

QUESTIONS AND ANSWERS

APPOINTMENT OF SERVICE PROVIDER TO PROVIDE AND SUPPORT MICROSOFT 365 E5LICENSING - BS/2026/RFB583

1. This contract is for 3 years, ensure that you use the pricing schedule for 3 years

2. **Microsoft Teams Premium**

The scope describes the 180 × Microsoft 365 E5 licences as including **Teams Premium**.

Kindly confirm whether BANKSETA specifically requires the **Microsoft Teams Premium add-on for all 180 users**, or whether the standard Teams functionality available with the required Microsoft 365 E5 subscription will be sufficient. (Please quote for Microsoft 365 E5 licences x180 and include x180 teams premium)

3. **Microsoft Teams Phone Resource Accounts**

The scope requires **6 × Microsoft Teams Phone Resource Accounts**, however these do not appear as a separate line item on the supplied pricing schedule.

Kindly confirm where bidders should reflect these six resource accounts in Annexure A. A wrong pricing schedule was uploaded on e-tenders and this has been corrected

4. **100 Support Hours**

Annexure A reflects **100 units/hours** for implementation, configuration and maintenance support. The scope also refers to support hours being available across Years 1, 2 and 3.

Please confirm whether the **100 hours are required per year** or whether they represent **100 hours for the full three-year contract period**. (100 hours will be per year as per the pricing schedule)