

TENDER NO. KPA/102/2025-26/MKTG- EXPRESSION OF INTEREST (EOI)
FOR BUSINESS PROCESS OUTSOURCING (BPO) VENDOR FOR THE
CUSTOMER ENGAGEMENT CENTRE (CEC)

1.0 BACKGROUND AND OBJECTIVE

The Customer Engagement Centre (CEC) has been identified as one of the key transformative initiatives in the KPA Strategic Plan. The Project aims to provide a comprehensive system for multichannel customer service and support. This setup will assist the Authority in making sure that customer interactions are consistent and effective. The CEC will therefore coordinate and develop the support structures to a coordinated, uniform and seamless customer service by all, every time, all the time to ensure higher levels of customer satisfaction.

The objectives of the CEC are to provide a single view of customer data and interactions and to enhance customer experience at the various touch points.

2.0 CEC MODEL

The model adopted is a hybrid where some functionalities are run internally by KPA, and others are outsourced to a Business Process Outsourcing (BPO) vendor as follows:

- i. **In-house functions**, i.e., walk-ins at the CECs, letters and monitoring of BPO vendor operations will be handled internally
- ii. **Outsourced functions**, i.e., calls (inbound and outbound), chats, social media and email correspondence will be outsourced to a BPO vendor with KPA providing an implant at the BPO vendors premises for monitoring operations of the agents allocated to KPA.

Note: Communication will be through dedicated channels, namely telephone lines covering a unique number with routing functionalities integrated to the KPA CRM that support Unstructured Supplementary Service Data (USSD), social media handles and an email address. This will ensure convenience to customers when accessing the Authority for relevant support. These communication protocols and software will be owned by KPA and managed by the BPO vendor during the contract period.

[Handwritten signatures in blue ink]

Estimated Traffic per day for Outsourced functions

Location	Calls	E-Mails	Social Media/Chats
Mombasa	1,000	950	500
Nairobi	150	280	150
EAC Region	50	50	20
Total	1,200	1,280	670

NB: The traffic indications above are for guidance purposes only and KPA does not give a guarantee on the veracity of these estimates.

The successful bidder will be required to undertake Proof of Concept, which will involve traffic analysis of KPA customer interactions (calls, chats, emails and social media) within the first 90 days of the Contract to guide on the optimal resources required. Based on the traffic analysis findings, the Vendor is expected to determine the optimal number of human and capital resources required to handle the KPA portfolio. Additionally, the Vendor should provide for scaling up of requisite capacity guided by traffic trends.

3.0 SCOPE OF WORKS

The BPO vendor scope of works covers a period of 24 months and includes, but is not limited to the following:

3.1 Query Handling

- i. To offer first level support by communicating with KPA customers and other stakeholders through multi-lingual formats - English and Kiswahili languages – conveyed through calls, chats, e-mails and social media platforms.
- ii. To record details of all customer interactions and issue a case number for each for follow up, escalation, resolution and future reference.
- iii. To handle customer inquiries regarding operations, service standards, tariff, payment procedures and any other related issues

Note:

- a) BPO Vendor should provide dedicated first line customer support personnel who should not be shared with other programs or any existing lines of business.
- b) BPO Vendor will be required to undertake periodic communication on corporate initiatives as briefed by KPA aimed at meeting operational objectives such as notices on timely evacuation of cargo, adoption of new or re-engineered procedures/processes etc.

3.2 Data management and reporting

- i. Generate customer insights from the interactions, undertake analysis and prepare periodic reports to inform improvements in service delivery.
- ii. Generate data on KPA customer interactions from the BPO vendor records at pre-defined intervals and transmit to KPA.
- iii. Maintain database of customers and stakeholders.

Eligibility and Evaluation Criteria requirements

No.	Requirement	Compliance
1.	The Submission shall have a table of contents page clearly indicating Sections and Page Numbers.	Must meet
2.	The Submission shall have pages in the whole document from the table of contents page numbered in the correct sequence (i.e 1,2,3,4, 5,...n (where n is the last numerical page number).) including all appendixes and attachments.	Must meet
3.	The Submission shall be firmly bound and should not have any loose pages. Spiral binding and files (spring and box) are not acceptable	Must meet
4.	The Submission shall be submitted in one original, one copy of original and a PDF soft copy of the original in a flash disk.	Must meet

No.	Requirement	Compliance
5.	The Submission shall be signed (where signatures are required) by a duly authorized representative of the firm or any other officer appointed and evidenced by a Power of Attorney.	Must meet
6.	A written power of Attorney authorizing the signatory of the tender to commit the Tenderer certified by a commissioner for oath. This requirement is not applicable to sole proprietorships.	Must meet
7.	Provide details of physical address of location of office, Working telephone number/s, email address and contact person name and telephone number.	Must meet
8.	A copy of Certificate of Registration/Incorporation	Must meet
9.	A copy of valid Tax Compliance Certificate	Must meet
10.	A copy of valid Business Permit (for the year 2026)	Must meet
11.	A copy CR12 from Registrar of Companies or equivalent for limited companies, Name of Proprietor for Sole Proprietor and Names of Partners for Partnerships	Must meet
12.	Copy of National Identification documents for owners/Directors of the company (ID/Passport)	Must meet
13.	The Contact Centre shall be located within the Republic of Kenya	Must meet
14.	Outline the measures put in place in your organization to ensure effective customer service delivery	Must meet
15.	Describe your change management process	Must meet
16.	Provide the corporate structure and outline which resources will be dedicated to KPA	Must meet
17.	Provide your monitoring and evaluation framework to track the compliance to Key Performance Indicators (KPI)	Must meet

No.	Requirement	Compliance
18.	Provide escalation procedure for incident management	Must meet
19.	Provide details of at least three (3) similar BPO services undertaken in the last 3 years	Must meet
20.	Provide reference letters for both the firm and staff from at least three organizations where services of a similar nature have been undertaken	Must meet
21.	Demonstration of financial capability in carrying out the BPO work by attaching audited accounts for the last three (3) years (2021, 2022 and 2023) or (2022, 2023 and 2024)	Must meet

This Expression of Interest will be adjudicated in accordance with current Public Procurement & Asset Disposal Act, 2015 applicable in Kenya.

The eligible supplier will be selected in accordance with the in the Public Procurement & Asset Disposal Act, 2015 and its Attendant Regulations.

Candidates shall be required to submit their EOI Documents packaged, **be clearly marked and addressed as follows:**

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"DO NOT OPEN BEFORE 1000HRS ON TUESDAY 14TH APRIL 2026"

Addressed:

**THE GENERAL MANAGER SUPPLY CHAIN MANAGEMENT
KENYA PORTS AUTHORITY
KIPEVU HEADQUARTERS 4TH FLOOR
FINANCE BLOCK III, DOOR BLK-3.4.3
KILINDINI, MOMBASA**

In case of clarification needed, please contact us:

Phone: +254 (41) 2113600/ 2113999

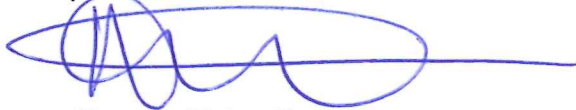
E-mail: tenders@kpa.co.ke

Completed EOI documents must be submitted enclosed in plain sealed envelopes, one original one copy of the original clearly marked "ORIGINAL" and "COPY" with the tender name and reference number and a soft copy in a flash disk at **Tender Box** located at the **BUS TERMINUS, PORT PEDESTRIAN GATE NO. 8, KILINDINI, (DOCKS) MOMBASA BEFORE 1000HRS ON TUESDAY 14TH APRIL 2026**

Bulky tenders shall be submitted at the office of **The General Manager Supply Chain Management located on the 4th floor of office Block III (Finance Block) Door No. 3.4.3 at the Kenya Ports Authority Headquarters, Kipevu, and Kilindini Mombasa BEFORE 1000HRS ON TUESDAY 14TH APRIL 2026**

Opening of Expression of Interest submissions will be conducted publicly immediately **1030HRS ON TUESDAY 14TH APRIL 2026** in the presence of the candidates or their representatives who choose to attend at the Procurement Conference Room located at the **New Services Area (Near the Fire Station), Kenya Ports Authority Headquarters, Mombasa.**

Only shortlisted candidates will be invited to submit proposals.



Eveline I. Shigoli
GENERAL MANAGER SUPPLY CHAIN MANAGEMENT
FOR: MANAGING DIRECTOR

"KEBS ISO 9001:2015 Certified Organization, Cert. No. 087"