ANNEX B III: ORGANISATION & METHODOLOGY

To be completed by the tenderer

Please provide the following information:

1   Technical Expertise and Relevant Experience (25 points)

- **Objective:** Assess the bidder's experience and expertise in cloud or hybrid migrations, particularly in projects with similar scope and complexity.

- **Considerations:** Experience with migrations involving Microsoft Exchange, AWS, Microsoft.Google, Oracle, Azure Active Directory, VMware, OneDrive, and Veeam Backup. The bidder should provide a portfolio or case studies of past projects, highlighting successful implementation in public administration or similar sectors.

- **Measurement Standard**:
    o Number and relevance of completed migration projects.

- **Documentation Required**:
    o Client references or testimonials.

2. Proposed Solution and Methodology (30 points)

- **Objective:** Evaluate the bidder's approach to executing the project in line with the desired outcomes, including cloud migration, system reconfiguration, and network security.

- **Considerations:** Clarity and effectiveness of the proposed methodology for migrating services (Cloud hosting Services, Exchange, Active Directory, OneDrive, application servers). The solution should address the transition to a cloud or hybrid platform with high availability (99.99% SLA), security, scalability, and redundancy, along with multicloud support where applicable.

- **Measurement Standard**:
    o Clarity and feasibility of the proposed migration plan.
    o Compliance with required service levels (SLA).

- **Documentation Required**:
    o Detailed technical proposal including steps for migration.
    o High-level architecture diagrams or flowcharts.
    o Service Level Agreements (SLAs) for high availability and redundancy.

3. Security, Compliance, and Risk Mitigation (20 points)

- **Objective:** Ensure the proposed solution meets high-security standards and complies with regulatory requirements.

- **Considerations:** Bidder's approach to data security (during and after migration), user access control, firewall (Fortinet) configuration, internal zone management, and DNS setup. Compliance with GDPR, ISO, and other relevant standards. Risk mitigation strategies to handle potential disruptions or vulnerabilities during migration.

- **Measurement Standard**:
    - Strength of proposed security measures (encryption, firewalls, access control).

- **Documentation Required**:
    - Security policies and procedures for data protection.
    - Firewall configuration plan (including Fortinet setup).

4. Track Record of Implemented Projects (15 points)

- **Objective:** Evaluate the bidder's success in completing similar projects and their ability to deliver on time and within scope.

- **Considerations:** Evidence of at least 3 successfully implemented projects involving cloud migration, hybrid solutions, or similar IT infrastructure transformations. Focus on projects where the bidder implemented similar services (Microsoft 365, Exchange Online, AD migration, backup solutions) and handled network reconfigurations. To substantiate these claims, the bidder should provide references or testimonials from past clients and project documentation.

- **Measurement Standard**:
    - Relevance of past projects to the scope of the current tender.

- **Documentation Required**:
    - Client references substantiating successful project delivery.

5. Training, Documentation, and Post-Implementation Support (10 points)

- **Objective:** Assess the bidder's commitment to providing ReSPA with comprehensive knowledge transfer and ongoing support.

- **Considerations:** Quality and scope of training programs for ReSPA IT staff on cloud management, Microsoft 365 administration, and virtualized environments. Clarity and detail in project documentation (final blueprint, user manuals). Availability and quality of support during the 6-month guarantee period, including maintenance and troubleshooting.

- **Measurement Standard**:
    - Quality and usability of provided documentation.

- **Documentation Required**:
    - Sample project documentation (blueprints, user manuals).