



THE INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY
KENYA DIGITAL ECONOMY ACCELERATION PROJECT
ICTA-PROGRAM IMPLEMENTATION UNIT

Name of Assignment: Supply, Delivery, Installation, Commissioning & Support of 11,717 No. Microsoft Licenses For Education for a Period of Three (3) Years

RFB Reference No.: KE-ICTA-478564-GO-RFB

Loan No./Credit No./Grant No.: IDA 7289-KE and 7290-KE

Country: Kenya

Date: 1st October 2025

To All Interested Bidders

RE: CLARIFICATION OF RFB DOCUMENT THROUGH CLARIFICATION NO. 1

In accordance with the Instructions to Bidders ITB 7 [*Clarification of Bidding Document*], the Client has clarified the RFB as follows:

S/No	Section	Query	Clarification
1		On Qualification Criteria (ITB 37.1) Specific Experience: The Bidder shall demonstrate that they have successfully completed at least Two (2) contracts within the last Five (5) years prior to bid submission deadline, each with a value of at least Kes 130 million (Kenya Shillings One Hundred and Thirty Million) On the POST QUALIFICATION CRITERIA: Provide proof of having undertaken at least two (2) assignments of similar nature and value in the last three (3) years. The value of the assignments should be at least Kes. 120 million each. Enquiry: Please clarify on which contract value to go with, Kes. 120 million or Kes. 130 million. Should the contract be within the last 3 years or 5 years.	Contract value of Kes 120 million within the last 5 years.

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2		The document does not explicitly mention "LPOs" but refers to contracts as references. Based on standard procurement language, these contracts serve the same purpose as LPOs in demonstrating past performance. Therefore, three (3) past contracts (or LPOs) are required. Provide proof of having undertaken at least two (2) assignments of similar nature and value in the last three (3) years. The value of the assignments should be at least Kes. 120 Million each. Enquiry: Please clarify on the number of past contracts or LPO to provide, should they be 2 or 3.	At least two contracts / LPOs (fully executed) with a value of at least Kes 120 million within the last 5 years

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3		Experience in Microsoft 365 and Azure implementation in Education Sector (Must attach recommendation letters from the institutions)- do the references have to be within the education sector or can we provide references with similar values outside the education sector?	From within education/learning sector
4	Microsoft Unified Support for a Period of 3 Years Bidder must provide confirmation letter for support	• Microsoft Unified Support is delivered directly by Microsoft under formal contracts. • Microsoft partners are not authorized to independently deliver Unified Support. Please confirm if the RFP requires support exclusively from Microsoft, or if equivalent third-party support is acceptable	Microsoft Unified is exclusively provided by Microsoft as the OEM.

5	Must submit a proposed Service Level Agreement document with local support services with a maximum of 2 hours response time for non-critical issues and 30 minutes for critical issues.	• Kindly clarify whether the Microsoft partner is expected to provide support limited to licensing issues, or also to deploy, manage, and support features available in the M365 admin portals—such as Intune (device/app management), Defender (cybersecurity), Purview (information protection and governance), Windows 11 (OS deployment/patching), and other services tied to A3, A5, and A1 for Devices licenses? • Additionally, please confirm if support for specialized licenses like Power Apps, Power Automate, Fabric, Copilot Studio, and Teams Rooms—including configuration and equipment management—should be included in the price schedule? • Please share the SLA scope	YES - Microsoft Partner should provide Support, and Support should be Provided for all the Licenses SLAs should be guided by the Bill of Materials to be Supplies. It's the List of License to be Supplied. The bidder should provide their own SLA- Scope of SLA is normally guided by the Bill of materials in this case the list of licenses and scope of work. Bidder SLA is different from item one above. SUPPORT SERVICES SPECIFICATIONS <table><tr><th>S/No</th><th>Item Description</th><th>Bidder Must Indicate their Compliance and provide the documents requested as proof of compliance</th></tr><tr><td>1</td><td>The Microsoft Education Licenses will need to be provided by a partner who is eligible to sign an Education Enrollment Solutions Agreement. Bidder must provide partnership letter</td><td></td></tr><tr><td>2</td><td>Microsoft Unified Support for a Period of 3 Years Bidder must provide confirmation letter for support</td><td></td></tr><tr><td>3</td><td>Must submit a proposed Service Level Agreement document with local support services with a maximum of 2 hours response time for non-critical issues and 30 minutes for critical issues.</td><td></td></tr></table>	S/No	Item Description	Bidder Must Indicate their Compliance and provide the documents requested as proof of compliance	1	The Microsoft Education Licenses will need to be provided by a partner who is eligible to sign an Education Enrollment Solutions Agreement. Bidder must provide partnership letter		2	Microsoft Unified Support for a Period of 3 Years Bidder must provide confirmation letter for support		3	Must submit a proposed Service Level Agreement document with local support services with a maximum of 2 hours response time for non-critical issues and 30 minutes for critical issues.	
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6	The equipment should be delivered to the place of destination within two (2) months from the date of contract signing. Bidder to provide letter as a commitment	• Could you please clarify the phrase above, specifically in the context of software delivery on the end user's M365 tenant, rather than equipment?	• In the context of Software Delivery, the validation will be through inspecting Ministry of Education M365, Microsoft Azure Tenants for provisioned products. Inspection is detailed in the tender under inspections and tests. Please refer to this: What is to be Inspected is herein Detailed in the Tender Document. 5. Inspections and Tests The following inspections and tests shall be performed: - Run user login page and confirm number of licenses being accessed. - Confirm ability of users to send email, receive email using Microsoft 365. - Confirm utilization of licenses as part of user maintenance and support - Confirm that all 10,382 operating system have been provided
7	Missing price schedule	• Could ICT Authority share the price schedule as required for us to fill in?	• Please refer to page 59 - 66 (price schedule forms) and page 79 - 82 (purchaser's requirements). It is the responsibility of the bidder to fill the price schedule forms with reference to the purchaser's requirements.

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8	Microsoft Copilot Studio Copilot Studio Edu Sub (Messages) 2,500,000 Virtual AI agents messages	Is the 2,500,000 Messages spread annually or monthly? The requested license covers 25,000 messages/tenant for each license purchased. Please clarify if the 2,500,000 was possibly a typing error.	25000/license is a monthly entitlement. - The Correct one is (50X 25000 per month) = 1,250,000 messages

This clarification No. 1 forms part of the issued RFB document. All other terms and conditions of the issued RFB document remain unchanged.

Zilpher Owiti, OGW
 Ag. Chief Executive Officer
ICT Authority