



MINISTRY OF HEALTH

**STATE DEPARTMENT FOR MEDICAL SERVICES  
ADDENDUM 1**

# Response to Bidder Clarification

**Tender Number**

KE-MOH-556751-NC-RFB

**Tender Title**

Supply, Installation, Implementation and Commissioning of an Enterprise Resource Planning (ERP) System for the Kenya National Public Health Institute (KNPHI)

**Source Clarification**

Almaviva clarification letter dated 15 July 2026

We refer to your request for clarification regarding the above tender. The Procuring Entity's responses are set out below.

## Question 1

*How should the 150 concurrent users be distributed across Finance and Treasury, Procurement and Contracts, Inventory/Warehouse Management, and the total number of employees?*

## Response

There shall be no fixed allocation of users by department or module and no application-level cap on authorized internal named users.

For initial infrastructure sizing and acceptance testing, bidders shall demonstrate support for at least 150 simultaneous authenticated users across the ERP as one shared concurrency pool. The architecture shall automatically scale up or down according to workload and shall support future growth beyond the initial baseline without replacement or fundamental redesign.

Bidders shall disclose any restrictions or charges relating to full, self-service, approver, read-only, administrator, external portal or third-party users.

## Question 2

*What is the underlying technology for the DHA-recommended Health Cloud Data Centre?*

### Response

The Procuring Entity will obtain and issue the available DHA hosting profile, including the approved virtualization or container platform, operating systems, database options, identity services, network requirements, security controls, backup and disaster-recovery arrangements.

Pending that confirmation, bidders shall propose a standards-based, platform-neutral and scalable architecture capable of deployment in a DHA-approved or other Government-approved Kenyan hosting environment. All proprietary dependencies, recurring infrastructure charges and capacity assumptions shall be disclosed.

The final architecture shall be validated during the design phase before installation.

The closing date has been extended to 5<sup>th</sup> August,2026,11:00 Am

All other details remain the same

**PRINCIPAL SECRETARY**  
**State Department Medical Services**