



ASEAN SECRETARIAT

Request for Proposal

Provision of Microsoft 365 CSP Subscription

PROPOSAL MUST BE RECEIVED BY
Tuesday, 2 June 2026

DELIVER/MAIL PROPOSAL TO:
ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia

Prepared By:	Information Technology Systems Division
Date:	May 2026

1. EXECUTIVE SUMMARY

The ASEAN Secretariat (ASEC) was established in February 1976 by the Foreign Ministers of ASEAN. Currently staffed with approximately 450 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 providing 24/7 support through CSP partner.

ASEC intends to renew subscription to Office 365 where all Microsoft office product will be licensed to all ASEC staff, including Email solution. This solution will make ASEC Staff always get the most updated licensed software and seamless corporate email service with a big storage capacity. 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.

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

- a) Provide recommendation of the required or better services as stated in the Technical Specification/ TOR.

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) Execute and deliver timely renewal of the Microsoft 365 CSP subscription.
- 2) Ensure no disruption (zero downtime) to existing services during the renewal process.
- 3) Provide support and maintenance for Microsoft 365 services, including:
 - a) Exchange Online
 - b) Azure AD / Entra ID
 - c) Other Microsoft 365 services in use
- 4) Provide:
 - a) SLA-based technical support, including troubleshooting, incident response, and resolution support.
 - b) Advisory services and best practice recommendations.
 - c) Quick technical guidelines for administrative operations.
- 5) Vendor shall ensure:
 - a) Continuity of existing configurations
 - b) No data loss or service degradation
- 6) Vendor is expected to demonstrate:
 - a) Familiarity with enterprise-scale Microsoft 365 environments
 - b) Capability to support complex and multi-user tenant environments

A. 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 and Microsoft Solution (please provide evidence);
- 2) Shall be legally established entities in accordance with applicable laws and regulations in their respective country of registration, including small, medium, or large enterprises. (please provide evidence);
- 3) Must be a legally registered company with relevant business classification in information technology services, including (please provide evidence) the following documents:
 - KBLI 62090 - Activities in Information Technology and other computer related services or International Standard Industrialization Classification (ISIC) or relevant certificate.
 - KBLI 62029 - Computer consultancy and management or equivalent business classification in their respective country of registration or certificate of International Standard Industrialization Classification (ISIC) / relevant certificate.

- KBLI 63112 - Hosting Activities or equivalent services or certificate of International Standard Industrialization Classification (ISIC) / relevant certificate.
- 4) Must have experiences in handling Microsoft 365 environments with more than 300 users. Please provide evidence.
 - 5) Provided at least 2 (two) similar project references within the last 3 years (provide the evidence)
 - 6) Possess ISO/IEC 27001:2022 certification in information security management (please provide evidence);
 - 7) Possess ISO 37001:2016 certification (Anti-Bribery Management System) to ensure compliance with governance, transparency, and ethical standards in service delivery (please provide evidence)
 - 8) Must have Microsoft Authorized partner (CSP Partner) certificate. (Please provide evidence)
 - 9) 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) Renewal of Microsoft 365 licenses in accordance with agreed specifications
- 2) Valid proof of licensing and subscription ownership
- 3) Provide professional support for any issue/failure related to Exchange Online and any Microsoft 365 related matter.
- 4) Provide quick technical guidelines of administrative operations
- 5) License utilization and optimization report
- 6) Recommendations for performance and cost optimization
- 7) Provide professional 24/7 support for any issue/ failure related to Exchange Online for a period not less than 36 months from the date of acquisition to ASEC
- 8) Provide quick technical guidelines of administrative operations.

3. RFP REQUIREMENTS PROCESS

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

3.1. PROPOSAL SUBMISSION INSTRUCTION

- a. All proposals must be submitted in English.
- b. **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.**
- c. 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.
- d. Proposals must be submitted by the Closing Date and Time, as indicated in the RFP.
- e. Proposals that are incomplete or do not address the required criteria may not be considered in the review process.
- f. All communications with regard to this RFP shall be in writing and send 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 than **Tuesday, 2 June 2026** by following options:

5.2.1 HARDCOPY (preferable)

The Technical and Finance Proposals must be submitted separately in two different envelopes, in two sets i.e. original and a copy, to the following address:

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl Sisingamangaraja No.70A
Kebayoran Baru
Jakarta 12110
Indonesia

Compliance

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

1) First Envelope (Technical Proposal):

a. Technical Proposals (original and copy)

First Set, which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; printed hardcopies of the duly filled Appendix 1 and 1a - Company General Information and Customer Reference; Appendix 2 – Technical Requirement and completed Compliance Checklist as per Appendix 4;

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;

2) Second Envelope (Financial Proposal):

Financial Proposal (original and copy) which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3 – **Price**

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

All documents not submitted in English shall not be considered and quoted price in the hardcopy submission shall be in **US Dollar for international bidders and IDR for local bidders**.

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

5.2.2 SOFTCOPY

The Technical and Financial proposals shall be sent separately to the following email address:

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

Subject of the Email:

- **Technical Proposal_Title of Tender_Name of Vendor**
- **Financial Proposal_Title of Tender_Name of Vendor**

Compliance

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.

1. Technical Proposal:

- a. **First set**; which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; printed hardcopies of the duly filled Appendix 1 and 1a - Company General Information and Customer Reference; Appendix 2 – Technical Requirement and Completed Compliance Checklist as per Appendix 4;
- 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;

2. Financial Proposal:

Financial Proposal which shall consist of among others the bid amount; payments schedule; etc; duly filled **Appendix 3 – Price**.

All documents not submitted in English shall not be considered and quoted price in the softcopy submission shall be in **US Dollar for International bidders and IDR for local bidders**.

3. Do not mention the password in the email body.

4. Inform the password only when the procurement staff contact you to request it.

5.3. RFP TERMS & CONDITIONS

5.3.1. BID EXPIRATION DATE

Received tender proposals shall be valid until **31 August 2026**

5.3.2. IMPLEMENTATION / DELIVERY SCHEDULE

As stated in Annex A – Term of Reference'

5.3.3. PRE-BID MEETING (Requester to indicate if needed)

No Prebid Meeting

Participant's confirmation to the pre-bid meeting and questions can be share via email to: procurement@asean.org beforehand.

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 together in the Technical Proposal

The Technical Requirements should address the requirements and expectations set out in the table below. The vendor should use the section numbers and corresponding titles shown in this tables in their Technical Proposal Submission to allow the ASEAN Secretariat Sub Committee on Tender to evaluate Technical Submissions accordingly.

No	Description	ASEC Requirements	Remarks
1	An established company/company registration with proven records in provision of Microsoft Licensing and Microsoft Solution	Company profile	Vendor to submit
2	Shall be legally established entities in accordance with applicable laws and regulations in their respective country of registration, including small, medium, or large enterprises. (please provide evidence);	Company profile / company establishment deed	Vendor to submit
3	Must be a legally registered company with relevant business classification in information technology services, including the following documents: ● KBLI 62090 - Activities in Information Technology and other computer related services. ● KBLI 62029 - Computer consultancy and management	Submit the copy of legal registered company and KBLI 62090, KBLI 62029 and KBLI 63112 / certificate of International Standard Industrialization Classification (ISIC) / relevant certificate.	Vendor to submit the required documents

	or equivalent business classification in their respective country of registration. • KBLI 63112 - Hosting Activities or equivalent services.		
4	Must have experiences in handling Microsoft 365 environments with more than 300 users. Please provide evidence.	Provide company profile/portfolio or other relevant evidence	Vendor to submit the required document
5	Provided at least 2 (two) similar project references within the last 3 years (provide the evidence)	At least two similar projects within the last three years	Vendor to submit the required documents
6	Possess ISO/IEC 27001:2022 certification in information security management (please provide evidence);	Certificate ISO/IEC 27001:2022	Vendor to submit the required documents
7	Possess ISO 37001:2016 certification (Anti-Bribery Management System) to ensure compliance with governance, transparency, and ethical standards in service delivery.	Certificate ISO 37001:2016	Vendor to submit the required documents
8	Must have Microsoft Authorised partner (CSP Partner) certificate. (Please provide evidence)	Microsoft Authorized Partner (CSP Partner) certificate	Vendor to submit the required documents

9	Posses Experts on the subject matters (microsoft Office 365, exchange and exchange online and its related fields) proven by providing CVs.	CV of the Experts	Vendor to submit the required documents
10	Provide professional 24/7 support for any issue/ failure related to Exchange Online for a period not less than 36 months from the date of acquisition to ASEC		Vendor to comply
11	Provide necessary technical support and expected response time in case of emergency		Vendor to comply

APPENDIX 3 PRICE

To be submitted together in the Financial Proposal

The Financial Proposal should contain the bid amount with detailed estimates i.e. description and allocation for each item. The total proposed budget should be inclusive of all supplies, services, taxes, and any other costs required to complete the project. The Financial Submission should detail the estimates for each item as set out in the table below:

No.	Description	Unit Cost (IDR)	Total Cost (IDR)
1.	Cost Breakdown of Subscription and professional service required a. M 365 Business standard – no Teams b. M 365 E5 c. O 365 E3 d. Power BI Pro e. Power BI Premium per User f. Power automate premium g. Power Apps Premium h. Power Apps per app plan i. Professional service		
2	Tax (If Any)		
3	Total Proposed Amount		IDR
4	Payment Schedules	e.g. Payment schedules will be made in stages: 1. First Payment 50 % after receiving PO from ASEC). 2. Final Payment 50% upon signing BAST (final work delivery).	

APPENDIX 4

Checklist for the Completeness of Documents Submitted To be submitted in the Technical Proposal

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 have been addressed accordingly	
3	Schedule of delivery	
4	Manpower/consultant requirement	
5	List of hardware	
6	Printed hardcopies of the duly filled Appendix 1 and 1a – Company General Information and Customer References	
7	Company profile	
8	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	
9	One original signed copy of technical proposal	
10	Other requirements needed to be provided	
11	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	
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 (hardcopy)	
7	At least one duplicated copy of financial proposal (hardcopy)	

APPENDIX 5
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**