

Request for Quotations Slot 2

ITEM NO	RFQ No.	DESCRIPTION	QTY	SPECIFICATION
1.	RFQ 286-26	For the Provision of Technical Specs for On Premises Microsoft Exchange 2019 Migration to Exchange Server SE with Microsoft 365 Hybrid	1	See attached Specification

Closing date for ALL Tenders: On or before 11:00hrs; Wednesday 01 April 2026

Bidding Terms

- **Quotations should be in US\$ payable in local currency**
- **Payment Terms – 30 days**
- **Bidders to provide valid tax clearance certificate**
- **Bidders with outstanding orders for any of the above items will not be considered.**
- **TELONE RESERVES THE RIGHT TO INCREASE AND DECREASE QUANTITY**
- **Bidders should also be compliant with the new regulations for FISCAL TAX INVOICE where necessary.**
- **Each tender should be in its own envelope; tenders should not be mixed on one quotation.**
- **It is the Bidder's responsibility to ensure that they receive a receipt confirming submission of their bid that has correct details of the Bidder and the number of the Bid.**

Your Tender should state the price (Please state your VAT status), a firm delivery date Emailed to both procurement@telone.co.zw and procurement@telmail.co.zw. Physical copies to be **HAND DELIVERED** to TelOne, Procurement, 8th Floor, Runhare House.

RFQ 286-26

Technical Specifications for On-Premises Microsoft Exchange 2019 Migration to Exchange Server Subscription Edition (SE) with Microsoft 365 Hybrid

Technical Specification Sheet

On-Premises Microsoft Exchange 2019 Migration to Exchange Server Subscription Edition (SE) with Microsoft 365 Hybrid

1. Purpose of the RFQ

The purpose of this RFQ is to solicit quotations from qualified service providers for the **design, migration, and implementation of Microsoft Exchange Server Subscription Edition (SE)** from an existing **on-premises Microsoft Exchange Server 2019 environment**, including configuration of a **hybrid coexistence with Microsoft 365 (M365)**.

The engagement is for a **single migration project**, excluding Microsoft licensing costs, and shall be executed with minimal business disruption while ensuring security, resilience, and compliance with Microsoft best practices.

2. Current Environment Overview

Vendors shall base their proposals on the following baseline environment:

Component	Description
Current Email Platform	Microsoft Exchange Server 2019 (On-Premises)
Deployment Model	Highly Available DAG with DR server
Number of Mailboxes	~2,300 users
Active Directory	Single forest (details to be confirmed during discovery)
Client Access	Outlook (MAPI/HTTP), OWA, ActiveSync
Email Security	Existing email security gateway (on-prem)
Operating System	Windows Server (supported versions only)
Authentication	Active Directory
Internet Connectivity	Existing secure connectivity to Microsoft 365

3. Target Environment Overview

The vendor shall design and implement:

- **Microsoft Exchange Server Subscription Edition (SE)** on-premises
- **Hybrid Exchange deployment** with Microsoft 365 (Exchange Online)
- Secure coexistence between on-prem and cloud mailboxes
- Support for staged or selective mailbox migration (if required)

4. Scope of Work

4.1 Discovery & Assessment

The vendor shall:

- Assess the existing Exchange 2019 environment
- Review DAG health, databases, and replication status
- Validate Active Directory readiness for Exchange SE
- Identify risks, constraints, and prerequisites
- Produce a discovery and readiness assessment report

4.2 Solution Design

The vendor shall provide a detailed design covering:

- Exchange SE server architecture
- DAG design (including database layout and resilience)
- Hybrid configuration model (Classic or Modern Hybrid)
- Mail flow design (on-prem, cloud, and hybrid routing)
- Namespace and certificate strategy
- High availability and disaster recovery considerations

4.3 Exchange SE Installation & Configuration

The vendor shall:

- Install and configure Exchange Server Subscription Edition
- Apply latest cumulative updates and security patches
- Configure:
 - Mailbox role
 - Transport services
 - Client access services
- Integrate Exchange SE into the existing DAG or migrate DAG members as required

4.4 Hybrid Configuration with Microsoft 365

The vendor shall:

- Configure Exchange Hybrid using Microsoft Hybrid Configuration Wizard
- Establish secure mail flow between on-prem and Exchange Online
- Configure:
 - OAuth authentication
 - Free/Busy coexistence
 - MailTips
 - Cross-premises mailbox moves
- Validate hybrid functionality end-to-end

4.5 Mailbox Migration

The vendor shall:

- Plan and execute mailbox migrations from Exchange 2019 to Exchange SE
- Support pilot, phased, or bulk migration approaches
- Ensure:
 - No data loss
 - Minimal downtime per mailbox
 - Preservation of permissions, delegates, and shared mailboxes
- Migrate system mailboxes and arbitration mailboxes as required

4.6 Mail Flow & DNS

The vendor shall:

- Review and update (if required):
 - MX records
 - SPF, DKIM, and DMARC
- Ensure seamless inbound and outbound mail flow via:
 - Email security gateway
 - Exchange SE
 - Exchange Online
- Validate internal and external mail routing

4.7 Security & Compliance

The vendor shall ensure:

- TLS-secured mail transport
- Secure authentication and authorization
- Role-based access control (RBAC)
- Compliance with Microsoft security best practices
- No degradation of existing compliance or retention policies

4.8 Testing & Validation

The vendor shall conduct:

- Functional testing (mail flow, client access)
- Hybrid feature testing (Free/Busy, mailbox moves)
- High availability and failover testing (DAG)
- User acceptance testing (UAT) support

4.9 Knowledge Transfer & Documentation

The vendor shall provide:

- As-built technical documentation
- Updated architecture diagrams
- Migration summary report
- Knowledge transfer session(s) for internal IT staff

5. Out-of-Scope Items

Unless explicitly stated, the following are excluded:

- Microsoft software licensing and subscriptions
- End-user device configuration
- Outlook client upgrades
- Third-party email security product licensing
- Long-term managed services post-migration

6. Deliverables

Item	Deliverable	Description
1	Discovery Report	Current state assessment and risks
2	Design Document	Target architecture and hybrid design
3	Migration Plan	Detailed migration schedule and approach
4	Exchange SE Deployment	Fully functional Exchange SE environment
5	Hybrid Configuration	Operational hybrid with M365
6	Test Results	Validation and acceptance documentation
	As-Built Documentation	Final configuration and diagrams
7	Knowledge Transfer	Admin handover session

7. Vendor Qualifications

Vendors must:

- Demonstrate proven experience with Exchange 2019 and Exchange SE
- Provide at least two similar project references
- Employ Microsoft-certified engineers (*Proof to be submitted*)
- Follow Microsoft-recommended migration methodologies

8. Pricing Requirements

Vendors shall provide:

- Fixed-price or clearly itemized cost breakdown
- If itemized, separate pricing for:
 - Discovery & design
 - Implementation & migration
 - Testing & handover
- Confirmation that pricing **excludes Microsoft licensing**

9. Assumptions & Constraints

- Migration to be executed with minimal service disruption
- Business hours and change windows to be agreed in advance
- Existing infrastructure capacity to be validated during discovery
- All work to comply with organizational change management processes

10. RFQ Response Format

Vendor responses must include:

1. Technical approach and methodology
2. Project timeline and milestones
3. Roles and responsibilities
4. Risk management approach

5. Cost breakdown
6. Assumptions and dependencies