



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	Clarification 5

Question 2

Kindly confirm the expected deployment model and whether hosting will be provided by KNPHI/Ministry or the successful bidder.

Response

A hybrid, resilient deployment is recommended. The successful bidder should provide and price the complete approved hosting service for the implementation period and the twenty-four-month warranty period, with fixed annual prices for continued hosting thereafter.

The primary environment should be hosted in a formally approved Kenyan Government or health-sector environment, with a separate backup and disaster-recovery environment. The bidder shall state the exact hosting provider, physical data location, architecture, licences, storage, bandwidth, security controls, exit provisions and responsibility matrix.

KNPHI or the designated Government team may provide specified infrastructure components, but those components and the corresponding price exclusions must be identified before bid submission.

Question 3

Kindly provide the expected user breakdown per module, including full users, administrators,

approvers and read-only 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 4

Kindly provide the complete integration scope and confirm whether APIs, documentation, test environments and technical contacts will be made available.

Response

The mandatory baseline should comprise IFMIS, the designated banking or CBK interfaces, KRA/iTax, SHA, NSSF, the designated Government HR/payroll system, LIMS/NLIMS where applicable, institutional email, SMS, identity management and any other interface expressly listed in Annex A.

Each interface shall be implemented through an approved API, web service, secure batch exchange or structured file method. KNPHI and the Ministry will facilitate available specifications, test environments, credentials and technical contacts, but access remains subject to the external system owner.

A future integration not included in the approved baseline shall be handled through change control rather than an unlimited on-demand obligation.

Question 5

Kindly clarify the data migration scope, sources, formats, historical years, volumes, cleansing responsibility and sign-off.

Response

A formal data-discovery and migration inventory should be completed at inception. The baseline should include available employee and payroll records, supplier and asset registers, chart of accounts and opening balances, active contracts and open transactions that are required for operational start-up.

KNPHI and the Ministry will provide authorised extracts and identify data owners. The bidder will perform mapping, transformation, cleansing support, test migration, reconciliation, final load and documentation. Each data owner will sign off the reconciled migration result.

Bulk paper digitisation or unquantified historical archives should be excluded unless a baseline quantity and unit price are added to the Price Schedule.

Question 6

Kindly clarify the expected scope of the Generative AI module, including use cases, data sources, hosting/security, access controls and phasing.

Response

The AI module should be mandatory but phased. At initial acceptance, the solution should provide secure natural-language search of authorised ERP data, document retrieval and summarisation, information extraction, draft report generation and management summaries.

Advanced forecasting, anomaly detection, supplier analytics, inventory prediction and workforce analytics may be activated after sufficient validated data is available.

Bidders shall disclose the model, provider, hosting and processing location, infrastructure, licences, API or token charges, data retention and whether data is used to train shared models. AI access shall mirror ERP permissions, be fully logged, and remain advisory rather than executing official approvals or transactions.

Question 7

Kindly clarify the required warranty and support scope, SLA levels, support hours, remote/on-site expectations, escalation, OEM support and post-warranty pricing.

Response

The mandatory warranty should be twenty-four months from Operational Acceptance and included in the main tender price. It should cover defect correction, security patches, statutory configuration updates, performance and integration troubleshooting, root-cause analysis and Level 2/Level 3 support.

Critical incidents should receive 24/7 coverage, while normal support may follow defined business hours. The bidder should submit a severity-based response and restoration matrix, remote and on-site arrangements, named escalation roles and back-to-back OEM support where relevant.

Five optional post-warranty years should be priced separately, year by year, under an SLA. New modules and material enhancements should remain subject to change control.

Question 8

How will experience and financial qualification be assessed for a JV/consortium, and may the experience of JV members, OEMs, partners or subcontractors be accepted?

Response

The issued bidding document should be applied consistently: a formal JV may combine qualifications only as stated in the qualification criteria, and all members remain jointly and severally liable.

A bidder's own previous experience as a prime contractor, JV member or subcontractor may be counted only for the documented value and responsibilities actually performed. An OEM authorisation or proposed subcontractor's experience should not automatically replace the bidder's minimum qualification unless the tender expressly permits it or the entity participates as a formal JV member.

Question 9

Which external systems are mandatory for Day 1 and which may be phased? Are APIs, standards or a preferred integration layer available?

Response

All baseline interfaces listed in the tender should remain mandatory, but delivery should follow the approved module rollout. Identity, email and notification services should support initial onboarding; finance and procurement interfaces should be completed before those modules are accepted; HR/payroll and statutory interfaces should be completed before production payroll cutover; LIMS/DHA interfaces should be completed before the affected cross-system processes are accepted.

The bidder should support approved APIs, web services, secure batch exchange and structured file integration. Available specifications, sandboxes and contacts will be facilitated, subject to the external system owner.

Question 10

What are the expected AI use cases, and is AI mandatory or only added value?

Response

AI should be a mandatory requirement. The minimum accepted use cases should be authorised document and information retrieval, summarisation, extraction, natural-language query, draft report generation and management-summary generation.

The system should demonstrate the minimum use cases during initial acceptance; advanced analytics may be phased as data quality and volumes mature.

Question 11

Is real-time tracking and telematics required for Fleet Management, or is the focus only on maintenance and lifecycle management?

Response

Both are required capabilities. The core software should cover vehicle records, maintenance, work tickets, fuel, compliance and lifecycle management, and it should be capable of receiving real-time GPS or telematics data.

Vehicle-specific devices, SIM/data services, mapping and telematics subscriptions should be separately unit-priced against the verified fleet inventory.

Question 13

The expected number of full users is stated as 150. Is that an accurate number?

Response

The figure should not be interpreted as 150 full or named-user licences. It should be used as the initial concurrent-load and performance-test baseline only.

The institutional licence should have no application-level named-user cap, and the solution should automatically scale up or down and expand beyond the initial 150-concurrent-user baseline.

Question 1

Kindly confirm whether Joint Venture / Consortium participation is allowed and whether "Maximum number of members in the JV shall be: None" means there is no maximum.

Response

Joint Venture participation should be confirmed as permitted under the issued bidding document. The phrase "None" should be clarified as meaning that no numerical maximum was stated, subject to all JV members satisfying the tender's eligibility, documentation, liability and qualification requirements.

Where the Procuring Entity intends to impose a maximum number of members, that number should be stated expressly in an addendum rather than inferred.

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