CLARIFICATIONS FOR TENDER NO. UFAA/RA/015/2021-22 FOR SUPPLY AND INSTALLATION OF ROBOTICS PROCESS AUTOMATION - RE-ADVERTISED

In line with ITT 6.1 in pg. 21 of the tender document, UFAA hereby issues the following clarification: -

1. The Chatbot is expected to be:
   a) Interactive with users and assist with regular trainings, scheduled surveys (knowledge retention and feedback loops) and data collection for users;
   - Are the chatbots going to be for internal use only? *No*
   - How many agents/users are expected to be interacting with the chatbots on a daily basis? *Depends with the website traffic on average 1000 users*

   b) Innovative with illustrations/characters that would allow users to relate to the situation and context of the narrative presented in the training modules;
   - Are the chatbots mainly going to be used only for training scenarios? *No*

2. Can all stages of the work be performed by or in combination with offshore teams? *UFAA would prefer to work with a local team with expertise in the areas specified in the technical requirements to speed up the discovery and implementation processes*. This is also in line with the Buy Kenya Build Kenya government initiative.

3. Are APIs not allowed even with an encryption mechanism in place? Standalone version contributes to additional licensing cost, *No. This would mean exposing additional internal systems to the internet and making further changes to firewall and security systems to accommodate this.*

4. Need a better understanding on the type of document as part of this scope - scanned or digital? Attributes to tool selection *Both scanned and digital documents will be used*

5. How did we derive the usage of one BOT creator license compared to overall requirements? Need to understand the factors to drive this decision. *This is our initial take on what would be needed for the on-premise deployment team working on the project. Bidders can provide more licenses if need be*

6. How did we list the number of Bots required overall? Driving factors for these numbers *This is our initial estimate on the required number of bots needed to process the number of scanned documents to be processed*

7. Will Process discovery be considered for future automations? Involves additional licensing *Bidders can propose additional licenses needed to aid in the completion of the project*

8. Can we get additional information of existing IT setup to understand the requirements for RPA provisioning? Need details on High-end config. *As per the requirements listed on page 27 (2,3,4) those are the minimum requirements needed to support the RPA architecture. For detailed IT setup this will be shared once the bidder is on board*

9. How many legacy applications are part of the current scope and built on which technology? Attributes to tool selection *Microsoft dynamics business central as the main ERP and LanSupport for the helpdesk system*

10. How many languages should the RPA tool supports? Can we have a list as it attributes to tool selection *English and Swahili*

11. **Deadline for submission remains 2nd February, 2022 at 10.30AM**

UFAA Procurement
27th January, 2022