



ASEAN SECRETARIAT

Request for Proposal

Provision of Microsoft CSP Office 365 Subscription

PROPOSAL MUST BE RECEIVED BY
Thursday, 16 May 2024

DELIVER/MAIL PROPOSAL TO:

ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia

Prepared by:	Information Technology Systems Division
Date:	April 2024

1 EXECUTIVE SUMMARY

1. The ASEAN Secretariat (ASEC) was established in February 1976 by the Foreign Ministers of ASEAN. Currently staffed with approximately 400 people, the mission of ASEC is to initiate, facilitate and coordinate ASEAN stakeholder collaboration in realizing the purposes and principles of ASEAN as reflected in the ASEAN Charter. In order to effectively fulfil its function in providing greater efficiency in the coordination of ASEAN organs and implementation of ASEAN Programs and Projects, ASEC needs to be equipped with sufficient tools and up-to-date technology along with their licenses.
2. Over the years the number of staffs are growing significantly which requires ASEC to provide better scheme in software licensing. Microsoft as a brand of major software used worldwide, introduced a licensing scheme namely Microsoft Cloud Solution Provider (CSP), which is designed to provide customer **flexible** Microsoft public cloud subscriptions, such as **Office365**, Enterprise Mobility Suite (EMS), Azure and Dynamics CRM Online as well as getting mandatory 24/7 support from CSP partner.
3. ASEC intends to subscribe to Office 365 where all Microsoft office product will be licensed to all ASEC staff, and to provide hardware/ server free - Email handling solution. This solution will make ASEC Staff always get the most updated licensed software and seamless corporate email service with bigger storage. ASEC is seeking a vendor who is able to facilitate and provide the solution with the required specification and services. The selected vendor will work with Information Technology Systems Division (ITSD) staff(s) who will be assisting the vendor on the procedure and facilitation.
4. The selected vendor shall be tasked to achieve the following objectives:
 - a) Provide Microsoft CSP licenses as stated in the Technical Specification/ TOR.
 - b) Review the current configuration of Exchange Online (if any) to get best mail server performance.

2 SCOPE OF WORK

The vendor shall work closely with ITSD staffs to achieve the above objectives as well as undertake the following indicative tasks:

- 1) Deliver the necessary services in a timely manner.
- 2) Perform the required tasks/operations as needed for this project.
- 3) Provide support, maintenance and or resolve any problems related to exchange online and.
- 4) Provide quick technical guidelines of administrative operations.

2.1 PROJECT REQUIREMENTS

Criteria of the Company:

The to-be-selected Vendor shall meet the following criterion:

- 1) An established company/ company registration with proven records in provision of Microsoft Licensing or Microsoft Solution for a multi national-companies, governmental agencies, or international organizations similar to ASEC;
- 2) Provided at least 3 customer references and testimonials who have acquired the vendor for the provision of Microsoft Licenses or solutions especially on the handling solution for online Ms Exchange.
- 3) Proven track records and experiences in handling bulk procurement on Microsoft products;
- 4) Microsoft Authorised partner (CSP Partner) certificate/authorised letter to be supplied.
- 5) Posses Experts on the subject matters (microsoft Office 365, exchange and exchange online and its related fields) proven by providing CVs.

Expected Deliverables:

The to-be-selected Vendor shall provide the expected deliverables:

- 1) Provide professional support for any issue/ failure related to Exchange Online for a period 12 months from the date of acquisition to ASEC.
- 2) Provide quick technical guidelines of administrative operations.
- 3) Provide Microsoft CSP licenses as stated in the technical specifications/ TOR:

- a. Microsoft 365 Business standard with teams– 150 licenses
- b. Microsoft 365 E5 with teams – 2 licenses
- c. Office 365 E3 with teams – 347 licenses
- d. Power BI pro – 5 licenses
- e. Power Automate Premium – 1 license

3 RFP REQUIREMENTS PROCESS

Interested company should submit a Technical Proposal and a Financial Proposal.

3.1 STRUCTURE OF THE DOCUMENT

PROPOSAL SUBMISSION INSTRUCTION

- a. All proposals must be submitted in English.
- b. Vendors should indicate the Title of the Tender at the upper right of the envelopes.
- c. The Technical and Finance Proposals must be submitted separately in two different envelopes, in two sets i.e. original and a copy.
- d. **Vendors should not include any financial/cost data in the Technical Proposal, but only in the separate envelope titled Financial Proposal. Failure to adhere to this will lead to disqualification.**
- e. The proposal should be concisely presented and structured, and should explain in detail the Vendor's availability, experience and resources to provide the requested services.
- f. Proposals must be submitted by the Closing Date and Time, as indicated in the RFP.
- g. Proposals that are incomplete or do not address the required criteria may not be considered in the review process.
- h. All communications with regard to this RFP shall be in writing and submitted to:

Procurement Unit
Administration and General Affairs Division
ASEAN Secretariat
Email : procurement@asean.org

3.2 CLOSING DATE AND TIME OF SUBMISSION OF PROPOSALS

All proposals must be submitted not later **Tuesday, 16 May 2024**. By following options:

3.2.1 Hardcopy (preferably)

Submit in two separate enveloped indicating Technical and Financial Proposals in each envelope to the following address :

Chairman of Sub-Committee on Tender
Administration and General Affairs Division

The ASEAN Secretariat
JI Sisingamangaraja No.70A
Kebayoran Baru
Jakarta 12110
Indonesia

Any notices with respect to this RFP should also be mailed to the above contact and address.

3.2.2 Softcopy

All proposals shall be sent to the following email address:

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
Email: procurement@asean.org

The softcopy of Technical and Financial proposals must be sent **separately**, protected by a different password for each proposal in encrypted format at PDF/ZIP file.

- Do not mention the password in body email.
- Inform the password only when the procurement staff contact you to do so

3.3 RFP TERMS & CONDITIONS

a. Eligibility to participate.

This tender is open to any established company and business registration, with proven record in bulk procurement for multi-companies, governmental agencies, or international organizations.

b. Validity of Bid Proposal

Received tender proposals shall be valid until **31 September 2024**.

c. Preliminary meeting

ASEC will conduct a preliminary meeting about this bidding process. All prospective vendors who are interested to participate in the bidding process may register by sending an email to procurement@asean.org no later than **07 May 2024**

ASEC will conduct meeting ONLINE as per the following schedule:

Date : **08 May 2024**
Time : 14.00 WIB
Venue : TBA

4 COMPLIANCE

In conformance to the ASEAN Secretariat's Financial Rules and Procedures (AFRP), the vendor shall submit Tender Bids in **two** sealed envelopes as follows:

1) First Envelope:

Technical Proposal which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; after-sales service/parts; manpower requirements; list of contractor's equipment, printed hardcopies of the duly filled Appendix 1 and 1a - Company General Information and List of Clients; and completed Compliance Checklist as per Appendix 2;

2) Second Envelope:

Financial Proposal which shall consist of the following sets of documents:

- a. **FIRST SET**, which shall contain, among others, the bid amount; recurring and maintenance cost; detailed estimates including a summary sheet indicating the unit prices of construction materials; payments schedule;
- b. **SECOND SET**, which shall consist, among others, the company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statements, track record which includes testimonials from past and present clients on projects similar to the project at hand; capability to undertake the project;

All documents not submitted in English shall not be entertained and quoted price in the hardcopy submission shall be in **US Dollar for international bidder and IDR for Indonesian bidder.**

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

Appendix 1
 Company General Information
To be submitted together in the Technical Proposal

Name:			
Division or Subsidiary (if applicable):			
Address:			
City:			
Province / State:			
Country:			
Postal Code:			
Telephone:			
Business Name Registration: (if applicable)			
Tax Registration Number:			
Valid Business Permit: (if applicable)			
Contact:		Telephone no.:	
Title / Position:		Fax no.:	
E-Mail:			
Indicate number of years involved in similar business			
Are you a subsidiary of a financial institution? *If Yes, Please indicate your Holding Company			

Appendix 1A
List of Clients
To be submitted together in the Technical Proposal

Customer Details	
Company Name	
Company Address	
Telephone Number	
Email address	
Contact Name	
Project Title	

Customer Details	
Company Name	
Company Address	
Telephone Number	
Email Address	
Contact Name	
Project Title	

Customer Details	
Company Name	
Company Address	
Telephone Number	
Email Address	
Contact Name	
Project Title	

APPENDIX 2
Technical Requirements
To be submitted in the Technical Proposal

No	Description	ASEC Requirements	remarks
1	Company qualification	An established company/ company registration with proven records in provision of Microsoft Licensing or Microsoft Solution for a multi-national-companies, governmental agencies, or international organizations similar to ASEC	Vendor to provide proof.
2	<u>Customer references</u>	Provide at least 3 references related to the project, including UAT document with <u>good testimonials</u> for each customer	Vendor to comply
3	Microsoft Authorized partner	Possess Authorization Letter from Microsoft (Provide evidence)	Vendor to provide proof
4	Technical Expert	Possess Microsoft certified technical expert	Vendor to provide proof
5	Bulk procurement	Provide track records of bulk procurement on Microsoft licensing or Microsoft solutions	Vendor to provide proof
6	Product	- Microsoft 365 Business standard without teams– 150 Licenses - Microsoft 365 E5 with teams– 2 licenses - Office 365 E3 with teams – 347 licenses - Power Bi Pro – 5 licenses - Power automates premium – 1 license	Vendor to comply

APPENDIX 3
Price
To be submitted in the Financial Proposal

No.	Description	Unit	Price
1	Total cost		
2	Terms of payment		
3	Price Detail of products		
	Microsoft 365 Business Standard without teams	150	
	Microsoft 365 E5 with teams	2	
	Office 365 E3 with teams	347	
	Power BI Pro	5	
	Power Automate premium	1	

APPENDIX 4

Checklist for the Completeness of Documents Submitted

The checklist must be used to ensure that you have provided all documentations for the tender.
The checklist must be signed and included in both envelopes of your proposals.

I. General Requirements

No.	Description	Checklist
1	Proposals shall be prepared in English	
2	Proposals are submitted in two different envelopes	
3	The envelope must be sealed and labeled accordingly. i. Technical Proposal ii. Financial Proposal	
4	Title of the tender shall be put on each envelopes	

II. Technical Proposal

No.	Description	Checklist
1	Technical Specifications of the proposed requirements	
2	All required information has been addressed accordingly	
3	Schedule of delivery	
4	Manpower/consultant requirement	
5	Printed hardcopies of the duly filled Appendix 1 and 1a – Company General Information and Customer References	
6	Company profile	
7	Copy Company Legal Documents (if applicable), i.e. i. Business Name Registration ii. Valid Business Permit iii. Tax Identification Number iv. List of clients' reference v. Customer testimonials on the similar project	
8	vi. One original signed copy of technical proposal	
9	Other requirements needed to be provided	
10	At least one duplicate copy of technical proposal	

III. Financial Proposal

No.	Description	Checklist
1	Offering is formulated in English	
2	Bid amount in IDR for Indonesian company, in USD for international company	
3	Payment breakdown and schedule	
4	Latest audited financial statements (if applicable)	
5	Authority of signatory (if applicable)	
6	One original signed copy of financial proposal	
7	At least one duplicated copy of financial proposal	

APPENDIX 4
Template for the Proposal Envelope
First Envelope – Technical Proposal

**Company Name &
Address**

Technical Proposal - Title of the Tender

**Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia**

Second Envelope – Financial Proposal

**Company Name &
Address**

Financial Proposal - Title of the Tender

**Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia**