



REPUBLIC OF KENYA
THE NATIONAL TREASURY AND ECONOMIC PLANNING

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THE NATIONAL TREASURY
P.O. BOX 30007 – 00100
NAIROBI

Ref: TNT/OT/058/2024-2025

11th June, 2025

REF: TENDER FOR PROVISION OF A CONTACT CENTRE SOLUTION FOR E-CITIZEN PLATFORM
TENDER NO. TNT/OT/ 058/2024-2025

ADDENDUM 1

The National Treasury has issued an addendum to the above issued tender as follows:

CLARIFICATIONS FOR TENDER FOR PROVISION OF A CONTACT CENTRE SOLUTION FOR E-CITIZEN PLATFORM			
S/NO	REFERENCE	QUERY	RESPONSE
1	Requirements Specifications	What is total monthly call volume	400,000 to 600,000 Monthly Calls
2	Requirements Specifications	What is the average handling time	3 - 5 Minutes Per Call
3	Requirements Specifications	What is the total monthly call volume in minutes	400,000 to 600,000 Monthly Calls
4	Requirements Specifications	How long do you need to store the recording for	Call Recording should not be deleted
5	Requirements Specifications	Is there a requirement to store call recording outside of the contact Centre	The Solution to be Deployed on Primary and Secondary Data Centre Locally. Call Recording backup to be

			done on Secondary Site
6	Requirements Specifications	Can the call recordings to store in the cloud (Hosted outside of Kenya)	The Solution to be Deployed on Primary and Secondary Data Centre Locally. Call Recording backup to be done on Secondary Site
7	Requirements Specifications	What is the receptionist Capability	All Calls to be Routed through Agents. The proposal to be sent as per the scope specified
8	Requirements Specifications	Is there any requirement for Voicemail	No. The proposal to be sent as per the scope specified
9	Requirements Specifications	Is Kentrade using TDM or SIP for Calling Outside	The Tender is for National Treasury
10	Requirements Specifications	Number of SIP channels currently in use today	Current Solution has 2 SIP Channels
11	Requirements Specifications	Busy Hour Call Attempts (BHCA) refers to the total number of calls attempted or received during the busiest hour of the day	1000 to 2000 calls during peak hours
12	Requirements Specifications	What is the current scale for of Gateways (SIP or TDM)	No Gateway in place. The proposal to be sent as per the scope specified
13	Requirements Specifications	Any mergers and acquisition activity that we need to be aware off to scale GW appropriately	No Anticipated Mergers or Acquisition. The proposal to be sent as per the scope specified
14	Requirements Specifications	Please confirm the number of Call Centre Agents	The Solution to be used by 15 Call Centre Agents
15	Requirements Specifications	Please confirm the number of Call Centre Supervisors	The Solution to be used 2 Supervisors
16	Requirements Specifications	Please confirm the number of agents that require access to digital channels (Facebook Messenger, WhatsApp, SMS etc)	All the 15 Agents
17	Requirements Specifications	Is outbound campaign manager required. If so, how many agents (This will be used for automated outbound campaigns)	Not Part of the scope. The proposal to be sent as per the scope specified
18	Submission	We would like to request for an	New closing date 16 th June 2025

		extension of 15 days to include the above clarifications our response and submit a comprehensive Techno Commercial proposal which meets all the National Treasury Requirements	
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All other terms and conditions remain the same.

**HEAD, SUPPLY CHAIN MANAGEMENT SERVICES
FOR: PRINCIPAL SECRETARY/THE NATIONAL TREASURY**