

November 19, 2020

**To: ALL PROSPECTIVE BIDDERS**

**QUESTIONS AND CLARIFICATIONS NO. 2**

**ZICTA/ SP/23/20: TENDER FOR THE UPGRADE OF THE CUSTOMER  
RELATIONSHIP MANAGEMENT SYSTEM FOR THE ZAMBIA  
INFORMATION AND COMMUNICATIONS TECHNOLOGY  
AUTHORITY**

In accordance with Section I, Clause 10.1 of the solicitation document, ZICTA/SP/23/20, the undersigned acting as the Purchaser's Representative, hereby responds to requests received from prospective bidders for clarification of the solicitation document and presents herewith a summary of the clarifications.

**1.0 Query**

In accordance with the RFP, the upgrade is from Dynamics CRM 2011 to Dynamics 365. Normally upgrade will be from one lower version to higher version.

In this case the upgrade will be from CRM 2011 - CRM 2013 SP1 -CRM 2015 - CRM 2016 - Dynamics 365.

**Response**

**A fresh/clean installation of Dynamics 365 or its equivalent on different hardware is acceptable.**

**2.0 Query**

Since the upgrade is from CRM 2011 to Dynamics 365, we need to know the number of users, how much of old solution you

want to take to the new system, in terms of data, reports and customization.

**Response**

Bidders are advised to provide for 50 users.

Data migration is optional however, preferred if achievable.

For details relating to reports and customisation, refer to the Technical Specifications in the solicitation document.

**3.0 Query**

How much data do you need to import?

**Response**

2GB of data needs to be imported. However, data migration is optional.

**4.0 Query**

Are there any third-party applications or services you need to integrate with or will they require customization?

**Response**

The current requirements do not include third-party applications or services to integrate with. However, in future, there will be need to integrate with the ZICTA Call Center platform.

**5.0 Query**

At what levels will the users need access?

**Response**

The user levels will be dependent on defined workflows to be discussed with the successful vendor.

**6.0 Query**

How much storage will you need? Will you need to purchase extra space?

**Response**

The storage required at the start is only 2GB or less. There is sufficient storage available.

7.0 **Query**

Duration of 3 weeks is might not be possible. Kindly confirm.

**Response**

The required duration of three (3) weeks is adequate. However, the matter can be negotiated with the successful vendor prior to contract signing.

Paul Magiya Manda  
Deputy Director-Acquisition and Supply Chain  
**For/DIRECTOR GENERAL**  
**ZAMBIA INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY**