



TERMS OF REFERENCE

MICROSOFT 365 LICENSE

PROCUREMENT



Background: The Belize Tax Service (BTS), a department under the Ministry of Finance, is seeking to procure Microsoft 365 licenses to support its digital transformation and ensure secure, collaborative, and efficient service delivery across all units. The licenses are intended to maintain and expand current capabilities under the Government of Belize's standard ICT platform.

Objective: To acquire a one-year subscription of Microsoft 365 licenses tailored to the operational and security needs of BTS, including collaboration tools, project management solutions, security add-ons, and analytics services.

Scope of Work: The successful vendor will be responsible for providing the following services:

- Provisioning and activation of Microsoft 365 licenses listed below.
- Technical support for license provisioning and user onboarding.
- Full license handover to BTS with documentation.
- Resolution of any technical issues during the subscription period.

Technical Specifications:

Item Description	Quantity
Microsoft 365 E5 without Audio Conferencing (No Teams)	230
Microsoft Teams Enterprise	215
Visio Plan 2	12
Planner and Project Plan 3	12
Power BI Pro	5
Microsoft Defender for Office 365 (Plan 1)	5
Office 365 E1 (No Teams)	15

Program of Work: Licenses must be activated and functional within seven (7) business days of contract award.

- The vendor must provide post-deployment support and issue resolution throughout the 12-month contract period.

Subscription Terms: This is a one-year subscription agreement.

- Subscription cannot be suspended or quantities reduced during the active term.
- A 72-hour grace period for cancellation or changes apply, after which changes will incur prorated charges.

Payment Terms: All pricing shall be in Belize dollars and inclusive of GST.

- Upon acceptance of the quotation, the vendor shall be liable for all provisioning and associated costs.
- Final pricing is subject to approval by Belize Tax Service.

Eligibility Criteria: The vendor must be an active Microsoft Cloud Service Provider (CSP) authorized to sell Microsoft licenses in the Latin America and Caribbean region.

- The vendor must have an active membership in the Microsoft Partner Network (MPN).
- The vendor must have successfully delivered at least one (1) Microsoft 365 project of similar size and scope within the past three (3) years.
- The vendor must submit a valid business certificate and be in good standing with Belize Tax Service, Belize Companies Registry, and Belize Social Security Board.
- The vendor must provide two client references related to Microsoft 365 deployments within the last three years.
- The vendor must demonstrate the availability of financial resources or access to credit equivalent to the full contract value.

Evaluation Criteria: Tenders will be evaluated on technical merit and price based on the following criteria:

Evaluation Criteria	Weight (%)
Financial Order	50%
Direct technical support from Microsoft	20%
Access to the portal for managing licenses throughout the term of the agreement (1 year)	10%
Service delivery models for issue resolution	10%
Service delivery experience in provisioning and supporting Microsoft 365 for businesses of similar size	5%
Financial strength of the economy demonstrated over the past three (3) years	5%

Language: English

Contact for Clarification: All clarifications regarding this Terms of Reference can be directed to:

Mr. Gabriel Bol
Belize Tax Service
Email: Gabriel.Bol@bts.gov.bz

Submission Deadline: May 23, 2025, by 2:00pm (Belize Time)
All submissions are to be made to:

Michelle Longsworth (Mrs.)
Director General
Belize Tax Service
Eleanor Hall Building
Lake Independence Boulevard
Belize City, Belize
Email: Michelle.Longsworth@bts.gov.bz