



QUESTIONS AND ANSWERS FOR RFB 01 2026: FOR THE PROVISION OF MICROSOFT LICENSES.

1. Are these licenses for an **existing Microsoft tenant**, or will a new tenant need to be established?

A: The licenses are for an existing tenant.

2. Will payment be billed **annually in advance**, **monthly in arrears**, or via a single **upfront multi-year fee** across the 36-month period?

A: Payment will be billed annually in advance.

3. Professional & Support Services:

- Is the scope strictly for **license provisioning and billing** over the 36-month term, or is the successful bidder expected to provide **implementation, tenant migration, onboarding, or ongoing technical support/SLA services**?

A: Technical support for the tenant with a signed SLA (10x support hours per month minimum)

4. Please assist with link for retrieval of **Information Officer Certificate** via the <https://infoeregulator.org.za/> website.

A: [eServices: Information Regulator](https://infoeregulator.org.za/)

5. Kindly provide insight as to how payment would be managed if awarded. Will payment be made upfront for the entire contract duration or will the licenses be paid on an annual basis?

A: Licenses will be paid on an annual basis.

6. (Licensing Model vs. Contract Term): Tender specifies a 36-month contract duration. Microsoft Cloud Solution Provider (CSP) subscription licences are natively made available under an annual commitment model (P1Y Annual). Could the Regulator please clarify whether bidders should submit:

a) Annual subscription pricing per unit; or

b) The total aggregated pricing across the full 36-month contract duration?

A: The total aggregated pricing across the full 36-month contract duration. (this should consider the projected ROE for the duration)

7. (Pricing Schedule Alignment): To ensure all bidders submit on a consistent and comparable basis, could the Regulator confirm whether the official Pricing Schedule requires the 36-month extended total value to be reflected in the final bid submission price?

A: The pricing schedule should indicate the 36-month total value

8. For responses sake, could you please confirm that the date inconsistency in the timeline table (below) is just a drafting error?

A. Kindly be informed that it was just an error on the Bid documents; the dates are as follows:

- Questions deadline: 18 August 2026
- Answers publish date: 24 August 2026
- Closing date of Bid: 07 September 2026

9. Kindly assist me with locating the Information Officer Certificate, which is one of the requirements for submitting the RFB. Could you please advise which section of the website I should access to download or obtain the certificate?

A: The link has been provided above.

10. Please assist with link for retrieval of Information Officer Certificate via the <https://infoeregulator.org.za/> website.

A: The link has been provided above.

11. It states that the E3 license must include Defender for Office 365. Do we need to quote Defender for office as a separate line item, and the quantity the same as the E3? (170 licenses), The reason for my question is that the E3 license includes Defender for Endpoint but not Defender for Office.

A: Defender for 365 has to be quoted as a separate line item (Add on)