

31 January 2025

**BID DESCRIPTION:** APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY AND DELIVERY OF MICROSOFT LICENCES ON AN “AS AND WHEN” REQUIRED BASIS, FOR A PERIOD OF FIVE YEARS

**BID NO.:** IRBA/06/2024/RFT

**CLOSING DATE:** 10 FEBRUARY 2025 AT 12H00 (South African Time)

**RE: RESPONSE TO ENQUIRIES RECEIVED IN RESPECT OF THE BID**

1. In line with paragraph 2.3 of the bid document, the IRBA has consolidated the questions emanating from the enquiries, as well as its response.
2. Bidders are reminded that the bid document must be hand-delivered and placed in the tender box on the Ground Floor of Building 2, Greenstone Hill Office Park, Emerald Boulevard, Modderfontein, 1609, by no later than **12h00 (South African time) on 10 February 2025**.

## RESPONSE TO QUESTIONS RECEIVED POST ADVERTISEMENT OF THE BID

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**Question 1:** *These are the current used Microsoft Partners categories and note that there are subcategories below them.*

*Gold status is no longer in use for the sake of fairness kindly review and share the updated evaluation criteria as the Gold/Silver/ Bronze Partner statuses are no longer in use.*

*Solutions Partner | Business Applications*

*Solutions Partner | Data & AI*

*Solutions Partner | Digital & App Innovation*

*Solutions Partner | Infrastructure*

*Solutions Partner | Modern Work - Enterprise*

*Solutions Partner | Security*

**Answer 1:** *The IRBA requires Tier 1 Microsoft Cloud Solution Provider (CSP) that works directly with Microsoft Tier 1 CSP will include all of the below:*

*Solutions Partner | Business Applications*

*Solutions Partner | Data & AI*

*Solutions Partner | Digital & App Innovation*

*Solutions Partner | Infrastructure*

*Solutions Partner | Modern Work - Enterprise*

*Solutions Partner | Security*

*We further reiterate the requirements of Section A: Clause 16.1 (Phase One-Eligibility Criteria/Mandatory Requirements) which indicates that Bidders must provide **VALID** Business Partner Accreditation letters/certificates from Microsoft, to confirm that bidders are accredited as Tier One/Gold Microsoft Cloud Solution Providers that are direct providers of the Microsoft licences.*

**Question 2:** *IRBA is requiring the Tier 1, a direct Microsoft partner and certified CSP. Also, Tier 1 works both sided clients as well must be on Tier 1 level to get the Tier 1 support, do you have Microsoft account manager? May you kindly share your Microsoft client partner level.*

*If possible, may you also share the number of current licences on each Microsoft categories.*

**Answer 2:** *The IRBA does not have an Account Manager, and it is not required for this Tender. The IRBA requires a Tier 1 CSP which is Microsoft certified and a Direct service provider.*

*The IRBA cannot provide the number of current licences, however the below Microsoft licence is what the IRBA currently requires.*

*As per Section B: Clause 3 (Scope of Work) of the Terms of Reference, the Tender stipulates that the IRBA only requires pricing for each licence.*

No.	Item Description
1.	Microsoft Dynamics 365 Customer Voice Additional Response
2.	Microsoft 365 Business Standard
3.	Microsoft Teams Phone Standard
4.	Microsoft Power BI Pro
5.	Microsoft Copilot
6.	Microsoft Visio
7.	Microsoft Project
8.	Microsoft Power Automate Pro