



Australian Children's
Education & Care
Quality Authority

System Modernisation Program - M365 Implementation

REQUEST FOR TENDER



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1 LODGEMENT OF PROPOSALS

Closing date	5pm, 9 October 2020 Late submissions will not be accepted.
Lodgement method	Email to: gareth.parker@acecqa.gov.au Email subject line: System Modernisation Program - M365 Implementation - RFT
Questions about this proposal	Please send any questions by email to gareth.parker@acecqa.gov.au Email subject line: System Modernisation Program - M365 Implementation - Enquiry
ACECQA project owner	Name: Gareth Parker Position: Senior Manager ICT Email: gareth.parker@acecqa.gov.au Telephone: 0414 266 455



2 BACKGROUND

The Australian Children's Education & Care Quality Authority (ACECQA) is the national statutory authority established under the Education and Care Services National Law (the National Law) to work with all governments to guide the implementation and administration of the National Quality Framework (NQF). Established in 2012, the NQF introduced important quality reforms to most long day care, family day care, preschool/kindergarten and outside school hours care services in Australia.

ACECQA's current IT infrastructure includes standard Microsoft licensing models, applications and technologies. ACECQA core corporate Microsoft applications including Office and Exchange are not current versions and are on servers hosted by external service providers.

ACECQA is looking to enhance productivity and collaboration, take advantage of continuous improvement of cloud services whilst reducing the overhead of managing on-premises infrastructure. ACECQA's approximate user base is 120.

2.1 Project aim

ACECQA is looking to modernise and increase efficiencies through the implementation of Microsoft 365 services, licensing models, technologies and applications.

ACECQA is seeking to engage an appropriately qualified vendor to:

- migrate existing Microsoft application environment to M365
- develop and implement an intranet
- setup/configure and deploy M365 aligned to best practice
- implement collaboration tools using the collaboration product suite including SharePoint, teams and OneDrive
- provide relevant training material to administrators and staff on new technologies/solutions
- provide project and change management for the project



3 STATEMENT OF REQUIREMENTS

3.1 Requirement / Method

The successful tenderer will be required to provide a variety of services associated with transition of ACECQA's infrastructure and applications to Microsoft 365. This will include but is not limited to:

- attending project briefing session with ACECQA to clarify expectations
- providing regular progress updates
- providing project management including change management planning
- undertaking targeted consultation sessions with specified key stakeholders
- recommending assessments, solutions and configuration settings for the migration of the existing Microsoft application environment to M365
- configuring M365 security and compliance
- providing handover documentation including build and configuration documents
- providing staff training including materials (best practice/user guides, infographics, videos, etc.)
- developing and delivering a new intranet.

3.2 Summary of deliverables

In summary, the successful tenderer will be required to migrate the existing Microsoft application environment to M365 including the setup, configuration, security and delivery of:

- M365 active directory implementation
 - establish hybrid identity management
 - integration of on premise active directory to AAD (AAD Connect)
 - conditional Access and multi-factor authentication
- M365 configuration and management tools
 - implementation of Autopilot
 - implementation of Intune
 - implementation of Hybrid Device Join
- M365 security
 - recommendation and advice on M365 best practises and controls
 - implementation and configuration of security features including:
 - multi-factor authentication
 - advanced security reports and alerts
 - threat investigation and response capabilities
- migration of email to exchange online, this must be done with minimal downtime
 - Exchange Online
 - Hybrid Exchange
- M365 OneDrive implementation



- migration onto OneDrive
- SharePoint online implementation
 - modern collaboration tools
 - intranet development and implementation
 - training plan and materials
 - handover documentation including
 - build document
 - solution documentation
- records management
 - M365 to HP TRIM integration recommendations
- project management plan including:
 - technical details on how the vendor will migrate current contents seamlessly to an M365 environment
 - communication plan
 - training plan
- change management plan including:
 - end user training plan including end user training
 - creation of training materials for staff
- provide relevant processes and procedural guides to migrate content online by ACECQA staff



4 TIME FRAME

Below is an indicative time frame for the procurement and project. However, tenderers are welcome to propose and justify new time frames. The final time frame will be agreed with the successful tenderer prior to commencement of the project.

RFT closing date	9 October 2020
Successful tenderer notified	16 October 2020
Contract commences and project briefing	2 November 2020
Other milestones	Phase 1 – Completed January 2021 <ul style="list-style-type: none">• Active directory• Exchange• Management tools• One Drive• Staff Training
	Phase 2 – March 2021 <ul style="list-style-type: none">• Intranet• Collaboration tools• Staff Training
	Phase 3 – April 2021 <ul style="list-style-type: none">• Records management recommendations
Final delivery	April 2021



5 RESPONSE FORMAT

Responses to this RFT must include:

- A. tenderer name, address and ABN
- B. name, address, email and phone number of contact person for queries
- C. details of how the procurement will be managed / delivered, including high level project delivery plans, proposed staff training and on boarding to new technologies
- D. detailed cost estimates as outlined in section 5.1, including any incremental costs
- E. names of specific personnel to be involved in the project and their qualifications and experience and their allocated time to the project
- F. brief descriptions of previous projects delivered of a similar nature
- G. demonstrated capability and capacity to meet the procurement requirements
- H. contact details for two referees that can demonstrate the tenderer's capacity to deliver to high quality, on time and within budget

Response to Tenders should be received no later than 5pm **9 October 2020**. Late submissions will not be accepted.

5.1 Cost breakdown

ACECQA would like a cost breakdown into the effort of days and cost for the following components:

- Project management of solution
- Change/training management
- Training documentation
- Phase 1:
 - M365 active directory implementation (AAD)
 - M365 configuration and management tools
 - Exchange online configuration and migration
 - M365 OneDrive implementation and migration
- Phase 2:
 - Intranet
 - SharePoint online implementation
- Phase 3:
 - Records Management recommendations



6 SELECTION CRITERIA

Tenders will be assessed using the following criteria:

- A. Experience and expertise in designing and conducting similar projects in M365, intranet, SharePoint online
- B. Understanding of the project requirements and expectations
- C. Capacity to meet the project objectives in the specified timeframes
- D. Value for money.

The selection of a preferred tenderer will be based on the most efficient and effective outcome for ACECQA. This involves assessing value for money and quality of service against this Request for Tender (RFT).

7 TERMS OF REQUEST FOR TENDER

7.1 Disclaimer

ACECQA is not obliged to enter into any legally binding agreement with a respondent. Nothing in this Request for Tender (RFT) creates or implies a legally binding agreement between ACECQA and the respondent.

ACECQA will not be liable for any acts or omissions of the respondent or costs or expenses incurred, as a result of the information provided by ACECQA in this RFT. The respondent is deemed to have read and understood all relevant information associated with the RFT and warrants that their submission is complete and contains accurate information.

7.2 Privacy notice

Respondents should familiarise themselves with other policies relevant to this RFT including:

- ACECQA Privacy Policy
- ACECQA Freedom of Information Policy

7.3 Conflict of interest

If a respondent is concerned about the existence of, or potential existence of, a conflict of interest, they should notify ACECQA immediately. ACECQA will then determine how the matter should best be handled.

7.4 Probity and ethical behaviour



Probity and ethical behaviour governs the conduct of all procurement activities at ACECQA. All staff with the authority to procure goods and services or otherwise involved in the procurement process must act ethically, with integrity, probity, and in line with the ACECQA Procurement Policy.

ACECQA requires the same standards from those with whom it deals.