



ASEAN SECRETARIAT

Terms of Reference

Provision of Microsoft 365 CSP Subscription

Table of Contents

1	Background	2
2	Objectives	2
3	Expected Deliverables	3
4	Scope of Services	3
5	Indicative Work Schedule	3
6	Vendor Qualifications and Experiences	3
7	Personnel Qualifications	4
8	Technical Specification	5
9	Maintenance, Support, and Monitoring	5
10	Duration of Service	6

Term of Reference

Provision of Microsoft 365 CSP Subscription

1 Background

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 schemes 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.

As the current subscription period is approaching its expiration, ASEC intends to proceed with the renewal of Microsoft CSP subscription. ASEC requires a vendor who demonstrates strong understanding of enterprise-scale Microsoft 365 environments to ensure service continuity, optimization, and security compliance.

2 Objectives

ASEC intends to renew subscription to Office 365, where 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 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) Conduct review and recommend the existing configuration of Online Exchange to get better performance.
- 3) Ensure seamless renewal without service disruption.
- 4) Provide continuous support and optimization of Microsoft 365 services.

3 Expected Deliverables

The expected deliverables include:

- 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.
- 4) Provide quick technical guidelines of administrative operations.
- 5) License utilization and optimization report.
- 6) Recommendations for performance and cost optimization.

4 Scope of Services

The vendor shall work closely with ASEC's ITSD staff 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

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 follows:

Project Kickoff, License Activation, Project handover and Closure

6 Vendor Qualifications and Experiences

The qualified Vendor shall meet the following criteria:

- 1) An established company/ Company registration with proven records in provision of Microsoft Licensing and Microsoft Solution;

- 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.
- 3) must be a legally registered company with relevant business classification in information technology services, including:
 - KBLI 62090 - Activities in Information Technology and other computer related services or certificate of International Standard Industrialization Classification (ISIC) / 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.
- 5) Provided at least 2 (two) similar project references within the last 3 years.
- 6) Possess ISO/IEC 27001:2022 certification in information security management.
- 7) Possess ISO 37001:2016 certification (Anti-Bribery Management System) to ensure compliance with governance, transparency, and ethical standards in service delivery.
- 8) Must have Microsoft Authorized partner (CSP Partner) certificate
- 9) Possess Experts on the subject matters (Microsoft Office 365, Exchange and Exchange Online and its related fields) proven by providing CVs.

7 Personnel Qualifications

- 1) Shall provide a minimum of three (3) qualified technical personnel with different experiences and certification in managing and supporting Microsoft 365 environments. The assigned team shall collectively possess relevant certifications (current or previously obtained) and be able to handle any Microsoft 365 and related technologies issues.
- 2) The team composition shall include:
 - At least one (1) personnel with expertise in Microsoft 365 administration (Exchange Online, Teams, SharePoint)
 - At least one (1) personnel with expertise in identity and access management (Azure AD / Entra ID)
 - At least one (1) personnel with expertise in security and compliance

3) Relevant certifications may include, but are not limited to:

- Microsoft 365 Certified: Teams Administrator Associate (MS-700)
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Microsoft Certified: Azure Solutions Architect Expert (AZ-305)
- Microsoft 365 Certified: Security Administrator Associate (MS-500)
- Microsoft Certified: Azure Security Engineer Associate (AZ-500)
- Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900)
- Microsoft Certified: Identity and Access Administrator Associate (SC-300)

Each proposed technical personnel shall be a permanent employee of the Vendor.

The Vendor must provide a signed declaration letter confirming that the assigned personnel are full-time employees of the Vendor and not subcontracted or borrowed from other entities

8 Technical Specification

The Specification shall meet the following criteria:

No	Description	Type	Quantity
1	Microsoft 365 Business Standard (no Teams)	License	57
2	Microsoft 365 E5 (include Teams)	License	5
3	Office 365 E3 (include Teams)	License	449
4	Power BI Pro	License	5
5	Power BI Premium Per User	License	1
6	Power Automate Premium	License	2
7	Power Apps Premium	License	1
8	Power Apps Per App Plan (1 App or Website)	License	4

9 Maintenance, Support, and Monitoring

- 1) Vendor shall provide support, maintenance, and monitoring services for Microsoft 365 throughout the subscription period.
- 2) Vendor shall provide full technical support via on-call support, email, and online helpdesk with the following Service Level Agreement (SLA):
 - a) Normal incidents: response time within 3 hours
 - b) Critical incidents: response time within 1 hour

The scope of support services shall include, but not be limited to:

- User and license administration
- Microsoft 365 service configuration and basic administration
- Incident handling and troubleshooting related to Microsoft 365 services
- Advisory and guidance related to standard Microsoft 365 features

shall be treated as additional services and may be subject to separate agreement and/or additional cost.

- 3) Vendor shall provide monitoring services during business hours (Monday to Friday, 8 hours per day – 8/5), including service availability and performance monitoring.
- 4) Vendor shall ensure ongoing maintenance activities, including service updates, minor configuration adjustments, and operational support to maintain system stability and performance.

10 Duration of Service

- The intended subscription of CSP – M365 should commence on the 1st July 2026 for the duration of 12 months, extendable to another 36 months subject to customer satisfaction and other conditions
- Any update of Microsoft subscription will be channelled through the selected vendor.
- Any change of price for the second and third year must follow the official announcement from Microsoft.