Affordable Housing Board
Makao Bora, Jukumu Letu

Prism Towers, 23rd Floor
3rd Ngong Avenue, Nairobi
P.O Box 27521-00100, Nairobi
Tel: +254 722832 832, 0733 832832
info@affordablehousingboard.go.ke

ADDENDUM 3/CLARIFICATION 3

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: 11TH 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	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.	AHB recommends a cloud based solution, preferably Software as a Service. However, it is important that the cloud server is based in Kenya.
2	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.	
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).**
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