



23rd July 2025

**RE: ADDENDUM 2 - CIC-RFP-102-25 SUPPLY & IMPLEMENTATION OF A CALL SYSTEM - FURTHER CLARIFICATIONS**

Sl. No.	Reference	Query	Feedback
1	Scope of Work	What is the number of agents? Is this inclusive of supervisors?	55 Agents for Voice and 23 for WhatsApp
2	Scope of Work	What is the number of supervisors?	12 for Voice and 7 for WhatsApp
3	Scope of Work	How many of the agents needs access to social media channels? (WhatsApp, Facebook Messenger and etc)	WhatsApp channel access - 7 supervisors and 23 agents
4	Scope of Work	What is the average number of monthly calls?	This information will be disclosed to successful bidders only
5	Scope of Work	What is the average number of monthly calls in minutes?	This information will be disclosed to successful bidders only
6	Scope of Work	What is the average handling time?	This information will be disclosed to successful bidders only
7	Scope of Work	Lead Management for Dialer, how many outbound dial attempts monthly? (both successful and not successful)	This information will be disclosed to successful bidders only
8	Scope of Work	Is there an existing ticketing platform in place? If yes, what is the ticketing solution in place?	This information will be disclosed to successful bidders only
9	Scope of Work	Is there an existing CRM in place? If yes, what is the CRM in place?	Yes. Dynamics 365

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10	Scope of Work	What is the current telephony system in place?	Ameyo Call Center solution and Cisco Unified Communications Manager (CUCM)
11	Scope of Work	Is the recording storage compliance or business rules?	Compliance
12	Scope of Work	How long to the recordings need to be stored for?	7 Years
13	Scope of Work	Do the recordings need to be stored locally in your data center or can they be stored in the cloud (outside of the borders of Kenya)?	Recording to be stored locally in our data center
14	Submission	We would like to request for an extension of 20 days to include the above clarifications in our response and submit a comprehensive Techno Commercial proposal which meets all the CIC's requirements.	We are working with very tight delivery timelines. We granted an extension of up to tomorrow - Thursday 24 <sup>th</sup> July 2025 at 03:00pm EAT.

Kind Regards,  
PROCUREMENT TEAM