



**ZIMBABWE REVENUE AUTHORITY
COMMISSIONER GENERAL**

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IN REPLY PLEASE QUOTE:
RFP 16/2021

20 September ,2021.

TO: ALL BIDDERS.

ADDENDUM NO.2 TO ZIMRA TENDER NO RFP 16/2021 FOR THE SUPPLY, INSTALLATION AND COMMISIONING OF CHATBOT SYSTEM FOR ZIMRA.

Query 1

What are the expected volumes of interactions on bot on monthly basis for sizing and subscription calculation.

Response 1

We have around 23 000 registered Tax Payers. You can estimate volume with this in mind

Query 2.

What are the back-end system we need to integrate with CRM, Ticketing etc)?

Response 2

We use Biztalk intergration platform

Query 3

Does ZIMRA have REST APIs available for integration with internal systems via a middleware or direct?

Response 3

Yes we have APIs and we intergrate Biztalk.

Query 4

Does ZIMRA has it's own One Time Password (OTP) generator and authentication Module or wants us to provide?

Response 4

ZIMRA has an One Time Password (OTP) Generator.

Query 5

Do we need to offer Human Agent Hand-off (HAH) when customer wants to talk to agent? If yes, how many agents and Supervisors will access the portal?

Response 5

There is no harm in directing tax payer to the human agent. In terms of number of agents they vary from time to time. The chatbot should be able to scale to meet any number of agents as required by the organization.

Query 6

How many Frequently Asked Questions (FAQs) across how many products are to be automated?

Response

The majority of questions will come from 3 divisions: Domestic taxes, customs and corporate communication. You can have an idea of kind of questions from FAQ on ZIMRA website.

Query 7

Bot needs to support English, Ndebele and Shona, kindly confirm?

Response 7

Yes it must support English, Ndebele and Shona

Query 8

Kindly mention the channels that we need to integrate with? What are the "Other client Facing Web-portals" Kindly suggest.

Response 8

Zimra website and e-services portal.

Query 9

Do you need voice based Chatbot or text based bot or both?

Response 9

We are looking for text based Chatbot that is menu driven and which also accept free text. However, if a partner is proposing both voice and text it is still fine as long as the partner is clear on how to deal with ambiguity that comes as a result of different languages like Shona and Ndebele or a mix of languages.

Query 10

5/1

What are the systems that Chatbot needs to be integrated with?

Response 10

The Chatbot needs to be integrated with systems in table below. The integration is mainly at database level since we want the Chatbot to be able to retrieve some specific information from the database.

System Name	Application Version	Database version
SAP ERP	EHP 6.0	Oracle 12c
Asycuda World	4.3.1	Oracle 12c
BizTalk Server	BizTalk Integrator 2013 sp1	MS SQL server 2012
E-Services database	ASP.net web front e, sharepoint 2013 sp1, crm 2011 sp1, iis 4.5	MS SQL server 2012
ETS Database		MS SQL server 2012

Query 11

Do these systems have integration capabilities? Do you have the necessary API's to integrate

Response 12

Yes, we have integration capabilities. All our integrations go through our integration platform called BizTalk. This integration platform communicates using APIs or web services with internal systems. It also support different protocols

Query 13

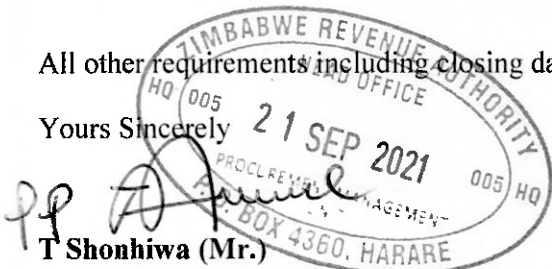
Which channels the Chatbot needs to be activated? WhatsApp, Facebook, Customer facing portals, SMS and USSD only?

Response 13

Yes, our Chatbot should allow Clients to access the following channels Facebook Messenger, WhatsApp, USSD, SMS, ZIMRA Website and other Client facing Web portals.

All other requirements including closing date remain unchanged as per the Bidding Document.

Yours Sincerely



T Shonhiwa (Mr.)

**Director Procurement Management Unit
ZIMRA**