



**RURAL ELECTRIFICATION AND RENEWABLE ENERGY CORPORATION**

The following clarification were sought by a bidder for RFX 1000001287: Supply, Installation, Testing & Commissioning of Call Centre Bulk SMS System and USSD Code in Head Quarters and Regional Offices

<b>PART</b>		<b>CLARIFICATION</b>	<b>RESPONSE</b>
<b>PART 2 PROCURING ENTITY'S REQUIREMENTS</b>	1.	Please specify the number of total call center users that shall be using the call center platform, within the following areas: 1.Nairobi (Head Office), 2.Central Region, 3.Eastern Region, 4.Coast Region, 5.Western Region, 6.Nyanza Region, 7.Rift Valley Region.	2 USERS Per Region
	2.	Will there be a desire for all branches to be able to communicate with one another when handling calls and queries.	Yes, all branches are connected via WAN, and use 1 network.
	3.	Kindly specify if there is a priority or order in which the solution should be delivered across the various regional branches. The solution can firstly be delivered in the Nairobi head office, however following this which office should follow and in which order.	All Regions have same priority.
	4.	The document says that we need a CAK (Communications Authority of Kenya) Registration Certificate to participate.	CAK - Content Provider

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		Please clarify whether we need any specific certificate/license at CA to take part, i.e., Telecommunications Contractor License, Application Service Provider (ASP) License, Content Service Provider License (CSP) etc., kindly specify	
	5.	<b>Workforce Distribution:</b> Please specify the number of agents and supervisors assigned to each location.	2 per region
	6.	<b>Device Preferences:</b> Will the agents and supervisors be utilizing physical desk phones or softphone applications for communication?	Softphone Application
	7.	<b>Contact Center Architecture:</b> Do you prefer a centralized contact center system hosted at the main data center, or would you require a decentralized setup with independent contact center systems at each location?	centralized contact center system hosted at the main data center
	8.	<b>Telephony Infrastructure:</b> What type of service provider trunks will be used at each location? Additionally, please specify the quantity and type of trunk connections required (E1 PRI, SIP, or Analog CO).	SIP will be preferred.
	9.	<b>CRM/ERP Integration:</b> Please provide details of any existing CRM or ERP solutions that need to be integrated with the Bulk SMS Service, including the vendor, brand, and software version. Additionally, specify the database system in use (e.g., Oracle, MS SQL, etc.).	There will be no need for CRM/ERP Integration with existing systems.
	10.	<b>USSD Platform Integration:</b> Please outline any existing REREC systems that will be integrated with the USSD platform, along with the corresponding database systems in use (e.g., Oracle, MS SQL, etc.).	NONE
Technology Specifications– Supply & Install Items (pg 83),	11.	Technical requirements for Call centres: For the Voice/IVR capability, does REREC want an on-premise or cloud service?	On premise

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<p>specifically            Clauses ii)            Computing            Hardware            Specifications,            ii) Network            and            Communicatio            ns            Specifications,            and iii)            Ancillary            Hardware            Specifications            shows/requires            installation of            Network and            call routing            physical            equipment</p>			
<p>Section III,            clause 4 A,            "Proposed            brands/models            for VoIP            systems, IVR,            CRM            software, etc."            Section III,            clause 4 B and            C:</p>	<p>12.</p>	<p>There seems to exist an already CRM/ERP system where the SMS and USSD modules will be integrated into. Can this same CRM/ERP have a Voice/IVR functionality or for Voice/IVR the CRM will be a new purchase?</p>	<p>Dependent on the answer in question 9</p>

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	13.	Price Schedule Forms: Clause 2 on "Supply and Installation Cost SummaryTable A1" seems to highlight a case where the Voice/IVR component is a Cloud deployment/setup. Please clarify this.	N/A
SECTION V - REQUIREMENTS OF THE INFORMATION SYSTEM, Clause 4 on Deliverables	14.	Is there provision for existing internet infrastructure and furniture in all the 7 regions + HQ?	Yes, provisions for the existing internet infrastructure and furniture are in place across all 7 regions and the HQ. The internet connectivity is already established and operational, ensuring consistent and reliable access across all locations. As for the furniture, it has been appropriately provisioned to accommodate the needs of each region and the HQ, ensuring that workspaces are equipped with the necessary items for productivity and comfort. This setup helps maintain standardization and functionality across all sites, ensuring that employees in each region and the HQ have the required resources to perform their duties effectively.
34 Transfer of Ownership specifically Clause 34.1 "With the exception of Software and Materials, the ownership of the Information		Clarification: Please clarify this in light of Intellectual Property rights.	<input type="checkbox"/> <b>Transfer of Ownership:</b> <ul style="list-style-type: none"> <li>• If the "Information Technologies" in question include hardware, network infrastructure, and internet connectivity equipment (e.g., servers, routers, etc.), the ownership of these items would transfer to the <b>Procuring Entity</b> once delivered, as specified in the contract.</li> </ul>

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Technologies and other Goods shall be transferred to the Procuring Entity at the time of Delivery or otherwise under terms that may be agreed upon and specified in the Contract Agreement."			<ul style="list-style-type: none"> <li>• This transfer of ownership applies to the <b>physical assets</b> (hardware) but <b>not necessarily to the intellectual property</b> embedded in or associated with them.</li> <li>□ <b>IP Rights and Licensing:</b> <ul style="list-style-type: none"> <li>• <b>Software</b> that runs on these devices or forms part of the infrastructure may <b>not be transferred</b> under this clause (since it's explicitly excluded from ownership transfer).</li> <li>• The <b>Procuring Entity</b> may receive a <b>license</b> to use the software, but the <b>copyright</b> and any associated IP rights remain with the vendor or developer unless otherwise agreed in the contract.</li> <li>• For example, proprietary software installed on servers or network systems (such as management software, operating systems, or security tools) would <b>remain under the vendor's intellectual property rights</b>.</li> <li>• If the <b>Procuring Entity</b> is only being granted a <b>license</b> to use the software, they would have to abide by the terms of that</li> </ul> </li> </ul>

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			license (e.g., usage limits, updates, etc.), but they wouldn't own the actual <b>IP rights</b> to the software.
	15.	How many agents are you looking for currently? For both Dialer and CRM?	2 Per region
	16.	What is the Trunk you propose to use and how many?	SIP Trunk
	17.	<p>In document it is mentioned as :</p> <p>The scope of work for this project involves the design, establishment, and operationalization of call centers in the following seven regions where REREC has offices:</p> <ul style="list-style-type: none"> <li>Nairobi (Head Office)</li> <li>Central Region</li> <li>Eastern Region</li> <li>Coast Region</li> <li>Western Region</li> <li>Nyanza Region</li> <li>Rift Valley Region</li> </ul> <p>Will the Server and trunk line be separate for each region or it is centralised?</p>	<p>Centralized</p> <p>Serves both</p>
	18.	Volume of SMS per month?	10,000 SMS
	19.	Page 80/171 of the tender document: Supply and Installation of Equipment: Procure and install necessary equipment, including computers, telecommunication systems, software, and furniture for the call centers:	N/A. Answered in the preceding questions.
	20.	How many computers are to be supplied for each of the 7 proposed call centre offices? Are there any minimum required technical specifications for these? Please provide these as these could and will highly impact the final tender sum hence financial evaluation outcome.	2 users per region.

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	21.	How many and what sets of furniture are to be supplied for each of the 7 call centre offices?	We use existing furniture
	22.	Deliverables, on page 81/171 of the document, seems to require provision of "Network Set-up and Internet Connectivity"- please clarify whether each of these offices already have an Internet Service Provider and an active Internet connectivity, since the proposed solution is web-based and will depend on the availability of an active Internet connection to complete calls.	Yes ,there is an already existing internet
	23.	Do the 50 concurrent calls include calls on wait or are these 50 concurrent running calls?	Serves both
	24.	For the Bulk SMS system, you require a system with ability to send up to 100,000 SMSs per day. Do you require us to quote for that capacity or do you want to get unit rates only per SMS, and specific amounts paid could be post-paid based on what was actually sent?	It will need basis; but the system should have a capability of 100,000 SMSs
	25.	USSD Platform: Do you require a Prepaid USSD Model (each customer pays for each USSD request through their airtime), or a Post-paid USSD Model (customer USSD requests are made for free and paid for by REREC). Advise, since this also directly impacts the tender sum.	The user to pay for USSD
	26.	Could you consider an extension of the submission deadline by at least a week to ensure we get proper response to the above queries and offer you a proper turnkey solution?	This will be communicated on the Corporation website