Affordable Housing Board
Makao Bora, Jukumu Letu

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ADDENDUM 2/CLARIFICATION 2

TENDER DESCRIPTION: REQUEST FOR PROPOSAL FOR OUTSOURCING THE CALL CENTRE AND CUSTOMER CARE SERVICES FOR THE AFFORDABLE HOUSING BOARD.

TENDER NUMBER: AHB/RFP /01/2026-2027

DATE ISSUED: 6TH NOVEMBER 2026

Pursuant to section 75 of the PPADA 2015 The Affordable Housing Board wishes to clarify and notify the interested bidders as follows.

SN	ISSUE	CLARIFICATION
1	Proposed amendment to expunge the criteria that required bidders to Provide three (3) similar assignments involving outsourced call-centre or customer-care services, with at least one (2) assignment having been undertaken in the last Ten (5) years. For each assignment, identify the client, contract period, service channels, staffing arrangements and scope of services, and attach a contract, award letter or completion certificate	The criterion has been broadened to recognise relevant call centre and customer care experience gained through different service delivery arrangements. Bidders may use these assignments to demonstrate their capabilities and experience under the general experience requirement.
2	There is no Tender security template provided.	The following standard tender security formats are enclosed for reference: 1. Form of Tender Security [Option 1 – Demand Bank Guarantee] 2. Format of Tender Security [Option 2 – Insurance Guarantee]
3	Extension of the closing/opening date	The tender closing and opening date has been extended to Thursday, 19th November 2026 at 11:00 A.m. (Kenyan local time).
4	Responses to the earlier	Responses to the questions raised were emailed

	clarifications not received.	individually to bidders who had registered or communicated with the Board. These responses were also published on the Board's website: www.affordablehousingboard.go.ke.
5	Tenders submitted	Bidders who have already submitted tenders may withdraw, modify and resubmit them before the revised closing deadline: Thursday, 19th November 2026 at 11:00 a.m. (Kenyan local time).
6	All the other terms and conditions of the consultancies remain the same	

CHIEF EXECUTIVE OFFICER
Enclosed

FORM OF TENDER SECURITY-[Option 1–Demand Bank Guarantee]

Beneficiary:_____ **Request forTenders No:**

……

Date:_____ TENDER GUARANTEE No.:_____

Guarantor: _____

1. We have been informed that_____(here inafter called "the Applicant") has submitted or will submit to the Beneficiary its Tender (here ~~inafter called~~" the Tender") for the execution of _____ under Request for Tenders No. ("the ITT").

2. Furthermore, we understand that, according to the Beneficiary's conditions, Tenders must be supported by a Tender guarantee.
3. At the request of the Applicant, we, as Guarantor, hereby irrevocably undertake to pay the Ben~~eficiary an~~y sum or sums not exceeding in total an amount of (_____) upon receipt by us of the Beneficiary's complying demand, supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying or identifying the demand, stating that either the Applicant:

(a) has withdrawn its Tender during the period of Tender validity set forth in the Applicant's Letter of Tender ("the Tender Validity Period"), or any extension thereto provided by the Applicant; or

a) having been notified of the acceptance of its Tender by the Beneficiary during the Tender Validity Period or any extension there to provided by the Applicant, (i) has failed to execute the contract agreement, or (ii) has failed to furnish the Performance.

4. This guarantee will expire: (a) if the Applicant is the successful Tenderer, upon our receipt of copies of the contract agreement signed by the Applicant and the Performance Security and, or (b) if the Applicant is not the successful Tenderer, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the Tendering process; or (ii) thirty days after the end of the Tender Validity Period.
5. Consequently, any demand for payment under this guarantee must be received by us at the office indicated above onor before that date.

_____

[signature(s)]

FORMAT OF TENDER SECURITY

[Option 2–Insurance Guarantee]

TENDER GUARANTEE No.:

1. Whereas ..... [*Name of the tenderer]* (hereinafter called "the tenderer") has submitted its tender dated ..... [*Date of submission of tender]* for the ..... *[Name and/or description of the tender]* (hereinafter called "the Tender") for the execution of_____under Request for Tenders No._____("the ITT").
2. KNOW ALL PEOPLE by these presents that WE ..... of ..... [**Name of Insurance Company**] having our registered office at ..... (hereinafter called "the Guarantor"), are bound unto ..... [*Name of Procuring Entity*] (hereinafter called "the Procuring Entity") in the sum of ..... (Currency and guarantee amount) for which payment well and truly to be made to the said Procuring Entity, the Guarantor binds itself, its successors and assigns, jointly and severally, firmly by these presents.

   Sealed with the Common Seal of the said Guarantor this _____day of _____20 __.
3. NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that if the Applicant:

   a. has withdrawn its Tender during the period of Tender validity set forth in the Principal's Letter of Tender ("the Tender Validity Period"), or any extension thereto provided by the Principal; or

   b. having been notified of the acceptance of its Tender by the Procuring Entity during the Tender Validity Period or any extension thereto provided by the Principal; (i) failed to execute the Contract agreement; or (ii) has failed to furnish the Performance Security, in accordance with the Instructions to tenderers ("ITT") of the Procuring Entity's Tendering document.

   then the guarantee undertakes to immediately pay to the Procuring Entity up to the above amount upon receipt of the Procuring Entity's first written demand, without the Procuring Entity having to substantiate its demand, provided that in its demand the Procuring Entity shall state that the demand arises from the occurrence of any of the above events, specifying which event(s) has occurred.

4. This guarantee will expire: (a) if the Applicant is the successful Tenderer, upon our receipt of copies of the contract agreement signed by the Applicant and the Performance Security and, or (b) if

the Applicant is not the successful Tenderer, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the Tendering process; or (ii)twenty-eight days after the end of the Tender Validity Period.

5. Consequently, any demand for payment under this guarantee must be received by us at the office indicated above on or before that date.

[Date] *[Signature of the Guarantor]*

[Witness] *[Seal]*