

SEBUTHARGA NO.: SH/07/2019
SCOPE OF WORKS, TECHNICAL SPECIFICATIONS & REQUIREMENTS

ITEM NOS.	CYBERSECURITY MALAYSIA's SCOPE OF WORKS, TECHNICAL SPECIFICATIONS & REQUIREMENTS	CYBERSECURITY MALAYSIA's RQMT LEVEL (See Note 1)	PLEASE TICK IF BIDDER COMPLY (See Note 2)	BIDDER'S REMARKS (INCLUDING DETAILS/REASONS AND ATTACHMENT) IF BIDDER DOES NOT COMPLY	BIDDER'S REMARKS IF ANY (INCLUDING DETAILS AND ATTACHMENT) IN SUPPORTING THEIR COMPLIANCE STATEMENT
A	GENERAL REQUIREMENTS				
1.0	<u>VENDORS PRE-REQUISITE</u>				
1.1	Bidder MUST fully comply with the scope of works, which include the supply, delivery, testing, commissioning, handover and acceptance of the hardware and software specified in Bill of Quantities and Price Schedules.	M			
1.2	Bidder MUST be ISO/IEC 27001 certified.	M			
1.3	Bidder MUST comply with Tier 3 of the Data Centre Site Infrastructure Standard (Concurrently Maintainable Site Infrastructure) or above from Uptime Institute.	M			
1.4	Bidder MUST have a Business Continuity Plan (BCP) for their proposed facilities.	M			
2.0	<u>BIDDER'S RESPONSIBILITY</u>				
2.1	The bidder shall review this document and take full responsibility of obtaining information from CyberSecurity Malaysia as may be required to meet the specifications and requirements.	M			
2.2	The bidder shall review and fulfill all specifications and requirements before committing to sign the purchase agreement	M			
3.0	<u>DOCUMENTATION REQUIREMENTS</u>				
3.1	All documentation shall be in English. Bidder shall be responsible for any translation cost incurred (if any) in regard to the submission of the documentation required by this tender.	M			
3.2	CyberSecurity Malaysia reserves the right to reproduce all or part of the documents submitted by the bidder for internal use.	M			

Note 1 : CyberSecurity Malaysia's Requirement Level :-

- M – Mandatory Requirement : These are ESSENTIAL/CRITICAL requirements that **MUST** be fully complied by Bidder.
- G – General Requirement : These are DESIRABLE requirements and Bidder is required to comply.
- I – For Info Only : These are information for the Bidder to take note and acknowledge.

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4.0	<u>SCOPE OF WORKS</u>				
4.1	Bidder MUST fully comply with the scope of works, which include: <ul style="list-style-type: none"> a) Provision of co-location facilities, to host all CyberSecurity Malaysia public facing websites and systems; b) To install and deploy the identified system and hardware. This shall include other relevant application if required as well as technical support and assistance to CyberSecurity Malaysia; c) To provide dedicated Internet services of 20Mbps full duplex (minimum); d) Provision of hardware migration service (re-rack, re-install and transportation) from current Data Center to the proposed Data Center; 	M			
4.2	Bidder shall confirm that their proposal is based on the entire provision of the above scope of works. Bidder's partial compliance to the said scope of works shall be disqualified.	G			
5.0	<u>DELIVERY REQUIREMENTS</u>				
5.1	Successful bidder shall complete the entire scope of works in FOUR (4) weeks or earlier after receipt of CyberSecurity Malaysia Letter of Acceptance (LOA).	G			
5.2	The bidder shall describe the project management details to be undertaken in the project to ensure the time is met as scheduled as well as meeting the technical requirements of the project. The project management methodology shall include the tasks and activities involved as listed below: <ul style="list-style-type: none"> a) Project team structure; b) Point of contact; c) Implementation schedule based on proposed project delivery and timeline. 	M			
5.3	CyberSecurity Malaysia has the authority to reject any kind of bugs during or after installation (within the warranty period) and the replacement or any labor shall be done within the same day without extra charge.	M			
5.4	Successful bidder shall be responsible for any cost and/or incidence occurred during the migration to new site (Inclusive of physical and/or virtual machine).	G			

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B	<u>TECHNICAL SPECIFICATIONS & REQUIREMENT</u>				
1.0	<u>TECHNICAL SPECIFICATION</u>				
1.1	<u>Rental of Dedicated Server Rack Facilities:</u>				
1.1.1	Bidder MUST provide co-location facilities which meet or exceed the below specifications:- <ul style="list-style-type: none"> a) Four (4) units of 42U Server Rack with allocated power capacity 1.5Kw/rack (Measurement for rack: 600mm(W) X 1000mm(D) X 1869m(H)). b) Two (2) power sources at rack level (Dual 16A commando socket points). c) Structured Cabling System (UTP Cat6 to Server Interface). d) Inclusive of one (1) unit of CISCO router. e) Equipped with clean agent gas fire suppression and water leakage detection system. f) Equipped with high sensitivity smoke detection system g) Inclusive of Generator Set Backup Power. 	M			
1.2	<u>Telecommunication and Internet Service Redundancy Facilities:</u> <ul style="list-style-type: none"> a) Dedicated Internet service is provided with minimum bandwidth of 20Mbps full duplex. b) Telecommunication and Internet Service Provider is named accordingly. c) Telecommunication and Internet service redundancy plan MUST be established and briefly explain. d) Internet service and dedicated line provided MUST support both IPv4 and IPv6 protocols. e) Bidder MUST provide SLA of 99.7% network service uptime. f) Bidder shall maintain all the existing IP addresses. g) Bidder shall provide the service of usable IP Address: <ol style="list-style-type: none"> 1. IPv4 address: Netmask length is 27 (30 hosts) 2. IPv6 address: Prefix length is /60 	M			
1.3	<u>DDoS Mititgation service:</u>				
1.3.1	Bidder shall provide DDoS mitigation service for 20Mbps Bandwidth and/or any relevant add-ons services. The bidder shall state in Bidder's remarks <u>IF</u> there are any relevant add-ons services required and quote in Bill of Quantities (BQ).	M			

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1.4	Bidder shall provide CyberSecurity Malaysia with unlimited access to server rack and server area as and when required.	M			
1.5	Physical security parameters are in place. This includes gate, security guard, manned reception and CCTV.	M			
1.6	Physical Entry control is implemented accordingly, for example biometric access or access card.	M			
1.7	The co-location site <u>is preferable to</u> be located within Cyberjaya, Selangor.	G			
2.0	<u>Bidder Past Experiences</u>				
2.1	Bidder MUST possess a minimum of three (3) years' experience in providing Data Center facilities and sufficient trained personnel for data center operations. Also in demonstrating their capability to provide consultation services for this project	M			
2.2	Bidder MUST provide list of client reference (latest completed or ongoing), authorized contact person and contact number.	M			
3.0	<u>Maintenance Support & Warranty Requirement</u>				
3.1	The bidder MUST have an established technical support team, which has been set-up in Malaysia.	M			
3.2	The bidder MUST provide 24x7x365 first level technical support for co-location facilities and also 24x7x365 CCTV monitoring.	M			
3.3	The bidder MUST possess technical support personnel. Bidder to specify the number of technical support and include their details in the proposal.	M			
3.4	Bidder MUST provide technical support during weekend or public holiday.	M			
3.5	The bidder is required to specify on any special requirement in order to provide onsite support.	M			
3.6	The warranty MUST be one (1) year standard software and hardware warranty and services from the date of software and hardware commissioning and acceptance by CyberSecurity Malaysia	M			

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