



REQUEST FOR PROPOSAL (RFP)

Subscription to Microsoft Office 365 Cloud Services on a Software-as-a-Service (SaaS) model

Terms of Reference

1. Background on the EFAG:

Equipment Finance for Africa Group Ltd (EFAG) is pan-African equipment leasing company specialized in serving micro, small and medium enterprises (MSME) and farmers in East Africa. The company is registered in Mauritius and has subsidiaries in Tanzania, Kenya, and Zambia.

Leasing and equipment finance in general are a growing segment of the financial sector. Clients value the simplicity, speed of decision making and the absence of collateral other than the equipment itself. Consequently, EFAG business has been steadily growing, raising a need to invest in a robust ICT system to support the growth with efficiency.

2. Objective of the RFP:

EFAG is currently undertaking the digitalization project that is set to streamline the operations and improve efficiency in outreach and productivity in all its subsidiaries. In doing so EFAG is currently using office 365 suite for communication, storage, and hosting of various services.

EFAG is looking for a vendor that will provide the office 365 suite with the scope provided below.

3. Scope of work or service to be provided

Cloud Service Licenses:

SW.1.1 Annual Subscription licenses for EFAG and its subsidiaries are sought for the following:

User Profile	License Type	No. of Users
Administrators	Microsoft 365 Business Premium	2
Tanzania Employees	Microsoft 365 Business Premium	100
Kenya Employees	Microsoft 365 Business Premium	20
Zambia Employees	Microsoft 365 Business Premium	10
Mauritius Employees	Microsoft 365 Business Premium	10



SW.1.2 A provision to upgrade the subscription licenses to higher plans anytime during the contractual period should be available within the service

SW.1.3 A provision to delete excess number of subscription licenses that may arise owing to retirements, resignation, etc., and accordingly the licenses cost should be revised on monthly /yearly basis.

SW.1.4 The Licenses and Subscription Services must be Proposed under Enterprise Agreement (EA) of Microsoft.

SW.1.5 A provision to add new subscription licenses should be available during the contractual period at the same cost.

SW.1.6 Any other service/ features added/bundled to these plans by Microsoft during the contract period shall be delivered unconditionally and free of cost to EFAG.

SW.1.9 Solution should have MIS capabilities with customizable reports, monitoring tool/ dashboard.

SW.2. General Service Requirements:

SW.2.1 Performance Requirements: Microsoft Office 365 Services should provide an uptime of 99.9% failing, which penalties will be applicable.

SW.2.2 Scalability Requirements: The service should provide high scalability to accommodate up to 500 nos. users with all the features/ services enabled for all the users.

SW.2.3 MIS Report Generation Requirements: The services should provide standard MIS and customized reports for Administrators to monitor and manage the services and real-time view of the status of users, tickets, service health, utilization, and usage.

SW.2.4 Audit Trail & Logging Requirement: The service should maintain and manage the logs for all the necessary services used by the EFAG.

SW.2.5 Audit logs reporting & Analysis tool: Log monitoring capabilities to be provided to EFAG and in case of incidents, security breaches, EFAG has to be notified in real time. Tools and capabilities to analyze the usage of the licenses/ application/ functionality to be provided.

SW.2.6 The Vendor will ensure the engagement of Microsoft Fast Track Service be for Proper implementations.

SW.2.7 Admin Console: An Admin console of the system needs to be provided to EFAG for monitoring of the system performance, uptime details, issues etc.

SW.2.9 Microsoft Power Apps should be bundled with the other O365 components for EFAG, and no additional cost should be charged or quoted separately.



SW.3. Regulatory / Compliance Requirements:

The services should comply with all the Regulatory/ Compliance guideline of EFAG/ Regulatory authority in Africa (Preferably Kenya and Tanzania). EFAG has the right to change the compliance/ guideline at any point of time and the service provider has to comply with the guidelines.

SW.4. Data Privacy and Security Compliance Requirements: The Services should meet all the compliance requirements related to the data privacy and security.

SW.12. User Training:

SW.12.1 Service provider shall provide 10 online training sessions in the first Two months (8 nos. Training Sessions for end user + 2 nos. Training Sessions for Admin user) on use of Microsoft Office 365 features. The training would be an event for unlimited users of EFAG.

SW.12.2 Service provider shall provide training sessions in the first two months to Admin users covering technical areas to EFAG's IT Team.

SW.12.3 Detailed training methodology, schedule, duration, venue etc. shall be finalized in consultation with EFAG.

On-Going Activities: Management, Monitoring, Support and Reporting:

SW.13.1 The Service Provider should provide Help Desk Support to users during 9 hrs x 5 days (Monday to Friday).

SW.13.2 As and when required, need based help-desk support may be required on Saturday/ holidays with no additional cost.

SW.13.4 Escalation Matrix should be in place and provided to EFAG for unresolved issues.

SW.13.5 The Service Provider should have the ability to generate SLA and MIS reports periodically e.g. volume of call per day, resolution percentage, categories of the issues etc. for which calls/ mails/ tickets are received.

SW.13.6 The Service Provider should monitor the delivery of the service and submit service outage reports along with service credits as offered by Microsoft.

SW.13.7 Issues pertaining to network and hardware viz. Desktops/ Mobile devices/ on- premises server will be out of the SLA and will be EFAG's responsibility.

SW.13.8 A Service Health Dashboard provided by either Microsoft, or the Service Provider should be available for monitoring the service

SW.13.9 Activities like but not limited to User Id creation, deletion, modification, mail configuration, add/ remove group membership, mail routing & mail delivery



permission, mail tracking, service management, archival management and security management shall be in the scope of support.

SW.13.10 Service Provider shall have Back-to-back support arrangement with Microsoft, and it would be the responsibility of the Service Provider to co-ordinate with Microsoft for early resolution of issues.

SW.13.12 The Service Provider should provide professional qualification certificate and experience certificate of the resources.

SW.13.13 The Service Provider should provide predefined change mechanism for onsite resources so that the transition, if any, can be smooth

SW.13.14 DNS Services which include management of all DNS records of EFAG, and its subsidiaries domains shall be provided along with O365 Cloud Services.

SW.14. Documentation:

As part of deliverables, successful bidder shall prepare/submit following documents and certifications:

SW.14.1 Enterprise Agreement of Subscription

SW.14.2 OEM Authorization letter

SW.14.4 SOP Document for remote users for operating all the service components.

SW.14.5 User Training material in soft form.

SW.14.6 Microsoft Compliance Certifications: Obtain Microsoft compliance certifications that ensure compliance with national, regional, and industry-specific requirements governing the collection and use of data.

4. How to Apply

Interested service providers should submit the following documents to procurement@efta.co.tz by **06th February 2024**.

- a) Technical proposal that includes the company profile
- b) Financial Proposal that includes the service provision fee, other related expenses, and appropriate taxes.
- d) A cover letter.

Applicants will be shortlisted based on technical specifications and show ability to supply the service. Only shortlisted applicants will be contacted for further discussions.