



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.

No	Page No.	Clause No.	Description as per the tender	Our Queries	KenTrade Response
1.	N/A	N/A	N/A	Call Center Solutions - How many Call Center staff - (Agent) License Required Including the supervisor License	20 including Supervisors.
2.	N/A	N/A	N/A	In this Project - What are the Integration Requirement - TFP and Ticketing management solution - this is the assumption - Can you pls Confirm and Elaborate MORE on this	The solution is required to integrate with the Trade Facilitation Platform (Kenya National Electronic Single Window System to fetch customer data for purposes of facilitating interactions with the customer and with the Agency mobile

					application for ticketing. This should include the Chatbots
3.	N/A	N/A	N/A	If any other Integration Required - Please Clarify - please give more details	Solution to be able to easily accommodate future integrations to fulfill business needs.
4.	N/A	N/A	N/A	Integration with TFT - Please explain the Requirement	The solution is required to integrate with the Trade Facilitation Platform (Kenya National Electronic Single Window System to fetch customer data)
5.	N/A	N/A	N/A	CRM Solutions - Sales and Marketing Process - How many Users License Required	5
6.	N/A	N/A	N/A	IT Helpdesk - How many Technician / Back office users required License	4
7.	N/A	N/A	N/A	Case Management / Ticketing solution - How many License Required	See Item 1 Above
8.	N/A	N/A	N/A	IP PABX - solutions required - If Required How many users License Required - Extensions - Please provide Feedback	We prefer A virtual PABX , 40 Users with ability to Scale up later up to 150 Users .

9.	N/A	N/A	N/A	TFT - Integration - assumes - Basic Integration Required - that is access to the details of the customer and other Basic Details	The solution is required to integrate with the Trade Facilitation Platform (Kenya National Electronic Single Window System to fetch customer data)
10.	N/A	N/A	N/A	Expected Project completion Timelines	2 Months
11.	N/A	N/A	N/A	Kindly advise if we require to provide Original Bid Security on Submission	Yes - check on the tender doc for the required amount
12.	34	3.0 VOIP/TELEPHONY SOLUTION REQUIREMENTS	Solution Type Mode -- e--Appliance Based solution, Running as Virtual PABX. To be installed on KenTrade Collocated DC	Please confirm the type of Telephony connection like SIP or PRI. Where is it located. What is the initial and max count of channels.	SIP
13.	40	4.0 CRM SOLUTION REQUIREMENTS	Outlook Email Integration	We would like to know the detailed scope of this requirement, since mentioned components outlook and CRM is controlled by a Third-Party Vendor.	Simple Intergration to Microsoft Cloud E-mail 365 or any other email system that may be in use
14.	42	4.0 CRM SOLUTION REQUIREMENTS	Integrated social media; Facebook, twitter, live web chat, skype etc.	We understand Kentrade will procure and activate the API required for accessing the official	Vendor to Provide

				pages of various social media	
15.	45	4.0 CRM SOLUTION REQUIREMENTS	Marketing, Sales, Broadcasts and Campaign Management	We understand SMS gateway will be provided by Kentrade.	Yes KenTrade will Provide
	48	4.0 CRM SOLUTION REQUIREMENTS	IT Inventory Management	What is the Max count of IT assets	1000-1500
16.	53	4.0 CRM SOLUTION REQUIREMENTS	C VENDOR EVALUATION -- Reference Sites -- Proof of completed implementation including installation and maintenance of CRM & Telephony solution in the last 3 years for a government / Corporate institution in Kenya.	We request you to also consider the experience of any foreign government experience, which will showcase the best practices deployed in our countries.	This is NOT an International Tender.
17.	55	4.0 CRM SOLUTION REQUIREMENTS	C VENDOR EVALUATION -- Project Management IT Service Management -- Detailed migration plan detailing clearly how the migration from current platform shall be undertaken and any requirements thereof	We would like to know the detailed specifications of the existing system.	These requirements are not Premised on existing Solution. Only Successful vendor will have access to this information

18.	55	4.0 CRM SOLUTION REQUIREMENTS	C VENDOR EVALUATION -- Project Management IT Service Management -- Proof of Helpdesk (IT Service Desk) - Reachable on both Phone and E-mail	Is it sufficient if we show our website displaying email and phone or need to submit any additional proof.	A web site is not a help desk system. Demonstrate how we shall log support tickets. E-mail and escalation Matrix
19.	126	Section IV - Tendering Forms	Service Line 1	Can monthly recurring be mentioned under this category.	KenTrade Pays for the E1 Lines.

All the other tender requirements remain the same.

CHIEF EXECUTIVE OFFICER