



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

ANNEX B

TO THE CONTRACT NO. _____

TERMS OF REFERENCE

Procurement and Delivery of Microsoft Cloud Licensing and Azure Consumption

1. Background

International IDEA utilises a global Microsoft 365 and Azure cloud environment to support operations at its headquarters and field offices worldwide. Essential digital services including identity and access management, security operations, productivity applications, communication tools, and systems hosted on Microsoft Azure depend on continuous access to Microsoft cloud licensing and consumption services.

To maintain service continuity, ensure compliance with Microsoft licensing requirements, and optimise the management of its cloud services, International IDEA seeks to establish a Framework Contract with an authorized Microsoft Cloud Solution Provider (CSP). The selected provider must be an authorized Microsoft Direct or Indirect CSP and be authorized to transact in the CSP market corresponding to International IDEA's tenant country/region (Sweden).

This contract will enable International IDEA to request Microsoft 365 licences and Azure consumption services, manage renewals, make adjustments to subscriptions, and extend services as necessary. The selected CSP must be able to supply Microsoft cloud solutions, provide transparent and accurate billing for Azure services, and support International IDEA's requirements for governance, security, and operational performance throughout the duration of the contract.

2. Objectives of the Assignment

The objective of this assignment is to engage a qualified, authorized, and reliable supplier to ensure the secure, compliant, and cost-effective procurement and delivery of Microsoft licenses for International IDEA.

The selected supplier must be authorized under the Microsoft Cloud Solution Provider (CSP) program as a Direct CSP or Indirect CSP and authorized to transact in the CSP market corresponding to International IDEA's tenant country/region (Sweden). The supplier shall provide Microsoft licenses in accordance with Microsoft licensing policies and program requirements and ensure timely provisioning, accurate billing, and efficient license management for International IDEA's Microsoft tenant.

The supplier shall support International IDEA in maintaining continuity of Microsoft services, compliance with applicable licensing terms, and effective management of subscriptions throughout the contract period.

3. Scope of Work

3.1. The Provider shall provide:

- 3.1.1. Microsoft 365 licensing, including provisioning, renewal, modification, and cancellation of subscriptions.
- 3.1.2. Detailed Consumption Reporting: Provide detailed monthly Azure consumption reports, including usage by subscription, service category, resource group, or other available cost dimensions.
- 3.1.3. Azure consumption billing and reporting, in accordance with the Microsoft Cloud Solution Provider (CSP) program, including access to detailed usage and cost information where available.
- 3.1.4. License provisioning, assignment, and management within International IDEA's Microsoft tenant.
- 3.1.5. Cloud cost optimization support, including advisory services on Microsoft licensing structures and Azure consumption efficiency.
- 3.1.6. Licensing and billing support, including issue resolution, troubleshooting, and guidance on Microsoft licensing compliance where required.

3.2. Pricing Commitment Models

Under this Framework Contract, the Provider shall be able to offer Microsoft cloud subscriptions under both monthly and annual commitment models, in accordance with Microsoft CSP program rules.

For the purpose of this procurement, all prices must be submitted in EUR. (where necessary, exchange rates can be obtained from this [link](#). Please use the exchange rates for the month of March 2026). Suppliers shall submit pricing for both monthly and annual commitment options, where applicable, and clearly indicate any pricing differences, conditions, or limitations associated with each model. Unit pricing for monthly and annual commitments must be separately indicated.

The applicable commitment model for each service shall be specified in the relevant Service Order (SO) issued under the Framework Contract.

3.3 License & Service Requirements:

The list of Microsoft licenses and services required by International IDEA is provided in the table below. Actual quantities might vary via Service Orders.

International IDEA reserves the right to modify these quantities during the contract period, including adding or removing services and increasing or decreasing the quantities, in accordance with operational needs and through the issuance of Service Orders (SOs) under this Framework Contract.

License/Service	Quantity
Microsoft 365 E5	430
Microsoft Entra ID P1	1
Microsoft Entra ID P2	3
Microsoft Entra ID Governance Add-on for Microsoft Entra ID P2	3
Microsoft Teams Rooms Pro	4

Microsoft Teams Phone Standard	10
Planner and Project Plan 3	3
Power Automate Per User	1
Visio Plan 2	2
Office 365 F3	40
Office 365 Extra File Storage (GB)	5,500 GB
Microsoft 365 Copilot	100
Microsoft Stream Plan 2 Add-On	2
Microsoft Defender Vulnerability Management for FLW	25
Microsoft Azure Consumption	(usage-based)

4. **Timing and Work Plan**

The Framework Contract will be established in accordance with International IDEA's contracting rules and procedures.

Under this Framework Contract, the Provider shall support the following activities:

- 4.1. Monthly or annual license renewals, as specified in the relevant Service Orders.
- 4.2. Monthly Azure consumption billing and reporting, in accordance with Microsoft CSP program requirements.
- 4.3. Adjustments to Microsoft licenses, including additions or reductions in subscription quantities, as requested by International IDEA.
- 4.4. License provisioning within forty-eight (48) hours from the issuance of the relevant Service Order or request.

5. **Deliverables and Reporting Requirements**

The Provider shall deliver the following under this Framework Contract:

- 5.1. **Provisioned Microsoft licenses**, in accordance with the relevant Service Orders (SOs) issued by International IDEA.
- 5.2. **Monthly Azure consumption reports**, including detailed usage and billing information where available.
- 5.3. **Usage and license assignment reports**, indicating active subscriptions, assigned licenses, and available capacity within International IDEA's Microsoft tenant.
- 5.4. **License activation and subscription confirmation**, ensuring that all requested services are successfully provisioned and operational.

6. **Management and Organisation**

6.1 **Contract Management and Governance**

The Framework Contract shall be managed by International IDEA through its Information and Communication Technology (ICT) function, which will act as the primary counterpart for the Provider and will oversee contract implementation and service coordination.

International IDEA may issue Service Orders (SOs) under this Framework Contract for specific requirements, including, but not limited to:

- Annual or monthly license renewals
- Adjustments to Microsoft 365 subscriptions (additions or reductions)
- Azure consumption billing periods
- Requests for additional Microsoft cloud services

Each Service Order will define the specific scope, duration, quantities, and deliverables applicable to the requested services.

7. Monitoring and Evaluation

International IDEA will monitor and evaluate the performance of the Provider throughout the duration of the Framework Contract.

Monitoring will focus on, but not be limited to, the following aspects:

- Timeliness of license provisioning and renewals
- Accuracy and transparency of Azure consumption billing
- Compliance with Service Order requirements
- Responsiveness and quality of support services
- Adherence to agreed Service Level Agreements (SLAs)
- Accuracy of reporting and invoicing