



CLARIFICATION 001

The following clarification were sought by bidders for Supply, Installation and Commissioning of Electronic Management, Workflow Systems and Bulk Filers RFX NO 1000001019 and clarified as follows;

S/No	Queries	Response
1.	Request for extension of tender closing date	Request has been received and will be communicated.
2.	Web-based vs. desktop version Can we place a bid with the F2 desktop version? Or does the tender material not allow this?	Web-based system due to incompatibility issues that may arise with different operating systems and future-proof the installation by ensuring changes in the back-end do not require front end changes / upgrades.
3.	If lotted, what are the lots in the tender?	Tender is not lotted as indicated price schedule and in ITT 40.2 (b)
4.	Regarding the NCA 5 and above, is it mandatory for both lots since awarding is based on Lots as stipulated in the tender document?	As indicated in Scope work it involve Electrical work Requirements hence NCA is a requirement
5.	Kindly clarify the number of workflows since there is a conflicting number in the price schedule?	In reference to price schedule (item No 3) and requirement Section V, up to 5 rule -based workflows are require
6.	After the site visit, we noticed that the measurement for the shelves in the tender technical specifications does not correspond with the room measurement. Can we work with what we got?	Kindly work with the measurement you obtain during site visit
7.	ITT 4.1 Maximum number of members in the JV shall be:	Refer to ITT 4.1
8.	We note that the tender has three separate components that have very distinct areas of specialization. We would wish to request for the tender to be split into three in as follows to give you the best combination in delivery and experience for this project since evaluation is being done combined for all these parameters which means one lot will be disadvantaged from the other.	The lifecycle of documents and records is related hence required to be implement as one solution.
9.	Request for NCA yet this is a software for EDMS	As per the scope of works in tender document, it involves supply and installation of Bulk Filers which involves Electrical Requirements, Power Consumption, Air Flow Filter/Air Circulation Mechanism and Electrical Works. The bidder will be

		required to supply power to the bulk fillers, install a UPS and run power to the bulk filers and from raw / secondary power to the UPS.
10.	Kindly mention the volume of documents and no of pages per document/record being processing in the organization per day/month/year on an average?	An average of 20 Files each with an average of 150 pages on the higher end per day.
11.	Please share the details of all existing IT solutions where integration is envisaged with EDRMS. Do you require document exchange or do you just require to view the electronic documents from within your other applications?	Potentially integrate SAP ECC 6.0 EHP 8 and allow viewing of the documents related to a transaction
12.	How many total no of users for the Document Management Systems are required, please provide an estimate on the number of users who would be accessing the DMS platform.	Refer to the schedule of requirements provided in the bid document
13.	How many concurrent users will be using the DMS platform?	Kindly refer to the schedule of requirements provided in the bid document
14.	Kindly mention all the initiation channels that will be used to input documents into the DMS. e.g. Email, Scanning, Fax e.t.c	Email and scanning
15.	Kindly confirm total number of scanners present or will be there in future to scan, index and upload physical documents present in various departments that would be scanning the documents.	No document management scanners available currently
16.	How many pages approximately will be scanned in a day? How many fields needs to be extracted via OCR extraction?	Varies based on business operations. Site visit to get an accurate estimate
17.	Please specify the number of users (Concurrent/Named) for our RMS (Record Management solution) for various departments. (As RMS is a part of DMS system but need separate user licensing for RMS) RMS is a module within DMS which helps user to apply policies such as retention & disposal, assign document to file plan to create a record out of documents. How many record manager license is required?	Propose according to the architecture of the system that you are proposing details to guide you further on this are in the bid document.
18.	Apart from production, what are the other environments that are needed viz. UAT, Development, Disaster Recovery?	Only production environment is needed.
19.	Do you require clustering? Active - Passive or Active – Active	No
20.	Do you have any existing DMS platform from where migration of documents are required into new DMS platform? If Yes, Please mention the volume and format of these documents.	No.
21.	Is there a requirement of archiving documents directly from MS Office including Outlook, PowerPoint, etc. If	Yes. 6 senior Finance officers

	yes how many users need access to archive the documents directly from the MS office applications	
22.	Kindly, confirm on size of each document & how much yearly increment in the document size is expected so that the system software & hardware can be proposed accordingly.	To be answered during site visit
23.	For how many departments/sub departments DMS & RMS solution need to be configure? Request you to share the scope of DMS & RMS implementation?	To be shared during project implementation
24.	Our DMS system allows the users to create linear workflows which consist of multiple maker /checkers for document verification/approval & rejection purpose. Please confirm the linear workflow is sufficient to meet your requirements. If yes please share no of workflows need to be created for the document verification/acceptance & rejection purposes?	To be shared during project implementation
25.	Can we understand what kind of workflows, please share some sample use cases and the workflows to be automated. How many steps will be there in each workflows?	To be shared during project implementation
26.	Also, kindly provide detailed insights of each of workflows like the flow diagram/use case/process maps/no. of forms/no of fields/integration touchpoints/total process steps etc.	To be shared during project implementation
27.	Please provide an estimate on the number of users who would be accessing the workflow solution.	To be shared during project implementation
28.	What is the concurrency of users who will be accessing the workflow solution?	To be shared during project implementation
29.	There is a discrepancy regarding the maximum number of members allowed in the Joint Venture (JV), as the RFP does not specify any clarity, potentially causing miscommunication due to the JV format and details requested in most cases. Request you to kindly consider Joint venture for Shared Resources and Expertise.	Refer to ITT 4.1
30.	We kindly request your consideration in accepting the submission of the CR 12 form instead of CR 13.	As provided in ITT and Evaluation Criteria
31.	Is the submission of NCA 5 and above certificate in the electrical category and its practicing licenses can be optional?	Not optional, as indicated in Tender Document
32.	Requesting to make if for 1 year as we are new establishment in Kenya and parent company is from India since 25 years.	The requirements in the tender documents to be followed
33.	We understand this is a typing error. It should be Similar Project Magnitude and Value Up to 100,000 Million documents scanned and successfully archived into the EDMS in one site in the last 5 years (8 points) Between 50,000 - 70,000 Million documents scanned	The way as provided in Tender Document. No error

	<p>and successfully archived into the EDMS in one site in the last 5 years (5 Points)</p> <p>Up to 30,000- 50,000 Million documents scanned and successfully archived into the EDMS in one site in the last 5 years (3 Points)</p> <p>Below 30,000 Million documents scanned and successfully archived into the EDMS in one site in the last 5 years (2 points)</p>	
34.	Can we showcase similar projects in Africa region	Only within Kenya because of due diligence exercises to be conducted before award
35.	There is scope of migration of data in RFP but it lacks the details and kindly confirm the volume of data to be migrated.	There is no data migration on this scope. However, the proposed system should have data migration capabilities for future purposes
36.	The most recent delivery date is indicated. 120 days following the contract's signature. Please extend it to 180 days or longer to enhance service delivery.	This will be discussed during implementation
37.	Mention Number of technical assistance required	This will be discussed during implementation
38.	The specification mentions support for multiple platforms, including Windows, Linux, and Sun Solaris. Given our operational environment, we are considering Windows and Linux platforms. Could you confirm if proceeding with these two platforms would meet the system requirements?"	Yes continue Windows and Linux but final decision will be discussed during implementation
39.	Could you provide more details or guidelines regarding the expected integration with AI for this automatic categorization feature?"	Kindly indicate all the functionalities of your system in regards to this specific requirement.
40.	In order to align our development approach, could you provide more details or specifications on the expected workflow and parameters for this particular feature?"	Refer to technical requirement other development approach will be shared during the implementation period
41.	We seek detailed clarity on the requirement to specify Performance Data Input, specifically in a given environment, per hour for capturing, creating documents, and storing them on a magnetic disk.	This will be shared during the implementation period
42.	we would like to inquire about the specification stating that the Document Management System shall support viewing documents in the native application. Could you please clarify whether this requirement is intended for compatibility with a native mobile application or if it refers to another type of native application?"	Native application refers to the document original format viewing tool, i.e PDF Viewer etc
43.	Could you provide additional clarity on the expected functionalities, processes, and any specific considerations related to the loaning out of physical documents within the system?"	Indicate all your system Functionalities in relation to this requirement.