



*Simplifying Trade Processes for Kenya's Competitiveness*

**KENYA TRADE NETWORK AGENCY (KENTRADE)**

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**ADDENDUM No I**

**TENDER NO. KTNA/OT/14/2017-2018**

**TENDER NAME: SUPPLY, INSTALLATION AND CUSTOMIZATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS)**

**KENTRADE RESPONSE TO BIDDER QUERIES**

<b>NO</b>	<b>QUERY</b>	<b>KENTRADE RESPONSE</b>
1	Whether it is possible to include the specification on (differentiator for Newgen) for the Workflow Management System in order to ensure best of breed solution. "Workflow management system should be compliant to workflow standards: BPMN, BPEL and WFMC"	Vendor Free to offer their solution KenTrade not Tied to a specific product
2	Is there any other workflow that needs to be automated apart from Correspondence management workflow? If yes, please provide clarity on the flow/ number of steps.	Yes, there is. This shall not be more than 10. Correspondence is a major one
3	Please provide No of Branches / Locations from where the documents shall be scanned?	Only at HQ NAIROBI
4	Clarify on sources (For ex: scanner, email, web portal etc.) from where documents shall be captured?	Mainly scanner but also E-mail.
5	Clarify on external systems (as mentioned in the RFP document) with which integrations shall be required with Document Management system along with integration touchpoints/ use case?	ERP and CRM existing. But should have an API for other systems should need arise
6	In which language is Metadata indexing/ Data extraction to be done? Please confirm.	English
7	Is full text search also required on the documents which are getting stored/ processed?	YES
8	What types of reports are to be configured through the reporting tool?	No unique reports normal EDMS reports

9	Provide details of other applications (as mentioned in the RFP document) where Client wants to export generated reports.	Office Applications, or ERP
10	Is there any requirement of High availability or Disaster Recovery capability and what will be the uptime of the solution?	Capability Yes. 99.5%
11	What are the available Backup options? i.e. on hard drives, tapes, backup software, etc?	Dell Storage on a blade Chassis
12	Clarify on the volume/ format (for ex: A4/A3 etc.) of physical documents that needs to be migrated to the proposed application.	Approx. 10,000 Files Both A3 and A4
13	Is integration with SharePoint required? If yes, then please let us know the system details/ version etc. along with the use case.	Is required but the system not yet available. The EDMS should have a capability to integrate to share point
14	Please provide details of 3rd party applications with which Document Management System or Workflow management system will be integrated? What will be the use case of each integration?	Use case to be provided to the winning bidder
15	Is it possible to as well consider Jobs application server into the technical requirement?	Provide a solution as per the specifications provided If you need to yes.
16	Is it possible to as well consider Microsoft Active Directory into the technical requirement?	The solution should Support LDAP and Active Directory
17	Is a solution that supports MS SQL, Oracle, PostgreSQL databases but not DB2 permissible? and is supporting DB2 a mandatory requirement?	Yes, it is
18	Clarify on the number of internal users (total or concurrent) who will be using Document Management System & BPM/Workflow Management system, also please confirm if any external users will use the system. If yes then, please provide the number of external users.	200 Users but ATMOST 30 Concurrent
19	Please provide user count who will be accessing the RMS interface.	HR/ Admin Users Approx. 10 Users
20	Please confirm if the solution will be deployed at On-premise setup	Confirmed on Premise

**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**