

# Technical Specifications

## Data Protection and System management

### 1. Introduction

This document outlines the requirements and specifications for the integration of Microsoft 365, data protection methods, and system management solutions using Microsoft Intune. The purpose is to ensure a seamless deployment, configuration, and management of cloud-based and on-premises resources with a focus on data security, compliance, and operational efficiency.

### 2. Project Overview

The project aims to:

- Implement Microsoft 365 services to enhance productivity and collaboration.
- Utilize Microsoft Intune for device and application management, ensuring secure access and compliance.
- Integrate data protection solutions to safeguard sensitive information and maintain compliance with industry standards.

### 3. Scope of Work

#### 3.1 Microsoft 365 Integration

- Deployment of Microsoft 365 applications including Exchange Online, SharePoint Online, Teams, and OneDrive for Business.
- Configuration of Microsoft 365 security features such as Azure AD Conditional Access, Multi-Factor Authentication (MFA), and Data Loss Prevention (DLP).
- Integration of Microsoft Defender for Office 365 for advanced threat protection.

#### 3.2 Data Protection Methods

- Implementation of Microsoft Information Protection (MIP) for data classification and labelling.
- Configuration of Azure Information Protection (AIP) for securing documents and emails.
- Setup of Data Loss Prevention (DLP) policies for Microsoft 365 applications to prevent unauthorized sharing of sensitive information.
- Backup and recovery strategy using Microsoft Azure Backup and/or third-party solutions.

### **3.3 System Management via Microsoft Intune**

- Enrolment of devices (Windows, macOS, iOS, Android) into Microsoft Intune for management.
- Configuration of device compliance policies and Conditional Access rules.
- Implementation of Mobile Device Management (MDM) and Mobile Application Management (MAM) policies.
- Deployment of applications and updates through Intune.
- Integration of Intune with Microsoft Endpoint Manager for unified endpoint management.

## **4. Technical Requirements**

### **4.1 Microsoft 365 Requirements**

- Licensing: Ensure all required Microsoft 365 licenses (E3, E5, or equivalent) are available.
- Tenant Configuration: Proper configuration of Microsoft 365 tenant with best practices for security and compliance.

### **4.2 Data Protection Requirements**

- Data Encryption: All sensitive data must be encrypted both at rest and in transit.
- Data Residency: Adherence to data residency and sovereignty requirements as per regional regulations.

### **4.3 Intune Requirements**

- Device Support: The solution must support management of Windows 10/11, macOS, iOS, and Android devices.
- User Grouping: Group users based on roles and responsibilities to apply appropriate policies.
- Integration: Ensure integration with other security solutions such as Microsoft Defender and Azure AD.

## **5. Security and Compliance**

- Ensure compliance with GDPR, POPIA, and other relevant data protection regulations.
- Implement role-based access control (RBAC) for managing permissions.
- Regular auditing and reporting capabilities to monitor compliance.

## **6. Training and Support**

- Provide training sessions for IT administrators and end-users on the use of Microsoft 365, Intune, and data protection tools.
- Include documentation and knowledge base for troubleshooting common issues.
- Offer post-implementation support and maintenance for a period of 6 months.

## **7. Project Deliverables**

- Fully configured and operational Microsoft 365 environment.
- Intune configuration with all enrolled devices and applications managed as per the compliance policies.
- Data protection mechanisms in place, with all necessary DLP and encryption policies configured.
- Training and support documentation.

## **8. Vendor Requirements**

- Must be a certified Microsoft Partner with experience in implementing Microsoft 365 and Intune solutions.
- Proven track record in deploying data protection and compliance solutions.
- Ability to provide references from similar projects.

## **9. Submission Requirements**

- Detailed project plan including timeline and milestones.
- Itemized cost proposal including licensing, services, and support.
- Evidence of previous experience and Microsoft certifications.

## **10. Evaluation Criteria**

- Technical expertise and capability.
- Cost-effectiveness and value for money.
- Quality of proposed solution and alignment with requirements.
- References and previous project success.

## **Conclusion**

The integration of Microsoft 365, data protection methods, and Intune system management solutions is a strategic initiative aimed at enhancing productivity, security, and compliance. Vendors are invited to submit proposals that address all aspects of this tender specification