



Central Office – P.O. Box 30099 – 00100,
Telephone – 254-02-3201000
Fax No. 254-02-3514485
Stima Plaza, Kolobot Road, Nairobi, Kenya

Our Ref: KP1/9A.2/OT/062/CS/22-23/JN/It
Your Ref:

Date: 17th May, 2023

TO:
ALL PROSPECTIVE BIDDERS

Dear Sirs/ Madams

RE: ADDENDUM NO. 2 TO THE TENDER NO. KP1/9A.2/OT/062/CS/22-23 PROVISION FOR UPGRADING MESSAGING ON THE INTERACTIVE VOICE RESPONSE (IVR) TO ENHANCE SELF SERVICE BY OUR CUSTOMERS

Please refer to the above Tender. The following clarifications and amendments are made to the Principal Tender Document (hereinafter abbreviated as the PTD) for Procurement of Media Monitoring & Research Services.

1. RELATIONSHIP WITH THE PRINCIPAL TENDER DOCUMENT

Save where expressly amended by the terms of this Addendum, the PTD 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 and construed as part of the PTD.

2. PART 2-SERVICE REQUIREMENTS

The Schedule of requirements has been amended to read as follows'

Part A - Brief Description of Service

The service will be provided for a period of year.

	Designing and Scripting of New IVR System including integration to Six KPLC Back- Office System and SMS response back (SMS Server) This will involve the following: <ul style="list-style-type: none">• Designing new IVR script with Contact Centre team• Recording of new IVR prompts• Configuration of new IVR script, integration to six (6) KPLC Back-office systems and uploading of new IVR prompts• Deployment of new IVR script on test environment for testing before deployment onto the Live environment
	Integration of new IVR script with six (6) back-end KPLC Systems and to existing

	<p>KPLC IVR reporting tool</p> <ul style="list-style-type: none"> • Configuration of new IVR script to query and receive responses to existing KPLC back-end systems for customer queries on power outage, prepaid tokens, new power applications etc.
	<p>Customer feedback Survey for both calls and IVR</p> <ul style="list-style-type: none"> • Configuration of new IVR script to facilitate customer feedback survey on agent calls and IVR queries
	<p>Recording of IVR Prompts</p> <ul style="list-style-type: none"> • Recording of voice prompts and configuration to the new IVR script • Uploading of the voice prompts to the contact centre system
	<p>Voice response back (Reader)</p> <ul style="list-style-type: none"> • Text to speech converter to read out reference numbers, bill amounts, customer accounts etc
	<p>Admin Panel Services as provided in the Technical Specifications attached</p> <ul style="list-style-type: none"> • Reconfiguration of existing admin panel to work with the new IVR script and Contact Centre system
	<p>Off-site training for Twenty(20) Kenya Power Contact Centre Supervisors and six(6) Kenya Power Administrators</p> <ul style="list-style-type: none"> • Administrator and user training on the new IVR script to be carried out off-site
	<p>Integration of new IVR script to existing KPLC IVR reporting tool</p> <ul style="list-style-type: none"> • Reconfiguration of existing IVR reporting tool to enable real-time and historical reporting on the new IVR script

3. TENDER CLOSING DATE

The tender closing date shall remain **24th May, 2023** at 10.00 a.m. The procuring entity will open the bids online through our E- Procurement Web- Portal at 10.30 am on the closing day at Stima Plaza.

DR. JOHN NGENO
GENERAL MANAGER, SUPPLY CHAIN AND LOGISTICS