



**MINISTRY OF FOREIGN AND DIASPORA AFFAIRS
STATE DEPARTMENT FOR DIASPORA AFFAIRS
OFFICE OF THE PRINCIPAL SECRETARY**

INVITATION TO TENDER (ITT)

OPEN TENDER

TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A UNIFIED CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOLUTION.

TENDER NO. MOF&DA/SDDA/004/2023-2024

1. The **State Department for Diaspora Affairs (SDDA)** invites sealed tenders from eligible tenderers for the supply, delivery, installation, configuration and commissioning of a unified customer relationship management (crm) solution as tabulated below:

NAME	TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A UNIFIED CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOLUTION.
TENDER NO:	MFA/SDDA/OT/004/2023-2024

2. Tendering will be conducted under National open competitive method using a standardized tender document. Tendering is open to all eligible, qualified and interested Tenderers.
3. Qualified and interested tenderers may obtain further information and inspect the Tender Documents during office hours **0900am to 5.00pm East African Time** at the address given below.

**State Department of Diaspora Affairs
2nd Ngong Avenue
316 Upper Hill Chambers,
15th floor**

4. Tender documents may be obtained electronically from the Ministry Website www.mfa.go.ke / www.ppip.go.ke . Tenderers downloading documents from a designated website shall advise the Procurement Entity that they have downloaded the tender documents, giving full contact addresses of the tenderer **ie email, telephone number and postal address** to facilitate any further clarification or addendum.
5. All Tenders must be accompanied by a tender Security in Kenya Shilling issued by a reputable Commercial Bank/ Approved Insurance Firm/ Financial Institution and should not be less than **2% of the Tender price**.
6. The tenderer shall chronologically serialize all pages of the tender document submitted.
7. Completed tenders are to be enclosed in a plain sealed envelope, marked **“SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A UNIFIED CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOLUTION TENDER No: MFA/SDDA/OT/004/2023 ~ 2024**
8. **” and must be deposited the tender box provided at the Diaspora offices on 2nd Ngong Avenue, 316 Upper Hill Chambers, 12th Floor on or before 11TH APRIL, 2024 at 11.00am East African Time.**

Electronic Tenders **will not** be permitted.

9. Tenders will be opened immediately after the deadline date and time specified above. Tenders will be

publicly opened in the presence of the Tenderers' designated representatives who choose to attend at the address below.

10. Late tenders will be rejected.
11. The addresses referred to above are:

A. Address for obtaining further information and for purchasing tender documents

Supply Chain Management Section
State Department of Diaspora Services
2nd Ngong Avenue, 316 Upper Hill Chambers, 15th Floor
P. O. Box 30551-00100
NAIROBI
Email:ict@diaspora.go.ke

B. Address for Submission of Tenders.

State Department for Diaspora Affairs
2nd Ngong Avenue, 316 Upper Hill Chambers
12th floor in the Tenderbox

C. Address for Opening of Tenders.

State Department for Diaspora Affairs
2nd Ngong Avenue, 316 Upper Hill Chambers
P. O. Box 30551-00100
NAIROBI
12th floor Board Room

PRINCIPAL SECRETARY

STATE DEPARTMENT OF DIASPORA AFFAIRS

Signature_____

Date_____