

RFP 02-2026
Request for Proposal
Microsoft 365 Licensing Optimization and Renewal Services

Boulder Housing Partners, identified hereafter as BHP, is requesting bid proposals from companies to provide the following services for multi-family housing sites:

- **Microsoft 365 Licensing Optimization and Renewal Services**

The bid packet will be listed as Request for Proposal, **RFP 02-2026, Microsoft 365 Licensing Optimization and Renewal Services**, and will be available for downloading from our website, <https://boulderhousing.org/bidsrfps> beginning Tuesday 01/27/2026.

Submittals are due via email only on or before Friday 02/27/2026 at 5:00pm. Please submit all proposals and or questions to procurement@boulderhousing.org. The subject line of the email MUST read **"RFP 02-2026 Proposal - Vendor Name"**. Any proposal received after the due date will not be accepted unless approved by BHP. No mailed, hand-delivered, or faxed submissions will be accepted.

Schedule of Events

Event	Date
RFP Package Available Online	Tuesday January 27th, 2026
Proposal Submission Deadline	Friday, February 27th, 2026, 5:00 PM
Award of Contract and Notification	Monday, February 23rd, 2026



Providing Homes, Creating Community, Changing Lives

4800 N. Broadway, Boulder, CO 80304
Hearing Assistance: 1-800-659-3656
Phone: 720-564-4610
Fax: 303-939-9569
www.boulderhousing.org

1. INTRODUCTION

Boulder Housing Partners (BHP) is the housing authority for the City of Boulder, Colorado. We are a quasi-governmental organization created in 1966 by the City Council of the City of Boulder. BHP owns and operates over 2000 affordable apartment homes, over 100 market rate apartments and over 1300 assistance vouchers. Please refer to our website for additional information: www.boulderhousing.org.

BHP is seeking proposals from qualified Microsoft Licensing Solution Providers (LSPs) or Cloud Solution Providers (CSPs).

Our primary goal is not simply a renewal of existing part numbers. We are seeking a strategic partner to analyze our holistic operational needs—ranging from telephony infrastructure to endpoint protection—and create a proposal that fits our specific requirements.

The selected vendor will serve as BHP's **Microsoft Reseller of Record** and **Licensing Advisor**, ensuring our environment remains optimized for cost, security, and compliance.

2. CURRENT TECHNICAL ENVIRONMENT & USER PERSONAS

Vendor Note: The licensing listed below represents our current state ("Baseline"). BHP specifically encourages vendors to challenge these assignments. Do not assume a "like-for-like" renewal is desired if a more efficient or cost-effective bundle exists.

2.1 ORGANIZATION OVERVIEW

BHP supports approximately **143 staff members** across administrative offices, property management sites, and maintenance operations. We currently utilize a commercial Microsoft 365 tenant.

2.2 USER PERSONAS

Our workforce is divided into two distinct operational profiles. Vendors should use these profiles to construct their licensing recommendations.

Profile A: Office & Admin Staff (approx. 114 users)

- **Role:** Administrative, management, and property managers working primarily from desktops/laptops.
- **Current License (Baseline):** Microsoft 365 Business Premium. (*Vendors will validate if this remains the optimal fit*).
- **Device:** Windows Laptop/Desktop (Intune Managed).



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- **Telephony:** Heavy reliance on Teams Phone for external DIDs.
- **Key Needs:** Full desktop apps (Word, Excel), detailed security compliance, frequent external calling.

Profile B: Maintenance & Field Staff (approx. 29 users)

- **Role:** Mobile workforce performing maintenance and on-site services.
- **Current License (Baseline):** Microsoft 365 F3. (*Vendors validate if this remains the optimal fit*).
- **Device:** **Corporate iPhone Only** (Intune Managed). No dedicated laptop/desktop.
- **Telephony:** Teams Phone on mobile app for external DIDs and hunt groups.
- **Key Needs:** Mobile access to Teams/Email, ticket management, frontline worker features.

2.3 TELEPHONY & INFRASTRUCTURE

- **Platform:** Microsoft Teams Phone environment.
- **PSTN Connectivity:** Currently using **Microsoft Calling Plan Pay-As-You-Go** (Country Zone 1).
- **Telephony Features:** Extensive use of Auto-Attendants (IVRs), Call Queues, and individual DIDs for all 143 staff.
- **Identity & Security:** Azure Active Directory (Microsoft Entra ID) Premium P2 (currently single license) with Conditional Access and MFA enforced. **We utilize Self-Service Password Reset (SSPR) with Password Write-back.**
- **Device Management:** All devices are managed via **Microsoft Intune**.

3. SCOPE OF WORK & OPTIMIZATION OBJECTIVES

3.1 OBJECTIVE A: LICENSING STRUCTURE OPTIMIZATION

Vendors must analyze the User Personas (Section 3.2) and propose a licensing bundle that maximizes value.

- **Challenge:** Is "Business Premium" + "F3" the most efficient mix?
- **Challenge:** Is "Pay-As-You-Go" calling the most cost-effective method for our volume, or should specific users move to Domestic Calling Plans?
- **Feature Verification:** Vendors must confirm that their recommended bundles include rights for **Zero Touch Deployment (Windows Autopilot)** and **Teams SMS capabilities**, or specify if these require additional add-ons.
- **Requirement:** Proposals must include a "Good/Better/Best" or "Current vs. Optimized" comparison.

3.2 OBJECTIVE B: PRICING TIER VERIFICATION (COMMERCIAL TENANT ONLY)

BHP is a Quasi-Governmental entity utilizing a Commercial Microsoft 365 Tenant.

- **Migration Constraint:** BHP **does not** desire a migration to the Microsoft Government Community Cloud (GCC) at this time. We intend to remain on our current Commercial tenant.
- **Pricing Optimization:** Vendors must verify if BHP is eligible for any preferential pricing tiers (e.g., State & Local Government pricing) that can be applied **within our existing Commercial environment**.
- If Government pricing requires a tenant migration, vendors should focus their proposals on **Commercial Volume Licensing** or optimized Commercial bundles.

3.3 OBJECTIVE C: RESELLER SERVICES

- Manage monthly/annual billing and subscription changes.
- Provide a self-service portal or streamlined process for adding/removing licenses.
- Serve as the escalation point for Microsoft support tickets.

4. SUBMISSION REQUIREMENTS & PRICING FORMAT

Please follow the same or similar pricing format/structure provided below.

4.1 SCENARIO-BASED PRICING TABLE

Instead of a simple price list, vendors must complete the following table (or a similar format) demonstrating their recommended strategy.

User Profile	Recommended Bundle (Name)	Component Licenses Included (e.g., Intune, Teams Phone)	Monthly Cost Per User	Justification / Strategic Value
Profile A (Office)	Vendor to Specify	List all components	\$	Why is this better than our current setup?
Profile B (Field)	Vendor to Specify	List all components	\$	Why is this better than our current setup?
Add-Ons	e.g., Audio Conferencing	N/A	\$	If applicable

4.2 TERM COMMITMENT OPTIONS

BHP requests pricing for two commitment structures:

1. **Annual Commitment:** 1-year term (pre-paid or monthly billing).
2. **Month-to-Month:** Flexible cancellation (NCE Monthly).

4.3 TECHNICAL STRATEGY NARRATIVE

Briefly describe your approach to:

- Transitioning our licenses from our current CSP/Direct model to your management with zero downtime.
- Reviewing our "Pay-As-You-Go" telephony usage to recommend calling plans.

5. EVALUATION CRITERIA

Proposals will be evaluated based on:

1. **Strategic Fit (30%):** Did the vendor analyze our Personas and offer a tailored solution, or just quote part numbers?
2. **Cost Effectiveness (30%):** Total Cost of Ownership (TCO) and transparency of fees.
3. **Technical Expertise (20%):** Demonstrated experience with Housing Authorities, F3/Frontline scenarios, and Teams Phone.
4. **Support Model (20%):** Clarity of the support escalation process and account management.

6. GENERAL TERMS & SUBMITTAL INSTRUCTIONS

- **Format:** PDF via email to procurement@boulderhousing.org. Please follow the same or similar pricing structure provided.
- **Subject Line:** "RFP 02-2026 Proposal - Vendor Name"
- **Deadline:** **Friday, February 13th, 2026, at 5:00 PM.**
- **Late Submissions:** Please notify procurement prior to the deadline

BHP RESERVATION OF RIGHTS:

1. BHP reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by BHP to be in its best interests.
2. BHP reserves the right not to award a contract pursuant to this RFP.
3. BHP reserves the right to terminate a contract awarded pursuant to this RFP, at any time for its convenience upon 30 days written notice to the successful bidder.
4. BHP reserves the right to inspect work at any time during the ongoing work.
5. BHP reserves the right to determine the days, hours and locations that the successful bidder shall provide the services called for in this RFP.
6. BHP reserves the right to retain all proposals submitted and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals.
7. BHP reserves the right to negotiate the fees proposed by the bidder.
8. BHP reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not limited to incomplete proposals and/or proposals offering alternate or non-requested services.
9. BHP shall have no obligation to compensate any bidder for any costs incurred in responding to this RFP.
10. BHP shall reserve the right to at any time during the RFP or contract process to prohibit any further participation by a bidder or reject any proposal submitted that does not conform to any of the requirements detailed herein.

Boulder Housing Partners does business in accordance with the Federal Fair Housing Law (the Fair Housing Amendments Act of 1988). BHP shall not discriminate against or in favor of any bidder on the basis of race, religion, sex or sexual preference, age, national origin, disability or political affiliation.