



**Terms of Reference (ToR)
for
Purchase Microsoft Business 365 Licenses and Technical Support**

October 2026

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 TechSoup, and its users have been using Microsoft 365 services since 2014.

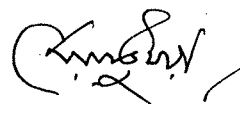
UCEP Bangladesh uses Windows Server 2022-based Active Directory Domain Services (AD DS), AD-integrated DNS, Microsoft Entra Connect, and a file server to manage users (approx. 600) and computers, and to allow sysadmins to organize data into secure logical hierarchies (i.e., SSO).

2. Objective of the Assignment

To engage an authorized Microsoft partner to purchase necessary licenses (subscription) and contract the partner for technical support for 12 months (1 Year) for all Microsoft services used in UCEP Bangladesh.

3. Product Specification for Subscription (Licenses) and Technical Support

E-mail Solution and Technical Supports for 1 Year (12 Months)		
Part Number	Product and Services	Quantity
CFQ7TTCOLDPB	Microsoft 365 Business Standard (Non-Profit Pricing)	280
CFQ7TTCOLCHC	Microsoft 365 Business Premium (Non-Profit Pricing)	15
NA	SLA for 12 Months (1 Year), Technical support for 12 months (1 year) will be received through an agreement with the winning bidder. Details scope mention in clause # 4 of this ToR.	12 Months (1 Year)



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

- IT Support for all Microsoft 365-related Licenses and app problems.
- 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.
- Need basis IT 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

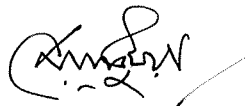
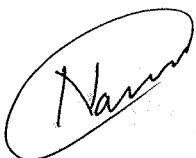
- Requirements fulfilment as per our requirements.
- Core business areas.
- Proven working experience certificate of previous work in relevant fields.
- Technical and managerial capability of the company.
- Professional strength, support, and logistics capacity of the company.
- Proven partnership document with Microsoft.
- Updated business-related legal documents (e.g., Trade license, TIN, BIN, Tax 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 by cheque or BEFTN within 15 working days after submission of the correct invoice and final acceptance by the user department, with service confirmation.



VAT & AIT will be deducted from the bill 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 26 October 2026. 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.



