COMMUNICATIONS AUTHORITY OF KENYA

Ref: CA/SCM/OT/74/2023-2024

11ᵗʰ April, 2024   **Addendum No. 3**

To All Bidders,

REF: OPEN NATIONAL RE-TENDER FOR SUPPLY, INSTALLATION AND MAINTENANCE OF MICROSOFT ONLINE SERVICES. TENDER NO: CA/SCM/OT/74/2023-2024

Please refer to the above-mentioned Tender that appeared in MY GOV on 19ᵗʰ March 2024.

Pursuant to Section 75 of the Public Procurement and Asset Disposal Act,2015 and clause 7.1 of the Tender document uploaded to our website, and the Supplier's Portal, the Authority wishes to amend the Tender Document as follows:

No.	Page/Section and Description in Tender Document	Bidder Query	CA Response
1.	**Page 45** **Technical Requirements: Scope** "g*) The bidder **Must** supply the necessary integration licenses required*" Scope: a) Supply and deliver Microsoft 365 E3 (M365 E3). b) Deploy Microsoft 365 E3. c) Upgrade the current on-prem Microsoft Exchange to Microsoft Exchange 2019. d) Transition/migrate on-prem Microsoft Exchange to Microsoft 365 E3. e) Deploy Microsoft Copilot, Github, Project (Plan 1), sharepoint and Power BI. f) Supply, deliver, and install E-signature solution compatible with Microsoft Office 3(g) The bidder Must supply the necessary integration licenses required.	Please specify if we need to integrate Microsoft 365 with any other third-party applications and its purpose?	The key existing integrations include: • Spectrum Management System; • ERP System; • Licensing Management System; • Number Management System; • Audit Management System; • Active Directory. The **Bidder** will be required to supply the necessary integration licenses required for existing and future systems. Integration points shall be provided during implementation
2.	**Page 46** **Technical Requirements** *Item 1. Microsoft 365, requirement*	"Annual comprehensive (24/7) support, maintenance and	Item 1. Microsoft 365, Requirement No. 14: *Support, maintenance and incident response,* has been

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	no.14: Support, maintenance and incident response 14. Support, maintenance and incident response — Annual comprehensive (24/7) support maintenance and incident response for the for ALL the software and applications for a period of 3 years	incident response for the for ALL the software and applications for a period of 3 years" - Please clarify the above, as the price schedule says 1 year of SLA	amended to read as follows: Annual comprehensive (24/7) support, maintenance and incident response for ALL the software and applications for a period of one (1) year. The first year SHALL be the warranty period which will commence after Go-Live.
3.	**Page 46** *Item 1. Microsoft 365, requirement no.10: Microsoft Teams* 10. Microsoft Teams — Host meetings and video calls for up to 100 users	Changes outside Europe NEW LINEUP - MICROSOFT 365, OFFICE 365, AND TEAMS Starting on April 1, 2024, we will offer a new lineup of Microsoft 365, Office 365, and Microsoft Teams SKUs in all regions outside the European Economic Area and Switzerland (EEA+S). It will:	The bidder must provide Microsoft 365 E3 along with Microsoft Teams. Whether they supply these as one SKU or as two SKUs is at the discretion of the bidder.
4.	**Page 53** **Technical Capacity evaluation and** **Bidder Query** We would like to draw your attention to what we believe is an unfair evaluation criterion in the	As indicated	*As specified in the tender, the Authority requires Service Level Agreement (SLA) Support for Microsoft 365 Online services. This is necessary to enhance the quality of CA IT Services, increase business agility and also to mitigate risks.* *The below tender extract on*

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	Technical Capacity evaluation. The current requirement from CA necessitates bidders to provide details of two key staff members, each with a minimum of two Microsoft certifications, with one of them also possessing an ITIL certification. While ITIL certification certainly aids in aligning IT services with customer and business needs and standardizing development processes, its direct relevance to the project scope may be limited. Typically, professionals with Microsoft certifications may not necessarily hold ITIL certification, as the latter is more common in outsourced projects. We have noticed that CA has shifted this criterion from being a scoring element to a mandatory requirement in the latest version of the tender. Considering the explanation above, this may unnecessarily exclude many capable bidders. Instead, we suggest either revising the requirement to a more flexible standard or considering alternatives, such as requiring a third individual to possess the ITIL certification if deemed essential. Imposing the current criterion risks limiting the tender to a select few contractors with a rare combination of certifications.		*page 53 refers:* Attach a copy of any two (2) Professional Qualification Microsoft products listed below and One Engineer Mus Management Certified *The above criteria has now been amended to read as follows:* *"Attach a copy of any two (2) Professional Qualification for each engineer in Microsoft products listed below and One Engineer Must be an ITIL Service Management Certified or have any IT Service Management (ITSM) Certification that must be attached".*
5.	Request for Tender Closing Date extension.	In reference to tender Open National Re-Tender for supply Installation and Maintenance of a	*The Tender Closing extension has been Declined and remains as indicated under the Addendum No. 1 dated 8th April 2024 as extracted below:*

No.	Page/Section and Description in Tender Document	Bidder Query	CA Response
		Microsoft Online Services CA/SCM/OT/74/2023-2024, we are kindly requesting for an extension to enable us provide a comprehensive proposal to cover all requirements for this tender including the E-Signature Solution requirement.	<table><tr><td>3.</td><td>CA/SCM/OT/74/2023-2024</td><td>Open National Re-Tender for Supply, Installation and Maintenance of a Microsoft Online Services</td><td>10th Apr AT 10:3 East Time</td></tr></table>

The tender closing date has been extended to 12th April 2024 at 10.30 am.

Peter Mwangi,
FOR: DIRECTOR GENERAL/CEO