

# Request for Proposal

Microsoft 365 Migration

# Purpose

The Civil Service Commission (CSC) is seeking bids from qualified suppliers who are experienced in supplying, installing and deploying Microsoft 365 for Business.

## Objectives of Assignment

The objective of this assignment is to supply, install and provide deployment services of M365 to the Civil Service Commission

- Ensure all team members are successfully working and collaborating with M365 tools.
- Migrate file-based data from Google Workspace, preserving history, formatting, and metadata; provide easy manual migration methods where automated migration is not possible.
- Improve security, data protection and privacy, and compliance by implementing automated policies to safeguard data and manage identity.
- Improve productivity and work quality utilizing MS tools such as Teams, SharePoint, and Workflows to simplify and streamline common work tasks.
- Minimize disruption and effort required by team members to adopt M365.

## Requirements

Civil Service Commission (herein referred as CSC) IT section will provide the required assistance in performing a readiness assessment of the existing infrastructure. Bidder must provide services needed to migrate all mailboxes to Exchange online with anti-spam filtering capabilities along with fully installed Office, Teams experience for users across PCs, Macs, Windows tablets, and iPad® and Android™ tablets, and mobile devices.

Further, License related Identity & Access Management, Data Lifecycle Management, eDiscovery, and auditing features must be configured for all users. The goal is to provide a seamless transition to Microsoft 365 cloud architecture while maintaining secure and robust access to and from Microsoft cloud services.

## Scope of Work

### 1. Summary

1.1 Supply Microsoft 365 Business Standard License

1.2 Current environment assessment - Assess current Active Directory (AD) and email infrastructure as per Microsoft best practices and guidelines.

1.2.1 Upgrade Windows Server Active directory infrastructure to the latest available version with high availability (Primary and Secondary) - Vendor must propose required license.

1.3 Active directory Disaster Recovery site on Azure Cloud

1.3.1 Vendor must propose complete Azure consumption and cost estimate

1.4 Hybrid Identity management & single sign on deployment with high availability options

1.5 Migrate users, mailboxes and data from current platform to Microsoft 365 - Mail & Rules, Calendar, drive and Contacts must be migrated

1.5.1 Being able to moderate email messages from specific email addresses before being delivered to internal / external recipient

1.6 Deploy M365 cloud services, options, compliance, and security features (services available within proposed Microsoft 365 plans)

1.7 Implementation of SharePoint cloud file storage and data migration (3TB)

### 2. Details of the current environment

1. No of users to be migrated to Microsoft 365 – 100

Below details will be provided to the winning bidder

2. Endpoint environment details
3. Current on-server setup – AD, primary AD/Email related details etc.
4. Current network setup – Firewall, Bandwidth, ISP redundancy etc.
5. Current backup/failover mechanism etc.

### **3. Scope of work expected in detail**

#### **3.1 Microsoft Active Directory Assessment, discovery, and remediation**

- Evaluate current systems to gather and capture information about existing infrastructure
- Identify potential challenges in the existing infrastructure
- Evaluate existing roles and applications and recommended configurations
- Evaluate existing Security policies implemented and planning improvements
- Recommend and execute a solid communications and training plan for administrators on current vulnerabilities and proactive measures
- Prepare and provide detailed documentation for the existing AD environment and its recommendations

#### **3.2 AD Upgrade and high availability deployment**

- Develop preferred future state including features and functionality of AD to be deployed
- Identification of design, integration and interaction components when deploying the required AD framework across the other departments
- Development of a high-level AD design, along with any corresponding deployment options
- Recommended hardware specification needed to implement the developed AD design with high availability
- Development of initial group policies for an enterprise implementation
- Development of a formal Blueprint Document
- Restructure and implementation of logical structure of AD DS;

- Restructure and implementation of physical structure of AD DS;
- Restructure the placement of FSMO roles and Global Catalog
- Restructure the DNS (Name resolution) structure
- Restructure the Windows Time service hierarchy
- Restructure of basic Group Policy Objects for AD DS
- Restructure ADDS objects naming convention (for users, groups, hosts, sites and site links).
- Restructure the basic OU structure
- Restructure the ADDS infrastructure according to the recommended server configuration and architecture.
- The service provider shall provide necessary training to CSC's IT team to monitor the implemented solution.

### 3.3 Active directory Disaster Recovery site on Azure Cloud

- Provide technical solution and design document of DR DC including Azure service cost.
- Azure resources must be sized at below 50% during normal operations at primary site and during DR drill compute must be made 100%.
- Perform all system software installations and updates for software considered under this RFP.
- Proposed Solution should be compatible with IPv6 and High-level architectural diagrams showing different layers of solution like Internet / MPLS Connectivity, Network, Security, Compute, Hardware, Storage & Backup layers.
- Backup solution with different features, like snapshots of VM's, online backup, incremental and full backup of all data, restoration of data in test environment or as and when required.
- Development of a formal Blueprint Document

- Provide technical solution design documents of DR including DR switchover (Planned / Disaster) and switchback (Planned / Disaster) as per general disaster recovery parameters.
- The service provider shall provide necessary training to CSC's IT team to monitor the implemented DR site, monitor the dashboard in event of switchover/ switchback at the time of disaster (planned/testing or otherwise).

### 3.4 Hybrid identity and single sign on deployment

- Plan and prepare for directory synchronization
  - Plan directory synchronization
  - Review prerequisites for directory synchronization
  - Prepare for directory synchronization
  - Plan high availability for directory synchronization
  - Configure tenant for directory synchronization
  - Plan single sign on implementation
- Implement directory synchronization using Azure AD Connect
  - Review Azure AD Connect requirements
  - Review Azure AD Connect express synchronization settings
  - Review Azure AD Connect customized synchronization (if applicable)
  - Review Azure AD Connect Health
  - Configure AD Connect setup
  - Deploy high availability option for the Directory Synchronization system
  - Configure single sign on feature
- Manage Microsoft 365 identities with directory synchronization
  - Review managing users with directory synchronization
  - Review managing groups with directory synchronization
  - Modify directory synchronization (as needed)
  - Monitor directory synchronization

- Troubleshooting directory synchronization (as needed)
- Review and verify high availability option for the Directory Synchronization system
- Provide a management documentation on hybrid identity management scenarios for Admin staff

### 3.5 Email migration (Mail, Calendar and Contacts)

- 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 with email migration activities
- Exchange Online setup planning
- 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
- Develop migration strategy

#### 3.5.1 Preparing Environment for Microsoft 365 Deployment

- Provide training for IT staff
- Assist with Domain Verification and Microsoft 365 Registration
- Add and verify CSC domain name with Microsoft 365
- Configure on-premises AD for directory synchronization
- Exchange Online Service Configuration
- Configure email migration platform with existing server and Exchange Online

- Plan and configure for Email / Teams retention policies
- Plan and configure Anti-spam and malware protection
- Configure client access for computers and other platforms (pilot users)
- Plan and configure offline Office Apps configuration

### 3.5.2 Migration and Cutover

- Assign licenses to users
- Migrate and synchronize mailbox data to Exchange Online
- Update DNS to point to Microsoft 365
- Configure email authentication features and verify the functionality
- Configure Outlook Web Access and Exchange ActiveSync for mobile phones and devices where applicable (at least set of production users)
- Configure email moderation requirement mentioned in the Scope of work in brief section
- Perform Post-Migration Service Testing of Microsoft 365 functionality
- Fully installed Office experience must be achieved for 100 users with available features.

### 3.6 SharePoint setup

SharePoint online must be configured and approximately 3TB on-prem file server data to be migrated. Live synchronization of data between local file server and sharepoint must be achieved.

Functionalities to be achieved upon SharePoint Hybrid implementation

- Cloud Search
- App launcher
- Department wise file storage with respective permission matrix



### 3.7 Training and development

3.7.1 Administrators - Bidders must provide Administrator, Supervisor and End User training to all IT staff to manage Microsoft 365 and hybrid identity environments.

3.7.2 Supervisors - Bidders must provide Supervisor and End User training to all supervisors on Microsoft 365 productivity platform.

3.7.3 End Users - Bidders must provide End User training to all End users on Microsoft 365 productivity platform

### 3.8 Support and maintenance

3.8.1 Proper support infrastructure must be laid as per CSC IT guidelines. It is bidder's responsibility to clearly identify and implement a necessary support infrastructure to ensure uninterrupted services

3.8.2 Must provide necessary training for CSC staff to manage Tier 1 support (Basic help desk resolution and service desk delivery)

3.8.3 Bidder must clearly specify support mechanism for Tier 2 (In-depth technical support), Tier 3 (Expert product and service support) and Tier 4 (Outside support for problems not supported by the organization) support

3.8.4 Proposed support mechanism must equip Microsoft Premier support (Principal support) for urgent and critical issues

3.9 The migration must be seamless to end users of CSC, with a cutover happening on a designated Date

## 4. Proposal submission requirements

4.1 Bidder must be a Microsoft certified partner - shall have authorization from Microsoft to provide requested solutions (Licensing and implementation capabilities)

4.2 Evidence of previous successful projects

4.2.1 At least 3 nos. of O365 similar deployments project references with more than 100 users (preferably within Maldives) - Supporting documents must be provided – reference letters / testimonials

4.3 Details of the team members assigned for this project demonstrating their expertise and experience

4.3.1 Implementation capability - the bidder should submit CV and Microsoft Transcripts for all resource persons

4.3.2 Resource persons proposed must be Microsoft certified professionals

4.4 Other requirements

4.4.1 Microsoft bill of material

4.4.1.1 All components must be clearly indicated with description and product ID or SKU from genuine vendor (Including sub products if any)

4.4.1.2 Cost breakdown of each component of the BOQ

4.4.1.3 License renewal period and all other associated costs must be indicated clearly

4.5 Proposal must consist of

4.5.1 A detailed system design / architecture document (graphically illustrated)

4.5.2 Maintenance and support services – 1 year SLA / after sales services and maintenance plan (must mention description, duration and payment etc.)

4.5.3 Project management – Project Plan must be included with the proposal highlighting breakdown of each important task

4.5.4 Entire project to be executed on-site (CSC premises)

4.5.5 Duration - timeline proposed must be inclusive of weekends and public holidays