

TERMS OF REFERENCE (TOR)

APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT SHAREPOINT ONLINE GOVERNANCE AND SECURITY CONFIGURATIONS

1. INTRODUCTION

1.1 The Quality Council for Trades and Occupations (QCTO) utilizes Microsoft SharePoint Online as its primary platform for collaboration and document management. To enhance governance, compliance, and security, the QCTO seeks to appoint a qualified service provider to configure SharePoint Online to limit site creation, implement data protection controls, and facilitate secure external collaboration.

2. OBJECTIVE

2.1 To procure the services of an experienced Microsoft 365/SharePoint Online service provider who will:

- Enforce site provisioning governance.
- Implement custom permissions to restrict document deletion.
- Improve secure collaboration with external stakeholders.
- Align SharePoint configuration with compliance and governance best practices.

3. SCOPE OF WORK

The appointed service provider will be required to perform the following tasks:

3.1 Governance and Site Provisioning

- Disable end-user ability to create independent SharePoint sites.
- Provide templates for standardized team and communication sites.

3.2 Permissions Management and Data Protection

- Configure custom permission levels to allow users to upload/add documents but not delete or permanently remove content.
- Implement granular access controls for departmental and cross-functional sites.
- Prevent unauthorized sharing or moving of sensitive content outside designated areas.

3.3 Secure External Collaboration

- Establish secure guest access protocols for collaboration with external stakeholders (e.g., external auditors).
- Implement conditional access policies, expiry rules, and monitoring for external users.

3.4 Compliance and Monitoring

- Configure data retention policies to prevent data loss and support regulatory compliance.
- Set up audit logging and alerting for critical actions (deletions, sharing, permission changes).
- Implement data classification labels (if applicable to future governance plans).

3.5 Knowledge Transfer and Documentation

- Provide detailed documentation of implemented configurations.
- Deliver at least one session to ICT personnel on SharePoint governance maintenance.

4. DELIVERABLES

The following deliverables are expected:

- A project plan and schedule.
- Documented governance framework and security configurations.
- Configured and tested SharePoint Online environment per scope.
- Training and handover session.
- Final project closure report.

5. DURATION

The duration of the project shall not exceed 6 weeks from the date of appointment.

6. QUALIFICATIONS AND EXPERIENCE

The prospective service provider must demonstrate the following:

- Proven experience (minimum 3 years) in Microsoft 365 and SharePoint Online governance and configuration.
- Microsoft certifications (e.g., Microsoft 365 Certified: Teams Administrator Associate, Security Administrator Associate, or SharePoint Associate).
- Experience in implementing secure external collaboration and custom permission models.
- Experience working with public sector or regulatory entities (advantageous).

7. REPORTING

7.1 The service provider will report directly to the QCTO ICT Manager or their delegate and will be required to provide weekly progress updates.

8. CONFIDENTIALITY

8.1 All data, documentation, and information accessed or developed during the course of this project shall remain the property of QCTO and may not be shared with third parties without written consent.

9. SUBMISSION REQUIREMENTS

9.1 Interested service providers must submit:

- Company profile and two or more relevant references.
- Detailed project approach.
- Proposed project timeline.
- CVs and qualifications