



TENDER NO: KTNA/OT/10/2023-2024

**TENDER FOR THE PROVISION OF SUPPORT AND MAINTENANCE
SERVICES FOR THE DYNAMICS 365 CRM SOLUTION (FRAMEWORK
CONTRACT**

1. The Kenya Trade Network Agency (KenTrade) invites sealed tenders for the provision of support and maintenance services for the Dynamics 365 CRM solution on framework contract for one (1) year renewable up to a maximum of three (3) years.
2. Tendering will be conducted under the National 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 using the link <https://esupplier.kentrade.go.ke/>
4. Tender documents may be obtained electronically from the KenTrade website at website- www.kentrade.go.ke using the link <https://esupplier.kentrade.go.ke/> Tender documents obtained electronically will be free of charge.
5. Tender documents may be viewed and downloaded for free from the website www.kentrade.go.ke using the link <https://esupplier.kentrade.go.ke/> Tenderers who download the tender document must forward their particulars immediately to email address procurement@kentrade.go.ke to facilitate any further clarification or addendum.
6. Tender security shall not be required for this tender.
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 on or before **Thursday, 30th May 2024 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.
11. Late tenders will be automatically locked out by the system.
12. The addresses referred to above are:
 - A. Address for obtaining further information and for purchasing tender documents
 - 1) Name of Procuring Entity: **Kenya Trade Network Agency**
 - 2) Physical address: **1st Floor, Embankment Plaza, Longonot Road, Upper Hill, Nairobi.**
 - 3) Postal Address: **P.O Box 36943-002002, Nairobi.**
 - 4) Contact Person: **Manager, Supply Chain Management. Tel; (02) 2795000**

email: procurement@kentrade.go.ke
 - B. Address for Submission of Tenders.
 - 1) <https://esupplier.kentrade.go.ke/>
 - C. Address for Opening of Tenders.
 - 1) Name of Procuring Entity: **Kenya Trade Network Agency**
 - 2) Physical address for the location: **1st Floor, Embankment Plaza, Longonot Road, Upper Hill, Nairobi.**

**CHIEF EXECUTIVE OFFICER
KENYA TRADE NETWORK AGENCY**

Date: May 22, 2024