we provide a quote per user based or modular based. This is because some of solutions that we have, the license are only based on users.	<i>Kindly provide a quote per User giving difference license models e.g Cost for 100 Users, 200 users 300 users and 500 Users</i>
10	Extension of the tender closing deadline.	<i>The closing date for this tender has been extended to February 13th 2018</i>

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.

CHIEF EXECUTIVE OFFICER