

## **TERMS OF REFERENCE**

### **CONSULTANCY SERVICES TO SUPPORT MIGRATION TO MICROSOFT 365**

#### **1. BACKGROUND**

The ECOWAS Centre for Renewable energy and energy Efficiency - ECREEE was established in 2010 in response to the energy crisis faced by member states in the West Africa region. The overall objective of ECREEE is to contribute to the sustainable economic, social and environmental development in West Africa by improving access to modern, reliable and affordable energy services, energy security and reduction of energy related externalities (GHG, local pollution). More specifically, ECREEE aims to create favorable framework conditions for regional renewable energy and energy efficiency markets by supporting activities directed to mitigate existing technological and financial barriers.

Since its inception in 2010, ECREEE has played an active role in developing region-wide policies related to Renewable Energy (RE) and Energy Efficiency (EE), as well as creating awareness, investment and business promotion and building capacity in EE and RE in the region.

Over the years, ECREEE has seen a significant growth in its workforce and business opportunity, which constantly increases the demand for a reliable and efficient ICT Services. This periodically push for transformation of the ICT infrastructure to meet its business goals. All ICT services are currently hosted on-premises, and ECREEE is considering leveraging cloud infrastructure in other to meet its growing demand.

#### **2. OBJECTIVES**

The objectives of this work is to support ECREEE in migrating its Exchange mailboxes to Microsoft 365, support to build a basic SharePoint site for Intranet., as well as prepare other Apps/services for use in the Microsoft 365 Cloud.

The consultant will ensure a seamless transition to Microsoft Office 365 Cloud while maintaining access.

#### **3. SCOPE**

The scope of the project entails migrating the Exchange mailboxes (hosted on-premises Exchange Server 2013, at ECREEE's secretariat in Praia, Cape Verde) to Microsoft 365, configure a basic SharePoint site and others Service/Apps described in the requirements below.

Specifically, the Consultant will;

1. After discussions with the ECREEE, elaborate a detail plan;
2. deploy and execute the plan which covers all services itemized in the requirements;
3. develop a communication plan and users guides (links to resources) with instructions, covering how to use the products;

4. conduct local training for users and Admins and propose also a Microsoft based certification training for an Admin (MS training and certification cost for an Admin is covered by the Consultant).

The consultant shall clearly define a plan for a seamless migration including, preparation of ECREEE's environment, migration and configuration of all services mentioned above as well as providing user and admin training. A post deployment support and warranty period will be required.

#### 4. REQUIREMENTS

The Consultant will configure or prepare the services/apps described below:

1. Access and Identity management, enabling seamless access to all your services, in the cloud or on-premises with azure, while enforcing enhanced security and access policies.
2. Email and calendaring. Including migrating approximately 50-70 mailboxes to Exchange Online with email archiving, eDiscovery, anti-malware and anti-spam filtering capabilities.
3. Set up Teams for voice calls and chat and a build a basic SharePoint intranet site;
4. Configure File storage and sharing; securely share documents with OneDrive, and sync files to PC
5. Configure/prepare the advanced threat protection features; policy enforcement, malware, restrict and control access to company information, antivirus and device guard and threat analytics.
6. Support to provision office apps (Desktop -PC and Mac and mobile) including Web versions of Word, Excel, PowerPoint, and OneNote and real-time coauthoring.
7. Support with initial configuration of security and compliance and mobile device management.

**Note:** ECREEE shall provide the Consultant with an enterprise license of Microsoft 365 E3.

##### Information about ECREEE's environment

1. Exchange total storage capacity: Over 1.7TB
2. Average mailbox size 20GB

#### 5. QUALIFICATIONS AND EXPERIENCE

The following minimum criteria must be included in the proposal submitted:

1. A Bachelor's Degree in Information Technology, Engineering, Computer Science or similar field. Relevant Microsoft certifications is an advantage.
2. Seven (7) years proven experience in planning, designing, and implementation of information systems and technologies, of which at least 3 years specifically supporting client migration to the Microsoft cloud.

3. Experience implementing similar project for a regional or international organizations will be an advantage.

Evaluation will be based on the relevant qualifications of Expert; relevant experience; quality & substantial responsiveness of the proposal; and cost.

## **6. HOW TO APPLY**

Applicants should submit their:

1. Technical proposal including updated qualifications; Relevant experiences in implementing similar work; and detailed breakdown of requirements identified above; and
2. Financial Proposal – should be specified in US Dollars or Cape Verdean Escudos

to [tender@ecreee.org](mailto:tender@ecreee.org) on or before 23<sup>th</sup> November 2020 23:00 GMT-I. For further information please contact Mr. Abdulrahman at [jabdulrahman@ecreee.org](mailto:jabdulrahman@ecreee.org)