



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 2

Question 1

Kindly indicate the number of users assigned to each department/module from the 150 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

How should bidders respond where the proposed ERP is commercially available only under the software manufacturer's licensing model?

Response

The required commercial model for the core ERP is a perpetual, fully paid-up institutional licence or equivalent perpetual use right. A solution available only through a time-limited core ERP subscription would not meet that requirement.

Bidders may propose standard, open-source, custom or hybrid software, but they shall disclose the licence for every component and separately identify all unavoidable recurring third-party costs.

KNPHI shall receive complete source code and documentation for custom-developed components and sufficient perpetual rights to operate and maintain all standard components.

Question 3

Apart from the Central Bank of Kenya, is there any other bank or financial institution with which the ERP should be integrated?

Response

The initial mandatory scope shall include the Central Bank of Kenya and the commercial bank or banks formally designated by KNPHI for payroll, payments, receipts and reconciliation.

The exact bank list and available interface specifications shall be confirmed during the SRS. The proposed integration layer shall allow additional approved banks to be connected without redesigning the ERP.

Question 4

Will hosting the ERP solution on Microsoft Azure cloud be acceptable if all security, compliance and regulatory requirements are met?

Response

A Microsoft Azure proposal may be accepted only where the proposed region, physical data location, security controls, resilience, exit arrangements and Government approvals satisfy the tender and applicable public-sector requirements.

The bidder shall identify the exact region, services, licences, recurring costs, backup location and disaster-recovery arrangement. Approval of the product name alone shall not constitute approval of the architecture.

Question 5

Must the ERP be hosted in a physical data centre in Kenya, or may a compliant cloud-hosted solution be proposed?

Response

A compliant physical, virtualised, private-cloud, Government-cloud or hybrid architecture may be proposed. The production database and backups shall remain within the formally approved hosting and data-residency environment.

The bidder shall state which party provides each infrastructure component and shall include a responsibility matrix and all one-off and recurring costs.

Question 6

Annex A, the Business Requirements Document, was not included in the tender package. Kindly provide it.

Response

A single, version-controlled Annex A should be attached to the addendum. It should contain the baseline functional, reporting, workflow, integration, data, security and acceptance requirements against which all bids will be evaluated.

Detailed forms, fields and workflows may then be elaborated through the SRS after award, without changing the advertised baseline scope.

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