Affordable Housing Board
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ADDENDUM 1/CLARIFICATION 1

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: 29TH OCTOBER 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.	Cover page; Section 1 para 10; Data Sheet ITC 18.5: The cover page and Section 1 state the closing date as **Monday 9 November 2026**. Section 1 para 10 gives the time as **10:00 a.m.**; the cover page and Data Sheet 18.5 give **11:00 a.m.**, and Data Sheet 18.5 calls **9 November 2026** a "**Wednesday**". Please confirm the exact day, date and time of closing and of opening of the Technical Proposals?	The tender closes on Monday, 9 November 2026 at 11:00 a.m. East Africa Time. The Data Sheet (ITC 18.5) prevails over the general text of Section 1, and 10:00 a.m. in Section 1 para 10 and "Wednesday" in the Data Sheet are corrected accordingly. Technical Proposals will be opened on the same day, Monday 9 November 2026, immediately after closing at 11:00 a.m., at the Board's offices, Prism Towers, 23rd Floor, 3rd Ngong Avenue, Nairobi, in the presence of bidders or their representatives who choose to attend.
2	ITC 18.1: The sealing instruction says "**DO NOT OPEN BEFORE 16th February 2024 at 2.00PM**". Please confirm the correct date and time to be written on the outer envelope?	The outer envelope should read: "DO NOT OPEN BEFORE Monday, 9 November 2026 at 11:00 a.m." The date of 16th February 2024 in ITC 18.1 is a typographical error and is disregarded.
3	Section 1 para 5; ITC 22.1 (3); Data Sheet 12.1: Tender security validity is stated as 150 days from	The Tender Security shall be valid for 180 days from the date of tender opening (9 November 2026), being 30 days beyond the Tender

	tender opening (Section 1), and as 180 days, described as "30 days beyond the Tender Validity period" (ITC 22.1 (3)). Proposal validity is 120 days (Data Sheet 12.1), which with 30 days is 150. Please confirm the required validity of the tender security, and its start date?	Validity period, as stated in ITC 22.1(3). The 150 days in Section 1 para 5 is corrected to 180 days. Bidders should note that Tender Validity is as stated in the Data Sheet and the security must always run 30 days beyond it.
4	Section 1 para 5; ITC 22.1 (3); Form TECH-9: Please confirm that both an original Tender Security (KES 100,000) and a Tender-Securing Declaration (Form TECH-9) are required, or only the security. Please also confirm the acceptable form of the security (bank guarantee or insurance bond) and the prescribed format.	The Tender Security of KES 100,000 is required in original for non AGPO bidders, and the Tender-Securing Declaration (Form TECH-9) is required, as stated in the tender document for bidders under AGPO. Both must be submitted in the Technical Proposal. The security may be an irrevocable bank guarantee from a bank licensed by the Central Bank of Kenya or a guarantee from an insurance company approved by the Insurance Regulatory Authority and the PPRA, in favour of the Affordable Housing Board, in the format provided in the tender document. Bidders must use the standard form in the tender document.
5	ToR No. 4.16: The text says "Unlike items (a) to (d)", but only items (a) to (c) are listed. The financial schedule (item 4) refers to "bot, two-way short code, email handler and ticketing, and toll-free lines", which differ from the three items listed in 4.16. Please confirm the exact list of items to be acquired in the Board's name, and which of them the bidder must price	The text should read "Unlike items (a) to (c)". The items to be acquired in the Board's name and priced by the bidder are the bot, two-way short code, email handler and ticketing, and toll-free lines, as listed in the financial schedule (item 4), which prevails. Bidders must price all of these items, including acquisition and subscription costs. Section 4.16(c) only refers to AHB`s on-premise Voice connectivity. However the Toll free lines, which is also a form of voice connectivity should be priced by the bidder.
6	ToR No.12; ToR No.3.1: Please state the minimum number of agents, supervisors and seats the Board expects at go-live and at peak, and any limits on remote working or on service delivery from outside Nairobi.	Minimum requirement at go-live: 20 agents, 2 supervisors and 50 seats; at peak: 100 agents and seats. Bidders should propose staffing based on the volumes provided in response to Issue 9 and show how they will scale to peak. Remote working is permitted only where data security, supervision, quality monitoring and service levels are fully maintained and approved in writing by the Board. Service delivery shall be from sites within Kenya, with the main operations in Nairobi.

7	ToR No.12; ToR No.3.5: Please disclose the Board's existing customer care staff to be adopted: numbers, roles, grades, location, length of service, remuneration and benefits, contract type (permanent, fixed-term), any collective agreement, and statutory or contractual accrued benefits	The Board will provide the following in aggregate by grade, without personal identifiers, in line with the Data Protection Act, 2019: number of staff, roles, grades, location, contract type (permanent or fixed-term), length of service, remuneration and benefits, and any collective agreement [Board to attach schedule]. Bidders must price based on this information.
8	ToR No.12: Who bears accrued liabilities (leave, gratuity, redundancy or other end-of-service benefits) for adopted staff on transfer and on exit? Can the provider replace or redeploy adopted staff who do not meet performance standards?	Accrued liabilities up to the date of transfer remain with the Board, and the Board will settle them before or at transfer. From the transfer date, the provider bears all liabilities for adopted staff, including those arising on exit within the contract. The provider may manage, retrain, redeploy or replace adopted staff who do not meet agreed performance standards, following due process under the Employment Act, 2007 and after notifying the Board.
9	ToR Section A (background); No.3: Please provide indicative monthly and peak volumes by channel (calls, SMS, emails, chats, WhatsApp, social media), average handling times, hourly profile, abandonment and current service levels for the past 12 months, as the ToR says the Board will do.	Noting that channels like Whatsapp have not been used in the past the bidder would require to provide a costing model for each engagement per channel (e.g each Whatsapp message or call) which will be used to prorate to his total monthly cost. In terms of email the info@affordablehousingboard.go.ke has been able to receive 766 emails between 29th October and 29th September, this should provide an indicative figure on the number of monthly email engagements
10	ToR Section A (background): Please provide the calendar of expected peak periods (registration windows, payment deadlines, allocation announcements, handovers, campaigns) for the contract period.	The Board's expected peak periods are: [registration windows, payment deadlines, allocation announcements, handovers and campaign dates to be inserted by the Board]. The calendar will be updated by the Board and communicated to the provider at least 30 days in advance of each period.
11	ToR No. 3.2: What are the Board's official service hours and days? Is continuous 24-hour cover required on any channel at any stage, and will weekends and	The Board's official service hours are Monday to Friday, 8:00 a.m. to 5:00 p.m., excluding public holidays [Board to confirm]. Continuous 24-hour cover is required for a limited voice service only, for urgent matters and critical incident reporting [Board to

	public holidays be staffed for voice?	confirm scope]. Self-service channels (bot, SMS, WhatsApp, email and web) should be available 24/7 with ticket logging. Weekend and public-holiday voice cover is not required except during campaigns or peak periods notified by the Board [Board to confirm].
12	ToR No.5; SCC: What remedies apply to breaches of service levels: service-credit rates, liquidated damages (rate and cap), and withholding mechanism? Is there a monthly cap, a grace or ramp-up period for the first months, and a force-majeure carve-out for events beyond the provider's control (for example Boma Yangu downtime, Board line failure)?	Remedies for breach of service levels will be as in the Special Conditions of Contract and the service level agreement. Service credits, damages and any monthly cap shall be negotiated with the successful bidder. Service levels will be measured and reported from go-live, with a stabilisation period of up to two months after go-live during which service credits do not apply. Force majeure under the General Conditions of Contract applies to events beyond the provider's control, including documented Boma Yangu downtime and failure of Board-supplied lines, provided the provider notifies the Board promptly and takes reasonable mitigation.
13	ToR No. 3.3: Which languages other than English and Kiswahili are expected on each channel, and what accuracy is expected from speech-to-text for Kiswahili and local dialects?	English and Kiswahili are required on all channels. Other languages (including major local languages) are required on voice only at the Board's request. For speech-to-text in Kiswahili and common local dialects, bidders should propose and demonstrate their expected accuracy.
14	ToR No. 3.4: What accessibility channels does the Board expect for persons with hearing or speech difficulties (text relay, SMS, video relay with Kenyan Sign Language)?	Bidders should propose accessible channels for persons with hearing or speech difficulties, including SMS, email and WhatsApp text, text relay, and, where available, video relay with Kenyan Sign Language. The Board will agree the final set with the provider during negotiation and implementation.
15	ToR No. 2.2: Please indicate the expected volume and frequency of outbound campaigns and surveys, and who supplies and approves the target lists.	Outbound volumes will be advised by the Board per campaign. For pricing, bidders should assume up to 3,000 outbound calls and SMS per month. Target lists are supplied and approved in writing by the Board; the provider shall not run any campaign or survey without that approval.
16	ToR No. 6: Does the "digital reporting portal" within the Board's systems already exist? Please provide technical details	The Board's digital reporting portal is to be developed. Technical details (format, API or file upload, authentication) and the timeline for access will be shared with the successful

	(format, API or upload, authentication) and the timeline for access?	bidder at contract signing, and no later than 28 days from the start date. Until access is available, the provider shall report in the format agreed with the Board.
17	ToR No.4.9; ToR No. 12: ToR No.4.9 requires the software to be hosted on-premise at the Board's premises or at a designated data centre. Please state which applies, the location, and which party supplies servers, storage, network equipment, rack space, power, cooling and physical security? Does the Board expect the provider to supply the hardware, and who owns it at exit?	On-premise hosting applies, at the Board's premises or a designated data centre in Kenya. A designated data center in this case refers to a co-location based datacenter environment, where the board caters for the colocation`s cost. However for a co-location setup the bidder will still supply and manage the server hardware. The Board will provide rack space, power, cooling and physical security. The provider shall supply and configure servers, storage and network equipment needed for the solution, and price them in the proposal. Hardware supplied by the provider and paid for by the Board in the one-off costs shall become the property of the Board at exit; hardware charged on a service basis remains the provider's property, as clearly stated in the proposal. The vendor will also be responsible for internet connectivity to any server supplied to the Board`s premises
18	ToR No.4.9: The Board asks bidders to state separately the "one-off licence and installation costs" and "annual maintenance and support costs". Are licences to be perpetual and registered in the Board's name? Who owns the software, hardware and configurations at the end of the contract or if it ends early?	Licences shall be perpetual (or, for subscription-based components, valid for the whole contract term) and registered in the Board's name. One-off licence and installation costs and annual maintenance and support costs must be priced separately. At the end of the contract, or on early termination, the software, licences and configurations paid for by the Board and registered in its name, and all Board data, shall be owned by the Board and handed over with documentation and reasonable exit support.
19	ToR No.4.9 vs No.4.14: Where the AI components need computing capacity not available on-premise, may they run on a Kenya-hosted cloud or data centre approved by the Board? What "Kenya-hosted" evidence is required?	Yes. Where AI components need computing capacity that is not available on-premise, they may run on a Kenya-hosted cloud or data centre approved in writing by the Board before use. Evidence of Kenya hosting shall include the data centre's physical address in Kenya, a hosting agreement or certificate from the provider, details of its security certifications (for example ISO 27001), and a statement that

		Board data is stored and processed in Kenya, in line with the Data Protection Act, 2019.
20	ToR No.4.10: Please provide Boma Yangu technical documentation: API type and version, authentication method, data fields, read/write permissions, rate limits, availability, sandbox, and the Boma Yangu owner or vendor's contact. When will the bidder's team get access?	Boma Yangu technical documentation (API type and version, authentication method, data fields, permissions, rate limits, availability and sandbox) and the contact of the system owner will be provided to the successful bidder at contract signing, under a non-disclosure agreement. Access to the sandbox will be provided within 28 days of contract signing. For pricing, bidders should state their integration assumptions based on ToR 4.10.
21	ToR No.4.10: Is the integration read-only (caller identification and history) or does the contact centre need to update Boma Yangu records (for example status or contact details)? What is the data-quality position of Boma Yangu contact numbers?	The integration is read-only for caller identification and history, with limited update of contact details and case status, Board to confirm. Any update permitted will be defined in the API access terms. The Board does not warrant the quality of Boma Yangu contact numbers; bidders should allow for validation and correction of data in their approach.
22	ToR No.4.11: Please identify the Board's data warehouse or lakehouse platform, the required event schema and delivery method (API, message queue, file), and who builds the receiving side.	The Board does not have an existing data warehouse. This will be provided to the successful bidder once it is ready
23	ToR No.4.12: Which queue-management systems operate at the Board's service centres and Huduma Centres? How many sites, who is the vendor, and what interface (API/SDK) is available? Is the provider responsible for dealings with the vendor?	Queue-management system has been procured and is expected to operate on the 5th floor of Prism Towers. Interface details (API or SDK) will be provided by the Board to the successful bidder. The Board will introduce the provider to the vendor, and the provider shall be responsible for integration work and day-to-day coordination with the vendor, within the contract price, unless otherwise agreed in writing.
24	ToR No.4.15, No.4.16(c): Please state the number of SIP trunk channels and E1 lines, the carrier(s), the number ranges and the existing PBX or contact centre platform. Will existing lines be reused, and will the Board have lines in place	The Board will provide details of existing SIP trunks/E1 lines, carriers, number ranges and PBX or contact centre platform to the successful bidder . Existing lines may be reused where technically suitable; otherwise the provider shall price new lines as per the financial schedule. The Board will ensure lines are in place before the integration phase. The Board's toll-free number has not been allocated, and where not allocated, the Board

	before the integration phase? Is the Board's toll-free number already allocated?	will apply for it with the provider's support.
25	ToR No.4.16: Who pays for SMS bundles, WhatsApp Business messaging fees, email services and bot platform subscriptions: the provider within the price (ToR financial item 8), or the Board? What SMS and WhatsApp volumes should bidders assume, including automatic post-call and post-closure surveys to every caller?	SMS bundles, WhatsApp Business messaging fees, email services and bot platform subscriptions are to be priced by the provider within the price under ToR financial item 8, based on the volumes below. For pricing, bidders shall assume 3,000 SMS and 6,000 WhatsApp messages per month, including automatic post-call and post-closure surveys to every caller. Any volumes above the stated assumptions will be charged at the unit rates quoted in the financial proposal.
26	ToR No.4.16(a): Does the Board already have a two-way short code and an aggregator relationship? In whose name will WhatsApp Business and the social-media accounts be registered?	The Board does not have a two-way short code and an aggregator relationship. WhatsApp Business and all social-media accounts shall be registered in the name of the Affordable Housing Board, with the provider as authorised administrator for the contract period, and credentials shall be handed over at exit.
27	ToR No.4 (incumbent): Is there an existing contact centre system or provider? If so, is the new platform replacing it, will historic recordings, tickets and knowledge-base content be migrated, and what is the handover arrangement?	There is no current contact center system.However, The Board's current arrangement is in-house and manual.
28	ToR No.4.5, No.8: Will the Board provide a data protection impact assessment, a data-processing agreement template, information security policies and an incident-reporting procedure, or must the bidder propose them? Is the Board the data controller and the provider the processor for all data?	The Board is the data controller and the provider is the data processor for all data under the contract. The Board will provide its data protection and information security policies, a data-processing agreement template and an incident-reporting procedure to the successful bidder. The bidder shall propose its own information-security measures, a draft data protection impact assessment for the solution and a breach-notification process, for the Board's approval, in accordance with the Data Protection Act, 2019.
29	ToR No.4.14: Does the Board have a policy on which AI components or vendors are acceptable (for example, foundation models, speech	The Board has no fixed list of approved AI vendors. Bidders shall disclose the AI components, models and speech engines proposed, where data is processed, and how data is protected. All AI components require

	engines), or approval steps for AI use before go-live?	the Board's written approval before go-live, following a satisfactory demonstration, and the provider must not use Board data to train third-party models.
30	ToR No.4.15(b): Where is the Board's disaster-recovery site, and is it provided by the Board or by the bidder? What recovery time and recovery point does the Board consider acceptable?	The disaster-recovery site shall be provided by the bidder at a location in Kenya approved by the Board , and priced in the proposal. The Board expects a recovery time objective of not more than 4 hours for full activation of the disaster-recovery site, with automatic failover between components, and a recovery point objective of not more than 15 minutes. Bidders may propose tighter objectives.
31	Contact volumes and demand profile, ToR Background, p53; ToR 2.2–2.3, p54: What are the forecast and historical contacts by channel, contact reason and time interval, including seasonal peaks, outbound volumes and complaints?	The Board has not provided forecast or historical contacts by channel, contact reason, time interval or seasonal peak. Bidders are to base their pricing on unit costs for each channel. Refer to issue 9, and 25
32	Staffing and transfer of AHB staff, ToR 9.5, 12, 13.4, p59–60; pricing line 5: What are the expected staffing levels and roles? Can AHB provide about current staff numbers, their salaries, contracts, terms, benefits, tenure, leave, outstanding claims, union representation, and any consultation already undertaken?	Minimum agents, supervisors and seats at go-live and at peak are stated in Addendum 1/Clarification 1, Issue 6. Bidders propose roles and staffing levels from the volumes in Issue 9. Information on the Board's existing customer care staff to be adopted (numbers, roles, grades, location, contract type, length of service, remuneration and benefits) will be given in aggregate by grade, without personal identifiers, in line with the Data Protection Act, 2019 (Issue 7). Bidders must price on that information and state the number of staff adopted and their terms as an assumption (ToR 13). Leave, gratuity and other accrued entitlements and outstanding claims up to the transfer date remain with the Board and will be settled before or at transfer. From the transfer date the provider bears all liabilities for adopted staff (Issue 8). They don't have any union representation
33	Operating hours and coverage, ToR 3.2, p55; ToR 5, p56: What operating hours and coverage are required for each channel,	Official service hours are Monday to Friday, 8:00 a.m. to 5:00 p.m., excluding public holidays [Board to confirm] (Addendum 1/Clarification 1, Issue 11).

	including weekends and public holidays? The definition of 'working day' as Sunday to Monday also appears to be an error; please confirm the intended definition.	Voice: continuous 24-hour cover is required for a limited voice service only, being urgent matters and critical incident reporting [Board to confirm scope]. Weekend and public-holiday voice cover is not required except during campaigns or peak periods notified by the Board. Self-service channels (bot, SMS, WhatsApp, email and web) shall be available 24 hours a day, seven days a week, with every contact logged as a ticket for follow-up in working hours. Working day: "Sunday to Monday" in ToR 5 is an error. It is corrected to read "Monday to Friday, excluding public holidays". Working hours means 8:00 a.m. to 5:00 p.m. on a working day, unless the service level agreement specifies otherwise.
34	Call answer and abandonment measurement, ToR 5, p56: What is the call-answer threshold for the 99% target, and how are answered calls, abandoned calls and short abandons measured?	The call-answer threshold is 60 seconds. A call is answered when it is connected to a live agent within 60 seconds of the caller completing the IVR greeting and menu selection. A call fully resolved by the bot without a request for an agent counts as answered. The 99% target is measured monthly as answered calls within the threshold divided by total calls offered, from the automatic call distribution reports.An abandoned call is one the caller ends after the IVR greeting and before an agent answers. A short abandon is a call ended within the first 10 seconds in queue or during the initial greeting. Short abandons are excluded from the 5% abandonment measure but are reported separately. Callbacks completed within the same working day are treated as answered.These definitions will be fixed in the service level agreement. The exact details will be negotiated with the successful bidder (see also Issue 12 on remedies). Bidders should state their proposed threshold and measurement methodology as an assumption in their proposal.
35	SLA and KPI definitions, ToR 2.3(e), 4.3, 5, p54–57: How are	First-contact resolution (FCR): an enquiry resolved in the first contact with no repeat

	FCR, QA, NPS, acknowledgement and substantive response defined and measured? What are the NPS target and the milestone dates for reaching 90% FCR? Is the post-call and ticket-closure SMS survey mandatory for every interaction, and how are opt-outs and undeliverable messages treated?	contact on the same matter within 7 days, measured from tickets closed at first contact and not reopened. The 75% minimum applies from go-live. The provider's plan to reach 90% shall set quarterly milestones and reach 90% within the initial one-year contract period, the dates to be agreed with the Board. Quality assurance (QA): the score from the Board-approved quality assessment methodology, applied to a random sample of calls, emails and chats per agent each month. The sample size is set in the service level agreement. The 90% minimum is the average across all agents. Net Promoter Score (NPS): the percentage of promoters (scores 9 to 10) less the percentage of detractors (scores 0 to 6) on a 0 to 10 rating collected by SMS. The target is set by the Board before go-live and in the service level agreement. Acknowledgement: the automatic or manual response confirming receipt and quoting a ticket number. It is measured from the time of receipt within working hours. Substantive response: a reply that answers the query or resolves it, or states the specific action and date for resolution. A holding message does not qualify. The SMS survey is mandatory for every voice interaction and on every ticket closure (ToR 4.3). Customers who opt out are recorded, not surveyed again, and removed from the survey base. Undeliverable messages are retried once, then logged and excluded from the NPS base. The provider reports the delivery, response and opt-out rates monthly.
36	Complaint categories and incident definitions, ToR 2.3, p54; ToR 5 and 6.4, p57: What are the complaint categories and severity levels, and what precisely qualifies as an urgent matter or critical incident?	Complaint categories follow the Board's complaints-handling framework, which will be given to the successful bidder at contract signing. Indicative categories are registration and application, payments and TPS, allocation, handover and titling, project and construction, staff conduct, system and portal, and data and privacy. Severity levels: Critical (legal, media-sensitive,

		safety, fraud or data breach matters), High (affects a customer's allocation, payment or title), Medium (service delay or unresolved enquiry) and Low (general information or minor service issue). Complaints are acknowledged within 1 working day at every level. Urgent matter (escalated within 1 hour of identification): a threat to life or safety, a threatened legal action, a media or reputational risk, suspected fraud or corruption, a data breach, or a complaint from a senior public officer or elected leader. Critical incident (immediate notification, formal report within the period the Board specifies): a data breach or unauthorised access, loss of voice or CRM service beyond the recovery time agreed with the Board, or any event that stops service delivery or exposes the Board to serious reputational or legal harm. ToR 5 and 6.4 require escalation of urgent matters within 1 hour, immediate notification of critical incidents, and a formal incident report within the period specified by the Board. Bidders should propose a complaint taxonomy and severity/critical-incident definitions for Board approval, consistent with ToR 3.6 (Board approval of service categories) and 7.2 (escalation matrix).
37	Service credits and remedies, ToR 5, p57; ToR 4.16(c), p56: What are the proposed service-credit and damages formulas, caps, exclusions, cure periods and payment-withholding rules, and will there be a ramp-up period after go-live before service credits apply?	Remedies for breach of service levels are as in the Special Conditions of Contract and the service level agreement (Addendum 1/Clarification 1, Issue 12). Service-credit and damages formulas, caps and withholding rules will be negotiated with the successful bidder and are not part of the price. Cure period: on a service-level breach the Board may require a corrective action plan within the period it specifies (ToR 5). Exclusions: events of force majeure under the General Conditions of Contract, including documented Boma Yangu downtime and failure of Board-supplied lines, where the provider notifies the Board promptly and takes reasonable mitigation.

		Ramp-up: service levels will be measured and reported from go-live. The Board will agree a stabilisation period of up to two months after go-live during which service credits do not apply.
38	Financial proposal forms, Section 4, p45–52; ToR 14, p60: Forms FIN-3B, 3C and 3D are marked for time-based contracts only. Please confirm whether they should be submitted, and whether the ToR Section 14 pricing schedule may be used in place of the per-expert breakdown in FIN-3A.	Forms FIN-3B, FIN-3C and FIN-3D apply to time-based contracts only and are not required. Bidders submit FIN-1, FIN-2, FIN-3 (FIN-3A) and FIN-4 as listed in Data Sheet ITC 10.1. The ToR Section 14 summary financial proposal (items 1 to 10) is the pricing basis and sets the Grand Total for evaluation. FIN-2 shall reproduce it. FIN-3A is completed by role and grade (agents, supervisors, quality assurance, trainers, account manager, technical support) with the person-month rate and time input, not by named individual, and must reconcile to ToR Section 14 items 1, 5 and 6. For a lump-sum contract FIN-3A is used only to show the basis of the price. FIN-4 is completed as "None" because Data Sheet ITC 16.1(b) provides for no reimbursable expenses.
39	Transition, training and acceptance, ToR 7.1–7.5, 9.8, 11, p58–59; Data Sheet criterion 5, p23; SCC 40.2: What transition timetable, training, knowledge-transfer and acceptance criteria does AHB expect, and will a phased transition be permitted for staff adoption, platform deployment, integrations and AI capabilities? Please also confirm the expected mobilisation period from contract signing to go-live and any location requirements for the operations site.	Mobilisation: service commencement is expected within 90 days of contract signing [Board to confirm]. The bidder states its own period in the mobilisation plan and inception report (ToR 7 and 11). A phased transition is permitted. Go-live must include adoption of Board staff, the voice and CRM core, the Boma Yangu integration and the service channels. The event-stream and queue-management integrations, transcription and the AI capabilities may follow in later phases within dates fixed in the implementation plan approved by the Board. Service credits apply only to components that are live. Training and knowledge transfer: 100% of deployed agents complete induction and mandatory training before independent handling (ToR 5). The Board provides programme, policy and process briefings and approves all scripts and knowledge-base content before use (ToR 3).

		Acceptance criteria: Board-approved go-live readiness report, user acceptance testing signed by the Board, a successful failover test, security and data protection review, and Board approval of AI components after demonstration. Location: operations are delivered from sites in Kenya with the main operations in Nairobi, using premises provided by the bidder (ToR 12; Clarification 1, Issue 6).
40	System integrations, ToR 4.10–4.12, p55–56: Please provide technical details and documentation for integration with Boma Yangu, the Board's data warehouse/lakehouse, and the queue management systems at Board service centres and Huduma Centres.	Boma Yangu: technical documentation and the system owner's contact will be given to the successful bidder at contract signing, under a non-disclosure agreement (Addendum 1/Clarification 1, Issue 20). Data warehouse or lakehouse: the platform, event schema and delivery method will be shared at the start of the contract. The Board builds the receiving side and the provider builds the sending side (Issue 22). Queue management systems: sites, vendors and interface details (API or SDK) will be provided to the successful bidder. The provider carries out the integration and coordinates with the vendors within the contract price (Issue 23). Until then, bidders should price on the integration approach in ToR 4.10 to 4.12 and state their assumptions.
41	Toll-free lines and two-way short code, ToR 4.16(a), (b) and (c), p56; ToR 14, pricing item 4, p60: ToR 4.16 and pricing item 4 ask bidders to include the acquisition and subscription costs of a two-way short code and toll-free lines, to be held in the Board's name. These services are provisioned and billed by licensed telecommunications operators, not contact centre providers. Please confirm:	The bot, two-way short code, email handler and ticketing, and toll-free lines are acquired in the Board's name and priced by the bidder, including acquisition and subscription costs, under ToR financial item 4. Item 4 prevails over the wording of ToR 4.16 (Addendum 1/Clarification 1, Issue 5). (a) The Board will not contract directly with the operators for the short code and toll-free lines. The provider supports and carries out the acquisition on the Board's behalf, with registration in the Board's name, and then configures, integrates and operates them. The Board contracts directly for the SIP and E1 lines

	(a) whether the Board will contract directly with the operators, as for the SIP and E1 lines under 4.16(c), with the service provider limited to specifying, configuring, integrating and operating these services; (b) if not, whether usage charges (SMS and toll-free call costs) may be priced as a pass-through at actuals, and whether expected volumes will be provided; (c) whether the Board has an existing short code or toll-free numbers to retain; and (d) what the missing item (d) is, given that 4.16(c) refers to "items (a) to (d)" but only three items are listed.	under 4.16(c). (b) SMS usage is priced in item 8 on the volumes in Issue 25, with excess volumes charged at the unit rates in the financial proposal. Voice traffic, including toll-free call minutes, is not part of the bidder's price (ToR 4.16(c) and 12) [Board to confirm toll-free usage]. Expected volumes are given in Issue 25. (c) Existing short code and toll-free numbers: see Issues 24 and 26 [Board to confirm numbers to be retained, including the existing short code 21010 if applicable]. (d) There is no missing item. The text of 4.16(c) is corrected to read "Unlike items (a) to (c)" (Issue 5). Boma Yangu (4.10): integration is read-only for caller identification and history; technical documentation, API and sandbox are subject to contractual agreements with other external parties and will be provided subject to the Board's approval
42	IT – Digital channels, ToR 4.1: Please define 'other digital channels' in full (e.g. which social media platforms and any other channels) and provide current or expected monthly volumes for each channel.	Digital channels are email, SMS, webchat on the Boma Yangu portal and the Board's website, WhatsApp, the bot, and social media. Social media means Facebook, X, Instagram and LinkedIn [Board to confirm any others, such as TikTok and YouTube comments]. Any further channel is added only with the Board's written approval and through a variation to the contract. Current and expected monthly volumes per channel are provided under Addendum 1/Clarification 1, Issue 9. Where a channel has no historical data, bidders state their assumptions. The items to be acquired in the Board's name and priced by the bidder are: bot, two-way short code, email handler and ticketing, and toll-free lines, as listed in financial schedule item 4, which prevails; bidders must price all of these. Toll-free lines, being a form of voice connectivity, are to be priced by the bidder. The Board's toll-free number has not been allocated; where not allocated, the Board will

		apply for it.
43	IT – Hosting model and data residency, ToR 4.6, 4.9, 4.14, 8.4: Please confirm whether AHB would approve, under ToR 4.6, a cloud-based contact centre solution with appropriate data protection safeguards under the Kenya Data Protection Act.	No. The contact centre software and the call centre CRM must be hosted on-premise at the Board's premises or at a data centre designated by the Board (ToR 4.9; Addendum 1/Clarification 1, Issue 17). A cloud-based core solution is not an acceptable alternative. The only exception is for AI components that need computing capacity not available on-premise. These may run on a Kenya-hosted cloud or data centre that the Board has approved in writing before use, with the evidence of Kenya hosting listed in Issue 19 and in compliance with the Data Protection Act, 2019 (ToR 4.6 and 4.14).
44	IT – Hosting model and data residency, ToR 4.6, 4.9, 4.14, 8.4:Please confirm whether hosting is at Board premises or a Board-designated data centre, and who provides servers and hardware. Please also confirm where backups must be held and any approved data centre locations.	
45	IT – Boma Yangu integration, ToR 4.2, 4.10: Please provide the available integration methods and API documentation, the data fields available for caller identification and customer profile, access to a test environment, and the technical point of contact. Please confirm who is responsible for any changes needed on the Boma Yangu side.	Integration methods, API documentation, data fields for caller identification and customer profile, sandbox access and the technical contact will be provided to the successful bidder at contract signing, under a non-disclosure agreement (Addendum 1/Clarification 1, Issue 20). Sandbox access will be provided 28 days of contract signing. Boma Yangu remains the source of customer data. The agent must see the caller's profile and interaction history at the start of each interaction (ToR 4.10). Whether the integration is read-only or allows limited updates is in Issue 21. The Board, through the Boma Yangu system owner, is responsible for any change needed on the Boma Yangu side to expose the agreed interfaces. The provider is responsible for the contact centre and CRM side. Further, Integration is read-only (caller identification and history). API type/version, authentication, data fields, rate limits and sandbox are subject to contractual agreements with external parties and will be provided subject to the Board's approval; sandbox access is also subject to Board approval

46	IT – Existing CRM and ticketing, ToR 4.2, 4.3: Does AHB currently use a CRM or ticketing system for customer care? If so, please confirm the platform, whether historical data must be migrated, and whether AHB expects to own the CRM licences at contract end.	The Board's current customer care arrangement is in-house and uses an inhouse system (Addendum 1/Clarification 1, Issue 27). Historic recordings, tickets and knowledge-base content will be migrated where the Board requires, under a handover plan agreed within the period stated in Issue 27. Ownership: licences shall be perpetual, or for subscription-based components valid for the whole contract term, and registered in the Board's name. At the end of the contract, or on early termination, the software, licences and configurations paid for by the Board, and all Board data, belong to the Board and are handed over with documentation and reasonable exit support (Issue 18). Additionally, The provider must supply the call centre CRM integrated with Boma Yangu (ToR 4.2)The Board's systems identified for integration are Boma Yangu (4.10), the and the queue management systems at Board service centres and Huduma Centres, and licences must be perpetual (or, for subscription components, valid for the whole contract term) and registered in the Board's name
47	IT – Other system integrations, ToR 4.8; ToR 6.6: Please list all Board systems the contact centre must integrate with (beyond Boma Yangu, the data warehouse and queue management systems) and any required integration standards or protocols. Please also confirm whether AHB will provide the digital reporting portal referred to in ToR 6.6, or whether the provider is expected to build it.	No Board system other than Boma Yangu, the data warehouse, the queue management systems and the digital reporting portal has been identified for integration at this stage. Any further integration is agreed in writing as a variation. Integration shall use open APIs or other secure mechanisms approved by the Board (ToR 4.8), with encrypted transport and authenticated access. Specific standards and protocols are set in the API documentation issued at contract signing. The digital reporting portal (ToR 6.6) is a Board system. The provider is not expected to build it; the provider submits reports to it and uses the agreed interim format until access is available (Addendum 1/Clarification 1, Issue 16).
48	IT – Data warehouse, ToR 4.11: Please confirm the data	The data warehouse platform will be shared with the successful bidder at the start of the

	warehouse or lakehouse platform AHB currently uses, the preferred ingestion method (e.g. API, streaming, batch), and the events and data fields required.	contract (Addendum 1/Clarification 1, Issue 22). The Board prefers delivery by API or message queue in real time, with a file or batch fallback at intervals the Board approves (ToR 4.11). The events required are all contact centre call, message and ticket events. The field-level schema will be issued at the start of the contract. The Board builds and maintains the receiving side and the provider builds the sending side. The Board does not have an existing data warehouse. It will be provided to the successful bidder once it is ready. Consequently, the platform, preferred ingestion method (API/streaming/batch), event schema and required data fields are not yet specified; the provider is to stream contact centre events (call, message, ticket) to the warehouse in real time or at Board-approved intervals once it exists (ToR 4.11).
49	IT – Queue management systems, ToR 4.12: Please confirm the queue management system(s) in use at Board service centres and Huduma Centres (vendor and product), the number of sites, and what integration options they support.	Huduma service centres use Wavesphere queue-management software; access is subject to approval by Huduma Kenya; Queue-management systems has been procured and is expected to be used at the board's customer service centre on 5th floor of the Prism Towers (Addendum 1/Clarification 1, Issue 23). The Board will provide the interface details (API or SDK) and introduce the provider to the vendors. The provider is responsible for the integration and day-to-day coordination with the vendors, within the contract price, unless otherwise agreed in writing.
50	IT – Speech-to-text and AI, ToR 4.13–4.14:, Please provide expected monthly call minutes to be transcribed, whether transcription is required in real time or after the call, which dialects beyond English and Kiswahili are required, and the minimum transcription accuracy	Monthly call minutes: bidders derive them from the call volumes and average handling times in Issue 9. All recorded voice calls are transcribed and linked to the ticket (ToR 4.13). Transcription may be done after the call. Real-time transcription is needed only where the bidder's real-time agent assistance depends on it (ToR 4.14(b)).

	expected. Please also confirm how compliance with the condition that Board data is not used to train third-party AI models will be assessed.	Languages: English and Kiswahili are required. Other dialects are required on voice only at the Board's request and where technically possible (Addendum 1/Clarification 1, Issue 13). Minimum accuracy: bidders propose and demonstrate their expected accuracy for Kiswahili and common local dialects. The Board will assess it in a demonstration. Compliance with the condition that Board data is not used to train third-party models will be assessed through: the bidder's written disclosure of all AI components, models and speech engines and where data is processed (Issue 29); a contractual undertaking by the bidder; the Board's written approval of each AI component after demonstration and before go-live; and the Board's audit rights over systems and logs (ToR 4.7).
51	IT – Failover and existing telephony, ToR 4.15, 4.16: Please confirm the number, capacity and carriers of the SIP/E1 lines AHB will provide, whether AHB has an existing DR site, the recovery time and recovery point objectives required, and the expected split of responsibilities for designing and testing failover.	SIP and E1 lines: the number, capacity, carriers, number ranges and existing PBX will be provided to the successful bidder (Addendum 1/Clarification 1, Issue 24). The Board will have lines in place before the integration phase. Disaster-recovery site: provided by the bidder at a Kenya location approved by the Board and priced in the proposal (Issue 30). Recovery objectives: the Board expects a recovery time objective of not more than 4 hours for full activation of the disaster-recovery site, with automatic failover between components, and a recovery point objective of not more than 15 minutes. Bidders may propose tighter objectives. Responsibilities: the provider designs, implements and tests the failover arrangements, tests at least twice a year, and reports the results to the Board (ToR 4.15(d)). The Board supplies the lines and secondary lines, coordinates with the carriers, takes part in the tests and signs off the results.
52	IT – Short code, toll-free and voice lines, ToR 4.16; pricing line 4; Please confirm that AHB will be the account holder for, and pay the ongoing charges of, the SIP/E1	SIP and E1 lines and voice traffic: confirmed. The Board holds the accounts and pays the line and voice-traffic charges. The provider specifies, configures, integrates and operates

	lines, voice traffic, two-way short code and toll-free numbers, with the provider supporting acquisition and configuration only. Please also confirm current numbers in use, if any.	them (ToR 4.16(c)). Two-way short code and toll-free numbers: they are to be registered in the Board's name, so the Board is the account holder. The provider supports the acquisition and prices the acquisition and subscription costs under ToR financial item 4. SMS bundles are priced under item 8. Voice traffic on the toll-free numbers is not part of the bidder's price (see response to question 15). Current numbers in use refer to Issues 24 and 26.
53	**Tenders submitted**	**Bidders who have already submitted their tenders are free to withdraw, modify and resubmit before the closing date of Monday, 9 November 2026 at 11:00 a.m., as confirmed in Issue 1.**
54	All the other terms and conditions of the consultancies remain the same	

CHIEF EXECUTIVE OFFICER