

**SEBUTHARGA NO.:SH/26/2022**  
**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
<b>A</b>	<b>GENERAL REQUIREMENTS</b>				
1.0	<b>SCOPE OF WORKS</b>				
1.1	Bidder <b>MUST</b> fully comply with the scope of works, which include the development, testing, commissioning, handover, and acceptance of the system development as specified in Scope of Works (SOW) and Bill of Quantities and Price Schedules (BQ).	M			
1.2	Bidder shall develop Etika Siber Nasional (ESN) module and e-Learning Module System for CyberSecurity Malaysia including but not limited to: -	M			
	i) This system consists of 3 topics. Whereby each topic will have 4 modules.				
	ii) The system <b>MUST</b> be developed in <b>Bahasa Melayu</b>				
	iii) Then system will be opened up to 10,000 schools (primary and secondary) which concurrently will be accessed by 1000 students.				
	iv) Install, configure, and deploy the system at any web hosting which has at least meet 99.4% system and network uptime and security features.				
	v) To provide two (2) years onsite preventive maintenance (quarterly basis) after end of warranty period.				
	vi) To provide voice call helpline support (working hours) and within 24 hours respond via email during pilot.				
	vii) To purchase and configure 2 years SSL certificate from any trusted Certificate Authority (CA)				
	viii) To follow and meet end user security features and server requirement				
1.3	The system shall be tested and endorsed by Kementerian Pendidikan Malaysia upon completion of User Acceptance Test (UAT). UAT will be done between CSM and bidder.	M			
1.4	The implementation <b>MUST</b> be completed and delivered in six (6) months or earlier upon receiving and acceptance of LOA.	M			

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1.5	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.	M			
<b>2.0</b>	<b><u>BIDDER'S RESPONSIBILITY</u></b>				
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.	I			
2.2	The bidder shall review and fulfill all specifications and requirements before committing to sign the purchase agreement.	M			
2.3	The bidder <b>MUST</b> provide complete proposal of the system development.	M			
2.4	The bidder shall be the authorized representative of the Learning Management System (LMS). Bidder <b>MUST</b> attach the sample or listing the engagement with the client as reference.	M			
<b>3.0</b>	<b><u>BIDDER PAST EXPERIENCES</u></b>				
3.1	Bidder <b>MUST</b> have at least two (2) years of project experience in development of online learning platform and bidder to provide list of client reference (latest completed or ongoing), inclusive of authorized contact person and number.	M			
3.2	Bidder <b>MUST</b> have at least two (2) years of project experience in develop modules and bidder to provide list of client reference (latest completed or ongoing), inclusive of authorized contact person and number.	M			

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3.3	Bidder <b>MUST</b> have dedicated and certified project team. Also, in demonstrating their capability to provide consultation services for this project. Bidder shall provide curriculum vitae of project team members to be involved in the proposal. Consultation services shall include the following: -  i) To guide end user with step-by-step guideline on how to fix an error ii) To guide MOE / PDE staff on the technical requirements of the system iii) To conduct training for user (KPM) iv) To convert the content based on the story board given v) To advise the best solution that meets the KPM requirement	M			
<b>4.0</b>	<b><u>DOCUMENTATION REQUIREMENTS</u></b>				
4.1	Proposals shall be in English. Documentations such as reports, minutes of meeting and storyboard modules shall be in Bahasa Melayu. Bidder shall be responsible for any translation cost incurred (if any) regarding the submission of the documentation required by this tender.	M			
4.2	The bidder shall provide the documentation below for the project implementation: i) Storyboard for the online modules ii) User Requirement Document iii) Project Progress Meeting Documentation, including Minutes of Meeting and Slides presentation iv) User Acceptance Test (UAT) approved by both parties. v) System design document vi) List of software and license that purchase for this project vii) User manual	M			
4.3	Bidder <b>MUST</b> provide brochures, system design and other relevant documentation for the system development	M			
4.4	CyberSecurity Malaysia reserves the right to reproduce all, or part of the document submitted by the bidder for internal use.	G			

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<b>5.0</b>	<b><u>WARRANTY REQUIREMENTS</u></b>				
5.1	The system <b>MUST</b> have six (6) months warranty period from the date of acceptance by CyberSecurity Malaysia.	M			
5.2	Bidder <b>MUST</b> provide two (2) years preventive maintenance services after the warranty period ends- please refer to item C in this SOW.	M			
5.3	Bidder <b>MUST</b> provide the details on the preventive maintenance schedule and Service Level Agreement (SLA).	M			
<b>6.0</b>	<b><u>DELIVERY REQUIREMENTS</u></b>				
6.1	Successful bidder shall complete the entire scope of works in six (6) months or earlier after receipt of CyberSecurity Malaysia Letter of Acceptance (LOA).	M			
6.2	The bidder shall describe the project management methodology 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: i) Project team structure ii) Point of contact iii) Implementation schedule based on proposed project delivery and timeline which indicating: - Key milestones, dates and deliverables - Number of manpower involved and resumes	M			
6.3	CyberSecurity Malaysia has the right to reject any kind of bugs or system error during or after installation within warranty period. Correction or bug fixing shall be done within the appropriate timeline without extra charge.	M			

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6.4	Bidder shall ensure to conduct, assist, deliver any services related to enhancing the security aspects of the system including secure coding and Vulnerability Assessment Penetration Testing (VAPT) will be conducted by Kementerian Pendidikan Malaysia. Bidder shall standby during the VAPT process.	M			
6.5	Upon completion of the development works, bidder is required to submit: i) User Acceptance Test report. ii) Final Acceptance Test Report iii) Testing and/or assessment report. iv) Source code. v) Final report.  <i>Note:</i> i) All documents, reports or materials prepared or developed by the Vendor specifically in relation to or for the purpose of this Proposal, shall unless otherwise expressly agreed, belong to CyberSecurity Malaysia (CSM) ii) Once the party agreed to the terms of the system or dashboard, a separate term will be negotiated between the parties for the development, then the source code shall be transferred to CSM once payment has been made.	M			
<b>B</b>	<b><u>TECHNICAL SPECIFICATIONS &amp; REQUIREMENT</u></b>				
1.0	<b><u>PURPOSE</u></b>  To develop Etika Siber Nasional (ESN) module and e-Learning Module System for CyberSecurity Malaysia	I			
2.0	<b><u>TECHNICAL SPECIFICATION</u></b>  Bidder's proposal of the development <b>MUST</b> be able to follow the following specification and features or equivalent or higher: -	M			

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2.1	<b>STAGE 1:</b> KICK OFF MEETING CyberSecurity Malaysia (CSM) and successful bidder will discuss and finalize the activities, methodology of the project and outcome of the project.	M			
2.2	<b>STAGE 2:</b> i) DEVELOPMENT OF E-LEARNING PLATFORM USING THE APPROVED CONTENT/STORYBOARD (Please see <b>Appendix 1</b> in page 9 of the SOW) a) Bidder will need to have enough team members to develop and transform the content into an e-learning platform. b) Bidder to fulfil the technical requirement from MOE. c) Bidder <b>MUST</b> be well verse with National Curriculum and standard by the Ministry of Education (MOE). d) Bidder <b>MUST</b> be well verse with the special requirement for Murid Berkeperluan Khas (for Murid Pendidikan Khas) based on the DELIMa Platform. e) Bidder <b>MUST</b> have pedagogical knowledge. f) Bidder to comply all items required as specified in Appendix 1 in page 9 of the SOW.  ii) BENGKEL PEMURNIAN a) CSM will arrange the workshop with BSTP. b) Bidder will need to present the e-learning platform and contents. c) Bidder to do the amendments accordingly.	M			
2.3	<b>STAGE 3:</b> i) PILOT PROJECT a) Bidder will need to prepare and be ready to assist in terms of technical error. b) Standby remotely during the pilot project or on-site at your own cost. c) Bidder will prepare the report for the pilot project.	M			

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	(cont'd) ii) BENGKEL PEMURNIAN a) Bidder to present the finding and report of the pilot project. b) Bidder to share the amendments that needs to be done.				
2.4	<b>STAGE 4:</b> i) USER ACCEPTANCE TEST (UAT) & FINAL ACCEPTANCE TEST (FAT) a) Bidder to prepare the UAT documents. b) Bidder to do the changes (if needed) based on the UAT process. c) Bidder to prepare the image of the system and email to CSM once the system is finalized by CSM and BSTP. d) Bidder to prepare the FAT documents and handover to CSM. ii) VULNERABILITY ASSESSMENT & PENETRATION TESTING (VAPT) a) VAPT will be handled by Bahagian Pengurusan Maklumat, Kementerian Pendidikan Malaysia (KPM). b) Cost of VAPT will be borne by KPM. c) CSM will notify bidder for VAPT. d) Bidder will need to be ready and standby on-site on the finding of the VAPT and do the changes according to the recommendation. e) Bidder will need to be available through the VAPT process. iii) DEPLOYMENT OF THE ETIKA SIBER NASIONAL (ESN) MODULE AND E-LEARNING MODULE SYSTEM a) Deployment will be done by the successful bidder and to deploy at Pusat Data Kementerian Pendidikan Malaysia in Bandar Enstek.	M			
C 1.0 1.1	<b>SUPPORT AND MAINTENANCE REQUIREMENT</b> <b><u>VENDOR ASSISTANCE REQUIREMENT</u></b> Bidder is required to have an established technical support set-up in Malaysia.	M			

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1.2	Bidder <b>MUST</b> possess technical support personnel. Bidder to specify the number of personnel.	M			
1.3	Bidder <b>MUST</b> provide technical support during weekend or public holiday.	M			
1.4	Bidder is required to specify on any special requirement to provide onsite support	G			
1.5	Bidder is required to provide technical support and team during Pilot Project either at base or selected location for the pilot project.	M			
1.6	Bidder <b>MUST</b> provide two (2) years preventive maintenance services after the warranty period ends.	M			
1.7	Bidder <b>MUST</b> provide the details on the preventive maintenance schedule and Service Level Agreement (SLA).	M			

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**APPENDIX 1**

**(MANDATORY REQUIREMENTS- THESE ARE ESSENTIAL/CRITICAL requirements that MUST be fully complied by Bidder)**

**SYSTEM DEVELOPMENT**

**Develop dashboard and online education module system which consist of 4 modules :-**

**i. Primary School (2 modules)**

- a) Module Rendah 1 : Tahap 1 (Tahun 1, 2 & 3)
- b) Module Rendah 2 : Tahap 2 (Tahun 4, 5 & 6)

**ii. Secondary School (2 modules)**

- a) Module Menengah 1 : Menengah Rendah (Tingkatan 1, 2 & 3)
- b) Module Menengah 2 : Menengah Atas (Tingkatan 4 & 5)

**iii. Dashboard**

- a) Teachers
- b) National Administrator (BSTP)
- c) Pejabat Pendidikan Daerah
- d) Jabatan Pendidikan Negeri

System features :-

**i) Curriculum feedback**

- i. To provide feedback on the curriculum of the subjects that has been provided by CSM and may include providing feedback on the title, topic and learning outcomes for each of the topics as well as the design of learning activities.

**ii) Course design**

- i. Assisting in the development of the structure of course with content, learning activities and assessment that are aligned with the course learning outcomes and conform to the curriculum stipulated by CSM.
- ii. Provide the necessary graphic design related to the content and learning activities.

**iii) Content Setup**

- i. Develop the e-content from the curriculum stipulated by CSM in the form of static content, interactive contents, graphics, videos and other media format deemed necessary to make learning fun and engaging.
- ii. Create the online courses that correspond to the content provided by CSM
- iii. The content is developed and made available to the activities to create engaging and collaborative learning environment

**iv) Learning activities**

- i. The design learning activities are provided around the content to create the learning environment that is engaging for the students.
- ii. The design of the activities is explorative and collaborative in nature to stimulate high order and critical thinking skills among students.

**v) Assessment**

- i. Develop the assessment that are based on the content and learning activities and aligned with the course learning outcomes.

**vi) Platform**

- i. Provide the suitable social based platform that are stable and can be accessed 24/7 without interruption (max 1000 persons per session) and respond time should not exceed 5 seconds.
- ii. Within the platform, there must be tools to create the community of learners among the students so that they can collaborate socially, tools for the student to undertake the learning activities and construct their own knowledge.
- iii. Provide data analytics for the purpose of monitoring and intervention.
- iv. Must be user and devices friendly

**vii) Course completion**

- i. Provide badge to student who has completed each session either topics or module.  
Provide the certificate of completion to the students at the end of each module

**viii) Online tutorial**

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- i. Provide the guideline how to use the platform for teachers and students.
- ii. Provide the online video tutorial for teachers on how to use the platform and facilitating the students in their learning.

**ix) Dashboard**

- a. The dashboard must consist of:
  - A tab for Teacher and whereby they could:
    - i. Add and remove students from the classroom.
    - ii. Create student ID and password, and able to delete.
    - iii. Monitor student learning progress.
  - A tab for School Administrator and whereby they could:
    - i. Create & remove ID for Teacher & Student
    - ii. Create & remove classroom
    - iii. Monitor student progress
    - iv. Monitor classroom progress
    - v. View percentage of students that have completed the modules
    - vi. View number of students (Male / Female) have been completed the module, student's achievement by module, overall achievement.
    - vii. View number & percentage of students that have completed level of achievement by module, overall achievement.
    - viii. Helpdesk buttons send notification to Program Admin and CC to PPD & JPN, including answer by admin.
    - ix. Malaysian Citizen students must include IC/Mykid;
    - x. View, Create and manage info in the HELPDESK - User Guide, Video (how to login, create account for student, school, etc), FAQ
  - A tab for JPN and whereby they could:
    - i. Organize and maintain the system (to create & remove Admin ID & password for PPD, School and teacher
    - ii. View PPD progression including school progress.
    - iii. View overall report for
      - a) User based on class and level (tahap/tingkatan)
      - b) User based on module
      - c) Number of students based on gender for Sekolah Rendah & Sekolah Menengah
    - iv. View number of students that have completed, level achievement based on module, and overall achievement (School, PPD and State)
    - v. Access PDD and school dashboard.
    - vi. View, Create and manage info in the HELPDESK - User Guide, Video (how to login, create account for student, school, etc), FAQ
  - A tab for PPD and whereby they could:
    - i. Create & remove ID Admin (school)
    - ii. Monitor learning progress for school and classroom
    - iii. View percentage of schools that have completed.
    - iv. View percentage of schools have completed based on module – Tahap 1, Tahap 2, Menengah Rendah, Menengah Atas
    - v. View Numbers of students (Male / Female) in every school and total number of schools based on district (PPD).
    - vi. Numbers of students (Male / Female) has been completed, level of achievement by module, overall achievement.
    - vii. Numbers of students (Male / Female) and percentage has been completed, level achievement by module, overall achievement (school & PPD).
    - viii. Access dashboard for school and district (PPD).
    - ix. View and generate progress report based on level (tahap), module and gender
    - x. View, Create and manage info in the HELPDESK - User Guide,
    - xi. Video (how to login, create account for student, school, etc), FAQ
  - A tab for National Administrator and whereby they could:
    - i. Create & remove Admin ID & password for JPN, PPD, School and teacher
    - ii. Monitor learning progression for Classroom, School, PPD & state.
    - iii. View Percentage of schools completed.
    - iv. View Percentage of schools completed based on module - Tahap 1, Tahap 2, Menengah Rendah, Menengah Atas
    - v. View Percentage of schools in urban and rural area.
    - vi. View number of students (Male / Female) in every school and total number of schools based on district (PPD).
    - vii. View number of students completed, level achievement based on module, and overall achievement.
    - viii. View percentage and number of students completed, level of achievement based on module, and overall achievement (School & PPD).

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- ix. Access school dashboard.
- x. View and generate progress report based on school – level, module & gender.
- xi. Export data as CSV or by excel by state.
- xii. View, Create and manage info in the HELPDESK - User Guide,
- xiii. Video (how to login, create account for student, school, etc), FAQ

**NON-FUNCTIONAL REQUIREMENT**

**SECURITY**

- 1. The system must be passed with the Vulnerability Assessment and Penetration Testing (VAPT) conducted by Kementerian Pendidikan Malaysia after User Acceptance Test (UAT) exercise.
- 2. The system must be equipped with timeout session management for users (recommended - 15 minutes).
- 3. Session management for online system must only allow single session at one time.
- 4. The system **MUST** use secure protocols (e.g., SSL).
- 5. Source code shall not reveal any confidential information.
- 6. User access privileges have to be spelled out and well documented.

**LOG**

- 1. The system **MUST** be able to generate log for audit purposes (e.g. activity logs for admin and user).
- 2. Ensure that log files were stored in a location with adequate size spaces, log files should be partitioned separately.

**MAINTENANCE**

- 1. The system **MUST** be able to provide backup function.
- 2. Source code shall belong to CyberSecurity Malaysia.
- 3. The system must be scalable for future enhancement.

**[END OF DOCUMENT]**

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