1. **Invitation to Submit Proposal**

Section I: Fact Sheet	
Tender No.	CWS/IT/M365/001FY26
Description	Supply, renewal, provisioning, administration support, and advisory services for Microsoft 365 licenses
Estimated Cost	Variable, based on license quantities, subscription term, and awarded pricing
Questions and Answers	Questions shall be submitted in writing to Procurement@cwsafrica.org or through the procurement portal. **Last Day for Questions:** 23*rd* July 2026, 12:00 Noon **Questions will be answered by:** 27*th* July 2026 All questions received will be consolidated and responses will be sent to all the vendors.
Publication Date	17th July 2026
Tender Closure	31st July 2026
Submission Method	Electronic submission through the Coupa Supplier Portal or other CWS-designated procurement platform.

1.1 General Conditions for Tender

Church World Service invites qualified, experienced, and duly authorized Microsoft licensing partners, resellers, or cloud solution providers to submit proposals for the supply, renewal, provisioning, administration support, and advisory services for Microsoft 365 licenses. The selected provider shall support CWS in acquiring and managing appropriate Microsoft 365 license subscriptions, ensuring continuity of service, cost effectiveness, compliance with Microsoft licensing rules, and responsive account support.

The scope shall include, but is not limited to, the supply and management of Microsoft 365 Business, Enterprise, Frontline, security, compliance, identity, endpoint management, collaboration, and related add-on licenses as required by CWS. Bidders shall provide advice on optimal licensing, subscription terms, renewals, license allocation, cost optimization, and escalation support.

I) Microsoft 365 license supply, renewal, and subscription management
II) Provisioning and assignment support for users and license groups
III) Support for Microsoft 365 tenant administration, billing, and subscription reporting. Advisory support on license optimization, renewal planning, security add-ons, compliance add-ons, and user persona mapping

IV) Responsive technical and commercial support for license-related queries, escalations, and service issues

V) Monthly or periodic reporting on license usage, renewals, additions, reductions, and cost-saving opportunities

The selected provider must demonstrate valid Microsoft partner or reseller authorization, adequate licensing expertise, strong account management capability, and the ability to support CWS across applicable countries, currencies, billing models, and subscription terms.
CWS expects the awarded provider to support license continuity, timely renewals, accurate billing, clear subscription records, and proactive recommendations that reduce licensing waste while maintaining operational, security, and compliance requirements.

1.2 Confidentiality

Church World Service prohibits its employees from sharing, and any bidders from obtaining confidential information related to this solicitation, including information regarding Church World Service's price estimates, competing bidders or competing offers, etc. Any information provided to one bidder shall be provided to all other bidders.

This document contains confidential and proprietary information that is provided for the sole purpose of providing Bidders with a comprehensive understanding of Church World Service requirements regarding the selection of vendors capable of providing services.

Reproduction of this document by photographic, electronic, or other means is permitted only for the purpose of preparing a corresponding proposal response and in any other subsequent activities that may be related to the provision of tendered services.

Bidders are required not to disclose to any other party, other than their employees and officers directly connected to responding to this document and tendered services, any information concerning this document. No news release, public announcement, or any other reference to this document or any program thereunder shall be made without expressed written consent from Church World Service.

Bidders are required to sign the enclosed Non-Disclosure Agreement (NDA) as provided in Annex 6 and return it to **Church World Service**, as part of their response to this document.

1.3 Conflict of Interest

If a company is owned, whether directly or indirectly, in whole or in part, by any employee of Church World Service or by any individual related to such an employee, the company must disclose this relationship either as part of, or prior to, submitting its bid. Any conflict of interest identified on the part of a bidder will result in disqualification from this tender process. A bidder shall be deemed to have a conflict of interest with one or more parties in this bidding process if they are involved in circumstances that compromise, or may be perceived to compromise, their impartiality in relation to the "Invitation for Bids to Supply Microsoft Licenses."

a) Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the proposal of another bidder, or influence the decisions of Church World Service regarding this bidding process;
b) Participated as a consultant in the preparation of the design, scope of work or technical specifications of requirements included in this tender; or are Church World Service employees, committee members, board members, or their relatives, who are not eligible to participate in the tender.

1.4 Fraudulent Practices

Church World Service requires all prospective bidders to adhere to the highest ethical standards during the entire tender and accompanying evaluation, selection, negotiation and contracting process. Church World Service will reject any tender response or award of tender if it determines that a bidder has, directly or through an agent, engaged in either of the following:

1.4.1 Canvassing

Meant to influence Church World Service decision prior to, during or after submission of the tender.

1.4.2 Corrupt practice

This prohibition includes any request from any Church World Service employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded. It also applies to any offer from any company or individual to provide anything of value to any Church World Service employee, consultant, or agent in exchange for that person taking or not taking any action related to the award of the contract or the contract.

1.4.3 Fraudulent practice

Misrepresentation or omission of fact.

1.4.4 Collusive practice

Church World Service requires fair and open competition for this solicitation. No two (or more) companies submitting proposals can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price shall be paid.

1.4.5 Coercive practice

Harming or threatening to harm people and other bidders involved in this process.

1.5 No Commitment to Contract and Cost of Bidding

a) This tender shall not be considered an order or contract. This document shall neither be viewed as a request nor authorization to perform work at Church World Service's expense.
b) Any work performed by a bidder in connection with responding to the tender shall be at the bidder's own discretion and expense.
c) This tender does not commit Church World Service to award a contract or to pay any costs incurred in the preparation or submission of offers, or costs incurred in making necessary studies for the preparation thereof.
d) Bidders are hereby advised that Church World Service is not committed to any course of action because of issuing this tender and/or receiving responses from bidders.

1.6 General Clauses

a) Except where expressly varied in the contract, Church World Service Terms and General Conditions attached hereto will apply (Annex 6).
b) Should your offer be accepted, you shall be required to sign and return a formal agreement confirming your acceptance.
c) Church World Service reserves the right to make regular market comparisons of other vendors to ensure that we are receiving the best and most competitive price.
d) The service provider/s shall maintain true & correct records in connection with the goods and services to be supplied to Church World Service.

1.7 Pertinent Information

Church World Service reserves the sole and absolute discretion to accept or reject any proposal, in whole or in part and does not bind itself in any way to select the firm offering the lowest price. The contract shall be awarded to the bid considered most responsive to the needs, as well as conforming to Church World Service's general principles, including economy and efficiency and best value for money.

2. Corporate Social Responsibility

2.1 Social standards

Sellers either working or seeking to work with Church World Service shall commit to respect internationally recognized human rights principles and labour standards, vendors or service providers shall;

a) Conduct their business in respect of fundamental human rights and be in no way complicit in human rights abuses.
b) Uphold the abolition of all forms of forced labor.
c) Uphold effective elimination of child labor.
d) Guarantee a safe working environment for employees.

2.2 Environmental considerations

Whenever possible and economically viable, Church World Service shall seek to procure goods and services that lessen the burden on the environment. The vendor's environmental performance shall be based on the following criteria:

a) Environmental policy, committing the vendor to reduce environmental impacts

b) Resources dedicated to environmental management (as a dedicated function or background function)

c) Implementation of an environmental management system.

2.3 Code of Conduct clause:

2.3.1 Principles of Conduct Clause:

Vendors seeking to work with Church World Service shall respect the following principles: Vendors seeking to engage with **Church World Service (CWS)** shall conduct their business with the highest standards of **integrity, transparency, and professionalism**. Vendors must:

a) Act ethically and avoid all forms of fraud, corruption, bribery, collusion, or unfair competition.

b) Provide accurate, complete, and truthful information during the tender and contracting process.

c) Disclose any actual or potential conflicts of interest involving CWS staff or representatives.

d) Comply with applicable laws, including anticorruption, Labor, safeguarding, child protection, and human rights standards;

e) Respect confidentiality and protect any nonpublic or sensitive information; and

f) Adherent to environmental responsibility and sustainability principles where applicable.

2.3.2 Business Ethics

Vendor is expected to maintain the highest degree of business ethics when working with Church World Service. Any breach of this Code of Conduct may result in **disqualification from the tender process, termination of contract, and exclusion from future CWS procurements**.

2.4 Transparency of information provision

Vendors should not be involved in any fraudulent activities, misrepresent information or facts for the purpose of influencing the selection and contract awarding process in its favor. No form of canvassing is allowed.

2.5 Fair competition

Vendors should not be involved in any corrupt, collusive, or coercive practices. Officials not to benefit:

a. The Vendor represents and warrants that no official of Church World Service has been, or shall be, admitted by the Vendor to any direct or indirect benefit arising from this Request for proposal,
b. Purchase Order / Contract or the award thereof.
c. The Vendor agrees that breach of this provision is a breach of an essential term of this Purchase Order/Contract.
d. If at any time during the registration or procurement process Church World Service determines that the vendor is in violation of the above-mentioned principles, that vendor's request for registration or bid shall be rejected as ineligible. All costs in relation to the cancellation of contracts shall be borne by the vendor.

2.6 Pricing

Your offer shall clearly state the following.

a) Net price exclusive of VAT
b) VAT amount, applicable taxes, levies and fees
c) Gross amount inclusive of VAT
d) Microsoft nonprofit/reseller pricing basis, including applicable nonprofit discount, reseller margin or markup, support charges, administrative fees, subscription term, billing model, and any assumptions affecting the quoted price.
e)
f) Full details of services offered
g) Delivery and implementation period
h) Payment terms and discounts for early payment, if you do not concur with Church World Service standard payment terms
i) Price Validity
j) Your offer shall remain to be valid for 120 days until which time a Purchase Order/Contract if issued shall be accepted by you

Commented [AK1]: Enterprise Nonprofit Plans pricing

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2.7 Financial Management, Billing, Compliance, and Audit Controls

2.7.1 Ethical Standards and Financial Integrity

The Microsoft 365 License Service Provider(s) shall maintain the highest standards of business ethics, integrity, transparency, and accountability in all financial dealings with Church World Service (CWS) Africa. The Provider(s) shall comply with all applicable laws, regulations, and internationally accepted standards governing financial management and Microsoft 365 licenses delivery.

2.7.2 Accurate Billing and Invoicing Requirements

The Microsoft 365 License Service Provider(s) shall ensure that all invoices submitted to CWS Africa are:

- Accurate, complete, and timely
- Reflective only of actual Microsoft 365 License Services rendered
- Fully aligned with the agreed pricing structure and contractual rates

- Supported by verifiable documentation, including service records, and approved service logs

2.7.3 Under no circumstances shall the Provider(s):

- Inflate costs or apply unjustified charges
- Submit claims for services not rendered
- Duplicate charges or misrepresent service categories

CWS Africa reserves the right to reject any invoice that does not meet these requirements and to request clarification or supporting documentation where necessary.

2.8 Documentation and Record Keeping

The Microsoft 365 License Service Provider(s) shall maintain accurate, auditable, and up-to-date financial and service records for all transactions related to services provided under this contract. Such records shall:

- Be retained for a minimum period as required by applicable law or agreed contract terms
- Be made available to CWS Africa or its authorized representatives upon request
- Comply with confidentiality and data protection requirements, especially regarding staff, personnel and persons' information

2.9 Audit Rights and Access

CWS Africa reserves the right to conduct periodic financial and compliance audits of the Microsoft 365 License Service Provider(s), either directly or through designated third-party auditors.

The Provider(s) shall:

- Grant timely access to all relevant financial, operational, and Microsoft 365 License Service records
- Cooperate fully during audit processes
- Respond promptly to audit findings and implement corrective actions

2.10 Fraud Prevention and Anti-Corruption Measures

The Microsoft 365 License Service Provider(s) shall implement and maintain robust internal controls to prevent fraud, waste, abuse, and corruption, including but not limited to:

a) Segregation of duties in billing and financial processes
b) Internal review and approval mechanisms for invoices
c) Policies prohibiting bribery, kickbacks, and conflicts of interest

Any suspected or confirmed cases of fraud, misconduct, or unethical practices related to services provided to CWS Africa must be reported immediately to CWS Africa.

2.11 Discrepancies and Corrective Actions

In the event of identified discrepancies, overbilling, or non-compliance:

a) The Microsoft 365 License Service Provider(s) shall promptly investigate and correct errors

b) Any overpayments shall be refunded or credited without delay
c) Preventive measures should be implemented to avoid recurrence

Repeated or significant non-compliance may result in contract termination and/or legal action.

2.12 Payment Terms and Compliance

Payments shall be made in accordance with agreed contractual terms, subject to:

a) Verification and approval of invoices
b) Compliance with all documentation and reporting requirements
c) Satisfactory performance of services

Failure to comply with financial and ethical standards may result in delayed payments, withholding of funds, or contract review.

2.13 Continuous Improvement and Reporting

The Microsoft 365 License Service Provider(s) shall support transparent financial reporting and continuous improvement, including:

a) Periodic financial summaries and utilization reports
b) Cost analysis to identify efficiencies and savings opportunities
c) Recommendations for improving cost-effectiveness while maintaining quality of service

3. General Terms and Conditions

Acceptance of an offer entails waiver by the seller of its general conditions of sale. All terms and conditions not mentioned herein shall be governed by the buyer's Terms and General Conditions, which shall be considered an integral part of the order. Submission of a proposal confirms acceptance of the general terms and conditions by the vendor.

3.1 Payment Terms

By bank transfer within 30 days after receipt of invoice and confirmation of satisfactory receipt of services.

3.2 Vendor Registration Form

Vendors shall be registered with Church World Service. If you have issued your vendor registration form to us before, there is no need to re-submit. ("Tender Package — Request for Proposal (RFP) - Tenders Kenya") If, however, you wish to update your registration with Church World Service you may send us the following;

- Updated Vendor registration form & Updated Licenses
- Financial statements.

3.3 Documents

The following are the required documents with each deliverable for payment.

- Monthly Invoice
- Quality of Service Report

- Goods and Services Received Note (to be issued by Church World Service)
- Any other document as required in the relevant Purchase Order/Contract.
- Distribution of documents shall be confirmed against the Purchase Order/Contract.

4. Background & Objective

The objective of this RFP is to appoint a qualified provider capable of delivering end-to-end Microsoft 365 licensing services, including license supply, renewals, subscription administration, advisory support, and cost optimization for CWS.

- Supply and renewal of Microsoft 365 licenses and related add-ons
- License planning, user persona mapping, and right-sizing recommendations
- Support for subscription changes, additions, reductions, and renewals
- Account management, billing support, and escalation assistance
- Periodic reporting on license utilization, renewal risks, and cost-saving opportunities

All services must comply with applicable Microsoft licensing terms, partner program requirements, CWS procurement requirements, and applicable data protection, confidentiality, and information security obligations.

5. Scope, Deliverables, and Timelines

The selected provider shall deliver Microsoft 365 licensing services in a timely, accurate, auditable, and customer-focused manner. The provider shall ensure that CWS has active licenses, accurate subscription records, clear renewal timelines, and access to support for licensing, billing, and subscription administration matters.

The scope includes the following service categories, deliverables, and minimum expectations:

5.1 License Supply and Renewal Services

- Provide pricing and fulfilment for Microsoft 365 license subscriptions and eligible add-ons.
- Support monthly, annual, or multi-year subscription terms where applicable.
- Ensure timely renewals and uninterrupted access to Microsoft 365 services.
- Provide clear documentation of subscription start dates, renewal dates, billing cycles, and license quantities.

5.2 License Administration and Advisory Support

- Advice on license selection, user persona mapping, and appropriate mix of Business, Enterprise, Frontline, security, compliance, and collaboration licenses.
- Support license additions, reductions, renewals, upgrades, downgrades, and subscription changes subject to Microsoft licensing rules.
- Provide guidance on cost optimization, inactive license review, and renewal planning.

5.3 Support, Reporting, and Escalation

- Provide a dedicated account manager and defined escalation contacts.
- Respond to license, billing, and subscription queries within agreed service levels.

- Provide monthly or quarterly license utilization, renewal, and billing reports.

5.4 Additional Services

- Optional migration, adoption, or training support if requested by CWS.
- Security and compliance licensing advisory services.
- Coordination with Microsoft support, distributor support, or partner support channels where escalation is required.

5.5 Deliverables and Service Expectations

The Service Provider must meet the following timelines:

- New license provisioning or order confirmation: within 1–3 business days after approved purchase order or contract instruction.
- Renewal notice and pricing confirmation: at least 60 days before subscription renewal where renewal dates are known.
- Standard license and billing query response: within 1 business day.
- Urgent service-impacting escalation: acknowledgement within 4 business hours.
- License utilization and billing report: monthly or quarterly, as agreed during contracting.

6. Eligibility and Proposal Requirements and Evaluation

Bidders must satisfy all mandatory eligibility requirements and submit complete technical and financial proposals demonstrating Microsoft licensing authorization, relevant experience, commercial competitiveness, support capability, and ability to meet CWS requirements.

- Valid business registration and tax compliance documentation
- Evidence of Microsoft partner, reseller, CSP, or distributor relationship authorization
- Demonstrated experience supplying Microsoft 365 licenses to organizations of comparable size or complexity
- Capacity to provide account management, licensing advisory, billing support, and escalation support
- Ability to provide transparent pricing, subscription terms, and renewal documentation

Failure to meet mandatory requirements will result in disqualification.

6.1 Mandatory Eligibility Requirements

6.1.1 Proposal Submission Requirements

The proposals shall be evaluated based on the submitted offers as well as vendor registration form and supporting documents. The evaluation will involve consideration of several factors such as the following, but not limited to;

6.1.2 Technical Proposal

Bidders must submit:

- Company profile and Microsoft licensing experience
- Evidence of Microsoft partner, reseller, CSP, or distributor authorization

- Understanding of CWS licensing needs and proposed licensing approach
- Account management, escalation, reporting, and renewal management plan
- References for similar Microsoft 365 licensing engagements

6.1.3 Financial Proposal

Bidders must submit:

- Unit price per license SKU, subscription term, and billing frequency
- Discounts, rebates, promotional offers, or nonprofit pricing available to CWS, where applicable
- All taxes, fees, support charges, administrative charges, and optional services clearly itemized

6.2 Evaluation Model: 70/30 Technical and Financial

Proposals will be evaluated using a 70/30 model, with technical evaluation weighted at 70 points and financial evaluation weighted at 30 points; only bidders meeting the minimum technical threshold will proceed to financial evaluation.

6.2.1 Evaluation Principles

Proposals will be assessed for responsiveness, compliance, technical merit, commercial competitiveness, value for money, risk, and ability to provide uninterrupted Microsoft 365 license services. CWS may request clarifications, conduct reference checks, verify Microsoft authorization, and undertake due diligence before award.

6.2.2 Administrative Compliance Review

Before technical scoring, CWS will review each proposal for completeness, eligibility, signed submission documents, valid business registration, tax compliance where applicable, Microsoft partner or reseller evidence, conflict-of-interest disclosures, sanctions screening, and acceptance of key tender terms. Proposals that fail mandatory requirements may be rejected without technical or financial scoring.

No.	Compliance Requirement	Description	Mandatory (Yes/No)	Vendor Response (Yes/No)	Comments
1	**Complete Proposal Submission**	All required documents submitted as per RFP instructions	Yes		
2	**Signed Submission Documents**	Proposal duly signed by authorized representative	Yes		
3	**Valid Business Registration**	Certificate of incorporation/registration provided	Yes		

4	**Tax Compliance**	Valid tax compliance certificate (where applicable)	Yes		
5	**Microsoft Partner/Reseller**	Evidence of Microsoft partner status or authorized reseller certification	Yes		
6	**Conflict of Interest Disclosure**	Signed declaration confirming no conflict (or properly disclosed conflicts)	Yes		
7	**Sanctions & Compliance Screening**	Vendor not listed under sanctions/debarment lists	Yes		
8	**Acceptance of Key Tender Terms**	Formal acceptance of contractual/commercial terms and conditions	Yes		
9	**Eligibility Criteria Compliance**	Meets all eligibility requirements specified in the tender	Yes		

6.3 Scoring Scale

Evaluators may use the following guide when assigning points: Excellent = fully responsive, well evidenced, low risk, and exceeds requirements; Good = responsive and adequately evidenced; Fair = partially responsive or limited evidence; Poor = weak, unclear, or high-risk response; non-responsive = no relevant evidence or failure to address the requirement.

6.4 Scoring Matrix

6.4.1 Technical Evaluation Scoring Matrix – Microsoft Licensing (70 Points)

No.	Evaluation Criteria	Sub-Criteria	Max Score	Vendor Score
1	**Product Compliance & Compatibility**	Alignment with required Microsoft products	5	
		Compatibility with existing IT environment	5	
		Version compliance & support lifecycle	5	
	Subtotal		**15**	
2	**Licensing Model & Flexibility**	Suitability of licensing model (CSP, EA, etc.)	4	
		Scalability (add/remove licenses)	3	
		Subscription flexibility and optimization	3	
	Subtotal		**10**	
3		Built-in security tools (Defender, MFA, DLP)	4	
		Regulatory & organizational compliance	3	

	Security & Compliance Features	Identity & access management (Azure AD, Conditional Access)	3	
	Subtotal		**10**	
4	**Technical Support & SLA**	Availability of vendor/partner support	4	
		SLA response & resolution times	3	
		Access to Microsoft escalation channels	3	
	Subtotal		**10**	
5	**Implementation & Deployment**	Ease of deployment and migration support	4	
		Training and onboarding support	3	
		License provisioning methodology	3	
	Subtotal		**10**	
6	**Integration & Interoperability**	Integration with enterprise systems	3	
		API availability & extensibility	2	
	Subtotal		**5**	
7	**Performance & Reliability**	Service uptime guarantees	3	
		Reliability and redundancy	2	
	Subtotal		**5**	
8	**Reporting & License Management Tools**	Usage monitoring dashboards	2	
		Cost optimization & license tracking tools	3	
	Subtotal		**5**	
9	**Vendor/Partner Technical Capability**	Microsoft certifications & partner status	3	
		Relevant implementation experience	2	
	Subtotal		**5**	
	TOTAL		**70**	

Technical Criteria	**Detailed Assessment Considerations**	**Maximum Points**
Microsoft Authorization and Compliance	Evidence of Microsoft partner, reseller, CSP, distributor, or equivalent authorization; ability to supply valid Microsoft 365 licenses; understanding of Microsoft licensing rules; compliance with data protection, confidentiality, and procurement requirements.	15
Relevant Experience and References	Demonstrated experience supplying Microsoft 365 licenses to NGOs, international organizations, multi-country organizations, or	10

	entities of comparable complexity; quality of client references; evidence of managing subscription renewals and license changes.	
Licensing Methodology and Advisory Approach	Quality of proposed approach for license assessment, user persona mapping, SKU recommendation, right-sizing, cost optimization, security and compliance add-on advice, and renewal planning.	15
Provisioning, Renewal, and Subscription Management	Ability to process new license orders, renewals, additions, reductions, upgrades, downgrades, and billing changes accurately and within required timelines; clarity of renewal calendar and subscription reporting process.	10
Account Management and Support Model	Dedicated account manager, defined escalation contacts, response-time commitments, billing support arrangements, service issue management, and ability to coordinate with Microsoft or distributor support channels.	10
Reporting, Billing Accuracy, and Controls	Quality of proposed license utilization reports, renewal reports, invoice details, audit trail, billing controls, error correction process, and ability to identify inactive or underused licenses.	5
Implementation Readiness and Risk Management	Realistic transition plan, continuity arrangements, risk mitigation for renewal delays, billing disputes, tenant changes, Microsoft program changes, and communication with CWS stakeholders.	5
	Total Technical Score	**70**

Minimum Technical Threshold: 49/70 (70%)

6.4.2 Financial Evaluation (30 Points)

Financial Criteria	Detailed Assessment Considerations	Maximum Points
Cost Competitiveness	Lowest evaluated compliant total cost for required license SKUs, subscription term, billing model, support charges, taxes, and any mandatory fees. The lowest priced compliant proposal receives full points; other proposals are prorated.	20
ost Transparency and Commercial Clarity	Clear SKU-level pricing, quantity assumptions, subscription period, billing frequency, currency, exchange assumptions, taxes, discounts, rebates, nonprofit pricing, support charges, optional services, renewal assumptions, and price validity.	10
	Total Financial Score	**30**

Financial scoring formula: Financial Score = (Lowest evaluated compliant price ÷ Bidder's evaluated compliant price) × 20, plus up to 10 points for cost transparency and commercial clarity.

6.4.3 Combined Evaluation

Component	Weight
Technical Score	70%
Financial Score	30%
Total	**100%**

Final Score = (Technical × 0.70) + (Financial × 0.30)

Award Recommendation: The proposal with the highest final evaluated score may be recommended for award, subject to successful due diligence, fair and reasonable pricing, acceptance of contract terms, and confirmation that the bidder can meet CWS operational requirements. **Tie-Breaker:** If two or more proposals receive the same final score, CWS may prioritize the bidder with the higher technical score, stronger Microsoft authorization evidence, better renewal management approach, stronger references, or lower total evaluated cost.

Grounds for Disqualification or Rejection: CWS may reject proposals that are late, incomplete, materially non-responsive, unsupported by required evidence, commercially unclear, inconsistent with Microsoft licensing rules, subject to conflict of interest, affected by misrepresentation, or failing mandatory eligibility requirements.

7. Tender Basis:

a) All offers shall be made in accordance with these instructions, and all documents requested shall be furnished, including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason shall be given for its omission in an exception sheet.

b) Any requests for clarification regarding the project that is not addressed in written documents shall be presented to Church World Service in writing. An answer to any question raised in writing by any bidder shall be issued to that bidder. In some cases, Church World Service reserves the right to issue clarifications to all bidders. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Church World Service or its designated representative.

7.1 Supplier Eligibility

Suppliers may not apply, and shall be rejected as ineligible, if they:

i. Are not registered companies.
ii. Are insolvent, under business rescue, under liquidation, or in the process of being liquidated.
iii. Have been convicted of illegal/corrupt activities, and/or unprofessional conduct.
iv. Have been guilty of grave professional misconduct.
v. Have not fulfilled obligations related to payment of social security and taxes.
vi. Are guilty of serious misinterpretation in supplying information.
vii. Are in violation of the policies outlined in Church World Service Anti Bribery or Anti-Corruption Statement

viii. Suppliers (or suppliers' principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by:
   a. The United States Government or
   b. the United Kingdom,
   c. the European Union,
   d. the United Nations,
   e. other national governments,
   f. or public international organizations.

ix. Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

7.2 Response Documents

Bidders can either utilize the response documents contained in this tender package to submit their offer or they can submit an offer in their own format as long as it contains all the required documents and information specified by this tender.

7.3 Acceptance of Successful Response

Documentation submitted by bidders shall be verified by Church World Service. The winning bidder shall be required to sign a contract for the stated, agreed upon amount.

Church World Service will investigate allegations fully and will take appropriate action. Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, shall be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Church World Service. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Church World Service' donors, who may also choose to investigate and debar or suspend companies and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Church World Service or any other entity.

Failure to comply with any of the above requirements will justify rejection of the proposal. Church World Service reserves the right to negotiate with any bidder or other firm in any manner deemed to be in the best interest of the organization. Church World Service also reserves the right to negotiate and award separate or multiple contracts for the elements covered by this tender, and to modify or exclude any considerations, information or requirements at any stage of the procurement process.

Vendors shall provide all requisite information and clearly and concisely respond to all points set out in this tender. Please present submissions and proposals accordingly and sequentially. Offers that do not fully and comprehensively address the tender shall be rejected. Kindly note that unnecessary brochures or unsolicited materials are not encouraged. Proposals should be effectively prepared and organized according to the guidelines provided.

The normal terms of payment of Church World Service are within 30 days of satisfactory delivery of goods or services and documents in apparent good order. Bidders should therefore clearly specify in their offers the payment terms being offered, if different from these.

8. Criteria & Submittals

8.1 Contract Terms

Church World Service intends to issue a fixed-price or framework contract to one qualified company or organization for Microsoft 365 licensing supply, renewal, and support services. The successful bidder shall be required to adhere to the statement of work, agreed pricing, subscription terms, service levels, and the terms and conditions of the resulting contract.

8.2 Specific Eligibility Criteria

Eligibility criteria shall be met and the corresponding supporting documents listed below under "Tender Submittals" shall be submitted with offers. Bidders who do not submit these documents may be disqualified from any further technical or financial evaluation.

8.3 Eligibility Criteria:

a) Legal business registration or certificate of incorporation issued by the relevant registration authority
b) Valid tax registration and tax compliance documentation, where applicable
c) Evidence of Microsoft partner, reseller, Cloud Solution Provider, distributor, or equivalent authorization to supply Microsoft 365 licenses
d) Evidence of capability to provide licensing support, billing support, account management, and escalation services

8.4 Tender Submittals

Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of suppliers, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer

8.5 Mandatory Requirements

Only firms meeting all that eligibility Requirements listed above shall proceed for further evaluation. Church World Service prefers certified copies of required documents either by the issuing body or firm or commissioner of oaths.

8.6 Price Offer:

The price offer is used to determine which proposal represents best value for CWS and shall serve as the basis for negotiation before award. Bidders shall provide an all-inclusive price schedule showing each Microsoft 365 license SKU, license quantity assumptions, subscription term, billing frequency, applicable discounts, taxes, fees, support charges, and any optional services. No profit, fees, taxes, or additional costs may be added after contract signing unless expressly agreed in writing by CWS.

Bidders shall state VAT, customs duties, applicable taxes, levies and fees separately, where applicable.

Pricing Matrix – Microsoft 365 Licensing

				Monthly		Quarterly		Annual			
No.	**License Type / SKU**	**Unit**	**Qty**	**Unit Price**	**Total Cost**	**Unit Price**	**Total Cost**	**Unit Price**	**Total Cost**	**Discount (%)**	**Remarks**
1	M365 Business Basic	User									
2	M365 Business Standard	User									
3	M365 Business Premium	User									
4	M365 E3	User									
5	M365 E5	User									
6	Add-ons (e.g., Defender, Power BI, etc.)	User									

Category	Monthly Total	Quarterly Total	Annual Total
Subtotal			
Discounts Applied			
Taxes (if applicable)			
Royalties (if applicable)			
Grand Total			

9. Currency

Offers shall be submitted in the currency specified by CWS in the tender instructions. Where bidders quote in more than one currency, the applicable currency, exchange assumptions, billing currency, and price validity period must be clearly stated.

Payments shall be made in the currency in which the order was issued.

10. Payment Structure (Indicative)

Payments shall be linked to approved license orders, renewal confirmations, or agreed subscription billing cycles. Invoices must clearly identify license SKUs, quantities, subscription periods, taxes, discounts, and any approved support or advisory charges.

- Initial license order or subscription activation
- Annual or periodic renewal of active Microsoft 365 subscriptions
- Approved mid-term additions or changes to license quantities
- Approved support, advisory, or reporting services, if separately priced

10.1 Tender Evaluation (Trade-Off Selection Method)

Based on the above submittals, a Church World Service (CWS) Evaluation Committee will conduct a tender evaluation process. Church World Service reserves the right to accept or reject any or all proposals, and to accept the offer(s) deemed to be in the best interest of CWS. CWS will not be responsible for or pay for any expenses or losses which may be incurred by any bidder in the preparation of their tender.

Evaluations shall be conducted as described in the following subsections:

a) Scoring Evaluation Trade-Off Method

i. Trade-Off Method

Church World Service Evaluation Committee will conduct a technical evaluation which will grade technical criteria (each criteria is given a percentage, all together equaling 100%). Bidder's proposals shall consist of all required technical submittals so that Church World Service committee can thoroughly evaluate the technical criteria listed herein and assign points based on the strength of a technical submission.

ii. Award criteria

Shall be based on the proposal's overall "value for money" (quality, cost, delivery time, etc.) while taking into consideration donor and internal requirements and regulations. Each individual criterion has been assigned marks (percentage) prior to the release of this tender based on its importance to Church World Service in this process.

iii. Bidder(s) with the best score shall be accepted as the winning bidder(s), assuming the price is deemed fair and reasonable and subject to the additional due diligence in section 6.5.b.

iv. The evaluation shall be carried out in three stages: completeness and eligibility review for mandatory requirements, technical evaluation, and financial evaluation. Technical evaluation shall carry 70% and financial evaluation shall carry 30%. Only firms meeting all mandatory requirements shall proceed to technical evaluation. Firms scoring at least 50 out of 70 in the technical evaluation shall proceed to financial evaluation.

b) Additional Due Diligence

Upon completion of both the technical and financial evaluations, Church World Service reserves the right to engage in additional due diligence processes with a particular supplier or supplier(s). The purpose of these processes is to ensure that Church World Service engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

i. **Reference Checks**

- Supplier's facility visits
- Analysis of audited financial statements
- Determination of relations and affiliations between bidders
- Other appropriate documented methods, giving Church World Service increased confidence in the supplier's ability to perform.

ii. **Offer Form**

Bidders shall submit their own independent offer including at least (but not limited to):

- All documents requested in the "Eligibility Criteria" section of this Tender Package
- All documents requested in the "Tender Submittals" section of this Tender Package
- All information listed in the "Documents Comprising the Proposal" section below All offers shall be duly signed (including position and full name of the signer) and stamped, with the date of completion.

iii. Documents Comprising the Proposal

The following information shall be included in the offer of any potential bidder:

a) Table of contents with numbers where specific documents are found

b) Cover Letter explaining interest in being a contracted vendor or supplier, and the details of the Proposal. The content of the cover letter shall include the following information:
   i. A detailed specification of the offered goods, services and/or works (Proposal)
   ii. Warranty (if necessary and appropriate)

c) Delivery time
d) Price validity date (for this purpose and as stated in the advertisement, quote given shall remain unchanged for 120 working days)
e) A Price Offer detailing the unit price only, using the Price Offer Sheet template provided in section 6
f) Completed and signed Church World Service Vendor Registration Form (template provided in section 6)
g) Other important documents bidder feels need to be attached to support their proposal

iv. The original proposal should be **signed by the bidder or a person or persons duly authorized to bind the bidder to the contract**. Financial offer pages of the proposal shall be initialed by the person or person signing the proposal and stamped with the company seal.

v. Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or person signing the proposal.

11.Submission

Bids shall be submitted through the Coupa Supplier portal: https://supplier.coupahost.com/quotes/public_events?customer=cwsglobal&company_name=Church+World+Service

11.1 Proposal Submission Requirements

a. Proposal documents required shall be uploaded onto the portal clearly labeled.
b. Scope of Work / Technical Specifications for the Microsoft 365 services to be provided.
c. The Microsoft 365 License Service Provider(s) shall have in its current facilities all the necessary Microsoft 365 equipment and professionally trained healthcare personnel.

11.2 Minimum Qualifications of Microsoft 365 License Service Provider(s)

The successful Microsoft 365 License Service Provider(s) contracted to serve the needs of CWS Africa have the following minimum qualifications:

a) Provide a clear company profile and management structure.
b) Submit evidence of valid Microsoft partner, reseller, CSP, distributor, or equivalent authorization.
c) List similar Microsoft 365 licensing assignments and client references.
d) Demonstrate knowledge of Microsoft 365 Business, Enterprise, Frontline, security, compliance, identity, and device management license categories.
e) Provide a proposed account management and escalation model.
f) Demonstrate the ability to provide timely renewal notices, accurate invoices, subscription reports, and cost optimization recommendations.

11.3 Personnel Requirements

The Microsoft 365 License Service Provider(s) shall assign at least two qualified personnel to provide dedicated services to CWS Africa. In addition, a senior Microsoft 365 representative shall be designated to oversee service delivery, ensure quality standards, and maintain compliance with contractual requirements.

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11.4 Service Delivery Requirements

The Microsoft 365 License Service Provider(s) shall ensure availability of services across all required locations and, where applicable, facilitate emergency Microsoft 365 services, referrals, or evacuations. The provider should also ensure that billing and payment processes (including emergency services) can be handled efficiently and electronically where possible.

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11.5 Staffing and Capacity

All assigned personnel shall be well-versed in CWS Africa's Microsoft 365 policies and protocols. Personnel may be existing staff reassigned to CWS Africa on a dedicated or priority basis. Additional expertise and resources shall be drawn from the provider's broader institutional capacity.

11.6 Availability and Emergency Support

The Microsoft 365 License Service Provider(s) shall provide services during working days and holidays as required. In addition, they must ensure:

- 24/7 emergency Microsoft 365 support
- Availability during weekends and public holidays
- At least one designated focal person is always reachable by phone

11.7 Priority Service Delivery

CWS Africa's Microsoft 365 License Service requirements shall be accorded with the highest priority. The Microsoft 365 License Service Provider(s) shall ensure that services to other clients do not delay or compromise timely care delivery. Many Microsoft 365 needs may arise urgently; therefore, responsiveness and rapid communication are essential.

11.8 Advisory Role and Continuous Improvement

The **Microsoft 365 Service Provider(s)** shall serve as a strategic advisor to CWS Africa and provide recommendations on:

- Microsoft 365 best practices, governance, security, and compliance.
- Optimization of Microsoft 365 licensing, usage, and cost management.
- Adoption and enhancement of productivity, collaboration, and communication solutions across the Microsoft 365 platform.
- Emerging Microsoft technologies, features, and innovations that can improve business operations, user experience, and service delivery.

- Continuous improvement opportunities for Microsoft 365 service management, reporting, monitoring, and automation.

The Provider(s) shall also support:

- Performance reporting and service analytics.
- User adoption insights and usage trend analysis.
- Security, compliance, and governance monitoring.
- Identification and remediation of operational inefficiencies.
- Recommendations for continuous service improvement to enhance platform performance, security, user satisfaction, and overall business outcomes.

The Provider(s) shall work collaboratively with CWS Africa to ensure the Microsoft 365 environment remains secure, optimized, scalable, and aligned with organizational objectives and industry best practices.

12. Performance Evaluations and Review

The **Microsoft 365 Service Provider(s)** shall, from time to time, engage with CWS Africa to discuss issues of mutual concern, review the Provider's performance, and identify opportunities for improvement to achieve more effective and efficient delivery of Microsoft 365 services.

The **Microsoft 365 Service Provider(s)** shall arrange periodic review meetings with CWS Africa, where operationally feasible, to provide updates on service performance, system availability, security posture, user adoption trends, licensing utilization, support metrics, and any other relevant developments affecting the Microsoft 365 environment.

The **Microsoft 365 Service Provider(s)** shall promptly inform CWS Africa of any significant changes affecting Microsoft 365 services, including platform updates, licensing changes, security vulnerabilities, compliance requirements, service disruptions, or changes to Microsoft policies and practices that may impact service delivery, business operations, security, or organizational IT policies and procedures.

13. Microsoft 365 License Service Provider(s)' Quality Control

The **Microsoft 365 Service Provider(s)** shall establish and maintain robust quality control procedures to continuously monitor and improve the quality of Microsoft 365 services provided to CWS Africa. These procedures shall include regular assessments covering all services rendered under the contract, including service availability, incident response times, service desk performance, security management, user satisfaction, reporting accuracy, and compliance with agreed service level agreements (SLAs).

CWS Africa shall be promptly notified of any deficiencies identified, together with the corrective actions implemented by the Microsoft 365 Service Provider(s) to address such deficiencies.

CWS Africa reserves the right to conduct its own quality assessments, including user satisfaction surveys, audits, performance reviews, and other feedback mechanisms to evaluate the effectiveness of the Microsoft 365 services provided.

The **Microsoft 365 Service Provider(s)** warrant that all personnel assigned to support CWS Africa are appropriately qualified, experienced, and certified in relevant Microsoft technologies and services. The

Provider(s) shall ensure that such personnel undergo continuous professional development and training to remain current with Microsoft 365 technologies, security standards, compliance requirements, and industry best practices.

14.KPIs and Contract Overview

The contract will be managed against measurable service levels, reporting requirements, billing accuracy expectations, and renewal management obligations to ensure license continuity, cost transparency, and responsive support.

- 100% continuity of active subscriptions during agreed contract term, subject to timely CWS approvals and payments
- Renewal notices issued at least 60 days before renewal where renewal dates are known
- Invoices match approved license quantities, subscription terms, taxes, and pricing
- Standard license and billing queries acknowledged within 1 business day

15.Contract Duration

- Initial term: **[Insert e.g., 2 years]**
- Renewable based on performance

16.Submission Deadline

- Date: 31 July 2026
- Time: 12:00 Noon
- Method: **[procurement portal]**

17.Kenya tax compliance and withholding safeguards

Bidders shall ensure that all pricing, invoicing, and payment documentation complies with applicable Kenya tax laws and Kenya Revenue Authority requirements, including valid KRA PIN details, valid Tax Compliance Certificate where applicable, VAT registration status, eTIMS-compliant tax invoices where required, withholding tax treatment where applicable, and clear separation of net price, VAT, withholding tax, levies, statutory fees, support charges, and any other taxes or duties. CWS shall not be liable for taxes, penalties, interest, exchange losses, customs charges, reseller fees, Microsoft program changes, or other charges not expressly disclosed in the awarded contract or purchase order. CWS may withhold or deduct taxes as required by law and may reject any invoice that is inaccurate, unsupported, non-compliant, duplicated, or inconsistent with the agreed pricing schedule.

18.Data protection, confidentiality, and information security

The Service Provider shall comply with the Kenya Data Protection Act, 2019, applicable regulations, CWS confidentiality requirements, and any other applicable privacy, cybersecurity, and information security obligations. The Service Provider shall process any CWS information only for the agreed contractual purpose, apply appropriate technical and organizational safeguards, restrict access to authorized personnel, notify CWS promptly of any suspected or confirmed data breach or unauthorized disclosure, and shall not transfer, disclose, sell, mine, or reuse CWS data without prior written authorization. Where the Service Provider acts as a data processor, it shall execute any data processing agreement required by CWS and provide evidence of applicable data protection registration or compliance status where legally required.

19.Attachments to the Tender Package

The annexes listed below form part of this tender document.

Annex 1: Vendor Information Form
Annex 2: Church World Service Terms & Conditions
Annex 3: Non-Disclosure Agreement (NDA)
Annex 4: Supplier Code of Conduct
Annex 5: Conflict of Interest Form
Annex 6: Financial Schedule and Pricing Templates
Annex 7: Administrative and Technical Evaluation Criteria

Annex 1: Vendor Information Form

Section 1 – Business Details

1. Business Name ________________________________ _________________________

2. Physical Address _________________________________ ________________________

3. Mailing Address ____

   Email Address ____

4. Telephone Number (s) ____

5. Primary Contact ____

6. Title/Designation ____

7. Secondary Contact ____

8. Title/Designation ____

Section 2 – Registration Details

a. Registered Name ____
b. Type of Registration ____
   (Private company, close corporation, partnership, sole proprietorship, non-profit company, or other)
c. SARS Tax Number / VAT Number ____
d. Company Officers ____

Section 3 – Goods / Services Provided

1. Is the business a manufacturer, trader/distributor, or service provider?

2. What is the main line of goods or services provided?

3. Do you wish to be considered a vendor for any other goods or services? If so, please explain.

Section 4 – Payment Terms & Method

Church World Service prefers a minimum of 30 days' credit from the date of invoice and electronic payment.
Please state the credit period and preferred payment method if different from the above.

Section 5-Bank Details

Account Name	
Bank Name	
Bank branch	
Account Number	
Currency	
Branch Code	
Swift Code	

Please note that it is against Church World Service policies for staff to ask for favors of any kind from vendors. It is also against our procurement policies for any vendor to pay in cash or in kind for any favors.

Vendors are responsible for maintaining secure banking and communication controls. Church World Service shall not be liable for payments misdirected due to compromise of the vendor's systems or communications.
For this tender, vendors shall also confirm controls for protecting traveler and approved migrant personal information, including secure handling of passports, visas, manifests, payment information, special assistance needs, and other sensitive records, and shall identify the officer responsible for privacy and information security compliance.

Name of vendor's authorized official: ______________________________
Signature: ______________________________
Date completed: ______________________________

Section 6: Supplier Code of Conduct Acknowledgment
This form is to be completed by any supplier, contractor or service provider who wishes to supply goods or services to Church World Service. The officer completing the form should be a senior manager authorized to sign or act on behalf of the company.

Introduction
Church World Service policies do not allow the awarding of supply or service contracts to be based on or influenced by:

1. Personal or family relationships between the intended supplier/contractor and any Church World Service staff member.
2. Monetary or material incentive of any kind, e. g gifts, kickbacks, bribes, commission, etc.

In addition, Church World Service management should immediately be informed if any Church World Service staff member has approached any potential supplier, contractor or service provider offering to influence the award of a supply or service contract.

Please fill in all the applicable blanks in the form below.

We, ____, hereby confirm that:

Please tick the applicable box below.

None of our staff has any personal or family relationship with any staff member of Church World Service; or

We are aware of a relationship between one or more of our staff members and staff of Church World Service, which is fully explained as follows:

In addition to the confirmation above, we also confirm that we have not and will not attempt to influence any staff member of Church World Service regarding the awarding of any supply or service contract.

☐ Confirmed

Or

☐ Not confirmed

We commit to complying with the CWS Supplier Code of Conduct.

Supplier Code of Conduct, that:

We must be able to demonstrate compliance with the Church World Service Supplier Code of Conduct. This includes documented evidence and the right of Church World Service or a designated firm to conduct audits. Audits include facility inspections, review of supplier records of business practices and conducting employee interviews.

i. The highest standard of integrity is expected in all our business deals. All forms of corruption, extortion, bribery (including facilitation payments), and embezzlement are prohibited and may result in immediate termination and legal action:
ii. Suppliers will not offer or provide money or anything of value to any person if the circumstances indicate that it is probable that all or part of the money or other thing of value is being given to another individual or entity to influence official action or to obtain a business advantage.
iii. Suppliers are expected to understand relevant Church World Service gift and hospitality policies before offering or providing Church World Service personnel with any gift and/or business entertainment. Gifts or entertainment should never be offered to Church World Service personnel or representatives under circumstances that create the appearance of impropriety.
iv. Suppliers must comply with all applicable trade control laws and regulations in the import, export, re-export or transfer of goods and services (including software and technology). All invoices and any customs or similar documentation submitted to Church World Service or governmental authorities in connection with transactions involving Church World Service must accurately describe the goods and services provided and the price thereof.
v. Suppliers shall not share or exchange any prices, costs or other competitive information, or undertaking of any collusive conduct with any other third party to Church World Service with respect to any proposed, pending, or current Church World Service procurement.

vi. Suppliers will use only subcontractors or other third parties who comply with all applicable laws and regulations, and who adhere to the same (minimum) standards set forth in this guide.

vii. Church World Service may conduct annual compliance surveys to confirm compliance with this Supplier Code of Conduct. However, Church World Service expects that suppliers will actively audit and monitor their day-to-day management processes with respect to the Church World Service Code of Conduct and provide evidence to Church World Service upon request.

3) Finally, we confirm that should any staff member of Church World Service offer us assistance in obtaining the award of any supply or service contract, we will immediately inform senior management of Church World Service.

Affix Company Stamp Below

Submitted by: Name: ________________________________

Position: ____

Annex 2: Church World Service Terms and Conditions

1. Defined Terms. Each of the following terms has been used more repeatedly in this document: Authorized Representative, Contract Number, Delivery Date, Delivery Location, Delivery Terms, Donor Terms, Goods, Packing Requirements, Pricing, and Specifications. Other terms are defined as specified throughout this Agreement.
2. Purchase and Sale of Goods. Supplier will sell to Church World Service, and Church World Service will purchase and pay for, the Goods in accordance with the terms and conditions set forth in this Agreement.
3. Specifications. The Goods must strictly comply with or exceed the Specifications. No deviation, substitution or change is permitted without Church World Service' prior written consent.
4. Purchase Order Amendments. Church World Service may suspend Supplier's performance, increase or decrease the ordered quantities, or make changes for Church World Service' reasonable business needs by written notice to Supplier (each, a "Purchase Order Amendment"). Unless mutually agreed, a Purchase Order Amendment does not apply to change the Goods timely and fully delivered and accepted before the date of the Purchase Order Amendment. If any change causes an increase or decrease in the cost of, or the time required for, Supplier's performance, an equitable adjustment may be made in the price or delivery schedule or both, if such adjustment is set forth in a Purchase Order Amendment signed by the Authorized Representative.
5. Inspection, Acceptance and Rejection.
    a. All Goods will be subject to Church World Service' inspection and testing, at any time and place, including the period of manufacture/production/creation and before final acceptance. If Church World Service inspects or tests at Supplier's premises, Supplier, without additional charge, will provide all reasonable facilities and assistance for the safety and convenience of Church World Service' inspectors. No inspection or testing done or not done before final inspection and acceptance will relieve Supplier from responsibility for defects or for other failure to meet the requirements of this Agreement. Notwithstanding any prior inspections or payments made, all Goods will be subject to final inspection and acceptance at the Delivery Location within a reasonable time after delivery (but in no event, less than five business days after the date of delivery).
    b. Acceptance will occur only when the Authorized Representative delivers written, signed notice of acceptance to Supplier in the form of a goods received notice ("GRN") and such notice has been signed by Supplier's representative. The GRN must include: (1) the GRN number; (2) the Contract number; (3) a description of the Goods; (4) the quantity delivered; (5) final inspection date and location; (6) quantity accepted; and (7) quantity rejected or over-shipped.
    c. If any delivery, documentation or the Goods delivered do not comply with all of the terms and conditions of this Agreement, Church World Service may do one or more of the following: (1) reject such nonconforming Goods, accept conforming Goods and reduce the purchase price by such amount as Church World Service determines in good faith reflects the value to Church World Service of the accepted Goods, (2) accept such nonconforming Goods and reduce the purchase

price by such amount as Church World Service determines in good faith reflects the reduced value to Church World Service of such nonconforming Goods; (3) reject all Goods; and/or (4) terminate this Agreement without any further obligation on Church World Service' part.

   d. If any Goods are finally accepted, Church World Service will only pay for the quantity accepted up to the quantity specified in this Agreement. Church World Service will in no event pay for quantity above the amount provided for in this Agreement or accepted. Church World Service or its agent will hold overshipments and non-conforming shipments at Supplier's risk and expense for a reasonable time awaiting Supplier's instructions. Supplier will bear the expense of return charges, storage charges and other expenses for over-shipped quantities and Goods not accepted.

6. Packing. All Goods will be prepared for shipping and delivery and will be shipped in accordance with the Packing Requirements. Price based on weight will include net weight only. Supplier will not charge Church World Service for packaging or pre-shipping costs, such as boxing, crating, handling damage, drayage, or storage. Supplier will mark all containers with necessary handling and shipping information, Contract Number, date of shipment, and names of the consignee and consignor. A packing list, and other documentation required for domestic or international transit, regulatory clearance or identification of the Goods will accompany each shipment.
7. Transportation, Shipment and Delivery. Shipment/transportation will be in accordance with the Delivery Terms, Delivery Date, and Delivery Location. Church World Service will not be charged for shipping, delivery, loading or unloading costs unless otherwise specified in the Delivery Terms.
8. Risk of Loss. Supplier will bear all risk of loss, damage, or destruction to the Goods, in whole or in part, occurring before final acceptance by Church World Service at the Delivery Location; provided, Church World Service is responsible for any loss caused by its gross negligence.
9. Taxes, Duties and Expenses.
   a. All taxes, duties and other governmental charges with respect to the manufacture/production/creation of the Goods and the delivery of the Goods to Church World Service in accordance with this Agreement will be the liability of, and borne solely by, Supplier. If the law requires Church World Service to withhold taxes from payments to Supplier, Church World Service may withhold those taxes and pay them to the appropriate taxing authority. Church World Service will deliver to Supplier an official notice for such taxes. Church World Service will use reasonable efforts to minimize any taxes withheld to the extent allowed by law.
   b. Supplier is responsible for all expenses incurred by it in performing under this Agreement.
10. Invoicing and Payment.
    a. Church World Service will have no obligation to make any payment to Supplier with respect to the Goods until final acceptance in accordance with Section 4(b) and delivery of an invoice that fully complies with the requirements specified in this Agreement. Invoices may only be submitted after Supplier receives a GRN. Invoices must be submitted within 60 days of Supplier's acceptance of a GRN. Church World Service will have no obligation to pay an invoice submitted after 60 days or to pay an invoice amount that Church World Service disputes in a written notice to Supplier. Each invoice must contain or attach the following:
        i. a copy of the signed GRN;
        ii. supplier's name and address;

iii. description of the Goods delivered, delivery date, quantity, unit price and total price to be paid;
iv. all information necessary for Church World Service to implement payment (e.g., name of representative to address payment to, address, bank account information as applicable for the method of payment);
v. the Contract Number;
vi. packing slip number;
vii. taxes and duties (only if payable by Church World Service per the terms of this Agreement);
viii. delivery Location and Delivery Date; and (9) any other information reasonably required by Church World Service. Invoices will only be deemed received on the date they are delivered to the Authorized Representative and in full compliance with the requirements herein.

b. Church World Service will make payment within 30 days of receipt of Supplier's fully conforming invoice. Payment of an invoice will not constitute acceptance of Goods, and is subject to adjustment for errors, shortages, defects or other failure of Supplier to meet the requirements of this Agreement. Church World Service may set-off amounts owed to Church World Service against an amount Church World Service owes to Supplier or Supplier's affiliated companies, and Church World Service will provide notice to Supplier within a reasonable time after the setoff.

11. Representations, Warranties and Additional Covenants. Supplier represents and warrants to Church World Service and covenants with Church World. Service as follows:

a. Supplier has full rights and authority to enter into and perform its obligations under this Agreement. Supplier's performance will not violate any agreement or obligation between Supplier and any third party.
b. The Goods and all documentation required will meet each of the standards and specifications set forth in this Agreement. The Goods are merchantable and fit for their intended purpose, comply with all applicable law and are free from all defects in material and workmanship.
c. Supplier will deliver good and marketable title to the Goods free and clear of all liens, claims, encumbrances and interests of any other person, entity or government. The Goods will not infringe on any patent, copyright, trademark, trade secret or other proprietary right of any third party.
d. Supplier will comply with all applicable law, regulations and rules in the performance of its obligations under this Agreement.
e. Supplier has not, and will not, engage in transactions with, or provide resources or support to, individuals and organizations associated with terrorism, including those individuals or entities that appear on the Specially Designated Nationals and Blocked Persons List maintained by the U.S. Treasury (http://www.treasury.gov/resource-center/sanctions/SDN-List/Pages/default.aspx) or the United Nations Security designation list (http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml).
f. Supplier will comply with and train its employees in all applicable laws against bribery, corruption, inaccurate books and records, inadequate internal controls and money-laundering, including the

U.S. Foreign Corrupt Practices Act and the UK Bribery Act. Supplier has not and will not offer or give any employee, agent, or representative of Church World Service anything of value to secure any business from Church World Service or influence such person to alter the terms, conditions, or performance of any contract with or purchase order from Church World Service, including but not limited to this Agreement.

g. Supplier does not own, directly or indirectly, any other company that was competing for award of this Agreement. Supplier did not seek or obtain confidential information related to the award of this Agreement from any Church World Service employee, agent or representative. Supplier did not collude or conspire with any other individual or entity to limit competition for the award of this Agreement, to set prices being offered or in any other way to interfere with free and open competition.
h. Supplier is not owned in whole or in part, directly or indirectly, by any immediate or extended family member of any Church World Service employee, agent or representative, or, if so owned, Supplier fully disclosed such relationship and any potential conflict of interest has been waived by Church World Service.
i. Supplier shall be compliant with the CWS Child Safeguarding and Anti Human Trafficking policies.
j. Supplier is not the subject of any governmental or donor investigation and has not been debarred or suspended by any government, governmental agency or donor.

12. Confidentiality. Supplier will maintain the confidentiality of:
   i. any information Church World Service provides to Supplier that Church World Service identifies as confidential;
   ii. the terms and conditions of this Agreement; and
   iii. non-public information regarding Church World Service' policies and practices.

   Upon Church World Service' request, Supplier will return to Church World Service all confidential information provided by Church World Service to Supplier. This confidentiality obligation will survive final acceptance of the Goods, payment of the purchase price and termination of this Agreement.

13. Indemnification. Supplier will indemnify Church World Service and each of its officers, directors, employees, representatives and agents (each, an "Indemnitee"),and hold them harmless from, any and all losses, claims, damages, liabilities, any government or donor investigations, fines or penalties and related expenses (including incidental and consequential damages and reasonable attorneys' fees, whether incurred at the investigative, trial or appellate level or otherwise) incurred by any Indemnitee or asserted against any Indemnitee by any third party or by Supplier arising out of, in connection with, or as a result of this Agreement, any failure by Supplier to fully perform its obligations under this Agreement or any breach by Supplier of any of its representations and warranties under this Agreement, provided that such indemnity will not, as to any Indemnitee, be available to the extent that such losses, claims, damages, liabilities or related expenses resulted from the gross negligence or wilful misconduct of such Indemnitee. This indemnity obligation will survive final acceptance of the Goods, payment of the purchase price and termination of this Agreement.

14. Termination and Remedies. This Agreement may be terminated under the following circumstances:
   a. by both Parties on mutual written agreement of the Parties;

b. by Church World Service immediately upon written notice in the event Church World Service' donor(s) terminates or withdraws funding that Church World Service would use to pay Contractor under this Agreement;

c. by either Party due to the non-terminating Party's breach of this Agreement and failure to correct such breach within 15 days' prior notice of such breach;

d. by either Party upon written notice if a force majeure event, including any not reasonably foreseeable war, insurrection, change in law or government action or inaction, strike, natural disaster or similar event, prevents the terminating Party from being able to fulfil its obligations under this Agreement; or

e. by Church World Service immediately upon written notice if Church World Service using its sole discretion determines that Contractor has or will breach any of its warranties, covenants or representations in this Agreement, in which case Church World Service may withhold any and all amounts owed to Contractor until such breach is remedied. In the event termination is due to Church World Service' breach of this Agreement, by Church World Service for Church World Service convenience, due to force majeure event, or due to loss of funding, Church World Service shall be obligated to pay Contractor for its reasonable, pro-rated costs of work completed and expenses properly incurred prior to termination.

f. If Church World Service determines that Supplier has or will breach any of its warranties, covenants or representations in this Agreement, Church World Service may, in addition to any other remedies for such breach available at law or in equity, (i) terminate this Agreement; (ii) reject any Goods delivered; (iii) return any Goods already accepted and obtain full repayment for any amount paid for such Goods; (iv) if Supplier breaches Section 10(j), withhold payment until such investigation, suspension or debarment is lifted; and (v) if Supplier breaches any of Section 10(e), (f), (g), (h) or (i), not pay for any Goods that have been accepted but that have been consumed or otherwise cannot be returned to Supplier and report the breach to Church World Service donors and appropriate governmental authorities.

15. Dispute Resolution. Any unresolved dispute or claim will be settled by arbitration administered by the International Centre for Dispute Resolution in accordance with its International Arbitration Rules. ("INTERNATIONAL DISPUTE RESOLUTION PROCEDURES") The number of arbitrators will be one. The place of arbitration will be Johannesburg, South Africa. The language of arbitration will be English.

16. Access to Books and Records. Church World Service, its donors (including, if applicable, PRM and the Comptroller General of the United States) and any of their respective representatives will have access to any books, documents, papers and records of Supplier that are directly pertinent to this Agreement for the purpose of making audits, examinations, excerpts and transcriptions.

17. Additional Donor Terms and Conditions. The Donor Terms (if any) are incorporated in this Agreement by reference and are fully binding on Supplier and Church World Service. In the event of a conflict between the Donor Terms and this Agreement or any other document between Supplier and Church World Service, the Donor Terms will prevail.

18. Miscellaneous.

a. This Agreement and the rights and obligations of the parties hereto will be governed by and construed in accordance with the laws of South Africa, without regard to conflict of laws provisions.

b. No right or obligation under this Agreement (including the right to receive monies due) will be assigned without the prior written consent of Church World Service. Any assignment without such consent will be void. Church World Service may assign its rights under this Agreement.

c. All notices provided for herein will be in writing and will be delivered by hand or overnight courier service, email or fax in accordance with each party's contact information. Notices will be deemed to have been given when received, provided that notices sent by email or fax will be deemed received when sent (except that, if not sent during normal business hours for the recipient, will be deemed received at the opening of business on the next business day for the recipient).

d. Time is of the essence of each and every obligation of Supplier under this Agreement.

e. If any provision of this Agreement is prohibited by or invalid under applicable law, such provision will be ineffective only to the extent of such prohibition or invalidity without invalidating the remainder of such provision or any remaining provisions of this Agreement.

f. Except as otherwise provided above, this Agreement may be amended or modified only by a written document signed by both parties. This Agreement constitutes the entire contract between the parties relating to the subject matter hereof and supersedes any and all previous agreements and understandings, oral or written, relating to the subject matter hereof.

Signed:
(Being duly authorized official to sign on behalf of the Bidder)
Name: ________________________
Designation: ____________________
Organization: ___________________
Date: _________________________

Annex 3: Non-Disclosure Agreement (NDA)

Our Ref: CWS/IT/M365/001FY26

Date: ________________________

Procurement Unit, CWS Africa

Nairobi, Kenya.

Dear Sir,

RE: <u>CONFIDENTIALITY & NON-DISCLOSURE UNDERTAKING.</u>

We refer to the above matter and to the tender for Supply, renewal, provisioning, administration support, and advisory services for Microsoft 365 licenses, reference number CWS/IT/M365/001FY26

We acknowledge that during the course of provision of services, we shall have access to and be entrusted with confidential information. In this letter, Confidential Information shall mean all information or material that has or could have commercial value or other utility in the business or prospective business of Church World Service. Confidential Information also includes all information of which unauthorized disclosure could be detrimental to the interests of Church World Service, whether or not such information is identified as Confidential Information by Church World Service.

In consideration of you making Confidential Information available to us, we hereby irrevocably and unconditionally undertake to you:

1. That we shall hold in confidence any and all Confidential Information disclosed, and further agree not to disclose Confidential Information to third parties or to otherwise use Confidential Information, except with the express written consent from yourselves or as permitted under paragraph 3 below. That we shall use the Confidential Information solely for the provision of air travel ticketing and associated services and not for any other purpose.
2. That this undertaking shall not prohibit disclosure of Confidential Information;
   2.1. To our **Staff/Partners/Directors/Agents** who need to know such Confidential Information to assist with the Implementation. To this end, we shall endeavor to ensure that such **Staff/Partners/Directors/Agents** have been specifically informed of the confidentiality of the Confidential Information and have agreed to be bound by the terms of this undertaking or have entered into an agreement of similar scope and obligations with ourselves to protect our proprietary and/or the confidential information.
   2.2. To the extent that such disclosure is required to be disclosed pursuant to law, court order or any requirement by any regulatory authority. In this regard, we shall promptly give notice to yourselves and provide you with sufficient time to assert any exclusions or privileges that may be available by law.
3. That upon termination of the cooperation between the parties and/or at your request, we hereby agree and undertake to return to yourselves any written information and all materials which contain and/or constitute part of the Confidential Information, and not to keep any copy thereof.
4. That this undertaking shall not apply to Confidential Information which:

4.1. Is in the public domain as of the effective date of this undertaking, or legitimately comes into the public domain through no fault of ours.

4.2. Is demonstrated to have been known to us prior to the date of this undertaking and was not acquired, directly or indirectly, from yourselves or from a third party under a continuing obligation of confidentiality.

4.3. Is demonstrated to have been rightfully received by us after disclosure under this undertaking from a third party who did not require the same to hold it in confidence or limit its use, and who did not acquire it, directly or indirectly, from yourselves under a continuing obligation of confidentiality.

4.4. Is demonstrated to have been independently developed by our personnel who had no substantive knowledge of any information provided by yourselves.

5. That we acknowledge that the Confidential Information will not form a basis of any contract between ourselves and yourselves.
6. That we warrant that we are acting as Principal in this matter, and not as agent or broker for any person, company or firm.
7. That no failure or delay by you in exercising any right, power or privilege under this undertaking shall operate as a waiver thereof, nor shall single or partial exercise thereof or the exercise of any other right, power or privilege.
8. That by issuing this undertaking, we shall be deemed not only to have accepted and confirmed the foregoing undertaking, terms and conditions as set forth hereinabove but also to have acknowledged and confirmed that we are solely liable and responsible for full compliance with the said undertaking, terms and conditions.
9. That this Undertaking shall be governed and construed in accordance with the laws of South Africa and any dispute arising from it shall be subject to the jurisdiction of the South African courts.

Yours Faithfully,

Signed:
(Being duly authorized official to sign on behalf of the Bidder)

Name: ________________________

Designation: ____________________

Organization: ___________________

Date: _________________________

Annex 4: Supplier Code of Conduct

1. **Introduction**

   Suppliers, contractors, and service providers ("Suppliers") are expected to uphold the highest standards of ethical conduct, integrity, and accountability in all business interactions.

   This Supplier Code of Conduct reflects a commitment to prevent:

   - Sexual exploitation and abuse (SEA)
   - Fraud and corruption
   - Abuse of power
   - Harassment and discrimination
   - Unethical business practices

   These standards are aligned with international humanitarian and development principles.

2. **Purpose**

   The purpose of this Code is to:

   - Promote ethical and responsible business practices across the supply chain
   - Protect individuals and communities from abuse and exploitation
   - Ensure transparency, fairness, and accountability in procurement and service delivery
   - Provide clear behavioral expectations for all Suppliers

   This Code serves as a mandatory requirement for all Suppliers doing business with the organization.

3. **Scope**

   This Code applies to:

   - All Suppliers, vendors, contractors, and subcontractors
   - Supplier employees, agents, and representatives
   - Any third party involved in the delivery of goods or services

   Suppliers must also ensure that their own supply chain complies with these principles where applicable.

4. **Supplier Standards of Conduct**

   1.1 **Human Rights and Respect**

   Suppliers shall:

   - Respect and uphold fundamental human rights without discrimination
   - Treat all individuals with dignity, fairness, and respect
   - Ensure their operations do not cause harm to communities or vulnerable populations
   - Comply with applicable international laws, standards, and local regulations

   1.2 **Prevention of Sexual Exploitation and Abuse (SEA)**

   Suppliers must strictly prohibit:

   - Any form of sexual exploitation or abuse, which is considered gross misconduct
   - Sexual activity with people under 18 years of age
   - Exchange of goods, services, employment, or assistance for sexual favors
   - Exploitation of vulnerable individuals or abuse of unequal power dynamics

   Suppliers are expected to:

- Maintain a zero-tolerance approach to SEA
- Report any suspected violations immediately
- Promote a safe environment that prevents exploitation and abuse

1.3 **Child Protection and Safeguarding**

Suppliers shall maintain a child-safe environment across all operations, personnel, subcontractors, and service delivery activities.

- Prohibit all forms of violence, abuse, neglect, exploitation, and harmful conduct involving children.
- Apply safe recruitment, supervision, and conduct standards for personnel who may interact with children.
- Immediately report child safeguarding concerns through designated reporting channels and protect children and reporters from retaliation.

1.4 **Harassment, Discrimination, and Workplace Behavior**

Suppliers shall:

- Prohibit all forms of harassment, bullying, and discrimination
- Maintain workplaces free from offensive, humiliating, or abusive conduct
- Promote inclusion, respect, and dignity
- Take appropriate disciplinary action against violations

1.5 **Fraud, Corruption, and Integrity**

Suppliers must adhere to a zero-tolerance policy toward fraud and corruption.

Suppliers shall:

- Never engage in bribery, kickbacks, or improper financial gain
- Ensure transparency in all financial transactions
- Avoid falsification of records or documents
- Protect confidential information
- Maintain accurate financial and operational records

1.6 **Ethical Business Practices**

Suppliers shall:

- Operate with honesty, transparency, and fairness
- Declare conflicts of interest (e.g., relationships with staff or decision-makers)
- Not offer or accept gifts that improperly influence decisions
- Avoid unethical profit-sharing arrangements
- Ensure fair competition in procurement processes

1.7 **Labor Standards**

Suppliers must:

- Prohibit child labor, forced labor, and exploitative labor practices
- Ensure safe and healthy working conditions
- Comply with local labor laws and international standards
- Pay fair wages and applicable taxes

1.8 **Environmental Responsibility**

Suppliers shall:

- Minimize environmental impact in operations
- Ensure goods are produced ethically and responsibly
- Avoid supplying unsafe or harmful products

1.9 **Security and Safety**

Suppliers must:

- Provide safe working environments
- Ensure compliance with applicable safety and security regulations
- Prohibit handling weapons or unsafe practices during service delivery

5. **Reporting and Compliance**

Suppliers must report suspected misconduct, unethical behavior, safeguarding concerns, or violations immediately through designated reporting channels: Fraud@cwsafrica.org and must cooperate fully with any review, audit, or investigation.

- Report concerns promptly using the organization's designated reporting channels or other approved contractual reporting mechanisms.
- Preserve relevant records and provide timely information requested for investigations or compliance reviews.
- Maintain confidentiality and prohibit retaliation against whistleblowers, affected persons, witnesses, or anyone raising a concern in good faith.

Failure to comply with this Code may result in:

- Contract termination
- Disqualification from future business
- Legal action, where applicable

6. **Supplier Acknowledgment and Commitment**

By signing the Supplier Code of Conduct (SCC), the Supplier formally acknowledges and agrees to comply with the standards and requirements set forth herein.

The Supplier shall:

- Review and understand this Code and ensure alignment with all applicable requirements.
- Confirm compliance with this Code as a condition of doing business and maintain compliance throughout the contractual relationship.
- Ensure employees, agents, affiliates, and subcontractors are informed of, trained on, and comply with this Code.
- Implement appropriate policies, procedures, monitoring, and oversight mechanisms to ensure ongoing adherence.
- Cooperate with audits, assessments, or investigations and provide evidence of compliance upon request.
- Accept accountability for non-compliance, including corrective action, suspension, contract termination, or disqualification from future business.

7. **Continuous Improvement**

Suppliers are encouraged to:

- Develop systems to ensure ongoing compliance

- Train employees on ethical conduct
- Strengthen internal controls and accountability mechanisms.

8. **Authorized Signatory**

Supplier Name: ____________________________
Authorized Representative: ____________________________
Title: ____________________________
Signature: ____________________________
Date: ___________________________

Annex 5: Supplier Conflict of Interest Declaration Form

Section 1: Declaration of Conflict of Interest

I/We, the undersigned, declare that:

1. **Conflict of Interest**
    a. Neither the company nor its employees, agents, or representatives have any personal or financial interest that could improperly influence, or be perceived to influence, the procurement process with Church World Service.

2. **Relationships with CWS Staff**
    a. No employee, director, or representative of our company has a close family relationship (spouse, parent, child, sibling) or financial partnership with any CWS staff involved in procurement or contract administration.

1. **Gifts and Benefits**
    a. We have not offered, and will not offer, any gifts, favors, or benefits to CWS staff that could be construed as an attempt to influence procurement decisions.
2. **Disclosure Obligation**
    a. If any situation arises that may constitute a conflict of interest during the course of our engagement, we will immediately disclose it in writing to CWS.

Section 2: Supplier Confirmation

I/We certify that the information provided above is true and complete to the best of our knowledge.

Authorized Representative Name: ____________________________

Title/Position: ____

Signature: ____

Date: ____

Company Name: ____

Annex 6: Financial Schedule and Pricing Templates

Pricing Matrix – Microsoft 365 Licensing											
				Monthly		Quarterly		Annual			
No.	License Type / SKU	Unit	Qty	Unit Price	Total Cost	Unit Price	Total Cost	Unit Price	Total Cost	Discount (%)	Remarks
1	M365 Business Basic	User									
2	M365 Business Standard	User									
3	M365 Business Premium	User									
4	M365 E3	User									
5	M365 E5	User									
6	Add-ons (e.g., Defender, Power BI, etc.)	User									

Category	Monthly Total	Quarterly Total	Annual Total
Subtotal			
Discounts Applied			
Taxes (if applicable)			
Royalties (if applicable)			
Grand Total			

Annex 7: Evaluation Criteria - Administrative and Technical Evaluation

No.	Compliance Requirement	Description	Mandatory (Yes/No)	Vendor Response (Yes/No)	Comments
1	**Complete Proposal Submission**	All required documents submitted as per RFP instructions	Yes		
2	**Signed Submission Documents**	Proposal duly signed by authorized representative	Yes		
3	**Valid Business Registration**	Certificate of incorporation/registration provided	Yes		
4	**Tax Compliance**	Valid tax compliance certificate (where applicable)	Yes		
5	**Microsoft Partner/Reseller**	Evidence of Microsoft partner status or authorized reseller certification	Yes		
6	**Conflict of Interest Disclosure**	Signed declaration confirming no conflict (or properly disclosed conflicts)	Yes		
7	**Sanctions & Compliance Screening**	Vendor not listed under sanctions/debarment lists	Yes		
8	**Acceptance of Key Tender Terms**	Formal acceptance of contractual/commercial terms and conditions	Yes		
9	**Eligibility Criteria Compliance**	Meets all eligibility requirements specified in the tender	Yes		

No.	Evaluation Criteria	Sub-Criteria	Max Score	Vendor Score
1	**Product Compliance & Compatibility**	Alignment with required Microsoft products	5	
		Compatibility with existing IT environment	5	
		Version compliance & support lifecycle	5	
	Subtotal		**15**	
2	**Licensing Model & Flexibility**	Suitability of licensing model (CSP, EA, etc.)	4	
		Scalability (add/remove licenses)	3	
		Subscription flexibility and optimization	3	
	Subtotal		**10**	
3	**Security & Compliance Features**	Built-in security tools (Defender, MFA, DLP)	4	
		Regulatory & organizational compliance	3	
		Identity & access management (Azure AD, Conditional Access)	3	
	Subtotal		**10**	
4	**Technical Support & SLA**	Availability of vendor/partner support	4	
		SLA response & resolution times	3	
		Access to Microsoft escalation channels	3	
	Subtotal		**10**	
5	**Implementation & Deployment**	Ease of deployment and migration support	4	
		Training and onboarding support	3	
		License provisioning methodology	3	
	Subtotal		**10**	
6	**Integration & Interoperability**	Integration with enterprise systems	3	
		API availability & extensibility	2	
	Subtotal		**5**	
7	**Performance & Reliability**	Service uptime guarantees	3	
		Reliability and redundancy	2	
	Subtotal		**5**	
8	**Reporting & License Management Tools**	Usage monitoring dashboards	2	
		Cost optimization & license tracking tools	3	
	Subtotal		**5**	
9	**Vendor/Partner Technical Capability**	Microsoft certifications & partner status	3	
		Relevant implementation experience	2	
	Subtotal		**5**	
	TOTAL		**70**	

Technical Criteria	Detailed Assessment Considerations	Maximum Points
Microsoft Authorization and Compliance	Evidence of Microsoft partner, reseller, CSP, distributor, or equivalent authorization; ability to supply valid Microsoft 365 licenses; understanding of Microsoft licensing rules; compliance with data protection, confidentiality, and procurement requirements.	15
Relevant Experience and References	Demonstrated experience supplying Microsoft 365 licenses to NGOs, international organizations, multi-country organizations, or entities of comparable complexity; quality of client references; evidence of managing subscription renewals and license changes.	10
Licensing Methodology and Advisory Approach	Quality of proposed approach for license assessment, user persona mapping, SKU recommendation, right-sizing, cost optimization, security and compliance add-on advice, and renewal planning.	15
Provisioning, Renewal, and Subscription Management	Ability to process new license orders, renewals, additions, reductions, upgrades, downgrades, and billing changes accurately and within required timelines; clarity of renewal calendar and subscription reporting process.	10
Account Management and Support Model	Dedicated account manager, defined escalation contacts, response-time commitments, billing support arrangements, service issue management, and ability to coordinate with Microsoft or distributor support channels.	10
Reporting, Billing Accuracy, and Controls	Quality of proposed license utilization reports, renewal reports, invoice details, audit trail, billing controls, error correction process, and ability to identify inactive or underused licenses.	5
Implementation Readiness and Risk Management	Realistic transition plan, continuity arrangements, risk mitigation for renewal delays, billing disputes, tenant changes, Microsoft program changes, and communication with CWS stakeholders.	5
Total Technical Score		**70**

Financial Criteria	Detailed Assessment Considerations	Maximum Points
Cost Competitiveness	Lowest evaluated compliant total cost for required license SKUs, subscription term, billing model, support charges, taxes, and any mandatory fees. The lowest priced compliant proposal receives full points; other proposals are prorated.	20
Cost Transparency and Commercial Clarity	Clear SKU-level pricing, quantity assumptions, subscription period, billing frequency, currency, exchange assumptions, taxes, discounts, rebates, nonprofit pricing, support charges, optional services, renewal assumptions, and price validity.	10
Total Financial Score		**30**

Component	Weight
Technical Score	70%
Financial Score	30%
Total	**100%**