

## **TENDER ADVERTISEMENT NATIONAL OPEN TENDER**

**TENDER NO: KTNA/OT/15/2020-2021**

### **TENDER FOR ACQUISITION OF ANNUAL PARTNER SUPPORT FOR MICROSOFT DYNAMICS 365 CUSTOMER RELATIONSHIP MANAGEMENT (CRM) & AVAYA CONTACT CENTRE SOLUTIONS**

- 1.1 The Kenya Trade Network Agency invites sealed tenders from eligible candidates for the above subject tender.
- 1.2 Interested eligible candidates may view and download the document **free of charge** from the Government Tenders Portal (PPIP) or from the KenTrade website on the following link: - <http://www.kentrade.go.ke/index.php/procurement/tenders>, or purchase the documents at a cost of **Kshs. 1000.00** from the procurement office at Embankment Plaza (1<sup>st</sup> Floor), Upper Hill.

**Bidders who download the tender document from the Government Portal- shall be required to email their detailed contact information to [procurement@kentrade.go.ke](mailto:procurement@kentrade.go.ke) for future communication.**

- 1.3 Candidates may also obtain further information at the Kenya Trade Network Agency offices (Procurement Office) at Embankment Plaza, Upper Hill, (First Floor) at the address given below.
- 1.4 Completed Tenders should be submitted accompanied by a Tender Security issued by a bank or a Financial Institution approved by the Public Procurement Regulatory Authority, in the amount of Kenya Shillings Two Hundred Thousand only (**Kshs. 200,000.00**). The tender security should be valid for one Hundred and twenty (120) days from the closing date of the tender and should be received on, or before **Thursday, April 08, 2021 at 1000hours**. Failure to provide tender security will lead to disqualification of the tender.

- I.5 Prices quoted shall be inclusive of duty and other taxes and shall remain valid for **150 days** from the closing date of the tenders.
- I.6 The completed tender documents, shall be submitted in two copies, marked as: -

**“ORIGINAL TENDER” and “COPY OF TENDER”.**

and shall be placed in one outer envelope and sealed. This outer envelope shall bear the Tender number and name, and marked **“DO NOT OPEN BEFORE Thursday, April 08, 2021 at 1000hours.,** and shall be addressed to: -

**The Chief Executive Officer,  
Kenya Trade Network Agency,  
Embankment Plaza, Upper Hill,  
P.O Box 36943-00200  
NAIROBI**

- I.7 All Tender Documents should be deposited in the Tender Box located at the reception area of KENTRADE Offices at Embankment Plaza (First Floor).
- I.8 Tenders will be opened immediately after the closing time in the presence of tenderers representatives who choose to attend the opening in the boardroom on first floor, Embankment Plaza.

**CHIEF EXECUTIVE OFFICER**