KenGen

KENYA ELECTRICITY GENERATING COMPANY PLC
KGN-COMM-008-2024
RFx 50000 15422
TENDER FOR PROVISION OF UTILITY POWER BILLING PLATFORM
(OPEN NATIONAL)

Date: 18th June, 2024

Clarification No. 1

In accordance with the '**Tender for Provision of Utility Power Billing Platform'** KenGen hereby issues **Clarification No. 1** as follows.

No	CLARIFICATION SOUGHT	KENGEN'S RESPONSE
1	Regarding the Billing Platform, please indicate how many license will be required for?	The platform licensing should be based on licensing for an unlimited number of users and support up to 250 meters without upgrade of hardware.
2	Software development and implementation services to integrate the solution to KenGen Business Support Systems such as ERP and Payment Gateways, Lot. Would you please indicate how many systems will be required to integrate with Billing platform?	The tenderer's solution must provide integration with MPESA, e-CITIZEN, SAP ERP, and card payments such as VISA and MASTERCARD
3	Technical Requirement Integration into Existing EPR and Payment Gateways. What is the integration responsibility of the billing platform supplier? Can the billing platform supplier provide the API documents and assist with integration? Or it is the supplier's responsibility for the integration?	The supplier MUST Provide API, and API modules that shall be required. Additionally, the Supplier will Codevelop integration processes with existing system. Integration is the responsibility of the Supplier.
4	Regarding the Disaster recovery site, is it an existing DR or should build a new DR site?	The tenderer should make provision for a DR site. The exact location and provider shall be guided by KENGEN once the Contract is signed.
5	If it should build a new DR site, please indicate: 1. What is the distance between the main DC and DR site?	The Tenderer is expected to recommend the frequency that meets Recovery Time Objective and Recovery Point Objective that ensures Business Continuity for the critical service as per design.

	2. The DR site should be a high reliable solution? 3. What is the data backup frequency? 4. How long the data should be stored?	
6	Regarding the integration with CRM system, can the billing supplier provide the API and CRM system supplier is responsible for integration?	The supplier MUST Provide API, and API modules that shall be required. Additionally, the Supplier will Codevelop integration processes with existing system. Integration is the responsibility of the Supplier
	Does the billing platform only provide a customer information debt management for prepaid / postpaid meters, There is no need to provide a Vending function such as top-up function?	The solution MUST include the Vending Function

BIDDER'S ACKNOWLEDGEMENT OF CLARIFICATION NO. 1

We, the undersigned, hereby certify that the clarification is an integral part of the document and the alterations set out in clarification have been incorporated in our tender document.

Signed ……………………………………………………………………….

Tenderer …………………………………………………………………..

Date …………………………………………………………………..