



KENYA TRADE NETWORK AGENCY (KENTRADE)
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TENDER REF NO: KTNA/OT/05/2023-2024

TENDER NAME: - TENDER FOR THE PROVISION OF A CONTACT CENTRE SOLUTION.

ADDENDUM No.1

KENTRADE wishes to **clarify** to all prospective bidders as per below table.

S/NO	QUERIES	RESPONSE TO QUERIES
1.	Are you looking only at Avaya contact center solutions? Please advice.	"Kentrade is looking for the latest version of ANY SYSTEM that will meet the requirements as specified in the tender document."
2.	How many agents should the contact center support?	The contact center should support 15 agents.
3.	How many agents should have access to multimedia channels such as whatsapp?	Five (5) agents should have access to multimedia channels such as whatsapp.
4.	How many shifts are there?	There are two (2) shifts.
5.	How many agents per shift?	Seven (7) agents per shift.

All the other tender requirements remain the same.

CHIEF EXECUTIVE OFFICER