



PSM/CTC/1/01 (102) VOL. 1

2nd April 2026

Dear Bidders,

RE: ADDENDUM NO. 1

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

=====
=====

Pursuant to clause 75 (1) of the Public Procurement and Asset Disposal Act, 2025, the Authority hereby issues the following clarifications: -

No.	Questions From the Bidders	KPA Response
1.	There is no mention of commercials in the document. Do you require commercials?	<p>As per Section 3.1 (Query Handling) of the EOI document, the BPO vendor will predominantly be required to offer first level customer support. The Note under Section 3.1 further states that:</p> <p>"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."</p> <p>The purpose of this EOI is to shortlist qualified BPO vendors. Shortlisted candidates will be invited to submit full technical and financial proposals at the Request for Proposals (RFP) stage, at which point detailed pricing will be required</p>
2.	Do you already have a contact center technology or do you require us to propose one?	<p>As per No. 13 under the Eligibility and Evaluation Criteria requirements of the EOI document, the BPO vendor is required to have a fully functional Contact Centre solution within the Republic of Kenya.</p> <p>KPA will provide the following, which the BPO vendor will be required to manage and operate on KPA's behalf during the contract period:</p> <ul style="list-style-type: none">• Dedicated telephone lines with call routing and USSD functionalities• Official KPA customer care email address• Official KPA social media customer care handles• A CRM system (being procured separately by KPA)

Kenya Ports Authority

P.O. Box 95009 - 80104 Mombasa, Kenya

Tel: +254 41 2112999 / 2113999

Mobile: +254 709 092999 / 709 093999 / 730 653999

www.kpa.co.ke | Kenya Ports Authority   Kenya_Ports

ISDN (041) 2112999 / 2113999 KEBS ISO 9001 Certified Org. No. 087 | KPA: 5023801017

No.	Questions From the Bidders	KPA Response
		<p>which will serve as the single system of record for all customer interactions</p> <p>The BPO vendor is expected to provide their own contact centre infrastructure (agent workstations, telephony/ACD platform, dialler, call recording, social media and email management tools, workforce management, and quality assurance systems) and integrate these with KPA's CRM. Bidders should NOT propose a replacement CRM. KPA's CRM is a fixed component of the model</p>

All other conditions of tender remain the same.

Yours faithfully,



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

Kenya Ports Authority

P.O. Box 95009 - 80104 Mombasa, Kenya

Tel: +254 41 2112999 / 2113999

Mobile: +254 709 092999 / 709 093999 / 730 653999

www.kpa.co.ke | Kenya Ports Authority   Kenya_Ports