



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

NPHI ERP Clarification 3

Question 1

Kindly provide the expected number of users for each ERP module, including distinctions between named, concurrent and self-service users.

Response

There shall be no fixed allocation of users by department or module and no application-level cap on authorised 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

Kindly confirm the total number of vehicles and/or other assets to be managed under Fleet Management.

Response

The core Fleet Management module shall not be licensed by vehicle count and shall support growth in vehicle and asset records.

The verified current fleet inventory should be supplied during inception for migration and rollout planning. Any vehicle-specific GPS device, telematics, SIM, mapping or recurring service shall be unit-priced so that the final quantity can be ordered against the verified inventory.

Bidders shall state tested capacity, transaction assumptions and infrastructure increments required as the fleet grows.

Question 3

Kindly provide the estimated average number of documents expected to be processed or managed monthly within the DMS.

Response

The DMS shall not impose a per-document software licence cap. Bidders shall size the solution using disclosed assumptions for average file size, monthly document growth, versions, indexing, retention, backup and disaster recovery.

The exact electronic migration inventory shall be confirmed during inception. Storage should be priced in scalable increments, and bulk scanning of paper archives should only be included where a baseline quantity and unit rate are stated.

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

All other details remain the same

PRINCIPAL SECRETARY
State Department Medical Services