



Ministry of Environment
Male', Republic of Maldives

TERMS OF REFERENCE

SUPPLY AND INSTALLATION OF MICROSOFT 365 TOGETHER WITH MIGRATION AND DEPLOYMENT SERVICES

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A. PURPOSE

The Ministry of Environment (ME) is seeking bids from qualified suppliers who are experienced in supplying, installing and deploying Microsoft 365 for Business.

B. OBJECTIVES OF ASSIGNMENT

The objective of this assignment is to supply, install and provide deployment services to the Ministry of Environment.

C. REQUESTED SERVICES AND REQUIREMENTS

1. Supply Microsoft 365 licenses for 1 year (annual subscription) as below;
 - Microsoft 365 Business Basic – 150 Users
 - Microsoft 365 E1 – 50 Users
2. Existing Environment Assessment
 - Audit/assess existing Active Directory and Exchange environment or messaging infrastructure as per Microsoft best practices and guidelines
3. Implement Microsoft 365 and Hybrid Deployment (Exchange Online, SharePoint Online and other services and apps)
 - 3.1. Microsoft 365 Readiness Assessment, Onsite Discovery, and Planning
 - Onsite review of client systems to gather and capture information about existing infrastructure
 - Identify potential challenges in this implementation and migration and pose solutions
 - Recommend a solid communication, project management and training plan
 - User identity and account provisioning planning
 - Planning considerations to implement directory synchronization
 - Plan for Active Directory Federation Services for use with single sign-on
 - Exchange Online Planning
 - Develop migration strategy
 - Identify mailbox size and item counts that will be migrated to Microsoft 365
 - Determine mail-enabled applications and plan for configuration
 - Conduct bandwidth assessment and propose a bandwidth requirement for the proposed solution
 - 3.2. Preparing environment for Microsoft 365 deployment
 - Provide technical training for IT staff
 - Assist with domain verification and Microsoft 365 Registration
 - Verify ME domain name with Microsoft 365
 - Create DNS records to configure ME domain name to use with Microsoft 365 services
 - Configure on-premises Active Directory for directory synchronization
 - Deploy and configure Active Directory Federation Services to enable single sign-on
 - Exchange Online service configuration
 - Configure email coexistence with existing server and Exchange Online
 - Mailbox quotas and archival/retention policies
 - Anti-spam and malware protection
 - Configure client computers and end-user experience
 - 3.3. Migration
 - Assign licenses to users
 - Migrate and synchronize mailbox data to Exchange Online (IMAP)
 - Update DNS to point to Microsoft 365



- Configure Outlook Web Access and Exchange ActiveSync for mobile phones and devices where applicable (at least set of users)
 - Perform Post-Migration service testing of Microsoft 365 functionality
- 3.4. SharePoint Online setup
- SharePoint online must be implemented as an intranet with required sample pages;
 - Intranet landing page with department page
 - Memo approval workflow (Basic SharePoint memo approval process for both sequential and parallel approvals)
 - Functionalities to be achieved upon SharePoint online implementation:
 - Search
 - Business Connectivity Services (BCS) for SharePoint Online
 - Intranet portal (common landing page for all users)
 - App launcher
 - OneDrive for Business
 - Company directory with contact details and profile photo of all employees with search option.
 - Corporate calendar
 - ME have a future plan to gradually move their existing on-premises file server data (6TB) to the cloud while maintaining the same folder hierarchy.
4. Training and development
- Administrators - Bidder must provide necessary training to manage Exchange online environment and Microsoft 365 administration
 - One Microsoft Official training must be included
 - Office 365 productivity platform training for end users (1 session) – for department champions
 - SharePoint content management sessions for Admins
5. Support and maintenance
- Proper support infrastructure must be laid as per ME IT guidelines. It is bidder's responsibility to clearly identify and implement a necessary support infrastructure to ensure uninterrupted services
 - Must provide necessary training for ME staff to manage First Level support (Internal support)
 - Bidder must clearly specify support mechanism for Second, Third and Forth level support
 - Proposed support mechanism must equip Microsoft Premiere support (Principal support) for urgent and critical issues
6. The migration must be well planned and seamless to end users of ME.

D. MANDATORY DOCUMENTS AND REQUIREMENTS

1. This bid is only open for local bidders. If the bidder is pertaining to partner with other companies, details of partnering arrangement (MoU) shall be provided along with the proposal. In case a Bidder partner with an international Company, the lead company must be the local company (this must be mentioned in the MoU) and the Evaluation will be conducted only on the lead Company.
2. Bidder/partner must be a Microsoft Certified Partner - shall have authorization from Microsoft for providing requested solutions (Licensing and implementation capabilities)



3. Bidder/partner must have at least below Microsoft certifications (enclose documentary evidence)
 - Gold Certification for Cloud Productivity (Core Office 365)
 - Gold Certification for Messaging (Exchange / Office 365)
4. Experience of similar projects
 - Microsoft 365/ O365 hybrid implementation projects with more than 100 users will be identified as similar projects
 - Bidder must submit reference letters/ testimonials of completed similar projects in past five years
5. Expertise of team members
 - The bidder must have minimum of 3 dedicated team members for the implementation (redundancy members are optional).
 - Team members proposed must be Microsoft certified professionals
 - The bidder should submit Microsoft Certifications/ Transcripts for all members of the team
 - At least 2 MCSE / MCSA on Cloud Platform and Infrastructure is a must
 - At least 2 MCSE / MCSA on AD and Exchange is a must
 - At least 2 MCSE / MCSA / MCITP on Office 365 is a must
 - Project shall be carried out by the resource persons included in the proposal. Changing of project team members upon winning the bid will not be allowed
5. Proposal must consist of:
 - Two separate price quotations for annual subscription cost and implementation cost (all prices must be in Maldivian Rufiya) with quotation validity of minimum 30 days.
 - Microsoft bill of material – all components must be clearly indicated with description and product ID or SKU from genuine vendor (including sub products if any).
 - Project timeline – Project timeline must be included with the proposal highlighting breakdown of each and every important task.

E. OTHER DOCUMENTS THAT MAY BE SUBMITTED WITH THE PROPOSAL

- Company Profile
- Copy of Business Registration
- Copy of GST Registration

F. EVALUATION CRITERIA

1. Pre-Evaluation
 - a. Pre Evaluation is a preliminary evaluation done based on the documentation requirement before moving on to the Technical Evaluation. Pre Evaluation determines if bidder is substantially responsive to the terms of this ToR as specified below;
 - i. Bidder confirms to all requirements identified under Section D (Mandatory Documents and Requirements) of this ToR.
 - b. Substantially non-responsive bids at this pre evaluation stage will be rejected from further stages of evaluation.
 - c. Substantially responsive bids at this pre evaluation stage shall be qualified for technical evaluation.
2. Technical Evaluation
 - a. Technical evaluation is to confirm if the proposed solution does comply with all the requirements listed under the technical requirements. Ministry of Environment holds



the authority to qualify any proposal technically based on their proposed features, only if the evaluation committee finds it acceptable and would achieve the objective fully. Technically non responsive bids from this stage would not be qualified to the final evaluation.

3. Final Evaluation

- a. The proposal would be qualified to this stage after being assessed in pre evaluation and technical evaluation. In this evaluation, the proposals would be compared to their proposed price, duration and experience to complete the project. Point system set for the final evaluation is:

#	Description	Points (percentage)
1	Price for annual subscription $\frac{\text{Lowest price proposed}}{\text{Proposed price}} \times 35$	35%
2	Price for implemetation $\frac{\text{Lowest price proposed}}{\text{Proposed price}} \times 40$	40%
2	Duration $\frac{\text{Shortest duration proposed}}{\text{Proposed duration}} \times 15$	15%
3	Experience $\frac{\text{Total experience points}}{100} \times 10$	10%

Experience would be considered to all submitted reference letters which is addressed to similar works (value higher than MVR 35,000) completed within the past 5 years. Each valid reference letter would carry 2 points.