

**INVITATION TO QUOTE  
ITQ REF NO: NKF/BL/2023/002  
DATE: 21 FEBRUARY 2023**

**ITQ FOR THE RENEWAL OF MICROSOFT SUBSCRIPTION LICENSES**

**1. Introduction**

- 1.1. The National Kidney Foundation (“NKF”) wishes to invite vendor (the “Vendor”) to quote for the Renewal of Microsoft Subscription Licenses.
- 1.2. This Invitation To Quote incorporates the following documents:
  - Requirement Specifications (Annexes A to C)
  - Price schedule (Annex D)
  - Information about Vendor (Annex E)
  - ITQ Terms and Conditions
  - Agreement to Terms and Conditions

**2. Requirement Specification**

- 2.1 The Vendor shall perform the Services according to the requirements specified in **Annex A**, as according to their submission of bid(s).

**3. Quantity Requirement**

- 3.1 Renewal of (1200) Microsoft 365 E3 Licences (Non-Profit)
- 3.2 Renewal of (1200) Microsoft 365 E5 Compliance Licences (Non-Profit)
- 3.3 Renewal of (1200) Microsoft 365 E5 Security Licences (Non-Profit)

**4. Contractual Period**

- 4.1 The Vendor shall provide the licenses and services over a period of **twelve (12) months** with the option to extend for further periods of twelve (12) months each on the same terms and conditions as stated in the contract (as may be amended, varied, supplemented and/or replaced from time to time) starting with effect from May 2023 or the date of formal contract whichever is later.
- 4.2 Pricing shall be valid throughout the agreement period, including additional purchases beyond the quantity units.

## 5. Submission of ITQ

- 5.1 The quotation submitted by the Vendor shall be as in **“Price Schedule” - Annex D**. Full set of quotation must be submitted with Vendor’s stamp on all pages stipulated in the ITQ. The quotation must be submitted by hand in a sealed envelope and endorsed with the words **“Invitation to Quote Ref No: NKF/BL/2023/002 ITQ for the Renewal of Microsoft Subscription Licenses”** and hand delivered:

To deposit to: ITQ Box B  
Security Counter  
National Kidney Foundation  
81 Kim Keat Road  
Singapore 328836  
Attn: Ms Berlyn Liw

- 5.2 All submissions must be delivered by **6 March 2023, Monday, 1500 hours** (the **“Closing Date”**). Any submission received after the Closing Date will not be considered by NKF.
- 5.3 The submitted quotation shall be irrevocable and open for acceptance by NKF for **180 days** from the Closing Date.
- 5.4 The Vendor, at the point of submission of its bids, is required to provide the following information and/or documents to NKF:
- (a) Extract of company/business registration from the Accounting & Corporate Regulatory Authority (ACRA), showing a full list of directors/partners of the Vendor (ACRA should not be more than 3 months from the point of submission)
  - (b) The Vendor’s latest annual report (if applicable) or published accounts
  - (c) Any other documents relevant to the ITQ of service
- 5.5 If you have any inquiries relating to this ITQ, please contact Ms Berlyn Liw at telephone no. 6506 2153 or email to [berlyn.liw@nkfs.org](mailto:berlyn.liw@nkfs.org).

## 6. Terms and Conditions

- 6.1 The terms and conditions set out in the **ITQ Terms and Conditions** shall form part of the binding contract between the successful Vendor and the NKF.
- 6.2 The NKF is not obliged to accept and reserves the right to reject the lowest or any quotation bid, or part or all of any quotation bid or assign any reason for rejecting any quotation bid. The NKF reserves the right in the exercise of its absolute discretion to accept any part or all of any quotation bid.
- 6.3 Where any of the Terms and Conditions of this Scope of Service is in conflict or at variance with the ITQ Terms and Conditions of this Scope of Service shall prevail.

## **7 Price Quotations**

- 7.1 All prices quoted by the Vendor shall be in the lawful currency of the Republic of Singapore and exclusive of GST.
- 7.2 All prices quoted by the Vendor shall represent the total cost to NKF.

## **8 Payment**

- 8.1 Upon the receipt of the invoice from the Vendor, the Vendor shall give NKF no less than thirty (30) days to make payment. If any invoice is not submitted to NKF within six (6) months upon the completion of the delivery of Goods, NKF shall be released and discharged from any liability to make any payment of the debt in relation to such invoice.

**ANNEX A****REQUIREMENT SPECIFICATIONS**

NKF will be calling an ITQ to appoint a Microsoft Cloud Solution Provider (CSP) (hereafter known as the “Vendor”) for the renewal of Microsoft 365 subscriptions for **twelve (12) months** with option to extend the contract for **another twelve (12) months**.

Microsoft 365 CSP subscription is for the duration of **twelve (12) months** starting with effect from May 2023 or the date of formal contract whichever is later.

Vendor annual contract price provided in this ITQ must be maintained throughout the Contract month(s) or twenty-four (24) months if NKF exercises the option to extend the contract date whichever is later.

We are opening this ITQ to interested vendors for submission of quotations.  
Refer to the following Annexes for more information

**Annex A** for Requirement Specifications  
**Annex B** for Vendor’s Experience in Similar Projects  
**Annex C** for Compliance Table  
**Annex D** for Price Schedule

**1. General Requirement**

- 1.1. Vendor shall provision their best monthly subscription price (See Annex D) under the Microsoft CSP program to NKF for the purchase SKUs listed in Annex D and it must be maintained throughout the contract month(s).
- 1.2. Vendor shall provide administrative and technical support including but not limited to the followings:
  - 1.2.1. Support products described in this ITQ.
  - 1.2.2. Support Access: To provide phone, email or portal access channel for NKF to initiate support request.
  - 1.2.3. Support NKF who are experiencing down-time, problems with Microsoft 365 admin portal, Azure portal and interruptions in services.
  - 1.2.4. Licensing and billing support for SKUs bought through Microsoft CSP.
  - 1.2.5. Technical assistance, escalation, and resolution to Microsoft Support for complex issues.

## 2. Service Level Agreement (SLA)

- 2.1. Vendor shall propose and provide Service Level Agreement (SLA) for technical support.
- 2.2. This SLA applies to Microsoft CSP products for technical support. The purpose of this SLA is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to NKF.
- 2.3. Vendor must provide local Helpdesk support in English.
- 2.4. Vendor shall exhaust its best efforts in providing NKF incident management support.

## 3. Pre-Requisites

- 3.1. Vendor must have successfully implemented similar project of similar scale and complexity; Please include references and contract value.
- 3.2. Vendor must be a Microsoft CSP Partner.
- 3.3. Vendor must be based in Singapore.

## 4. Additional Documentation and Information.

- 4.1. Service Level Agreement
- 4.2. Accreditation and Experience - The solutions provider Gold/Silver Competencies on Microsoft technologies and tools.
- 4.3. Organisation's International Information Security standard certification (e.g. ISO 27001 certification, Cyber Essentials certification)
- 4.4. References from recent clients, description of similar services provided, indicating project, duration, and client contact details in Annex B.
- 4.5. Value added – what is exceptional about your company and what value-added services that NKF may benefit by engaging your services over and above the requirements mentioned in the specifications.

## 5. Award

- 5.1. The intent of this ITQ is to have one service provider but any agreement resulting from this does not entitle any organization to exclusive rights for the provision of the services.
- 5.2. NKF reserves the right to implement a separate competitive bid process for any project at its discretion, including where more specialized services or projects are involved.
- 5.3. NKF reserves the right to award the ITQ in whole, part or not at all.

### Accepted By:

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signatory Name: \_\_\_\_\_ Signatory Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Vendor's Name: \_\_\_\_\_

Email Address: \_\_\_\_\_ Vendor's Stamp: \_\_\_\_\_

**ANNEX B****VENDOR'S EXPERIENCE IN SIMILAR PROJECTS**

\*All requirement mentioned herewith are mandatory, sufficient details must be provided to demonstrate relevance to this project

S/N	Item	Numbers / Description
1	Total number of awarded CSP Program of similar scale and complexity in (> \$400k SGD Annually) in last 3 years	
2	Provide client and project information of successful implementations of similar projects (at least 1 local client references)  Client Information 2.1 Customer Name 2.2 Company Address 2.3 Company Description 2.4 Contact Person 2.5 Contact Person Telephone Number 2.6 Contact Person Email Address  Project Information 2.7 Estimated Project Value (S\$) 2.8 Project / Scope Description 2.9 Duration of Project	

**Accepted By:**

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signatory Name: \_\_\_\_\_ Signatory Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Vendor's Name: \_\_\_\_\_

Email Address: \_\_\_\_\_ Vendor's Stamp: \_\_\_\_\_

**ANNEX C****COMPLIANCE TABLE**

S/N	Requirement	Comply (Yes / No)	Remarks
1	<b><u>General Requirement</u></b> As specified in Annex A Requirement 1.		
2	<b><u>Service Level Agreement (SLA)</u></b> Provides proposal as specified in Annex A Requirement 2.		
3	<b><u>Pre-Requisites</u></b> As specified in Annex A Requirement 3. Please provide details		
4	<b><u>Track Record</u></b> Please provide details listed in Annex B.		

**Accepted By:**

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signatory Name: \_\_\_\_\_ Signatory Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Vendor's Name: \_\_\_\_\_

Email Address: \_\_\_\_\_ Vendor's Stamp: \_\_\_\_\_

**ANNEX D**

**INVITATION TO QUOTE**  
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**ITQ FOR THE PURCHASE OF MICROSOFT SUBSCRIPTION LICENSES**

The quotation shall be valid for the duration as specified in clause 1.1.

**PRICE SCHEDULE**

S/N	Item Description (Subscription per user)	Estimated Quantity (A)	Unit Price Per Month Per User (exclusive of GST) (B)	Price Per Year (exclusive of GST) (A*(B*12))
1	Microsoft 365 E3 (nonprofit staff pricing)	1200	\$	\$
2	Microsoft 365 E5 Compliance (nonprofit staff pricing)	1200	\$	\$
3	Microsoft 365 E5 Security (nonprofit staff pricing)	1200	\$	\$
4				
5				
6				
7				
8				
9				
<b>TOTAL</b>				<b>\$</b>

**Accepted By:**

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signatory Name: \_\_\_\_\_ Signatory Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Vendor's Name: \_\_\_\_\_

Email Address: \_\_\_\_\_ Vendor's Stamp: \_\_\_\_\_



**ANNEX E****INFORMATION ABOUT VENDOR**

ITQ REF NO. \_\_\_\_\_

ITQ FOR \_\_\_\_\_

1. Vendor's name: \_\_\_\_\_
2. Company/Business registration no.: \_\_\_\_\_
3. Registered address: \_\_\_\_\_  
\_\_\_\_\_
4. GST registration no. (if applicable): \_\_\_\_\_
5. Type of business (please select)

(        ) Sole proprietorship                      (        ) Private company (limited by shares)  
(        ) Partnership                                      (        ) Public company (limited by shares)  
(        ) Others (please specify): \_\_\_\_\_  
\_\_\_\_\_

6. Contact person

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Tel No.: \_\_\_\_\_  
Fax No.: \_\_\_\_\_  
Email: \_\_\_\_\_

7. **I declare that I/the Contractor is not related<sup>1</sup> to any person in NKF who is involved in this ITQ howsoever and whatsoever.**
8. The above named Contractor certifies and declares that all information, documents and materials provided in connection with its quotation bid are true and accurate to the best of its knowledge.

Authorised Signature: \_\_\_\_\_

Signatory's name: \_\_\_\_\_ Signatory's title: \_\_\_\_\_

Contractor's name: \_\_\_\_\_ Contractor's stamp: \_\_\_\_\_

<sup>1</sup>Related refers to the following: Spouse, domestic partner, child, mother, father, brother or sister or close associates; any corporation, business or non-profit organization of which you are serving as staff, officer, board member, partner, participate in management or are employed by; any trust or other estate in which you have a substantial interest or as to which you serve as a trustee or in a similar capacity.