



ASEAN SECRETARIAT

Terms of Reference

(as of April 2024)

Provision of Microsoft CSP M 365 Subscription

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Term of Reference

Provision of Microsoft CSP - Office 365 Subscription

1 Background

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.

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.

2 Objectives

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 can 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.

The selected vendor shall be tasked to achieve the following objectives:

- 1) Provide Microsoft CSP Licenses of the required types as stated in the Technical Specification.
- 2) **review the existing configuration of Online Exchange** to get better performance.

3 Expected Deliverables

The expected deliverables include:

- 1) Provide professional support for any issue/ failure related to Exchange Online
- 2) Provide quick technical guidelines of administrative operations.

4 Scope of Services

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) Provide support, maintenance and or resolve any problems related to exchange online and on-premises AD Connect Server.
- 3) Provide quick technical guidelines for administrative operations.

5 Indicative Work Schedule

Vendor is required to provide indicative activities and estimated timelines for the delivery of the Service. The expected delivery is as follow

<u>Items</u>	<u>Quantity</u>	<u>Expected Delivery Deadline</u>
M365 Business Standard	150	30 June 2024 or earlier
M365 E5	2	30 June 2024 or earlier
Office 365 E3	347	30 June 2024 or earlier
Power BI Pro	5	30 June 2024 or earlier
Power Automate Premium	1	30 June 2024 or earlier

6 Vendor Qualifications and Experiences

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 hybrid solution for 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 (certified microsoft Office 365, exchange and exchange online and its related fields) proven by providing CVs.

7 Technical Specification

The Specification shall meet the following criterion:

Items	Number of Licenses
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

8 Duration of Service

- The intended subscription of CSP is for the duration of 12 months, extendable to another 24 months subject to customer satisfaction,
- Any update of Microsoft subscription will be channeled through the selected vendor.
- Any change of price for the second and third year must follow the official announcement from Microsoft.
