

**Terms of Reference (ToR)
for
Purchase Microsoft Office 365 License**

September 2025

1. Background

UCEP Bangladesh is a non-governmental organization that provides second-chance education to out-of-school children and decent work to youth and adults through Technical Vocational Education & Training (TVET) and skill development. It has a special focus on social inclusion & therefore gives priority to females, children & youth from poor and underprivileged families.

UCEP Bangladesh is an eligible non-profit organization recognized by Microsoft, and its users have been using Microsoft Office 365 services since 2014.

UCEP Bangladesh is using Office 365 E3 (50 PCs), Microsoft 365 E3 (45 PCs), Microsoft 365 Business Basic (300 PCs), and Office 365 E2 licenses (approximately 1,200 PCs). We were getting the **Office 365 E2 Service** for free from Microsoft, as UCEP Bangladesh is a non-profit organization. According to Microsoft's email, all emails under the Office 365 E2 subscription will be deleted on October 8, 2025. We plan to reduce the number of official emails and purchase 200 licenses under the Microsoft 365 Business Standard subscription.

2. Objective of the Assignment

To engage an authorized Microsoft partner to purchase necessary licenses (subscription) and contract the partner for technical support for all Microsoft services used in UCEP Bangladesh.

3. Product Specification for Subscription (Licenses)

E-mail Solution for 1 Year		
Part Number	Product	Quantity
CFQ7TTC0LDP8	Microsoft 365 Business Standard Donation (Non-Profit Pricing)	200



4. Scope of work for Technical Support for 1 Year.

- IT Support for all Microsoft 365-related Licenses and app problems.
- Ensure security certificate for Microsoft 365 apps.
- Monthly ADDS, Active Sync, DNS, File Server health checkup, report sharing, and monitoring.
- All the licenses must be added to the UCEP Bangladesh existing portal.
- Support on Email Problems.
- Maintenance and troubleshooting of Microsoft 365 apps, Active Directory, Active Sync, DNS, and File Server.
- Maintain Microsoft's Compliance.
- User Training and Knowledge sharing are related to Microsoft 365.
- Maintain antispam and antimalware filtering with Microsoft standard configuration.
- Troubleshoot mail flow by engaging Microsoft professional resources.
- An agreement will be maintained with the winning bidder to ensure the support and services.

5. Evaluation Criteria

- Requirements fulfilment as per our requirements.
- Core business areas.
- Proven working experience certificate of previous work in relevant fields.
- Technical and managerial capability of the company.
- Professional strength, support, and logistics capacity of the company.
- Proven partnership document with Microsoft.
- Updated business-related legal documents (e.g., trade license, return certificates, etc).

6. Skills required

UCEP Bangladesh is seeking an authorized **Microsoft partner** with a **proven track record of experience in similar tasks**. The bidder must complete this task promptly by following best practices. All assignments done by the bidder must comply with the system audit.

7. Payment

Payment will be made within 15 working days after submission of the correct invoice and final acceptance from the user department.



VAT & AIT will be deducted as per the Government rules. No other benefits shall be admissible beyond those stipulated in the agreement, nor does this guarantee a regular position at UCEP Bangladesh.

8. Confidentiality

The credentials and data used by this assignment will be treated as the exclusive property of UCEP Bangladesh and, consequently, confidential. The credentials, data, and/or information exchanged between parties in connection with the preparation of inspections, audits, and oversight would be confidential. The assigned firm cannot disclose any information to a third party, even after termination of the assignment/ToR), or agreement.

9. Duration and Working Schedule

The task/assignment must be done before 6 October 2025. UCEP Bangladesh can set internal deadlines, keeping space for comments and incorporation before final delivery. The bidder must complete the assignment within the speculated time.

10. Contact information

For RFQ-related matters, bill submission and payment issues, you are requested to communicate with Md. Bapparaz, Deputy Manager, Supply Chain Management, Mob: 01783-733617.

For technical-related clarification, please contact Mohammad Shohal Bhuiyan, Manager, ICT, at Mobile: 01914-217543.

11. Reserve the Rights

UCEP Bangladesh reserves the right to reject any proposal or cancel the proposed activity without showing reasons.



