



**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.3**

KENTRADE wishes to **clarify** to all prospective bidders as per the table below: -

SECTION	ITEM DESCRIPTION	AMENDMENT
INVITATION TO TENDER (Page 2 Item No. 5) and ITT 21.1	Tender Security	<b>Omit the word approved and replace with “listed”. the statement thus should read “All Tenders must be accompanied by a tender security of Kenya Shillings One Hundred Fifty Thousand Only (Kshs. 150,000.00) 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 listed by PPRA.”</b>
DUE DILIGENCE Page 76 And ITT 35.2 (d)	Evaluation of Tenders	<p><b>Omit the following section: -</b></p> <p style="text-align: center;"><b>A. DUE DILIGENCE/POST QUALIFICATION (20 MARKS)</b></p> <p>The maximum score under this stage of evaluation is <b>20 marks</b>. Bidders must score <b>at least 17 out of the 20 marks</b> to proceed to the financial evaluation stage.</p> <p>Due diligence will be undertaken through site visits to the bidders’ reference sites in order to confirm the authenticity of the sites and the scope of work done in relation to this project amongst other criteria stipulated below. At least two sites will be required (for each site 10 marks). The</p>

scores will be spread out per site as follows: -

No.	Criteria	Maximum Score
1.	The authenticity of the site provided. <b>NB: If the authenticity for any provided site is established to be false, the bidder will be Disqualified</b>	<b>MANDATORY</b>
2.	Proof of the scope of work carried out.	4
3.	Proof of completion of work. <b>NB: If work has not been completed work at any of the reference sites provided, the bidder will score zero for Due Diligence/Post Qualification section.</b>	2
4.	Team(s) involved in the implementation.	2
5.	Client satisfaction on the deployment and post implementation support. Issues to do with project timelines, deliverables and general performance of the contractor will be examined.	2
<b>Total</b>		<b>10</b>

**And replace with the following: -  
Vendor Evaluation**

All requirements under Response to Technical specifications are **MANDATORY**. Bidders **MUST** meet all the requirements under the Response to **Compliance to**

**Technical specifications.** The maximum score under **Vendor evaluation is 100 marks.** Bidders Must meet **all requirements** under Response to technical specifications and score **at least 90 marks** out of the **100** under Vendor evaluation to proceed to the next stage- Financial Evaluation

<b>i. VENDOR EVALUATION</b>		<b>Max. Score</b>	<b>Evaluated Score</b>
<b>Reference Sites</b>	<p>Proof of completed implementation including installation and maintenance of CRM &amp; Telephony solution in the last 3 years for a government / Corporate institution in Kenya. <b>(MUST Attach completion certificate or Recommendation Letters, Reachable Current Contacts of Reference Persons (Official E-mail address and Telephone) and Value of Project) at least 3 Sites. (30 Marks - 10 marks each site) - spread as below.</b></p> <p>a. Three (3)sites Completion Certificate/ Positive recommendation</p>	<b>30</b>	

			<p>letters - ( 15 marks - 5 Marks each site)</p> <p>b. Reachable Current Contacts of Reference Persons for each sites (Official E-Mail and telephone (9 Marks - 3 marks Each Site )</p> <p>c. Value of Project (6 Marks - 2 Marks eachs site )</p>		
		<p><b>Technical Competence for the Assignment</b></p>	<p>Skills, Experience, and certification on proposed solutions: The Bidder Must have Competent experienced Engineers certified to high levels of the proposed solutions.</p> <p>i. At least 5 CVs of Implementation Team with Project Manager having bachelor's degree level or Above Education (10</p>	27	

			<p><b>Marks - (1 Mark each).</b></p> <p>ii. Above 10 years Cumulative Experience of the Team - <b>(5 Marks).</b></p> <p>iii. At least 2 Expert/Architect level certified Engineers - Vendor Specific Certification for the Solutions proposed as follows:</p> <p>i. At least 2 Certified Engineers in the proposed CRM <b>(2) - (6 Marks)</b></p> <p>ii. At least 2 certified Engineers in the proposed Telephony solution</p>	
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			- (6 Marks)		
		<p><b>Project Management IT Service Management,</b></p>	<p>Given the critical nature of the KenTrade IT environment, the partner should have project resources who are trained and certified.</p> <ul style="list-style-type: none"> <li>i. Project Management Skills - Prince 2, PMP or related Qualification for at least one Team Member <b>(2 Marks).</b></li> <li>ii. IT Change management Skills: At least 1 ITIL certified team member <b>(2 Marks).</b></li> <li>iii. Project Plan with Clear Tasks and Activities defined with Timelines and Milestone and a Gantt chart <b>(5 Marks).</b></li> <li>iv. Detailed technical and end user training plan and</li> </ul>	28	

			<p>professional training proposal (5 Marks)</p> <p>v. Detailed migration plan detailing clearly how the migration from current platform shall be undertaken and any requirements thereof (5 Marks)</p> <p>vi. Project Team Organogram - Clearly indicating the Escalation Matrix (5 Marks).</p> <p>vii. Proof of Helpdesk (IT Service Desk) - Reachable on Both Phone and E-mail (4 Marks).</p>		
		<b>Technical Design Proposal</b>	<p>viii. Comprehensive technical design proposal, with diagrammatic illustrations of the Logical design of the CRM &amp; Telephony</p>	15	

			solution and their interfacing with on premise services.		
		<b>TOTAL</b>		<b>100</b>	

**EXTENSION OF CLOSING DATE**

Bidders are requested to note that the tender closing date for the tender has been extended from Thursday, 5<sup>th</sup> October 2023 to Wednesday, **11<sup>th</sup> October 2023 at 10.00am**

**All the other tender requirements and earlier addenda issued remain the same.**

**CHIEF EXECUTIVE OFFICER**