1. **Purpose of the project**

Road Development Corporation is seeking proposals from eligible bidders for supplying and deploying Microsoft 365 Business productivity suite.

2. **Scope of work in brief**
   2.1. Supply Microsoft license as per the <mark>BOQ</mark> proposed
   2.2. Current environment assessment - Audit/assess current AD and messaging infrastructure as per Microsoft best practices and guidelines
   2.3. Implement Microsoft 365 productivity suite (Exchange Online, SharePoint Online, Teams, and other services and Apps)
   2.4. Migrate designated users, mailboxes, and data from Gsuite to Microsoft 365
   2.5. Deploy Microsoft 365 cloud services, options, compliance, and security features (services available within proposed Microsoft/ Office 365 plans)
   2.6. Knowledge transfer
   2.7. After-sales support

The awarded Bidder must assist the ICT team of the Road Development Corporation (herein referred to as RDC) in performing a readiness assessment of the existing infrastructure including gather and document requirements, developing a migration plan, and executing against the plan. Bidder must provide services needed to migrate approximately 150+ mailboxes to Exchange Online with Online archiving, Anti-Spam filtering capabilities. 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.

3. **Details of the current environment**
   1. No of users to be migrated to Microsoft 365 – 150+

Below details will be provided to the winning bidder,

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

4. **Microsoft license required**

   Microsoft 365 Business Standard – 200 users (1 year subscription)

5. **Scope of work expected in detail;**
   5.1. Carry out an audit on current Active Directory and Source email server environments
   5.2. Microsoft 365 deployment (Exchange Online, SharePoint Online, Teams, etc.)

5.2.1. Microsoft 365 Readiness Assessment, Onsite Discovery, and Planning

- Onsite review of client systems to gather and capture information about existing infrastructure
- Planning on client (users & devices) enablement
- Identify potential challenges in this implementation and migration and pose solutions
- Recommend a solid communication, project management, and training plan
- Identity management and account provisioning planning
- Planning considerations to implement directory synchronization
- Exchange Online deployment 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

5.2.2. Preparing Environment for a Microsoft 365 Deployment

- Provide training for ICT staff
- Configure client computers and end-user experience
- Assist with Domain Verification and Microsoft 365 Registration
- Create DNS records to configure RDC domain name/ names for use with Microsoft 365 services
- Configure on-premises AD for directory synchronization
- Configure Azure Active Directory Connect server
- Exchange Online Service Configuration
- Configure email coexistence with existing email service and Exchange Online (during the migration phase this will allow emails to be migrated regularly)
- Mailbox quotas and archival/retention policies
- Configure Anti-spam, Anti Malware protection, and other available security features

5.2.3. Migration and Cutover

- Assign licenses to users
- Migrate and synchronize mailbox data to Exchange Online (IMAP)
- Update DNS to point to Microsoft 365 (MX change)
- 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

5.3. Training and development –
   5.3.1. Administrators - Bidder must provide necessary training for Admins on O365 online portal administration
   5.3.2. Microsoft 365 productivity platform training for end users (1 session) – for department champions

5.4. The migration must be seamless to end users of RDC, with a cutover happening on a designated weekend

5.5. Entire scope defined herein must be in full production upon 20 days of the confirmation/ agreement

6. Proposal submission requirements
   6.1. This bid is open for all bidders. If bidder is pertaining to partner with any other companies, details of partnering arrangement (MoU) shall be provided along with the proposal.
      6.1.1. Bidder/partner must be a Microsoft certified partner - shall have authorization from Microsoft for providing requested solutions (Licensing and implementation capabilities)
      6.1.2. Bidder/partner must have at least below Microsoft certifications (enclose documentary evidence)
      6.1.3. Gold Certification for Cloud Productivity (Core Microsoft 365)
      6.1.4. Gold Certification for Messaging (Exchange / Microsoft 365)

   6.2. Evidence of previous successful projects
      6.2.1. At least 3nos. of O365 similar implementation projects with more than 200 users - Supporting documents must be provided – reference letters/ testimonials

   6.3. Details of the team members assigned for this project demonstrating their expertise and experience
      6.3.1. Implementation capability - the bidder should submit CV and Microsoft Transcripts for all resource persons
      6.3.2. Project management – team should consist of a certified Project Management professional to govern the project (CV and related details must be attached)
      6.3.3. The Bidder must have minimum of 3 design consultants for AD, SharePoint and O365 with redundancy resources. Active Directory and Microsoft 365 should have minimum of 4 (four) years of experience in designing and implementing similar scale solutions specified in the SOW
         6.3.3.1. At least 2 MCSE / MCSA on Cloud Platform and Infrastructure is a must
         6.3.3.2. At least 2 MCSE / MCSA on AD and Exchange is a must
         6.3.3.3. At least 2 MCSE / MCSA / MCITP on Microsoft 365 is a must
      6.3.4. Resource persons proposed must be Microsoft certified professionals
      6.3.5. 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

   6.4. Other requirements
      6.4.1. Updated company profile and other company documentation
      6.4.2. Microsoft bill of material
         6.4.2.1. All components must be clearly indicated with description and product ID or SKU from genuine vendor (Including sub products if any)
         6.4.2.2. Cost breakdown of each component of the BOQ
         6.4.2.3. License renewal period and all other associated costs must be indicated clearly

6.5. Proposal must consist of

    6.5.1. A detailed system design/architecture document (graphically illustrated)

    6.5.2. Maintenance and support services - After sales services and maintenance plan (must mention description, duration and payment etc.)

    6.5.3. Project management – Project Plan must be included with the proposal highlighting breakdown of each and every important task

    6.5.4. Duration - Must be completed and sign off within 20 days of signing the contract (this included supply, installation, testing and all other related components of the project) – timeline proposed are inclusive of weekends and public holidays