



KENYA TRADE NETWORK AGENCY (KENTRADE)
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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.

ADDENDUM No.2

04/03/2025

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

SR No.	Clarification	KenTrade Response	Remarks
1.	What is the number of users who are going to use each platform? Please give more details on the all type of users who are going to use the platform. How many PABX Licenses are required? Is it 60 or 80 Please provide clarification.	100 Users that include - (20 Contact Centre Agents, 4 Contact center Supervisors, and 65 General Users for VOIP).	This is Clearly indicated under Number of Users in the Tender Document
2.	How many CRM sales users are going to use the platform.	10 CRM sales users are going to use the platform.	N/A
3.	How many licenses is required for CRM support users.	20 licenses are required for CRM support users.	N/A
4.	How many technical agents will be using IT Helpdesk.	20 technical agents will be using IT Helpdesk.	N/A

All the other tender requirements remain the same.

CHIEF EXECUTIVE OFFICER