

TenderLens Agentic AI example file
Commercial Clarification Addendum

Bid-readiness notes:

- The hosted production service will meet 99.5% monthly uptime with planned maintenance announced at least 72 hours in advance.
- Resident personal data, vehicle metadata, logs, and backups remain within the Kingdom of Saudi Arabia.
- Critical production incidents receive a named support engineer within 30 minutes.
- Base role-based training covers 40 users; 10 remote seats may be added at no additional license cost.
- Quarterly sustainability reporting will cover hosting region energy profile and maintenance-trip reductions.