

TENDER ADVERTISEMENT NATIONAL OPEN TENDER

TENDER REF NO: KTNA/OT/04/2019-2020

TENDER FOR THE PROVISION OF END TO END SUPPORT AND MAINTENANCE (MANUFACTURER SUPPORT AND PARTNER SUPPORT) FOR AVAYA AURA CONTACT CENTRE SOLUTION VER 7.2 AND MICROSOFT DYNAMICS CRM 365 SOLUTION

- 1.1. The Kenya Trade Network Agency (KenTrade) invites sealed tenders from eligible candidates for **THE PROVISION OF END TO END SUPPORT AND MAINTENANCE (MANUFACTURER SUPPORT AND PARTNER SUPPORT) FOR AVAYA AURA CONTACT CENTRE SOLUTION VER 7.2 AND MICROSOFT DYNAMICS CRM 365 SOLUTION.**
- 1.2. Interested eligible candidates may view and download the document **free of charge** from Government Tenders Portal (IFMIS) or from our website on the following link: - <http://www.kentrade.go.ke/index.php/procurement/tenders>, or purchase the documents at a cost of **Kshs. 1000.00** from the procurement office at Embankment Plaza (1st Floor), Upper Hill. **Bidders who download the tender document from the Government Portal- <http://supplier.treasury.go.ke/> shall be required to email their detailed contact information to procurement@kentrade.go.ke for future communication.**
- 1.3. Candidates may also obtain further information at the Kenya Trade Network Agency offices (Procurement Office) at Embankment Plaza, Upper Hill, (First Floor) at the address given below.
- 1.4. Completed Tenders should be submitted accompanied by a Tender Security issued by a bank or a Financial Institution approved by the

Public Procurement Regulatory Authority (PPRA), in the amount of Kenya Shillings One Hundred thousand only (**Kshs. 100,000.00**). The tender security should be valid for one hundred and twenty (120) days from the closing date of the tender and should be received on, or before **Tuesday, January 21, 2020 at 1000hours**. Failure to provide tender security will lead to disqualification of the tender.

- 1.5. Prices quoted shall be inclusive of duty and other taxes and shall remain valid for **90 days** from the closing date of the tenders.
- 1.6. The completed tender documents, shall be submitted in two copies, and in two separate envelopes marked as: -

"TECHNICAL PROPOSAL and FINANCIAL PROPOSAL".

Both envelopes shall be placed in an outer envelope and sealed. This outer envelope shall bear the Tender number and name, and marked **"DO NOT OPEN BEFORE Tuesday, January 21, 2020 at 1000 hours"**, and shall be addressed to:-

**The Chief Executive Officer,
Kenya Trade Network Agency,
Embankment Plaza, Upper Hill,
P.O Box 36943-00200
NAIROBI**

- 1.7. All Tender Documents **MUST** be submitted in **HARD COPY** and should be deposited in the Tender Box located at the reception area of KENTRADE Offices at Embankment Plaza (First Floor). Documents submitted online shall **NOT** be acknowledged.
- 1.8. Tenders will be opened immediately after the closing time in the presence of tenderers representatives who choose to attend the opening in the boardroom on first floor, Embankment Plaza.

CHIEF EXECUTIVE OFFICER