

IMPACT Initiatives IT&IS autonomisation & capacity increase

Terms of Reference for O365 Tenant Split and possible maintenance

IMPACT Initiatives is a Geneva-based not for profit organisation which aims to improve the impact of humanitarian, stabilisation and development action through data, partnerships and capacity building programmes. The work of IMPACT is done through its three initiatives: REACH, AGORA and PANDA.

With over 300 staff members (of which 70 are Geneva based), including assessment, data analysis, GIS experts and field professionals, IMPACT teams are present in around 30 countries across the Middle East, Africa, Asia, Europe and Latin America. IMPACT is a sister organisation of ACTED, a non-governmental organisation with headquarters in Paris.

Because the development of IMPACT has been actively supported by ACTED, including hosting in our countries of intervention and mobilization of IMPACT dedicated national staff, a lot of our systems derive from ACTED's or, in the case of our IT platform, are embedded within ACTED services. This includes sharing an email server, hosted and managed by ACTED.

As part of a comprehensive push towards increased autonomy and accountability, IMPACT is planning a separation of its IT systems from ACTED. In practice, this means creation, configuration, and ongoing management and maintenance of its own Microsoft 365 tenant and associated services.

For this, IMPACT is looking for a service provider able to perform entirely and partially the following tasks:

- Provide a contribution to these ToRs by indicating what should be added/better detailed, including elements that are key to include, and information required to budget and plan the tenant split,
- Provide an estimated quote to operate the split, including delineation of services and accounts to be included. This should include an estimate of man days required, per type of tasks/timeline
- Provide an offer to operate the tenant split including process and timeline
- Optional: provide a technical and financial offer for maintenance services required to manage the tenant split including an outline of services provided (regular maintenance service as well as potential hotline/emergency assistance, ticketing system and associated costs) and a cost per user.

1. Outline of the tenant split

- setup of new 365 tenant and potentially copy of parameters from the source tenant
- migration of accounts (Exchange Online, Teams) – around 400 accounts (potentially some with multiple addresses)
- migration of data (SharePoint, OneDrive) and other content – around 2 TB.
- PowerBI
- migration of one Azure Subscription including its content (Azure SQL).

- recreation of enterprise apps connections for SSO and user provisioning (Adobe, Atlassian, etc)
- support the setting up relationship between the two tenants (hosting organisation and IMPACT tenant) for good interoperability (directory access, file sharing)
- The split should be done under a Microsoft Customer Agreement (<https://www.microsoft.com/en-us/licensing/how-to-buy/microsoft-customer-agreement>)

2. Outline of the expected maintenance of the tenant and additional services

- Support to management (creation, change, deletion) of user accounts
- Support to develop training for IMPACT to build internal capacity
- Support to management of SharePoint and Teams
- Support to management of subscription services, including databases and licences like Trello and Adobe

Other elements

In parallel:

- IMPACT will be looking at securing support for the management of critical IT infrastructure from an external supplier
- IMPACT will be looking at further support to IT security (monitoring the security conditions of the organisation, data leaks and security vulnerabilities).

Process for applying

Additional details can be provided and questions may be addressed to tenders@impact-initiatives.org

IMPACT expects to receive applications outlining the following elements:

- A technical proposal outlining the proposed approach, timeline, team (with a brief description and estimated man days for each) and resources to deliver.
- An overview of the company, with registration in Geneva canton (other cantons will be considered), and list of relevant track record and active clients. France based companies may be considered
- A financial proposal with, for the audit a breakdown of estimated costs for the proposed period, and, (optional) for the maintenance, an estimated average costs per user per month, with, if required fixed costs clearly outlined.
- It is possible to apply to further services, using the same approach (technical proposal and financial proposal)
- Based on responses received, applicants may be requested to provide more documents will be required (Supplier's questionnaire, Ethical declaration)