

# **TERMS OF REFERENCE**

## **Microsoft 365 License Subscription Renewal**

### **1. Background of the Organization**

Maldives Post Limited is a limited liability company formed in 1994 and is fully owned by the government of Maldives with a mandate of providing postal service across the country and abroad under Universal Postal Service Obligation (USO). Maldives Post is the national postal operator in the country with a network of more than 16 postal offices across the nation providing access to postal service in all the inhabited islands.

### **2. Objectives**

The Maldives Post Limited is looking for a vendor that can supply license for Microsoft 365 for a period of 3 (Three) year subscription renewal.

### **3. Project Scope**

#### **3.1 Scope of Work and Deliverables**

With the aim to achieve the objectives specified above, the following services are defined to be delivered by the vendor under the project scope:

- Procure and supply Microsoft Office 365 licenses and renew subscription for a period of 3 (Three) year as specified below:
  - Microsoft 365 Business Basic – 145 Users
- Prepare environment for Microsoft 365 deployment; transfer existing licenses under the vendor and provide options for renewal.

#### **4. Mandatory Documents to Submit**

- 1) No record of criminal offences for last 5 years
- 2) Company profile and registration certificate
- 3) GST Registration Certificate
- 4) Authorized partner certificate
- 5) Last 2 years financial statements
- 6) Tax Clearance Report
- 7) Letter/certification to verify Microsoft partnership and status
- 8) Proposal quotation
- 9) Declaration on ethical conduct and fraud and corruption agreement
- 10) At least 3 work completion/reference letters from Microsoft Office 365 projects of similar scale as proof of past experience
- 11) Quotation for annual subscription consisting of the pricing for Microsoft Office 365 with a validity of minimum 90 days

#### **5. Bid Rejection**

The proposal must include the following documents and Maldives Post Limited reserves the right to disqualify the vendor should any one of the following documents are not included in the proposal:

- 1) Submitting false information/ documents
- 2) Quoting too high prices
- 3) Submission of low-quality proposals
- 4) Bidders who fail to meet the defined requirement
- 5) Bidders who fail to submit declaration on ethical conduct and fraud and corruption agreement.

## 6. Bid Eligibility

All vendors are expected to meet the eligibility requirements specified under the 'Eligibility' section of this Terms of Reference. Failure to meet the eligibility requirements will result in disqualification of the submitted proposal.

- The Bidder must have carried out at least 3 Microsoft Office 365 deployment in the Maldives at a company with more than 100 users and must submit work completion/reference letters as proof in the Maldives
- The Bidder must be a Microsoft Certified Partner having achieved Gold status and with relevant field and technical experience in this area and must submit a valid letter from Microsoft confirming the Gold status along with the proposal.
- The Bidder must provide 145 Users subscription License for Microsoft 365 Business Basic before 24-November-2022.

## 7. BID Evaluation

- The proposals will be reviewed and evaluated by the Bid committee of Maldives Post Limited intends to apply the following criteria in evaluating the proposals:

| Criteria                | Weightage |
|-------------------------|-----------|
| Price                   | 40%       |
| Professional competency | 30%       |
| Experience              | 20%       |
| Delivery period         | 10%       |

### Price:

- Price quoted must be quoted in Maldivian Rufiya inclusive of all applicable taxes and any other fees.

### Experience:

- The Bidder should hold extensive expertise and experience specific to Microsoft Office 365 deployment services.

### **Professional competency**

- Gold and silver competencies are awarded to providers who demonstrate expertise in specified areas.

### **Delivery Period:**

- Licenses for Microsoft Office 365 Business basic license should be provided by the latest expiration date (24-November-2022).

### **8. Agreement between for the awarded BID and please find below for some of important points**

- If the bidder discontinues the installation for any reason after winning the bid, the bidder shall bear full responsibility for the loss.
- Full compensation will be taken for delayed work days
- Some crucial points will be added to the agreement in addition to the previously mentioned points.

### **9. Additional Communication**

- The bidder not awarded will be notified and the bidder should submit their concern within 5 business working days
- Bid proposals must be submitted in Maldives Rufiyaa (MVR).
- Maldives Post Limited reserve the right to terminate the winning bid if we are unable to contact the winning bidder by phone, email or otherwise, making it difficult to sign the contract.