



## **TENDER ADVERTISEMENT NATIONAL OPEN TENDER**

**TENDER NO: KTNA/OT/05/2023-2024**

**TENDER FOR THE PROVISION OF A CONTACT CENTRE SOLUTION**

1. The Kenya Trade Network Agency (KenTrade) invites sealed tenders for the provision of a Contact Centre Solution for a period of three years.
2. Tendering will be conducted under open competitive tendering method using a standardized tender document and is open to all qualified and interested Tenderers.
3. Qualified and interested tenderers may obtain further information and inspect the Tender Documents from the website- [www.kentrade.go.ke](http://www.kentrade.go.ke) upon registering as suppliers using the link <https://esupplier.kentrade.go.ke/>.
4. Tender documents may be viewed and downloaded electronically from the KenTrade website- [www.kentrade.go.ke](http://www.kentrade.go.ke) upon registering as suppliers using the link <https://esupplier.kentrade.go.ke/> Tender documents obtained electronically will be free of charge.
5. Tenderers who download the tender document must forward their particulars immediately to email address [procurement@kentrade.go.ke](mailto:procurement@kentrade.go.ke) to facilitate any further clarification or addendum.
6. All Tenders must be accompanied by All Tenders must be accompanied by a tender security of **Kenya Shillings Two Hundred Thousand Only (Kshs. 200,000.00)** valid for **205 days** from the date of tender closing in the form of a bank guarantee from a reputable bank recognized by the Central Bank of Kenya or an Insurance company approved by PPRA.
7. The Tenderer shall chronologically serialize all pages of the tender documents submitted. **Format 1,2,3,4,5 ...n (where n is the last page number)** from the first page to the last page including all attachments.
8. Completed tenders must be submitted electronically in PDF format and uploaded on the eSupplier portal through the link <https://esupplier.kentrade.go.ke/> on or before **Thursday, 5<sup>th</sup> October 2023** at

**10.00 am.**

9. Only Electronic Tenders will be permitted.
  
10. Tenders will be opened immediately after the deadline date and time specified above or any deadline date and time specified later. Tenders will be publicly opened in the presence of the Tenderers' designated representatives who choose to attend at the address below.

**Kenya Trade Network Agency  
1<sup>st</sup> Floor, Embankment Plaza,  
Longonot Road,  
Upper Hill,  
Nairobi.**

11. Late tenders will be automatically locked out by the system.

**CHIEF EXECUTIVE OFFICER**

**KENYA TRADE NETWORK AGENCY**