



TENDER ADVERTISEMENT NATIONAL OPEN TENDER

TENDER NO: KTNA/OT/06/2024/2025

TENDER FOR THE PROVISION OF CUSTOMER RELATIONSHIP MANAGEMENT (CRM) AND CONTACT CENTRE SOLUTION WITH IP TELEPHONY SYSTEM

1. The Kenya Trade Network Agency (KenTrade) invites sealed tenders for The Provision of Customer Relationship Management (CRM) and Contact Centre Solution with IP Telephony System.
2. Tendering will be conducted under open National competitive method using a standardized tender document. Tendering is open to all qualified and interested Tenderers.
3. Eligible and interested bidders may obtain further information and inspect the bidding documents at Supply Chain Office at the Kenya Trade Network Agency (KenTrade) Headquarters on 1st Floor, Embankment Plaza, Upper Hill between 8.00am and 5.00pm Kenyan Time, Monday to Friday except lunch time between 1.00pm to 2.00pm and on public holidays.
4. A complete set of tender documents may be obtained by interested candidates upon payment of a non-refundable fee of Kshs. 1,000/= (One thousand shillings only) deposited in KenTrade's Co-operative Bank Account no. 01141162178000, Account Name: Kenya Trade Network Agency, Upper Hill Branch.
5. The document may also be downloaded free of charge from the Public Procurement Information Portal www.tenders.go.ke and/or the Kenya Trade Network Agency website at the following link;
<http://www.kentrade.go.ke/index.php/procurement/tenders>.

Bidders who download the tender document from the government portal must register with KenTrade, giving full details of the company name, postal, physical, email and telephone addresses through the email address; procurement@kentrade.go.ke for the purposes of receiving any future communication.

6. Prices quoted should be inclusive of all taxes and service delivery costs, must be expressed in Kenya shillings and will remain valid for **210 days** from date of tender opening.
7. All tenders must be accompanied by a tender security worth **Kenya Shillings Three Hundred Thousand (Kshs. 300,000.00)** and valid for **150 days** from the date of tender closing in any of the following forms: a bank guarantee; a guarantee by an insurance company registered and licensed by the Insurance Regulatory Authority and listed by PPRA.
8. The Tenderer shall chronologically serialize all pages and attachments of the tender
9. Completed tenders must be delivered to the address below or before **Thursday, March 13, 2025, at 10:00am.**

**The Chief Executive Officer,
Kenya Trade Network Agency - KENTRADE
P. O. Box 36943-00200
Nairobi.**

10. Electronic Tenders will not be permitted.
11. 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 KenTrade Board room on 1st floor, Embankment Plaza in Upper Hill.
12. Late tenders will be rejected.

CHIEF EXECUTIVE OFFICER