



**ITAUKEI LANDS TRUST BOARD**  
*(iTaukei Lands, Our Heritage, Our Future)*

**TENDER SPECIFICATIONS**

**MICROSOFT OFFICE 365 MIGRATION**

**1.0 General Terms & Conditions**

The following general terms and conditions will apply:

**1.1 Submission of Tenders**

- a. Tenders must be received no later than **4:00pm Friday 17<sup>th</sup> November, 2023**.
- b. Bidders must submit two signed copies of the proposal with one copy marked as "Original". The original version will prevail if there are any inconsistencies between the original and the copy.
- c. All Tenders are to be submitted online via email [tendersecretariat@tltb.com.fj](mailto:tendersecretariat@tltb.com.fj) with Subject "**TENDER – MICROSOFT OFFICE 365 MIGRATION**".
- d. All Tenders to be submitted prior to the tender closing time.
- e. The Tender response must be in the English language.
- f. Should the Tenderer become aware of any discrepancy, error or omission in the Tender document submitted, and the Tenderer wishes to lodge a correction or provide additional information that material must be in writing and lodged prior to the Tender closing time.

**1.2 Format of Tender Response**

Each Tenderer must provide a formal letter of transmittal that must:

- a. Be signed by an authorized representative of the organization and must state that the signing official is authorized to legally bind the organization;
- b. Include the names, titles, office addresses and office telephone numbers of the persons authorized by the organization to conduct negotiations on the Proposal, including their expected roles in negotiations and in performance of any resulting Agreement; and
- c. Provide a contact name, address, facsimile number and email address which TLTB will use in serving notices to the Tenderer.
- d. Submit a clause by clause response indicating compliance with the requirements

as documented in section 5.

**1.3 Late Tenders**

Any Tender lodged after the closing time will be deemed to be late and will not be considered.

**1.4 Amendment of RFT**

TLTB may, at their sole and absolute discretion, vary, add to, or amend the terms of this RFT, including: the nature and/or scope of the services required under this RFT; and any other subject matter to which this RFT relates.

**1.5 Termination of RFT**

TLTB may, in their sole and absolute discretion, suspend, terminate or abandon this RFT at any time prior to the execution of a formal written agreement acceptable to TLTB, by an authorized officer of TLTB and by the Successful Tenderer/s, by giving written notice of such a decision to each of the registered Tenderers.

**1.6 Tenderers to Inform Themselves**

a. Each Tenderer should:

- i. Examine this RFT, and documents referred to in the RFT and any other information made available by TLTB to Tenderers;
- ii. Obtain any further information about the facts, risks, and other circumstances relevant to its Tender by making all lawful inquiries; and
- iii. Satisfy itself that its Tender, and all information on which its Tender is based, is true, accurate, and complete.

b. By submitting their Tenders, Tenderers will be deemed to have:

- i. examined the RFT and any other information made available in writing by TLTB to Tenderers for the purpose of tendering;
- ii. examined all information relevant to the risks, contingencies, and other circumstances having an effect on their Tender and which is obtainable by the making of reasonable inquiries; and
- iii. satisfied themselves as to the correctness and sufficiency of their Tenders and that their prices cover the cost of complying with the RFT requirements and of all matters and things necessary for the due and proper performance and completion of the work described in the RFT.

**1.7 Tenderer's Risk**

The Tenderer's participation in any stage of the Tender process is at the tenderer's sole risk, cost and expense, in particular, all costs incurred by or on behalf of the Tenderers in relation to this RFT, including preparing and lodging the Tender and providing TLTB with any further information are wholly the responsibility of the Tenderer.

TLTB accepts no responsibility, liability, or obligation whatsoever for costs incurred by or on behalf of any Tenderer in connection with any Tender or any participation in the Tender process.

### **1.8 Clarification and Variation of Tenders**

TLTB may, at their absolute discretion seek clarification or request further information from Tenderers after the closing date for the submission of Tenders.

Each Tenderer must nominate a person to provide additional information or answer specific questions that may arise during the selection process as required by TLTB.

Tenderers whose Tenders have been short listed may be required, to engage in formal discussions with TLTB or make presentations to TLTB on their Tenders. In such an event TLTB will make the necessary arrangements with Tenderers.

### **1.9 Selection of Preferred Tender**

Neither the lowest priced Tenders, nor any Tenders, will necessarily be selected by TLTB as the Preferred Tender/s. TLTB IT Steering Committee may decide not to accept any Tender or reject all Tenders at any time. TLTB reserve the right to cancel this RFT and pursue an alternative course of action at any time.

A Tenderer will not be deemed to have been selected as one of the Preferred Tenderer/s unless and until notice in writing for and on behalf of TLTB of such selection is:

- Handed to the Tenderer; or
- Is sent by prepaid post to or is left at the address stated in the Tender for service of notices; or
- Sent by facsimile to the number provided by the Tenderer, followed by an original by post.

Selection of Preferred Tenderer/s shall not be treated as acceptance of the Tender and no binding relationship will exist between the Preferred Tenderer/s and TLTB until a written agreement acceptable by TLTB is executed by an authorized officer of TLTB and the Successful Tenderer/s.

### **1.10 Conduct of Tenderers**

Conduct of Tenderers or any of their consortium members, may affect the outcome of their Tender responses, including non-consideration of the Tender.

Tenderers warrant to TLTB that they (and their consortium members) have not and will not engage in any of the following activities in relation to this RFT Process:

- Lobbying of or discussions with any politician or political groups during this RFT process.
- Attempts to contact or discuss the RFT process with officers, any member or staff or contractor currently working in TLTB or any agent of this Department; Exception to members stated in Proposal for tender.
- Provision of gifts or future promise of gifts of any sort to the previously mentioned personnel;
- Accepting or providing secret commissions;

- Submitting an inflated Tender to the advantage of another Tenderer; Entering into any improper commercial arrangement with any other party;
- Seeking to influence any decisions of TLTB by an improper means; or otherwise acting in bad faith, fraudulently or improperly.

### **1.11 Unlawful Inducements and Collusive Tendering**

Tenderer and its officers, employees, agents, and advisers must not:

- Offer unlawful inducements in connection with the Tender process; or
- Engage in any collusive tendering, anti-competitive conduct or any other similar conduct with any other Tenderer or any other person in relation to the preparation or lodgment of Tenders.

### **1.12 Contact with Tenderers**

During the Tender process, neither TLTB nor their representatives are required to answer questions or otherwise discuss the contents of this RFT with potential Tenderers or their representatives, except in accordance with this RFT. Tenderers must not attempt to make any contact of that nature. Any unauthorized contact may disqualify the Tenderer from further consideration.

### **1.13 Costs**

All costs and payment schedules to TLTB should be clearly tabled in the response and one-time and recurring costs should be clearly separated and recurring costs clearly identified and noted including applicable Subscriptions and Service Level Agreement costs. Where cost estimates are provided, the basis of these estimates should be shown. Where given cost components are subject to periodical change, the basis for review, and increase /decrease should be shown.

### **1.14 Non-Delivery of Service(s)**

TLTB reserves the right to hold full or partial payment until such time that the product has been delivered to the quality and expectation of TLTB.

TLTB have the right to withhold (as penalties) a percentage of the payment for vendor non-performance. Non-performance may be classed as:

- Failure to deliver on time
- Failure to respond to queries within a reasonable amount of time
- Introduction of unauthorized "new" clauses

### **1.15 Validity of Submissions**

All proposals and price shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, the responding organization is encouraged to state a longer period of validity for the proposal.

### **1.16 Currency**

All currency in the proposal shall be quoted in Fiji Dollars and prices shall be VAT Inclusive and include all duties and taxes. Pricing must incorporate all Professional Services costs associated with TLTB receiving a fully configured and operational solution and must include Delivery, Installation, Configuration, Commissioning, Testing, Project Management, Documentation and Training costs.

### **1.17 Mergers Acquisition or Sale of Tenderer**

Where such information is publicly accessible, the Tenderer must indicate whether any mergers, acquisitions or sales are planned presently or during the year following the submission of the Tender.

## **2.0 Project Objective**

The purpose of this TOR is to seek out potential vendors to supply TLTB with a Microsoft Office 365 subscription for Mail Solution, Office Applications, migrate the current on-premises email solution to Office 365 email and to seek a cloud-based backup solution for the Office 365 mailboxes.

The Request for Proposal document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all the information that may be necessary or desirable to enable an intending contracting party to determine whether to enter a contract or arrangement with TLTB. Neither TLTB nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document.

The proposals must include supply, delivery, services such as migration, on-site installation, configuration, and integration of the Cloud Solution with the current networking infrastructure in place at TLTB Head Office as well as clearly outline the costs and service levels. The proposals must be structured around delivering a fixed price turn key solution.

The proposals must include product support for 1 year inclusive of extended warranty and software upgrades and vendors must also include a 1-year Service Level Agreement inclusive of locally delivered support which is able to be accessed on a 24 x 7 basis.

The selection of the successful company will include but is not limited to compliance with the following five criteria:

1. Ability to meet the documented requirements
2. Total cost of ownership
3. Value
4. Service & Support
5. References & experience

## **3.0 Project Timelines**

TLTB intend to follow the project schedule below however TLTB also reserve the right to vary the schedule.

Activity	Date
Award Tender	04 <sup>th</sup> December 2023
License and Cloud Portal Configuration	11 <sup>th</sup> December 2023
Email service Migration Completed	31 <sup>st</sup> December 2023
Project Document	12 <sup>th</sup> January 2024

## **4.0 Response to Requirements**

Bidders must confirm that their solution as included in the overall total project price complies with the following requirements. Confirmation will be on a clause by clause basis to all requirements in this document and responses are to be as follows:

- C **Comply** (Requirement fully met)
- PC **Partially Comply** (Requirement partially met – Must provide full detail compliance level)
- NC **Non-Comply** (Requirement not met)

## 5.0 Technical Requirements

### 5.1 Existing System

APPLICATION DETAILS	
Email Server Application:	MDaemon Server (64-bit) Version 23.5.0
Accounts:	397/400 accounts used
Total Mailbox Size:	2TB
Email Domain:	tltb.com.fj
Email Gateway:	Mimecast
External DNS Provider:	Cloudflare
PHYSICAL HOST DETAILS	
Hypervisor:	VMware ESXi, 8.0.1
Model:	Lenovo Think Agile VX 2U Node
VIRTUAL MACHINE DETAILS	
Type:	VMware Virtual Machine
VM OS:	Microsoft Windows Server 2012 64bit

### 5.2 Cloud Service Licenses

5.2.1 Annual subscription licenses for TLTB are sort for the following:

No	User Profile	License Type	No. of Users
1	Executive & Senior Management	Office 365 - E3	22
2	All Staff	M365 - Business Standard	278
3	Generic Mails and Graduate Trainees	M365 - Exchange Online Plan 1	60

5.2.2 TLTB wishes to continue using tltb.com.fj as its domain for the above accounts.

5.2.3 A provision to upgrade the subscription licenses to higher plans anytime during the contractual period should be available.

5.2.4 A provision to delete excess subscription licenses anytime during the contractual period should be available.

5.2.5 A provision to add new subscription licenses should be available during the contractual period at the same cost.

### 5.3 General Service Requirements

5.3.1 Microsoft Office 365 Services should provide an uptime of 99.9%.

5.3.2 The services should provide reports for Administrators to monitor and

manage the services and real-time view of the status of users, service health, utilization, usage, etc.

- 5.3.3 The service should maintain and provide the logs for all the necessary services.

#### **5.4 Assessment, Planning and Solution Implementation**

- 5.4.1 Vendor shall do an assessment of the current mailing configuration – SMTP, POP, IMAP, Mailing lists, Policies, DNS, etc.
- 5.4.2 The vendor shall carry out TLTB's Network Infrastructure assessment for WAN/Internet Design, Bandwidth, Routing, Internet Policies, Security requirements and submit assessment report to the TLTB clearly recommending the additional requirements such as firewall policies, ports, if any.
- 5.4.3 The vendor shall be willing to work with other Vendors who are providing TLTB with IT Managed Services.
- 5.4.4 The Team deployed by the Vendor to implement the solution should be competent and proficient to implement the solution as per scope of work.
- 5.4.5 The Vendor shall do all testing pre migration to ensure the Solution works seamlessly with TLTB's existing systems such as ERP systems, Geospatial and Land Management Systems.
- 5.4.6 The vendor shall develop a data migration (Email Server Data) strategy covering data migration and testing, in consultation with TLTB. The data migration plan shall adhere to the Project Timelines mentioned in 3.0 above.
- 5.4.7 Any additional software tool required for the migration of mailboxes shall be factored in the bid or be the responsibility of the Vendor as TLTB will not make any additional payments towards the same.
- 5.4.8 The vendor shall ensure that during migration activity, there is no mail communication disruption faced by TLTB as well as external users.
- 5.4.9 Migration of mailboxes for all accounts shall be done including all the mails, calendars, contacts, folders, subfolders contained within a mailbox. The existing email services shall be migrated completely from the existing email Service provider into Office 365 services.
- 5.4.10 The Vendor shall ensure that the Solution can be integrated with the On-premises Active Directory Domain Server to enable Single Sign-On and syncing of Active Directory objects.
- 5.4.11 The Vendor shall ensure the creation of all Microsoft Office 365 accounts and that All the cloud service features under Microsoft Office 365 are enabled and configured suitably for the users as desired by the TLTB.

## **5.5 Cloud Backup Solution**

- 5.5.1 The Vendor shall provide pricing in the bid for a cloud-based backup solution that can perform backup and restoration of the Office 365 emails.
- 5.5.2 The cloud-based backup solution shall be a leader in the Gartner Magic quadrant for Backup and Recovery software solutions.
- 5.5.3 This cloud backup solution should be able to protect against accidental or deliberate deletion of emails via multiple restore points.
- 5.5.4 The cloud backup solution should allow for the storage and retention of data for long periods of time and ensure backup is encrypted in rest and transit.
- 5.5.5 The Vendor shall provide different options for different packages available, storage limits and pricing for backing up one mailbox per year.

## **5.6 Documentation, Training and Support**

- 5.6.1 As part of deliverables, successful bidder shall prepare/submit following documents and certifications:
  - 5.6.1.1 Project Documentation – Service Architecture, Implementation & Roll-out plan, Data Migration Plan.
  - 5.6.1.2 SOP Document for remote users for operating all the service components.
  - 5.6.1.3 User Training material in soft form.
- 5.6.2 The Vendor shall provide training session to select TLTB Engineers on the administration of Office 365. Certified training is preferable.
- 5.6.3 The Vendor shall provide a one-year Service Level Agreement (SLA) that is manufacturer accredited to be submitted as part of the response which includes all services as specified below to be included under the monthly Service Level Agreement Fee.
- 5.6.4 The Vendor shall provision a local help desk service accessible by telephone on a 24 x 7 basis with individually ticketed responses.
- 5.6.5 TLTB require the local technical support vendor to provide guaranteed response times within the Service level Agreement both during working hours and outside of working hours. These guaranteed response times are to be documented in the Service level Agreement submitted as part of the response. The guaranteed response times are expected to meet or exceed the following TLTB requirements.

During working hours (Mon to Fri 8am to 5pm excl Public Holidays):  
Severity 1 faults <1 business hour  
Severity 2 faults <2 business hours  
Severity 3 faults <4 business hours



Severity 4 faults <8 business hours

Outside of working hours and Public Holidays:

Severity 1 faults <12 hours

Severity 2 faults <24 hours

Severity 3 faults <36 hours

Severity 4 faults <48 hours

5.6.6 The Vendor shall ensure that Monthly Service level Agreement Fee and all applicable hourly rates attached with submission.

## 6.0 Other Requirements

No	Requirements	Compliance
1	Provide details of the corporate and ownership structure, including identification of any holding company or companies and parent companies.	
2	Provide a profile of the company and any parent entity. If the company is a subsidiary, the Tenderer must provide full details of the legal and financial relationship between the subsidiary and parent. The names of all directors and officers of the company.	
3	Provide a full description of current operations of the company. Financial statement for the last 3 years may be requested.	
4	Provide a copy of the company's Certificate of Incorporation.	
5	Provide confirmation that the company has the capacity to bid for the Services and that there is no restriction under any relevant law to prevent it from bidding.	
6	Provide details of any legal proceedings that are under progress against the company.	
7	Confirm the number of years the company has been in business.	
8	Confirm company is a current accredited partner of the equipment proposed. (Submit relevant documents to prove accreditation by equipment manufacturer).	
9	The company must demonstrate that it has the experience and skills to successfully deliver the solution to the TLTB. Provide details.	
10	The Company to submit a list of at least three customer references for which solution of a similar scale and functionality have previously been provided?	
11	Bidders are to include a complete set of infrastructure documentation at the completion of the project including solution architecture.	
12	Bidders are to submit pricing inclusive of all requirements specified in the requirements documented on the previous pages.	

## 7.0 Financial Proposal

Bidders should provide their cost breakdown in the following format and add details and rows as necessary:

No	Description	Unit Price	Qty	Total (FJD)
1	M365 - Exchange Online Plan 1		60	
2	M365 - Business Standard		278	
3	Office 365 - E3		22	
4	Cloud Backup Solution		each	
5	Training Cost		Per user	
6	Professional Services			
7	Service Level Agreement (1 Year)			
8	Professional Training and Certification			
	Overall Project Total			