

## ADDENDUM NO. 02

**TENDER NUMBER:  
OAG/OT/03/2025-2026 - PROVISION OF MICROSOFT UNIFIED SUPPORT FOR ENTERPRISE**

Reference is made to the below listed tenders which were published on the Public Procurement Information Portal [www.tenders.go.ke](http://www.tenders.go.ke) and on the Office of the Auditor-General's website [www.oagkenya.go.ke](http://www.oagkenya.go.ke) on 9 February 2026 and Addendum No. 01. We wish to make the following clarifications:

S/No.	Section in the Tender Document	Requirement	Clarification						
1.	<b>TENDER NAME (CONTRACT NAME AND DESCRIPTION)</b>	<b>Read:</b> PROVISION OF MICROSOFT UNIFIED SUPPORT FOR ENTERPRISE	<b>Amended to read:</b> PROVISION OF MICROSOFT LICENCING AND SUPPORT SERVICES						
2.	<b>SECTION III – EVALUATION AND QUALIFICATION CRITERIA</b>  <b>B. Stage II: Technical Evaluation</b>	<table border="1"> <thead> <tr> <th>1.1</th> <th>Dedicated Support Team</th> </tr> </thead> <tbody> <tr> <td></td> <td>i. A global network of <b>Knowledge Transfer:</b> Hands-on training to increase IT staff expertise available 24 hours a day, seven days a week.</td> </tr> <tr> <td></td> <td>iv. Direct relationship with <b>Microsoft—Technical Account Manager (TAM)</b> who quickly provides latest technology updates and information to help drive efficiencies</td> </tr> </tbody> </table>	1.1	Dedicated Support Team		i. A global network of <b>Knowledge Transfer:</b> Hands-on training to increase IT staff expertise available 24 hours a day, seven days a week.		iv. Direct relationship with <b>Microsoft—Technical Account Manager (TAM)</b> who quickly provides latest technology updates and information to help drive efficiencies	<b>Amended:</b>  <b>DELETED</b>
1.1	Dedicated Support Team								
	i. A global network of <b>Knowledge Transfer:</b> Hands-on training to increase IT staff expertise available 24 hours a day, seven days a week.								
	iv. Direct relationship with <b>Microsoft—Technical Account Manager (TAM)</b> who quickly provides latest technology updates and information to help drive efficiencies								

3.	<p><b>SECTION III - EVALUATION AND QUALIFICATION CRITERIA</b></p> <p><b>B. Stage II: Technical Evaluation</b></p>	1.4	<p><b>Azure Event Management</b></p>	<p><b>Amended:</b></p> <p><b>DELETED</b></p> <p><b>DELETED</b></p>
			<p>i. The support must be designed for critical events requiring the highest levels of service availability and performance. It should have: -</p> <p>a. <b>15-Minute Response:</b> Provides a first-call response in 15 minutes or less for Severity 1 and Severity A incidents.</p> <p>b. <b>Pre-Event Risk Mitigation:</b> The AEM team performs capacity and resiliency reviews based on the Azure Well-Architecture Framework to identify risks 8 weeks before the peak period begins.</p> <p>c. <b>Post-Event Summary:</b> Includes a post-event summary to ensure all cases opened during the window are fully resolved</p>	
		1.5	<p><b>Support for Mission Critical</b></p>	
			<p>Must provide a higher, customized level of support. This should include: -</p> <p>i. <b>Defined Scope:</b> Covers a specific set of Microsoft products that make up your mission-critical business solutions.</p> <p>ii. <b>Enhanced Resources:</b> Provides additional support resources and a customized program of services defined.</p>	

4.	<p><b>SECTION III – EVALUATION AND QUALIFICATION CRITERIA</b></p> <p><b>B. Stage II: Technical Evaluation</b></p>		<p><b>ADDITIONAL ITEM ADDED:</b></p> <table border="1" data-bbox="1182 317 1503 680"> <tr> <td data-bbox="1182 317 1289 680"><b>Note</b></td> <td data-bbox="1289 317 1503 680">Take note that this is a Microsoft Cloud Solution Provider (CSP) procurement</td> </tr> </table>	<b>Note</b>	Take note that this is a Microsoft Cloud Solution Provider (CSP) procurement				
<b>Note</b>	Take note that this is a Microsoft Cloud Solution Provider (CSP) procurement								
5.	<p><b>PART II – PROCURING ENTITY'S REQUIREMENTS</b></p> <p><b>SECTION 5. SPECIFICATIONS</b></p>	<p><b>Read:</b></p> <table border="1" data-bbox="511 722 1110 1230"> <tr> <td data-bbox="511 722 670 793">1.1</td> <td data-bbox="670 722 1110 793"><b>Dedicated Support Team</b></td> </tr> <tr> <td data-bbox="511 793 670 995"></td> <td data-bbox="670 793 1110 995">ii. A global network of <b>Knowledge Transfer:</b> Hands-on training to increase IT staff expertise available 24 hours a day, seven days a week.</td> </tr> <tr> <td data-bbox="511 995 670 1230"></td> <td data-bbox="670 995 1110 1230">iv. Direct relationship with <b>Microsoft—Technical Account Manager (TAM)</b> who quickly provides latest technology updates and information to help drive efficiencies</td> </tr> </table>	1.1	<b>Dedicated Support Team</b>		ii. A global network of <b>Knowledge Transfer:</b> Hands-on training to increase IT staff expertise available 24 hours a day, seven days a week.		iv. Direct relationship with <b>Microsoft—Technical Account Manager (TAM)</b> who quickly provides latest technology updates and information to help drive efficiencies	<p><b>Amended:</b></p> <p><b>DELETED</b></p>
1.1	<b>Dedicated Support Team</b>								
	ii. A global network of <b>Knowledge Transfer:</b> Hands-on training to increase IT staff expertise available 24 hours a day, seven days a week.								
	iv. Direct relationship with <b>Microsoft—Technical Account Manager (TAM)</b> who quickly provides latest technology updates and information to help drive efficiencies								
6.	<p><b>PART II – PROCURING ENTITY'S REQUIREMENTS</b></p> <p><b>SECTION 5. SPECIFICATIONS</b></p>	<table border="1" data-bbox="511 1230 1159 1881"> <tr> <td data-bbox="511 1230 596 1283">1.4</td> <td data-bbox="596 1230 1159 1283"><b>Azure Event Management</b></td> </tr> <tr> <td data-bbox="511 1283 596 1881"></td> <td data-bbox="596 1283 1159 1881">           ii. The support must be designed for critical events requiring the highest levels of service availability and performance. It should have: -           <ul style="list-style-type: none"> <li>a. <b>15-Minute Response:</b> Provides a first-call response in 15 minutes or less for Severity 1 and Severity A incidents.</li> <li>b. <b>Pre-Event Risk Mitigation:</b> The AEM team performs capacity and resiliency reviews based on the Azure Well-Architecture Framework to identify risks 8 weeks before the peak period begins.</li> <li>c. <b>Post-Event Summary:</b> Includes a post-event summary to ensure all cases opened during the window are fully resolved.</li> </ul> </td> </tr> </table>	1.4	<b>Azure Event Management</b>		ii. The support must be designed for critical events requiring the highest levels of service availability and performance. It should have: - <ul style="list-style-type: none"> <li>a. <b>15-Minute Response:</b> Provides a first-call response in 15 minutes or less for Severity 1 and Severity A incidents.</li> <li>b. <b>Pre-Event Risk Mitigation:</b> The AEM team performs capacity and resiliency reviews based on the Azure Well-Architecture Framework to identify risks 8 weeks before the peak period begins.</li> <li>c. <b>Post-Event Summary:</b> Includes a post-event summary to ensure all cases opened during the window are fully resolved.</li> </ul>	<p><b>Amended:</b></p> <p><b>DELETED</b></p>		
1.4	<b>Azure Event Management</b>								
	ii. The support must be designed for critical events requiring the highest levels of service availability and performance. It should have: - <ul style="list-style-type: none"> <li>a. <b>15-Minute Response:</b> Provides a first-call response in 15 minutes or less for Severity 1 and Severity A incidents.</li> <li>b. <b>Pre-Event Risk Mitigation:</b> The AEM team performs capacity and resiliency reviews based on the Azure Well-Architecture Framework to identify risks 8 weeks before the peak period begins.</li> <li>c. <b>Post-Event Summary:</b> Includes a post-event summary to ensure all cases opened during the window are fully resolved.</li> </ul>								

		<table border="1"> <tr> <td data-bbox="505 191 597 243">1.5</td> <td data-bbox="597 191 1159 243"><b>Support for Mission Critical</b></td> </tr> <tr> <td data-bbox="505 243 597 506"></td> <td data-bbox="597 243 1159 506"> <p>Must provide a higher, customized level of support. This should include: -</p> <p>iii. <b>Defined Scope:</b> Covers a specific set of Microsoft products that make up your mission-critical business solutions.</p> <p>iv. <b>Enhanced Resources:</b> Provides additional support resources and a customized program of services defined.</p> </td> </tr> </table>	1.5	<b>Support for Mission Critical</b>		<p>Must provide a higher, customized level of support. This should include: -</p> <p>iii. <b>Defined Scope:</b> Covers a specific set of Microsoft products that make up your mission-critical business solutions.</p> <p>iv. <b>Enhanced Resources:</b> Provides additional support resources and a customized program of services defined.</p>	<b>DELETED</b>
1.5	<b>Support for Mission Critical</b>						
	<p>Must provide a higher, customized level of support. This should include: -</p> <p>iii. <b>Defined Scope:</b> Covers a specific set of Microsoft products that make up your mission-critical business solutions.</p> <p>iv. <b>Enhanced Resources:</b> Provides additional support resources and a customized program of services defined.</p>						
7.	<p><b>PART II – PROCURING ENTITY'S REQUIREMENTS</b></p> <p><b>SECTION 5. SPECIFICATIONS</b></p>		<p><b>ADDITIONAL ITEM ADDED:</b></p> <table border="1"> <tr> <td data-bbox="1170 699 1279 1056"><b>Note</b></td> <td data-bbox="1279 699 1508 1056">Take note that this is a Microsoft Cloud Solution Provider (CSP) procurement</td> </tr> </table>	<b>Note</b>	Take note that this is a Microsoft Cloud Solution Provider (CSP) procurement		
<b>Note</b>	Take note that this is a Microsoft Cloud Solution Provider (CSP) procurement						

8.

**Section IV – Tendering Forms**

**The Specifications and Priced Activity Schedules**

Date: _____, ITT No: _____, Alternative No: _____ _____ of _____						Page N°
1	2	3	4	5	6	7
Service N°	Description of Services	Unit	Delivery Date	Quantity and physical unit	Unit price	Total Price per Service (Col. 5*6)
Service Line No 1	<b>Microsoft Enterprise Unified Support Services</b>	<b>Service/Lot</b>	<b>After contract signing</b>	1		
No 2						
	<b>Public Procurement Capacity Building Levy (0.03%)</b>					
	<b>VAT (16%)</b>					
					<b>Total Tender Price</b>	

Name of Tenderer *[insert complete name of Tenderer]* Signature of Tenderer *[signature of person signing the Tender]* Date *[insert date]*

Name of Tenderer .....*[insert complete name of Tenderer]* Signature of Tenderer *[signature of person signing the Tender]* Date *[insert date]*

**AMENDED AS BELOW:**

**Section IV – Tendering Forms**

**The Specifications and Priced Activity Schedules**

Date: _____, ITT No: _____, Alternative No: _____ _____ of _____						Page N°
1	2	3	4	5	6	7
Service N°	Description of Services	Unit	Delivery Date	Quantity and physical unit	Unit price	Total Price per Service (Col. 5*6)
Service Line No	<b>PROVISION OF MICROSOFT LICENCING AND SUPPORT SERVICES</b>	<b>Service/Lot/Qty</b>	<b>After contract signing</b>	1		
	<b>Licenses and Software assurance</b>					
1.	CIS Suite Datacenter Core ALng LSA 2L	32				
2.	CIS Suite Datacenter Core ALng LSA 2L	64				
3.	Exchange Server Ent ALng LSA	1				
4.	SharePointServer ALng LSA	3				
5.	SQL ServerEnterprise Core ALng SA 2L	12				
	<b>Sub-Total 1</b>					
	<b>Monthly Subscriptions.</b>					
1.	M365 E5 + Microsoft Teams Enterprise (Standalone)	30				

2.	M365 E3 + Microsoft Teams Enterprise (Standalone)	400				
3.	M365 E1 (Unbundled + Standalone Teams):	1500				
4.	Defender for Office 365 P1 (Standalone)	1500				
5.	Power BI Pro	40				
	<b>Sub- Total 2</b>					
	<b>TOTAL (Sub-Total 1 + Sub-Total 2)</b>					
	<b>Public Procurement Capacity Building Levy (0.03%)</b>					
	<b>VAT (16%)</b>					
					<b>Total Tender Price</b>	



Name of Tenderer *[insert complete name of Tenderer]* Signature of Tenderer *[signature of person signing the Tender]* Date *[insert date]*

Name of Tenderer .....*[insert complete name of Tenderer]* Signature of Tenderer *[signature of person signing the Tender]* Date *[insert date]*

All other terms and conditions remain unchanged.

**Deputy Auditor-General - Corporate Services  
For: The Auditor-General.**

**Office of the Auditor-General, Anniversary Towers P. O. Box 30084-00100, Nairobi, Kenya Tel: +254203214000. Website: [www.oagkenya.go.ke](http://www.oagkenya.go.ke) Email: [info@oagkenya.go.ke](mailto:info@oagkenya.go.ke)**

 Office of the Auditor-General Kenya  @OAG\_Kenya

## **PROCUREMENT PRIVACY NOTICE**

### **What is personal information?**

"Personal information" means any information that can be used to identify a person or an individual who is reasonably identifiable. Examples of Personal Information we collect include: names, addresses, email addresses, phone and identification numbers, salutation, Nationality. In general terms, this includes information that personally identifies you either directly (e.g. your name) or indirectly.

"processing" means any operation or sets of operations which is performed on personal data or on sets of personal data whether or not by automated means, such as

- (a) collection, recording, organisation, structuring;
- (b) storage, adaptation or alteration;
- (c) retrieval, consultation or use;
- (d) disclosure by transmission, dissemination, or otherwise making available; or
- (e) alignment or combination, restriction, erasure or destruction.

### **What personal data do we collect?**

The information that we may collect and process includes but is not limited to the following:

- i. information about your staff's career history, or education.
- ii. Any identifying name, number, mark, email address, street name, phone number, or other specific designation given to the person.  
the individual's name, if it is present along with additional personal information about the individual or if the revelation of the name alone would provide information about the individual.
- iii. details regarding the race, information about a person's contained in their CVs and CR 12; it may include information about their nationality, ethnic, or social origin;
- iv. Emails that the sender directly or implicitly designates as private or confidential, as well as follow-up messages that would divulge the original email's contents;
- v. the ideas or viewpoints of another person regarding the person.

### **How do we collect your personal data?**

Most of the personal information we process is provided to us directly by the bidding company in the bids or by members of staff during the procurement process.

### **How will we use your personal data?**

The information we collect will depend on the reasons for which it is collected and used. This might differ in our various interactions. We will only collect information that we need

for procurement purposes and for the performance of a contract once the procurement process is completed.

#### **How do we keep your personal data safe?**

The Personal Information provided is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for the period prescribed in the Document Archiving and Retention Policy.

#### **Whether we share personal data with third parties**

We may disclose personal information to third parties in accordance with the Data Protection Policy, other government institutions in the execution of their statutory or constitutional mandates, our external auditors, contractual service providers when necessary and where you would reasonably expect us to disclose your information.

#### **What are the data protection rights of individuals?**

When a company provides personal data to us, their staff have certain rights available to them in relation to that data. These rights are outlined below and can be exercised by contacting the Data Protection Officer, indicating which right the staff member wishes to exercise:

**Your right of access** - the individual has the right to ask us for copies of their personal information.

**Your right to rectification** - they have the right to ask us to rectify information they think is inaccurate. They also have the right to ask us to complete information they think is incomplete.

**Your right to erasure** - They have the right to ask us to erase their personal information in certain circumstances.

**Your right to object to processing** – they have the right to object to the processing of their personal data in certain circumstances.

**Your right to data portability** - They have the right to ask that we transfer the information provided to us to another organisation, or to themselves, in certain circumstances.

They are not required to pay any charge for exercising their rights. If they make a request, we have fourteen days to respond to you.

In the case of data portability, the individual is required to pay for the transfer and the

Incase of any enquiries or complaints contact:

Data Protection Officer

Email: [dpo@oagkenya.go.ke](mailto:dpo@oagkenya.go.ke)

Office of the Auditor General

Anniversary Towers, University Way

P. O. Box 30084-00100

**NAIROBI**

**In case of complaints you can contact the Office of the Data Protection  
Commissioner**

Office of the Data Protection Commissioner

Communications Authority Centre

[info@odpc.go.ke](mailto:info@odpc.go.ke)

P.O Box 30920-00100

G.P.O Nairobi