

CIC-RFP-102-25 SUPPLY & IMPLEMENTATION OF A CALL CENTER SOLUTION - QUERIES & RESPONSES - 18.07.2025

#	Date	Section/ Paragraph (2)	Question	Response
1	15/07/2025	N/A	How many contact center agents and supervisors are envisaged	The number of users will be confirmed at a later stage. In the meantime, please provide the pricing model based on the different user types, i.e., Supervisors and Agents.
2	16/07/2025	N/A	What is the geographical region meant to be covered by this solution	Kenya
3	16/07/2025	2	How many agents are expected to use the solution?	To be advised at a later stage. Clearly indicate costs per license.
4	16/07/2025	4	What is the estimated total monthly volume of WhatsApp messages to be handled by the solution?	To be advised at a later stage. Clearly indicate variables and pricing for WhatsApp messages.
5	16/07/2025	11	How many calls are currently handled on a monthly basis, and what is the average call duration?	To be advised at a later stage. Clearly indicate variables and costs applicable.
6	16/07/2025	1	Would you be interested in enabling WhatsApp inbound voice calls as part of the solution?	This is a nice-to-have feature. Kindly provide the pricing details for it.