



**KENYA TRADE NETWORK AGENCY (KENTRADE)**  
Embankment Plaza – First Floor P.O. Box 36943-00200-NAIROBI  
Tel: +254 20 2795213; email: [info@kentrade.go.ke](mailto:info@kentrade.go.ke) ; [procurement@kentrade.go.ke](mailto:procurement@kentrade.go.ke)

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

**TENDER NAME: - TENDER FOR THE PROVISION OF CUSTOMER RELATIONSHIP MANAGEMENT (CRM) AND CONTACT CENTRE SOLUTION WITH IP TELEPHONY SYSTEM.**

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**ADDENDUM No.1**

28/02/2025

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

**1. Issue 1: Tender Security**

Amended to All tenders to read “must be accompanied by a tender security worth Kenya Shillings Three Hundred Thousand (Ksh.300,000.00) and valid for 150 days from the date of tender closing in any of the following forms: cash, a bank guarantee; a guarantee by an insurance company registered and licensed by the Insurance Regulatory Authority and listed by PPRA.”

**2. Issue 2: Tender Notice**

Amended to read “Tender For The Supply, Installation, Commissioning and Maintenance of Customer Relationship Management (CRM) And Contact Centre Solution With Ip Telephony System”

To capture the aspect of Supply, Installation and Commissioning

**3. Issue 3: Under Vendor Evaluation**

- i. Response: Removed the requirement to have provided the solution in at least two public institutions. Currently reading as follows.*

“Proof of completed implementation including installation and maintenance of CRM & Telephony solution done within the last 5 years for at least three (3) institutions from the public and private sector.”



- ii. Under the project management IT service, bidders must provide a project plan with clear tasks and activities defined with timelines and milestone and a Gantt chart (5 Marks) -

*Our response Retained this requirement as it is important for this type of works to help evaluate the bidders' capacity in managing the implementation of the project.*

- iii. They ought to provide a detailed technical and end user training plan (5 Marks)-

*Our Response Amended to the below to clarify what is required as this solution requires extensive user and technical training.*

"Detailed technical and end user training plan (5 Marks), Indicating system elements to train. End User training shall entail training 20 KenTrade Contact center Agents. Technical training shall entail training five (5) KenTrade Staff at OEM level certification of the solution"

- iv. They are also required to provide a migration plan detailing clearly how migration from current platform amongst other requirements.

*Our Response: In IT projects of this magnitude migration from existing platform to the new platform is a crucial element of the project. The Bidder is required to provide seamless transition from existing platforms including data and integrations migration. We have amended the requirement to add, and clarity as follows.*

"Migration plan detailing clearly how the migration from current platform shall be undertaken. The Current Solutions are Avaya Contact Center Solution and Microsoft dynamics CRM.

Bidders shall be required to migrate all users, Data and Configurations, to the new platform . Bidders are also required to migrate Existing E1 lines (2 lines Safaricom and Telkom) to Collocated Data centers (5 Marks)"

#### 4. Issue 4: PPRA Capacity Building levy

*Our Response: This has been included in the Financial Evaluation section as follows*  
"Successful Bidders Shall be required to factor in The Public Procurement Capacity Building Levy amounting to 0.03% of the value of the signed contract exclusive of applicable taxes"

All the other tender requirements remain the same.



CHIEF EXECUTIVE OFFICER