



ANNEX 1

HIGH LEVEL ALTERNATE CONTACT CENTRE REQUIREMENTS

The Kenya Revenue Authority (KRA) invites eligible and qualified service providers to submit proposals for the Provision of an Alternate Contact Centre (ACC) to support operations during the peak filing period. The successful bidder will be required to deliver a fully functional, secure, and scalable contact centre facility within the Nairobi Metropolitan Area, designed to meet the Authority's operational, technological, and service delivery standards.

The proposed facility shall be strategically located within a 5 km radius of Nairobi CBD, easily accessible via public transport, and situated in a secure, quiet, and professional environment conducive to high-performance contact centre operations. The service provider must demonstrate Immediate Operational Readiness to support a minimum capacity of 100 KRA staff, with adequate spacing and a dedicated, exclusive workspace for KRA to ensure data confidentiality and operational integrity.

The service provider must demonstrate full compliance with the Data Protection Act, 2019, and uphold the highest standards of data security and confidentiality. In addition, bidders must possess proven experience in contact centre infrastructure provision or Business Process Outsourcing (BPO) facility setup, with demonstrated capacity to successfully support and manage a 100 seat contact centre environment.

The engagement will cover the peak filing period (May–June 2026), with potential for extension based on performance and business needs.

EXCLUSIONS

The contract shall NOT include:

- Recruitment and management of contact centre agents
- Training and operational supervision
- Performance management and service delivery

The detailed Tender requirements will be provided in the tender document.