

REQUEST FOR PROPOSALS (RFP) – TELE LICENSE FEE COLLECTION AGENT

Background

KAMP seeks a qualified **Collection Agent** to provide end-to-end license fee recovery services from broadcasters, public transport operators, malls, and other licensees. The Agent will deploy multi-channel communication (SMS, email, call center) and integrate with KAMP's systems for real-time tracking.

Scope of Work (Deliverables)

Interested firms must demonstrate capacity to deliver:

A. Licensee Engagement & Payment Collection

- Deploy **automated reminders** (SMS, WhatsApp, email) with payment links.
- Operate a **dedicated call center** for follow-ups and dispute resolution.
- Ensure **100% of payments** are routed to KAMP's accounts (no cash handling).

B. Technology & Reporting

- **API integration** with KAMP's licensing system for live payment tracking.
- Provide **weekly/monthly reports** on collections, pending invoices, and challenges.
- Maintain a **secure portal** for licensee self-service (view invoices, pay online).

C. Compliance & Transparency

- Adhere to **Data Protection Act (2019)** and KAMP's confidentiality policies.
- Document all interactions (calls, emails) for audit purposes.
- **Zero tolerance** for fraud or misrepresentation.

D. Eligibility Criteria

- Registered Kenyan entity with **2+ years' experience** in collections, call center ops, or fintech.
- Proof of **existing tech infrastructure** (bulk SMS, CRM, payment gateways).
- **Clean regulatory record**.