



KenGen

KENYA ELECTRICITY GENERATING COMPANY PLC

KGN-HR-004-2024

RFx 5000015179

**TENDER FOR PROVISION OF BIOMETRICALLY CONTROLLED e-CLAIMS MEDICAL MANAGEMENT SYSTEM SERVICES WITH SMS ALERTS FOR TWO YEARS (FRAMEWORK CONTRACT)
(CITIZEN CONTRACTORS)**

Date: 10th June, 2024

Clarification No. 1

In accordance with the 'Tender for Provision of Biometrically Controlled E-Claims Medical Management System Services with SMS Alerts for Two Years' KenGen hereby issues **Clarification No. 1** as follows.

No	CLARIFICATION SOUGHT	KENGEN'S RESPONSE
1	MR 15: In case of JV, attach a duly filled and signed JV Agreement Form. All parties in the JV MUST meet the stipulated Mandatory Requirements.- The purpose of the JV is not achievable if both parties are forced to meet all the Mandatory Requirements. The procuring entity is requested to delete the clause that states that all the parties must meet all the mandatory requirements and allow for both parties to concentrate on their sole purpose and strong areas in the JV	This has been amended. Please refer to <i>Addendum 6</i> .
2	MR 19: Bidder must meet these Financial ratios- This requirement does not stand in favour of parties who have not been able to meet the required positive net worth or the positive profit before tax. It also beats the purpose of the JV if both parties must meet this requirement. We request that this clause be replaced that allows for demonstration of the ability to run the tender through a letter of support from the bank. The focus on ratios and profitability discriminates against companies especially those run by the youth.	The requirement shall remain as stipulated in the tender document.
3	MR 21: Provide a license for the Universal Diagnostic Code (ICD-10 2016) from World Health Organization (WHO)- We request for the amendment of this clause as there are newer updated licenses from the WHO thus strictly setting the requirement to ICD 10 2016 is discriminating towards some parties and outdated	The ICD-10 2016 is the minimum license required and those bidders with newer and updated licenses is allowed to provide. This is also amended as per <i>Addendum 6</i> .

4	MR 22: Submit a copy certificate of ISO 27001 license on Information Security- We request for the expungement of this clause completely since the tender is specifically designated for citizen contractors. This bias defeats the purpose and is seen as a desperate move to eliminate other bidders.	Please refer to <i>Addendum No. 6</i>
5	Technical Evaluation Part 1: No 1: Submit at least five (5) Recommendation letters (on the client’s letter head, signed & stamped) from different reputable corporate organizations whose scheme size has a membership of over 11,000 members for similar assignments done in the last 5years. All the reference letters must be current for this tender and addressed to KenGen. (2 Marks for each letter)	This is a crucial recommendation and shall remain as part of the technical specification
6	At least 2 of the schemes SHOULD be in-house managed Direct Billing schemes. These two letters must also explicitly confirm that the Invoice Transmission is real time. (2.5marks for each) Mandatory to provide contact person (Medical scheme administration team) - Telephone and email- We request that the requirement that 2 recommendation letters should be from in-house schemes be deleted as it does not provide any significant reason as the nature of the scheme administration is similar any other medical scheme administered within the country. This should not in any way affect the capacity of the biometric provider. In the sense only the availability of adequate service providers and ability to administer the said numbers (11000) should be an obstruction to the quality of service a medical biometric company provides to the client.	KenGen clearly indicates in the tender that our medical scheme is in-house direct billing managed. Evidence of providing a biometric e-claims management platform to two organizations with in-house direct billing medical schemes whose transmission is real time is a crucial technical specification for KenGen. The nature of the scheme administration in KenGen does not involve an outside administrator; billing and approvals are directly from the hospital to KenGen; the biometric provider needs to demonstrate the direct billing of e-claims through their platform. This requirement shall remain.
7	Extent of the right to Audit & Assurance – align it to the Data Protection since solution is not exclusive to the procuring entity and the rights of other users must be protected	Refer to <i>Addendum 6</i> on SLA.

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