

RFP FOR SUPPLY OF MICROSOFT ENTERPRISE LICENSE AND OFFICE 365 CLOUD SERVICE PROVISION

Introduction

The Bank of South Sudan (BSS) is the Central Bank of the Republic of South Sudan, established in July 2011. The Bank is fully owned by the Government of South Sudan.

Location

The Bank maintains its headquarters in the city of Juba, the capital of South Sudan, with branches in the towns of Wau, Yei, Malakal and Rumbek.

Objectives of the RFP

Bank of South Sudan wishes to invite proposals from experienced and eligible service provider for Microsoft Software Licenses and Subscription of Microsoft Office 365 Cloud Service with latest security features and technologies and accessible over the Bank's Corporate WAN and Internet. Offers are invited from vendors who are leading Information Technology [IT] Services Company with IT Products and Services as its main business and certified Silver Partners of Microsoft. Bank of South Sudan intends to issue this bid document to eligible IT solution providers in South Sudan and abroad to participate in International competitive bidding.

Invitation of Tender Bids

This RFP is an invitation for bidder responses. No contractual obligation on behalf of Bank South Sudan whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by duly authorized officers of the Bank and the successful bidder. Bidders are expected to examine all instructions, terms, specifications, and other information in the RFP document. Failure to deliver any information required by the RFP document or to submit a bid not considerably responsive to the RFP document in every respect will be at the Bidder's risk and may result in the elimination of its bid. The Document can be downloaded from Bank's Website <https://www.boss.gov.ss>. The response should be sent to rfp.it@bosshq.org.

RFP Time Table

Item	Date
RFP Issue Date:	August 23, 2021
Responses and submission:	September 10, 2021

Closing Time

The closing time for submission of Tender Offers is: 5pm on 10th Sep. 2021.

The Bank of South Sudan business hours are between 08:30 – 5:00. Where a proposal is not received by the due date, it will be considered as a late bid. Late proposals will not be processed.

Eligibility Criteria

Only bidders who fulfill the following criteria are eligible to respond to the RFP. Document(s) in support of all eligibility criteria are required to be submitted together with the technical bid. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to dismissal.

The bidder should be a registered company and should be in existence for the last five (5) years from the date of issuance of RFP. (Certificate of incorporation/Registration to be submitted)

Bidder should submit audited financial statements for last three financial years (2018, 2019 & 2020). This must be from the individual company not that of any group of companies.

The bidder should be an Authorized System Integrator of Volume Licensing Program/ Cloud Subscription Licensing Services of Microsoft and a Microsoft Cloud Solution provider. Authorization letter from Microsoft should be enclosed in technical bid.

The bidder should have already performed Licensing Agreements of Microsoft in at least five (5) Organizations with two (2) being Government Organizations (proof needs to be submitted).

The bidder must at least be Silver Certified Partner of Microsoft active for the past ten (10) years as on issuance of this RFP for the following workloads (A copy of necessary Certification must be enclosed).

- Cloud Productivity OR Collaboration and Content
- Datacenter
- Cloud Platform & Business Applications development

Bidder should have at least 10 years of experience providing similar Services to Central Banks (Proof and reference check may be required hence bidder should provide working addresses).

Bidder should have Implemented Microsoft Office 365 Cloud Service projects having minimum of 500 users during the recent past seven (7) years.

The bidder should have at least ten (10) technically skilled engineers in their roles who are direct employees of the organization and who are having experience in configuring and maintaining Solutions. Details including name, qualification, experience in years are to be submitted.

Current Setup of E-mail Messaging System of Bank of South Sudan:

Bank of South Sudan is currently using Microsoft Exchange 2013 on premises for email communication. The solution has been implemented on the Bank's network on three (3) virtual servers running Microsoft Windows Server 2012 R2 Standard; two at the primary data center and one at the disaster recovery center all in a Database Availability Group (DAG).

Broad Scope of Work

The Bank proposes to implement Microsoft Office 365 Cloud Service with latest security features, technologies and other facilities, accessible over the Bank's Corporate WAN and Internet and migration of existing corporate email services to Office 365 while maintaining its on premises setup in synchronization.

Bidders are required to quote for the complete Microsoft Office 365 Cloud Service, including migration of all existing email services and data, facility management services for Office 365 Cloud Service.

The summary of types number of licenses/users to be considered and configured in the Office 365 Cloud Service are as given below:

No.	Plan	Years	Units/Users
1	Microsoft Office 365 E3	1	360
2	Windows Server Datacenter 2019	Perpetual	4
3	Windows Server Standard 2019	Perpetual	12
4	Windows Server 2019 – User CAL	Perpetual	300
5	Windows 10 Enterprise LTSC	Perpetual	300

Capabilities Required for Office 365 E3 Plan

Should support mail attachment up to 25 MB and scalable per Bank of South Sudan's future requirements.

Mail protection with Anti-virus or Anti-spam

Collaboration Platform should have features of Chat, file sharing, Skype for Business, Team Sites, Microsoft Teams, etc.

Accessibility from multiple devices like desktops and mobile devices all in synchronization.

Bidder is required to provide Client Access License for Active Directory and Microsoft SCCM. Implementation of these licenses is not in the scope of this RFP. However, bidder needs to coordinate with Bank of South Sudan's IT department and Microsoft for implementation of these licenses.

Cloud services should be hosted in named Primary Data Center, including DR and BCP data centers. No email data at rest & transit, network & data sharing and replication to any data center outside the named data center is allowed.

Microsoft Office 365 cloud services should support the below features:

- Meeting/Calendar/Task list features.
- Should be accessible over web browsers and E-mail Clients to users.
- Office 365 cloud services with email archiving and advanced security solutions.

Office 365 cloud services should be able to integrate with Banks existing User Authentication solutions/applications like Cisco Duo and Microsoft Active Directory.

Office 365 cloud services should be able to integrate with all the existing and future Bank of South Sudan's Banking applications and other in- house & business applications for sending Emails/ notifications/auto generated mails without any additional cost to the Bank.

Monitoring tools supporting customizable reports such as instantaneous status of users, service health, usage, Mails Quarantined, Suspicious Email Detection, etc. for Bank of South Sudan's authorized IT staff.

The Web Access should be feature-rich and not bandwidth intensive so that users working on slow internet should be able to access emails easily.

Office 365 services should support sending & receiving all type of file attachments. However, capability to create Mail Groups, Access Control Levels, ability to control Attachment sizes, types, extensions, etc. should be available to only IT administrators designated per Bank of South Sudan's Information Security Policy and Industry Standards.

Data Loss Prevention (DLP) capabilities with at least, three categories of actions configured:

- Block sensitive content mail from being sent based on policies.

- Provide Policy Tips to users on real time basis to inform policy violations before sensitive data is sent.
- Provide alerts to Administrators on real time basis when any user has triggered any policy violations

Single Sign On with windows desktop credentials should be enabled for Office 365.

Office 365 services should have features to filter Junk mails made visible to administrators and end users.

Office 365 services should provide all the necessary access control mechanisms to manage user by the Bank's IT department.

Office 365 services should be able to integrate with Bank's current Active Directory security policies as on premises setup shall be maintained.

Office 365 services should have inbuilt Security mechanism for preventing remote access threats, denial of service, distributed denial of services (DDoS), spam, malware, spyware, Ransomware, Crypto ware, Botnets, Phishing, stealthy attacks, etc. covering all protocols.

Office 365 services should protect user from Identity theft.

Web Access to email should be through HTTPS protocol with latest SSL Certificate installed.

The bidder Must submit Office 365 services Document, High Level Architectural Document and Migration Plan, as per the best practices followed by Microsoft, in the technical Bid. Successful bidder should submit the above documents duly evaluated by Microsoft.

The bidder shall provide detailed implementation and roll out plan of the Office 365 services along with bandwidth requirements in the technical bid.

Solution Implementation

Office 365 services should be integrated with the Bank's existing Active Directory Services for synching of Active Directory objects as on premises setup shall be maintained.

Design custom home page for Bank of South Sudan mail.

Bidder is expected to configure security services as per the security policy of the Bank and per the best recommended international practices.

Integration and Data Migration

The Bidder has to migrate all existing email data (mailboxes, user profiles, etc.) from existing email servers to the Office 365 cloud services. Bidder has to ensure that the existing data is migrated with no data loss.

Bidder should ensure that during migration activity is scheduled in such a way there is no disruption in mail communication.

Training

The selected bidder should provide training to the designated officials of the Bank, through Microsoft's Authorized Certified Trainers, on the installation, configuration, operation, migration of mailboxes, functionalities, maintenance, troubleshooting, support & administration for the various components of the Office 365 services.

Successful bidder shall submit following documents:

Solution Architecture, Implementation & Roll-out plan and Data Migration Plan well documented.

User Training manuals.

Language of Bid

The language of the bid response and any communication with the Bank must be in written English only.

RFP Clarifications

All queries and clarifications must be sent to rfp.it@bosshq.org