



City of Pine Bluff

Request for Proposal (RFP)

Microsoft Exchange and Microsoft 365 Office G3 Licensing

RFP Issue Date

July 18, 2025

Proposal Submission Deadline

August 1, 2025 at 2:00 PM CST

City Clerk's Office, City Hall Room 202
200 East 8th Avenue, Pine Bluff, AR 71601

1. Introduction

The City of Pine Bluff is soliciting sealed proposals from qualified and authorized Microsoft resellers to provide licensing for Microsoft Exchange Online and Microsoft 365 Office G3 (Government) plans. This initiative ensures a secure, compliant, and efficient cloud-based communication and productivity environment for City departments.

2. Scope of Work

The selected vendor will be responsible for:

- Providing Microsoft 365 Office G3 Government licenses for 150 users
- Providing Microsoft Exchange Online Plan 1 (or equivalent) email services for 225 users (if not bundled with G3)
- Initial provisioning and activation of all licenses
- Ongoing license management and technical support
- Renewal or transfer of existing licenses where applicable
- Ensuring full compliance with Microsoft's Government Community Cloud (GCC) standards

3. License Requirements

Licensing Overview

License Type	Quantity	Term	Notes
Microsoft 365 G3 (Government)	150	12 mo	Includes Exchange Online, Office Apps, Teams, etc.
Exchange Online (if separate)	225	12 mo	Required only if not bundled with G3 plan

All licenses must:

- Be procured through an authorized Microsoft Government licensing provider

- Include support for compliance, security, and collaboration tools
- Meet GCC compliance to adhere to federal and state regulations

4. Proposal Requirements

Each proposal must include:

- Company name, address, and contact details
- Proof of Microsoft Authorized Reseller or Partner status
- Detailed pricing for each license type and term (monthly and annually)
- Proposed timeline for provisioning and activation
- Description of technical support and customer service offerings
- Details of any value-added services (e.g., migration, training)
- References from at least two (2) other government clients

5. Evaluation Criteria

Proposal Evaluation Matrix

Evaluation Factor	Weight
Cost competitiveness	30%
Vendor experience and Microsoft certification	20%
Compliance with government licensing standards	20%
Support offerings and value-added services	15%
References and past performance	15%

6. Submission Instructions

All proposals must be received by **2:00 PM CST on August 1, 2025**.

Submission Options:

Email Submission (PDF format preferred):

jroberts@cityofpinebluff-ar.gov

Mail or In-Person Delivery:

City of Pine Bluff – City Clerk's Office

Attn: Proposal Submission

Room 202, City Hall

200 East 8th Avenue

Pine Bluff, AR 71601

Submission Guidelines:

1. Submit one (1) original marked "Original" and five (5) printed copies.
2. Include the cost proposal in a separate sealed envelope labeled "Cost Proposal."
3. Top-scoring proposers may be invited to interviews (virtual or on-site).
4. The City reserves the right to reject any or all submissions, waive informalities, and accept any portion of a proposal in its best interest.
5. All questions must be submitted by **5:00 PM CST on August 6, 2025**, to Kris Givens at kris@cityofpinebluff-ar.gov.

7. Terms and Conditions

- The City of Pine Bluff reserves the right to reject any or all proposals.
- This RFP does not constitute a contract or offer of employment.
- All submitted materials become the property of the City and will not be returned.
- The City reserves the right to negotiate final terms with the selected vendor.