



Association of Caribbean States (ACS)

Request for Proposal For Implementation of Microsoft 365 Cloud Services at the ACS Secretariat

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1.0 Introduction

The Association of Caribbean States, hereinafter referred to as the “ACS”, is requesting proposals from qualified firms interested in providing Microsoft 365 implementation services. The detailed scope of services for this engagement is outlined in Section 14 (Scope of Work).

Proponents are, hereby invited to submit a **Technical Proposal and a Financial Proposal**. The Proposals will form the basis for contract negotiations and ultimately for a signed contract.

2.0 Background

The “ACS” is a regional intergovernmental organisation comprising nations centred on the Caribbean Sea Basin. It was formed via the Convention Establishing the Association of Caribbean States signed in Cartagena de Indias, Colombia on July 24, 1994, with the aim of promoting consultation, cooperation, and concerted action among countries of the Caribbean.

The primary functions and mandates of the ACS are based on specific efforts aimed at the strengthening of regional co-operation. These efforts are intended to create an enhanced economic space in the region; preserve the environmental integrity of the Caribbean Sea which is regarded as the common patrimony of the peoples of the region; and promote the sustainable development of the Greater Caribbean.

The ACS currently comprises twenty-five Member States and ten Associate Members. The ACS Secretariat is located in Port-of-Spain, Trinidad and Tobago.

The ACS operates a software-defined data centre which includes on-premise Microsoft Exchange Infrastructure. The ACS is aware that extended support for this solution is due to expire in 2025 and as a result is prepared to consider the migration of primary mailbox services to the Microsoft 365 Cloud Service solution. As such, the ACS, is pleased to issue this request for proposal for the implementation of Microsoft 365 Cloud Services at the ACS Secretariat.

The desired outcome for this project would be aligned to the expectations and requirements of not only the Secretary General, but any agreed performance benchmarks articulated by Microsoft and the overall expectations of ACS management and staff. The selected Contractor would be expected to perform the required works in a professional, expedient, and safe manner.

Prospective bidders are expected to carefully review this document before submitting their proposals and to consider all of the requirements stated within. Allowances will not be facilitated for amendments to those proposals resulting from any omissions or exclusion on the part of the bidder.

Accordingly, the ACS is pleased to issue an invitation for proposals from suitably qualified, experienced, responsible, and reputable service providers/contractors for the provision of the technical services which will be required.

3.0 Preliminaries

3.1 Copyright

This document and its contents belong to the ACS and must be used in confidence and solely for the purpose it was prepared and supplied. It must not be reproduced in whole or in part or used for any other purpose than which it was intended. No information relating to the contents of this document shall be given to or communicated in any manner to any third party without the prior consent or approval of the ACS.

3.2 Confidentiality

This document constitutes confidential and proprietary information of the ACS and shall not be disclosed in whole or in part by the bidder to any third party other than those that would be required to have access to such information. The information contained herein shall not be duplicated or used for any other purpose than to supply a response to this Request for Proposal (RFP). This restriction does not however limit the bidder's right to use the information contained herein to obtain information or requirements from another source such as suppliers, contractors, insurance agents, financial institutions, or other service provider as may be necessary for the submission of a comprehensive proposal. The bidder shall however exercise a duty of care when exposing or sharing such information and ensure that confidentiality is communicated and maintained at all times.

3.3 Ethical Behaviour

The ACS requires that all bidders engaging in this process adhere to the highest ethical standards, both during the procurement process itself and throughout the performance of the contract arising from it. The participation in and encouragement of corrupt or illegal practices inclusive of but not limited to bribery, fraud, extortion, or collusion are all deemed unacceptable. If it is demonstrated or discovered that a bidder or an agent acting on its behalf, during the performance of the resulting contract committed or encouraged corrupt or illegal practices in relation to this project, the ACS will take appropriate measures including but not limited to the termination of any awarded contract and the cessation of all relationships with the relevant organization or company and the agents or employees which would have been involved.

3.4 Terms & Conditions

3.4.1 The issuance of this document does not constitute an offer to trade and the ACS is not bound to conduct any business based on any submissions or responses to it. Any subsequent arrangements are subject to contract negotiation and such contracts must be issued and agreed upon prior to commencement of any business and written confirmation in writing from the Office of the Secretary General at the ACS Secretariat headquarters based in Trinidad and Tobago.

3.4.2 The ACS expects that in response to this request, all bidders provide relevant and appropriate responses to the specific requirements in a concise and comprehensive manner. Any proposal which does not fully address or comply with the stated requirements may be considered incomplete and therefore rejected.

3.4.3 The bidder shall bear all costs associated with the preparation and submission of its proposal. The ACS will not be responsible or liable for any such costs, regardless of the outcome of this process.

3.4.4 All submitted proposals shall remain valid for a period of ninety (90) days following the closing date for submissions. If the situation arises whereby an extension of validity would be required, the ACS will seek an extension in writing. Any bidder who consents to the granting of any such request will not be allowed to modify its proposal.

3.4.5 To assist in the evaluation of all submitted proposals, the ACS may at its discretion, issue a Request for Clarification in writing, which shall also be responded to in writing. No amendments in the pricing or contents of the proposal shall be sought, offered, or permitted.

3.4.6 Any proposal received by the ACS after the stated deadline date and time for submission will be rejected and not considered.

3.4.7 Bidders of the successful proposal will receive a written notification of the award of contract. Unsuccessful bidders shall also receive written notification of the non-acceptance of their proposals.

3.4.8 The successful bidder must be prepared to immediately begin contract negotiations upon notification of the award. If the bidder is not able to begin contract negotiations, the ACS reserves the right to begin negotiations with any other bidder who submitted bid which merits consideration. The ACS also reserves the right to negotiate the contract to include any portion or portions of the scope of work as it deems necessary to meet the current requirements of the project. Should the successful bidder for any reason be unable to finalize or perform its obligations under and performance of the contract, the ACS reserves the right to enter into an agreement with any other supplier or service provider for the provision of the required goods or services.

3.4.9 The organization providing the successful proposal will be offered the opportunity to enter into an agreement with the ACS, which can conform to the following;

- The Scope of Work (SOW) and specifications described in this RFP
- The Proposal submitted by the bidder
- Agreed key performance indicators or service level agreements.
- The ACS's standard contract terms and conditions

3.4.10 All prices shall be quoted in United States Dollars (USD). The Value Added Tax shall be quoted in Trinidad and Tobago Dollars (TTD).

3.4.11 All employees of the selected organization will be required to adhere to the ACS HSE, Security, and other applicable policies during the performance of its work, which shall be provided prior to the commencement of any activities.

3.4.12. ACS reserves the right to undertake a due diligence exercise, aimed at determining to its satisfaction, the validity of the information provided by prospective Suppliers. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:

- a) Verification of accuracy, correctness and authenticity of information provided by the prospective supplier;
- b) Validation of extent of compliance to the ACS requirements and evaluation criteria based on what has so far been found by the evaluation team;
- c) Inquiry and reference checking with Government entities with jurisdiction on the prospective supplier, or with previous clients, or any other entity that may have done business with the prospective supplier;
- d) Inquiry and reference checking with previous clients on the performance on ongoing or completed contracts, including physical inspections of previous works, as deemed necessary;
- e) Physical inspection of the prospective supplier's offices, branches or other places where business transpires, with or without notice to the prospective supplier;
- f) Any other means that ACS may deem appropriate, at any stage within the selection process, prior to awarding the contract.

3.4.13. ACS shall be under no obligation to enter into any discussions or correspondence for the purpose of seeking clarification to the proposals of each prospective Supplier. However, ACS reserves the right to request any, or all, prospective Suppliers to explain or elaborate their offers without incurring any obligations whatsoever.

3.4.14 The submission and evaluation of quotes and proposals in response to this RFP, is not to be construed or interpreted as a commitment to acceptance of the any proposal.

3.4.15. ACS reserves the right to reject any, or all proposals, and to accept the proposal(s) that, in their judgment, they may deem to be in the best interest of the ACS and reserves the right to waive any or all of the requirements/specifications stated in this RFP.

3.4.16. All terms, conditions, requirements, and procedures included in this RFP must be met for a proposal to be qualified. A proposal that fails to meet any material term, condition, requirement, or procedure of this RFP may be disqualified.

4.0 RFP Point of Contact

Prospective bidders are requested to use the following contact details for all correspondence with the ACS concerning this RFP.

Attention:

His Excellency Mr. Rodolfo Sabonge
Secretary General
Association of Caribbean States
Office of the Secretary General | M365 Tender
Tel: 622-9575
Email: tenders@acs-aec.org

5.0 Activity Schedule

The following timetable constitutes a tentative schedule for this RFP process. The ACS reserves the right to modify this schedule at any time.

5.1 Vendor Deliverables

- **RFP Questions – Due by 05 October 2022.**
Questions about this RFP must be submitted in writing by 05 October 2022, to the point of contact listed above.
- **Intent to Respond – Due by 04 October 2022.**
If your firm chooses to respond to this RFP, please submit the “Intent to Respond,” as indicated in Section 8 (Prequalification of Vendors), via email to the primary contact by 04 October 2022. Failure to submit your Intent to Respond may disqualify your firm from submitting a response to this RFP.
- **Proposal Submissions – Due by 18 October 2022.**
Those who wish to be considered must submit their completed proposal by 18 October 2022. Specific instructions for proposal submissions are contained in Section 11 (Contents of Proposal). Proponents are required to submit a **Technical Proposal and a Financial Proposal**.

The estimated RFP Activity schedule is as follows:

Deliverable	Date
Release of RFP	12 September 2022
Mandatory Pre-Bid Conference	26 September 2022
Intent to Respond Deadline	03 October 2022
RFP Questions Deadline	04 October 2022
RFP Answers Provided	10 October 2022
RFP Submission Deadline	18 October 2022
ACS Review of Technical Submissions	24 October 2022
ACS Review of Financial Submissions	31 October 2022
Selection of Finalist	06 November 2022
Interviews of Finalists (if applicable)	12 November 2022
Service Award	18 November 2022
Expected date for commencement of Contract	TBD – (tentative)
Maximum expected duration of contract	6 Months

5.2 Mandatory Events

All bidders are required to attend an online Pre-Bid Conference identified in item 5.5 and scheduled for 27 September 2022 via ZOOM/WebEx videoconference. Bidders must confirm their attendance via email to tenders@acs-aec.org on or before 26 September 2022. The email must have the subject heading “Pre-Bid Conference for M365” and must state the name and contact details for the representatives that will be in attendance.

5.3 Deadline for inquiries

A mandatory Pre-Bid Conference has been scheduled for this project; therefore, the cut-off date for submission of questions will be **five (5) days** after the conclusion of the mandatory Pre-Bid Conference. While all questions will be entertained at the mandatory Pre-Bid Conference, it is strongly urged that questions be submitted in writing prior to the mandatory Pre-Bid Conference. It is requested that bidders having long, complex or multiple part questions submit them via email as far

in advance of the mandatory Pre-Bid Conference as possible. This request is made so that answers can be prepared prior to the mandatory Pre-Bid Conference and circulated to all potential respondents.

5.4 Question Protocol

Questions should be submitted in writing and should be directly tied to the RFP by the writer. Questions should be asked in consecutive order, from beginning to end, following the organization of the RFP. Each question should begin by referencing the RFP page number and section number to which it relates.

Prospective vendors(s) shall not contact any person within the ACS directly, in person, or by telephone concerning this RFP. All communication must be conducted via the designated email address identified in this RFP.

5.5 Mandatory Pre-Bid Conference

The purpose of the mandatory Pre-Bid Conference is to provide a structured and formal opportunity for bidders to meet with Representatives of the ACS Secretariat to raise questions and clarify any of the proposal requirements prior to submission of Bids for Examination and Review by the Tenders Committee at the ACS Secretariat. The date, time and location are provided as follows:

DATE: 27 September 2022
TIME: To be confirmed
LOCATION: Virtual Meeting (Zoom/WebEx)

CAUTION: Proposal bids will be automatically rejected from any prospective supplier that was not represented or failed to properly register at the Mandatory Pre-Bid Conference.

It is the responsibility of the bidder to identify and address any additional requirements or information needed to submit a proposal. No special consideration shall be given to any prospective supplier, because of the bidder's failure to be knowledgeable of all the requirements of the proposal after the Pre-Bid conference date.

6.0 Response to RFP

The responses to the RFP should be prepared in a manner that would aid in the making of an informed decision regarding the acquisition and implementation of the proposed solution and any equipment applicable. The additional information required to be submitted in response to this RFP has been determined to be essential in the bid evaluation and contract award process.

Any vague qualifying statements made by the bidder to the RFP's requirements could result in a determination that the bidder's proposal is materially non-responsive. Each bidder is given wide latitude in the degree of detail it elects to offer or the extent to which plans, designs, systems, processes and procedures are revealed. Each bidder is cautioned, however, that insufficient detail may result in a determination that the bid proposal is materially non-responsive or, in the alternative, may result in a low technical score being given to the bid proposal.

If a joint venture is submitting a bid, the agreement between the parties relating to such joint venture should be submitted with the joint venture's proposal. Authorized signatories from each party comprising the joint venture must sign the bid proposal.

Prospective Supplier(s) may submit proposals on one or all of the task objectives identified in the Scope of Work. Preference will be given to a single Proposer(s) taking responsibility for coordinating all facets of the project. Proposer(s) may partner with other firms and submit the response. Proposer(s) that do this and accept full responsibility for the proposal will be given the same consideration as single Proposer(s) that take full responsibility for all facets of the project. The proposals will be judged on quality and extent of competence and support and not necessarily price alone.

The preferred supplier selected will:

- Be able to supply a turn-key solution comprising and meeting all the services and requirements identified in this RFP.
- Have not less than 3 years' experience in the provision and implementation of requirements articulated in this RFP and any Appendices attached.
- Have been in business for at least 5 years

7.0 Vendor Requirements

7.1 General

The vendor shall provide all personnel, equipment, tools, materials, vehicles, supervision, and other items and services necessary to perform all services, tasks, and functions as requested in this RFP.

The vendor will be responsible for ensuring that the project is completed on time, within scope and budget, and in accordance with the performance requirements and expectations of the ACS. It is similarly expected that the selected Contractor would implement the minimum measures required to safeguard the health and well-being of all personnel, agents, visitors, and ACS staff during the execution and performance of the following Scope of Work.

7.2 Standards, Specifications and Requirements

The Contractor will also be responsible for ensuring that the works are completed in accordance with the provision of service design, operation and transition as defined in the ITIL documentation (<https://www.axelos.com/best-practice-solutions/itil>). A single programme manager contact point as well as a back-up programme manager must be identified and provided by the Contractor. The Contractor must be able to respond to the ACS staff during ACS business hours (9am-5pm).

7.3 Examination of RFP Contents

Prospective vendors acknowledge and agree that they are solely responsible for obtaining their own commercial, legal, accounting, and other advice with respect to the contents of this RFP or any such information as is described in this paragraph. Prospective vendors who submit a proposal to the ACS are deemed to have released the ACS from, and waived any action, cause of action, claim, liability, demand, loss, damage, cost or expense, of every kind, in any way connected or arising out of the contents of this RFP or any such information as is described in this paragraph.

Prospective vendors are responsible for examining, with appropriate care and attention, the invitation package and are also responsible for informing themselves with respect to all conditions that may, in any way, affect the cost or the performance of any proposed solutions. Failure to do so shall be at the sole risk of the prospective Suppliers, and suppliers can be given no relief for error or omission.

In the event that it becomes necessary to clarify or revise this RFP, such clarification or revision will be by addendum. Any RFP addendum will be distributed as follows:

Since a mandatory Pre-Bid Conference has been scheduled for this procurement, any addendum issued before the mandatory Pre-Bid Conference will be distributed to all prospective suppliers who were sent the initial RFP. Any addendum issued at the time of or after the mandatory Pre-Bid Conference will be distributed only to those prospective suppliers represented and properly registered at the mandatory Pre-Bid Conference.

7.4 Cancellation of the RFP Process

The ACS reserves the right to cancel the RFP process in its entirety or even partially for any reason without defraying any costs incurred by any company/firm/joint venture/partnership/consortium. Notices of such cancellation will be communicated to all participating firms.

8.0 Prequalification of Vendors

In keeping with international best practices for procurement, all vendors will be required to demonstrate that they have the requisite experience, resources, capabilities, and competences to undertake and perform the required works. Accordingly, the following documents must be submitted as part of your proposal under the appropriate headings and in the order in which they are listed below. As previously indicated in the Terms & Conditions, failure to submit will result in your proposal being rejected and therefore not considered as part of our evaluation process;

- A Company Profile.
- An outline of your company's experience in initiating and successfully completing similar projects and services.
- Your company's Organizational Chart.
- A list of all company directors.
- Firm with 3+ years' experience performing Microsoft 365 / Office 365 implementations and/or migration as well as providing proof of completion per implementation/migration, similar to the scope outlined in Section 14 (Scope of Work).
- Must be a Microsoft Partner.
- Listing of recent or existing contracts (within the last five (5) years), include three (3) testimonials from past clients of a similar size and nature.
- Identification of your Microsoft Authorized Partner Certification(s) or status.
- Certificate of Incorporation, or any other official documentation related to the Business/Company Registration.
- In the case of entities registered in Trinidad and Tobago, the following documents are also required:
 - Valid Income Tax Clearance Certificate,
 - Valid VAT Clearance Certificate,
 - Valid National Insurance Board Clearance Certificate
- A bank reference letter indicating tenure, financial standing, and credit rating.
- A completed Bid Submission Compliance and Risk Data form attached as Annex I.

Prospective suppliers intending to submit proposals are encouraged to provide a written letter of intent to propose by 04 October 2022 as an email attachment to tenders@acs-aec.org. The letter must identify the name, address, phone, and e-mail address of the person who will serve as the key contact for all correspondence regarding this RFP.

A letter of intent is required so the ACS can provide interested bidders with a list of any questions received and the ACS responses to those questions. Those providing a letter of intent will also be notified of any addenda that are issued.

9.0 Proposal Delivery

Bidders are requested to submit their proposals via email to ACS at tenders@acs-aec.org. The subject of the email should be: "Response to M365 RFP".

In order to be considered, a bid proposal must arrive in the account no later than the deadline date for submission of 18 October 2022. Bidders submitting proposals are cautioned to allow adequate delivery time to ensure timely delivery of proposals and should request a delivery receipt in their email communication to verify successful delivery of your proposal.

The ACS will only accept electronic submissions. Proposals may be submitted electronically in PDF format to the point of contact email address noted in Section 3 (RFP Point of Contact)

CAUTION: No hard copy postal or facsimile submissions will be entertained. The bidder is instructed to clearly identify any requirement of this RFP that the bidder cannot satisfy.

Proponents are, are required to submit a Technical Proposal and a Financial Proposal. The Proposals will form the basis for contract negotiations and ultimately for a signed contract.

The proposal should be submitted as PDF format no larger than four megabytes (4MB) in size. If your proposal exceeds this size, you should submit your response in separate email messages not exceeding 4MB.

Bidding will be, conducted using a modified two (2)-envelope system.

Each submission shall be, emailed with the technical and financial proposals clearly marked.

10.0 Proposal Form and Format

10.1 Technical Proposal Overview

The Technical Proposal shall contain the following items, duly completed and where applicable signed and notarised by the Proponent's Authorised Representative, and other documents required to, provide evidence of the Proponent's qualifications and experience.

The Technical proposal should follow the format indicated in the following Section of this RFP (Contents of Proposal). The Technical Proposal should be divided into three (3) sections as indicated below:

1. Informational
2. Technical
3. Appendix

See further breakdown in Section 11 (Contents of Technical Proposal) below.

The bidder must provide the information requested and listed in items one (1) to ten (10) of Section 14.0. All information must be received prior to, or accompanying, the bid. Failure to do so will preclude the award of a contract.

Bidders must submit their technical and organizational support and experience proposals by fully and accurately completing the Bidder Data Annex Documents included in this RFP in relation to Section 3.0. A bidder's failure to fully, properly and accurately complete all of the technical proposal and organizational support and experience information required by Section 3.0 of the RFP may result in their bid being considered non-responsive.

Bidders must present their solution and address the requirements outlined in Section 14.0 (Scope of Work) of this RFP.

Failure to submit all information required will result in your bid being considered non-responsive. Each bidder is duly reminded of the standing requirement to hold its prices firm for a minimum of ninety (90) days so that an award can be made.

Proposers are required to submit the following items as a complete Technical Proposal:

1. Title Page showing the RFP subject, the name of the Proposer's firm, local address, telephone number, the name of a contact person, and the date.
2. Table of Contents
3. Letter of Transmittal
4. Checklist of documents submitted in the proposal
5. The documents and completed forms listed in Section 8 (Prequalification of Vendors), above.

10.2 Financial Proposal Overview

The Proponent's Financial Proposal shall detail an estimate of fees for the services to be, provided which will form the basis of a fixed contract price between the parties. The Proponent and the ACS must mutually agree upon fees for any additional projects and/or services prior to the commencement of any such project and/or services.

The Financial proposal should follow the format indicated in the following Section of this RFP (Contents of Financial Proposal). The Financial Proposal summary should be divided into three (3) sections as indicated below:

Bidders must submit their cost proposal in accordance with the three categories described in Section 14.3 (Requested Services).

- 1. Governance Deliverables**
- 2. Technical Implementation Deliverables**
- 3. Technical Orientation Deliverables**

See further breakdown in Section 12 (Contents of Financial Proposal) below.

11.0 Contents of Technical Proposal

Proposals should include as much of the following information as possible. Proposals missing various items will be evaluated accordingly. If respondents have previously prepared responses to various sections for the information requested, those may be submitted in lieu of a customized response.

11.1 Executive Summary

An executive summary that provides the respondent's background, experience, and other qualifications to provide the services included in Section 14 (Scope of Work).

11.2 Statement of Qualifications

A summary of how your firm meets the criteria as outlined in Section 8 (Prequalification of Vendors). The Statement of Qualifications should also demonstrate that your firm fully understands the Scope of Services, has industry knowledge and possesses the qualifications to provide the services requested as outlined in Section 14 (Scope of Work).

11.3 Organizational Information

A summary of your organization including information such as year incorporated, ownership structure, office locations, number of employees, etc. Any use of subcontractors and the associated relationships should be detailed here.

11.4 Key Personnel

Identify the key personnel who will be assigned to this project, with a brief description of their relevant qualifications, skills, experience, and certifications.

11.5 References

Provide at least three (3) references for which the respondent has provided services similar to those included in Section 14 (Scope of Work). Please include for each reference the individual point of contact, a summary of the work performed, and when the respondent provided the service.

These should include:

- Award & Completion dates
- Contract Value
- Client
- Description of services provided
- Contract Variance (amount and reasons)

11.6 Approach/Methodology

Describe your firm's standard approach/methodology for delivering projects. Provide a summary of the steps or framework for service delivery your firm usually follows for the requested services.

11.7 Work Breakdown Schedule for Performing the Assignment

A work breakdown schedule must be included and shall include a timeline showing how the activities under specific deliverables are to be completed.

12.0 Contents of Financial Proposal

12.1 Overview

Provide a pricing proposal accompanied by an explanation for the scope of work being requested. Include pricing of fees and costs, billing practices, and payment terms that would apply. The ACS does not place any limits on the approach to pricing and is open to presentation of more than one pricing alternative for the scope of work, or portions of it. All pricing proposals should be "best and final," although the ACS reserves the right to negotiate on pricing.

12.2 Summary of Costs

A high-level overview of the total cost itemised by the three categories described in Section 14.3 (Requested Services)

12.3 Cost Estimate Breakdown Schedule

A detailed description of the fee(s) and the associated breakdown, for the Services must be provided. The cost estimate of all activities should be identified separately, and in the case of those for which no cost estimate information is provided, it will be assumed that they are included in the overall amount cited in the Financial Proposal.

13.0 Evaluation of Proposals & Correspondence

Proposals received shall be subjected to a combination of pass/fail or yes/no and weighted evaluation criteria. Proponents will be required to demonstrate that they meet the minimum criteria outlined in Section 14 (Scope of Work), on a pass or fail basis.

The evaluation of Proposals will be, conducted in the following stages:

13.1 Preliminary Examination

Proposals that are, received will be, reviewed to ensure that all documents and information requested in the RFP documents are included in the submission. At this point, incomplete submissions may be, deemed non-responsive to the requirements outlined in the RFP and will not be, considered further.

In addition, the Proposals will be examined; on a **yes or no or pass or fail** basis to ensure that, the mandatory minimum criteria outlined in have been, met. Proposals that are deemed substantially non-responsive and/or that fail to meet the minimum mandatory criteria contained therein shall not be further considered.

Proposals that meet the requirements will be given a thorough and objective review. All submitted proposals will be evaluated in accordance with the criteria outlined below.

13.2 Evaluation of Technical Proposals

Each submission deemed substantially responsive during the preliminary examination stage and that meets the mandatory minimum criteria shall be, subjected to a technical evaluation to ensure that the proposed Implementation of Microsoft 365 Cloud Services at the ACS Secretariat meets the requirements outlined in the RFP documents. The technical evaluation shall be conducted on a pass/fail basis.

13.3 Qualification Evaluation Criteria

Proposals that are deemed successful following the evaluation of technical specifications stage will be evaluated against the following pre-determined evaluation criteria and scoring system.

Category	Description	Weight (%)
Technical	<p>Bidder has outlined a clear and concise methodology, approach, and ability to meet project specifications, deliverables, and objectives.</p> <p>Bidder has similarly demonstrated a clear understanding of the project requirements set forth in this RFP.</p>	25
Experience	<p>Bidder has demonstrated through past projects and efforts, the necessary experience in initiating and undertaking similar works.</p>	60
Qualifications	<p>Bidder has demonstrated that its team possesses the necessary resources, qualifications, capabilities, and competences required to undertake the project including:</p> <ul style="list-style-type: none">• Microsoft Partnership• Microsoft 365 exam (347)• Microsoft MCSA certification (Office 365)• Any other certification relevant to administration, security and implementation of Microsoft products will be favourable.	15

Pricing will be considered a part of the evaluation criteria. Lowest price is not essential for the award; however, large pricing differentials between bidders will be carefully examined. Price may be used as a final indicator for determining an awardee when all other criteria have been normalized.

13.4 Evaluation of Financial Proposals

On completion of the qualification evaluation, the Financial Proposal of proponents that passed that stage of the evaluation process will be opened and evaluated.

The Financial details of all proponents that passed the qualification evaluation stage will be reviewed to ensure that all activities required in the scope of services were, priced, and that there are no arithmetical errors in the Proponents' Financial details. In the event of discrepancies between words and figures, the written words will prevail. In the event of discrepancies between unit prices and total amounts, unit prices will prevail. The Supplier that proposes the most advantageous offer and best value for money for ACS will be considered the top-ranked Supplier.

14.0 Scope of Work

14.1 Current State

The ACS operates a software-defined data centre which includes on-premise Microsoft Exchange Infrastructure. Basic tenant setup is complete but no applications or services are in use other than Microsoft Project Online.

- Organization:
 - 50 active users - Persons (ACS Staff and Contractors)
 - 1 - Physical Location
- Microsoft Windows:
 - 5 - Microsoft Windows Servers are expected to be within the project scope.
 - DCs and Exchange Servers included for synchronization
 - 50 - Workstations
 - 40 - Laptops
 - 7 - Desktops
 - 3 - Virtual Desktops
- Microsoft Exchange:
 - 98 - Mailboxes
 - 42 - User Mailboxes
 - 41 – Shared Mailboxes
 - 14 - Service Mailboxes
 - 1 - Resource (Room and Calendar)
 - 25 - Distribution Lists
 - 264 - External Contacts
 - 5.2 GB - Average size of user's mailboxes
 - Public Folders are in active use.

14.2 Desired Future State

The ACS is seeking to implement the various applications, features, and functions of Microsoft 365 as noted in the “Requested Services” section below. This encompasses the following:

- Proper Tenant Setup and Configuration
- Implementation of Office 365 Application Suite
- Implementation of Exchange Online
- Implementation of synchronization using on prem AD
- Implementation of OneDrive for Business
- Implementation of Microsoft Teams
- Implementation of Proper Security and Governance Best Practices
- Implementation of adequate software and licensing

14.3 Requested Services

The items listed below in this section encompass the scope of work and services required for this engagement. The activities that will be required to be completed are divided into three (3) categories.

1. Governance Deliverables
2. Technical Implementation Deliverables
3. Technical Orientation Deliverables

1.0 Governance Deliverables

1. Detailed Project Plan and Phased Implementation Methodology Microsoft 365 Deployment.
2. Migration Plan of user email services inclusive of Acceptance Test Plan
3. Functional specification and technical specifications for final network design based on approved Microsoft Hybrid M365 model(s).

2.0 Technical Implementation Deliverables

- 1. Microsoft 365 Readiness Assessment, Discovery, and Planning**
 - Evaluate current systems to gather and capture information about existing infrastructure
 - Identify potential challenges in the migration and propose solutions
 - Recommend and provide a solid communications plan for end users
 - Develop a project plan for the implementation of the requested Microsoft 365 services
 - Document the architecture and configuration of the implemented Microsoft 365 services
- 2. Plan and Provision Office 365**
 - Provision existing Office 365 tenant
 - Plan the deployment
 - Subject Alternate Name (or SAN certificate) implementation for SSL connections.
- 3. Plan and Configure Directory Synchronization**
 - Plan and prepare for directory synchronization
 - Implement directory synchronization using Azure AD Connect and integrate with on premises server
 - Manage Office 365 identities with directory synchronization
- 4. Plan and Configure Exchange Online Services**
 - Plan and configure email flow in Office 365
 - Plan and configure email protection in Office 365
 - Plan and configure client access policies
 - Plan Exchange Online deployment
 - Manage Exchange Online recipients
 - Plan and Configure Exchange Online Permissions
 - Migrate to Exchange Online while maintaining a hybrid installation with the on-premise solution being retained

5. **Plan and Implement Application Suite**

Groupware productivity applications required are:

- Core: Word, Excel, PowerPoint, Outlook
- Secondary: Publisher, Access, SharePoint, Visio

6. ***Plan and Configure Microsoft Teams***

- Plan and configure Teams for better communication and collaboration

7. **Plan and Configure OneDrive for Business**

8. **Plan and Configure Security and Compliance in Office 365**

- Review the security and compliance features in Office 365
- Plan and configure Azure Information Protection in Office 365
- Configure the compliance basic features in Office 365

9. **Monitoring and Troubleshooting Microsoft Office 365**

- Troubleshooting Office 365
- Monitoring Office 365 service health

10. **Implement Microsoft 365 Threat Protection**

- Basic Security in Microsoft 365
- Secure Score
- Threat Intelligence

3.0 Technical Orientation Deliverables

1. Technical Training – inclusive of the provision of best-practice guidance on license management, operations, monitoring and reporting.

2. User Training – Training of internal resources to use the solution.

15.0 Pricing & Payments

All estimates submitted should be valid for a period of at least ninety (90) days after the closing date of the tender to allow for the evaluation of bids and the selection of the contract awardee. Pricing structure should mirror that of the sections or categories outlined in the SOW.

All payments shall be made via cheque or wire transfer subject to any contract that arises from this procurement process.

16.0 Contract Award and Notification

The selected Supplier(s) will be notified in writing by an authorized representative of ACS and will be invited to negotiate a contract.

17.0 Contract Award Requirements

Requirement	Description	Status
Liquidated Damages	Will be imposed as follows: Percentage of contract price per day of delay: 0.25% Maximum number of days of delay 10, after which ACS may terminate the contract.	Required