



**NGB 003(2024/2025): MICROSOFT
LICENSES AND
COMMUNICATION SERVICES
FOR A PERIOD OF THIRTY-SIX
(36) MONTHS**

**ERRATUM TO BID DOCUMENT
AND RESPONSE TO QUERIES
TO BID DOCUMENT**

1. PART A, B, C, D, AND E – NGB 003 (2024/2025): MICROSOFT LICENSES AND COMMUNICATION SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS

Reference to the closing date throughout the bid document is hereby amended, as such, the deadline for the submission of proposals is hereby extended to 23 August 2024 at 11H00.

RESPONSE TO QUERIES

Question 1:

Regarding the Gold Status requirements as per below, please note that Microsoft has moved away from **Gold Certification** and rather established the **Microsoft Solution Partner Certification**.

1.16.5 Bid proposals that do not include proof of a Gold Partnership Status from Microsoft (Gold Cloud Production and Gold Communication).

***Microsoft has moved away from Gold Certification and rather established the Microsoft Solution Partner Certification which covers all the MSFT elements and includes specialization skills which includes Teams Calling.**

In light of the above we have communicated with Microsoft. All bidders must provide their recent accreditation status letters from Microsoft with Modern Work and NGB will verify online if bidders are indeed accredited [Find the right app | Microsoft AppSource](#)

With Reference to SOW template:

Section: 13, Are we able to propose an alternate TMS service as opposed to Proteus?

If current data can be migrated to the new system yes you can? NGB must not lose the historic data.

Section: 16, Are we able to propose an alternate backup solution as opposed to Storevault?

If current data can be migrated to the new system yes you can? NGB must not lose the historic data.

Section 17: Is it possible to get the VM specifications and vFW requirements?

That was provided on Annexure B

Question 2:

Proteus Cloud TMS – is this a mandatory requirement, or may we quote on different vendor?

If current data can be migrated to the new system yes you can? NGB must not lose the historic data.

Storevault O365 Backup – Is this a mandatory requirement, or may we quote on a different vendor?

If current data can be migrated to the new system yes you can? NGB must not lose the historic data.

Question 3:

Referring to section v -Bid proposals that do not include proof of a Gold Partnership status from Microsoft (Gold Cloud Production and Gold Communication)

Please note Microsoft does not have such partnership levels.

Microsoft Partnership is now based on Specialization level in the following specialization areas:

- Modern Work
- Business Application
- Infrastructure
- Security
- Digital & AI
- Digital & App Innovation

In light of the above we have communicated with Microsoft. All bidders must provide their recent accreditation status letters from Microsoft with Modern Work and NGB will verify online if bidders are indeed accredited from this link [Find the right app | Microsoft AppSource](#)

Question 4:

1. Do you only require Storevault for backup service or can we propose any backup solution.
Current Data is required for continuity if proposed solution can take the current data over that will be acceptable.
2. Proteus Cloud TMS- can we propose any TMS that can work on MS TEAMS direct routing?
Current Data is required for continuity if proposed solution can take the current data over that will be acceptable.
3. For Activation of Virtual Machines Capability on the NGB Tenant – (Quantity =2 virtual machines), do you require just support or managed services, if managed services is required, may you please provide the number of hours required and the VM specifications.
Managed service on our Tenant 12 hours per month should be enough
4. Adobe Acrobat (Windows and Mac compatible) – (Quantity = 3 licenses)- Bidder does not offer these licenses, will NGB be able to purchase these licenses online?
NGB does not have a credit card to buy online, this purchase needs to be done by the Appointed Service provider

Question 5:

Please see below questions regarding the above tender:

- The tender mentions the need for 15 concurrent calls which is fine, it also mentions the numbers must be ported to a new provider, there will be a number range which will tell us the amount of numbers needed to be ported, generally there can be a range of 100 numbers but the tender only mentions 10, however to keep those 10 numbers we need to port the entire range please can you supply us with the entire amount of numbers?
50 numbers to be ported

Question 6:

Also please confirm the below:

- How many numbers to port?
50
- What numbers available to port?

0100033470 to 0100033503
010003160 - 010003169

END