

Our Ref: KP1/9A.2/OT/021/ICT/24-25/JN/rmh

6th March 2025.

ALL PROSPECTIVE BIDDERS,

Dear Sir/Madam,

ADDENDUM NO. 2 TO THE TENDER NO. KP1/9A.2/OT/021/ICT/24-25 FOR PROVISION OF ANNUAL MAINTENANCE & SUPPORT CONTRACT CENTRE SYSTEM AND ANNUAL SUBSCRIPTION LICENCE RENEWALS FOR CONTRACT CENTRE AND IP PBX SYSTEM.

The following clarifications are made to the specified provisions of the Tender document.

1. RELATIONSHIP WITH THE PRINCIPAL TENDER DOCUMENT

Save where expressly amended by the terms of this Addendum, the Principal Tender Document shall continue to be in full force and effect. The provisions of this Addendum shall be deemed to have been incorporated in and shall be read as part of the Principal Tender Document.

2. CLARIFICATION

The following clarifications were sought on the tender document and shall be deemed to form the Addendum

No.	QUERIES	RESPONSE
1.	With regards to the upward adjustment of Cisco Contact Centre concurrent license to 80, kindly confirm if we can adjust the corresponding Expertflow license components that are also based on concurrent agent licensing.	Yes, the bidders are required to provide corresponding Expertflow license Components for the 80 UCCX concurrent agents.

3. TENDER CLOSING DATE

The tender closing date remains **11th March 2025 at 10:00am.**

All other terms and conditions remain as per the Principal Tender Document (PTD)

Yours faithfully,

For: **THE KENYA POWER & LIGHTING COMPANY PLC**



DR. JOHN NGENO, OGW
GENERAL MANAGER, SUPPLY CHAIN AND LOGISTICS