

# **SATS TECHNOLOGY**

## **Request for Proposal**

**Project Title:** Renewal of Microsoft Enterprise Agreement (EA) for SATS Group

**RFP Number:** CT2201Y008

**Co. Regn No.:** 197201770G

## 1. ABOUT SATS

- 1.1. SATS Ltd is the leading provider of gateway services and food solutions.
- 1.2. Today, SATS Ltd caters to the needs of the aviation sector and a host of other businesses in hospitality, food, healthcare, freight and logistics industries besides governments
- 1.3. Our gateway service offerings include airfreight handling, passenger services, ramp handling, baggage handling, aviation security services, aircraft interior and exterior cleaning as well as cruise handling and terminal management
- 1.4. Our Food Solutions service offerings include airline catering, institutional and remote catering, aviation laundry as well as food distribution and logistics.

## 2. BACKGROUND

- 2.1 SATS has entered into the Microsoft Enterprise Agreement since 2010 to streamline license management with a single organization-wide agreement. This will maximize our investments in Microsoft technologies with the best pricing and benefits.
- 2.2 This agreement allows us to subscribe to various types of licenses with volume licensing discounts and perpetual products/features upgrades.
- 2.3 The Microsoft Enterprise Agreement is a 3-year renewable contract. Hence, for this tender, the Microsoft Enterprise Agreement will be for a period of 3 years from 1<sup>st</sup> Apr 2022 to 31<sup>st</sup> Mar 2025.

## 3. BUSINESS OBJECTIVES

- 3.1 SATS is seeking to engage the services of a **Microsoft Licensing Solutions Provider (LSP)** to achieve the following objectives:
  - (a) Renew the existing Microsoft Enterprise Agreement (EA)
  - (b) Provide licensing expertise to enable cost-effective solutions for applicable devices using both on-premises and cloud-based products
  - (c) Continuously educate and update SATS on the various licensing scheme available and advise how SATS can optimize the various schemes
  - (c) Assist SATS in the optimization of cost on the usage of licenses
  - (d) Arrange periodic updates on Microsoft product roadmaps; and
  - (e) Provide other value-added services at no additional costs to SATS as follows but not limited to:
    - Services directly related to Microsoft and non-Microsoft software where appropriate as a direct enhancement to the appropriate software licenses, maintenance and services
      - Associated software training;
      - Installation assistance;
      - End-user enablement sessions;
      - Licensing consultancy services & compliance guidance Etc

Vendors shall provide cost efficient models for SATS's consideration.