SEBUTHARGA NO.: SH/08/2024
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	**SCOPE OF WORKS**				
1.1	Bidder **MUST** fully comply with the scope of works, which include Support and Maintenance Services For Data Analytic Platform for two (2) years as specified in Bill of Quantities and Price Schedules.	M			
1.2	The required provision services shall be delivered to designated data center (within Cyberjaya area) once the contract has been signed by both parties.	M			
1.3	Bidder's partial compliance to the said scope of works shall be disqualified.	M			
2.0	**BIDDER'S RESPONSIBILITY**				
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.	G			
2.3	The bidder shall be the authorized reseller/representative of the hardware as stated in the section B (Technical Specifications & Requirement) in Malaysia. The bidder **MUST** provide letter of confirmation or appointment from the manufacturer/distributors for our reference.	M			

Note 1   : CyberSecurity Malaysia's Requirement Level: -

      M – Mandatory Requirement   :   These are ESSENTIAL/CRITICAL requirements that <u>MUST</u> 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.

Note 2   :   A blank (i.e. no tick in this column) shall be taken as Bidder being in non-compliance for that particular line item unless otherwise specified.

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
3.0	**BIDDER PAST EXPERIENCES**				
3.1	Bidder shall have at least a minimal of two (2) years of experience in similar supply and maintenance stated in this provision.	M			
3.2	Bidder **MUST** have at least a minimal of two (2) years of experience in implementing big data analytics platform. Please refer to Part B Technical Specifications & Requirement (Item 2.0, 3.0 and 4.0).	M			
3.3	Bidder **MUST** have minimal two (2) years' experience of implementing big data analytics platform.	M			
3.4	Bidder **MUST** have minimal two (2) years' experience of implementing robot process automation, data analytics (preferably text analytics), database management, and data visualization.	M M			
3.5	Bidder **MUST** have minimal two (2) years' engineer experience on related project implementation (preferably experience with python, java and angular technologies)	M			
3.6	Bidder shall provide list of clients for CSM reference.	M			
3.7	Bidder **MUST** provide a CV of the technical personnel for CyberSecurity Malaysia's reference.	M			

Note 1 : CyberSecurity Malaysia's Requirement Level: -

    M – Mandatory Requirement :   These are ESSENTIAL/CRITICAL requirements that <u>MUST</u> 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.

Note 2 :   A blank (i.e. no tick in this column) shall be taken as Bidder being in non-compliance for that particular line item unless otherwise specified.

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
4.0	**DOCUMENTATION REQUIREMENTS**				
4.1	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			
4.2	CyberSecurity Malaysia reserves the right to reproduce all or part of the document submitted by the bidder for internal use.	G			
5.0	**WARRANTY REQUIREMENTS**				
5.1	The warranty shall include both parts and labor. Please refer to Part B Technical Specifications & Requirement.	M			
5.2	The Bidder shall provide warranty from the principal or third party include both parts and labor for item as follows. Please refer to Part B Technical Specifications & Requirement for the more details. - Nine (9) units of HP DL360 Gen9 8SFF CTO server for two (2) years - One (1) unit of HP DL20 Gen9 server for two (2) years - Two (2) units of Network Switch Arista 7280SR-48C6 for one (1) year - Three (3) units Sangfor HCI aServer-2100 for two (2) years	M			

Note 1 : CyberSecurity Malaysia's Requirement Level: -

M – Mandatory Requirement : These are ESSENTIAL/CRITICAL requirements that <u>MUST</u> 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.

Note 2 : A blank (i.e. no tick in this column) shall be taken as Bidder being in non-compliance for that particular line item unless otherwise specified.

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
6.0	**DELIVERY REQUIREMENTS**				
6.1	The successful bidder shall deliver the services within four (4) weeks or earlier from the date of receiving the Letter of Acceptance (LOA).	M			
6.2	CyberSecurity Malaysia has the right to reject any kind of bugs during or after installation. The replacement shall be done without extra charge.	M			
6.3	Bidder shall responsible for any incidence occurred during performing the services to CyberSecurity Malaysia site or datacenter.	M			
B.	**TECHNICAL SPECIFICATIONS & REQUIREMENT**				
1.0	**COMPREHENSIVE MAINTENANCE FOR EXISTING DATA ANALYTICS PLATFORM INFRASTRUCTURE HARDWARE FOR PRIMARY NODES**				
1.1	Bidder **MUST** provide comprehensive maintenance including warranty for the following items:	M			
1.1.1	Nine (9) units of HP DL360 Gen9 8SFF CTO Server (SGH651SF54, SGH651SF41, SGH651SF6B, SGH651SF52, SGH806TFE3, SGH806TFE4, SGH806TFE9, SGH651SF60, SGH806TFE8) for **two (2) years**. • 1 x 8Core 2.1Ghz Processor • 32Gb Memory • 2 x 600Gb SAS 10K HDD • 1 x 4-Ports 1Gbe NIC (Embedded) • Redundant Power Supply • 1U Rackmount	M			

Note 1 : CyberSecurity Malaysia's Requirement Level: -

    M – Mandatory Requirement :   These are ESSENTIAL/CRITICAL requirements that <u>MUST</u> 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.

Note 2 :   A blank (i.e. no tick in this column) shall be taken as Bidder being in non-compliance for that particular line item unless otherwise specified.

Page 4 of 8

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
1.1.2	One (1) unit of HP DL20 Gen9 (80DE02AA7-6A55) for **two (2) years**.	M			
1.1.3	Two (2) units of Network Switch Arista 7280SR-48C6 (SSJ16420595, SSJ17194373) for **one (1) year**. • A-Care Software & NBD Hardware Replacement/Same Day Ship for 7280SR-48C6	M			

1.1.4	Three (3) units Sangfor HCI aServer-2100 (F6C3CEG273, F6C3CEG267, F6C3CEG271) inclusive of the following :
	
	i) Repair and maintenance within warranty, 5*8*NBD service for 2 years
	ii) Software license subscription & upgrade license included for 2 years, CTI technical support for the following software.
	  i) 6 x aNET: aNet (Network Virtualization License per Physical CPU)
	  ii) 6 x aSAN:Storage virtualization, 2-3 copies, SSD read and write acceleration, data locality, Striping.
	  iii) 6 xaSv: Server virtualization, HA, DRS, Automated Hot Add, backup, clone
		M			

1.2	Bidder **MUST** provide remedial and preventive maintenance (SLA: ProSupport from manufacturer), 24x7 and the response time is within 4 hours.	M			
1.3	Bidder **MUST** provide Corrective and Bi-annual Preventive Maintenance.	M			
1.4	Bidder **MUST** provide a professional service on hardware and system setup if necessary.	M			

Note 1 : CyberSecurity Malaysia's Requirement Level: -

M – Mandatory Requirement : These are ESSENTIAL/CRITICAL requirements that <u>MUST</u> 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.

Note 2 : A blank (i.e. no tick in this column) shall be taken as Bidder being in non-compliance for that particular line item unless otherwise specified.

SEBUTHARGA NO.: SH/08/2024
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
2.0	**REMEDIAL AND PREVENTIVE MAINTENANCE FOR THE EXISTING DATA ANALYTIC PLATFORM INFRASTRUCTURE SOFTWARE**				
2.1	Bidder **MUST** provide two (2) years support maintenance service including warranty for existing data analytic system. The scope of work shall include: ▪ Graph Database ▪ Full Text Search Database ▪ Server and Application Monitoring System ▪ Apache Web Server ▪ MongoDB ▪ PostgreSQL ▪ Active Directory & LDAP System ▪ DNS (Local DNS) ▪ Web Data Scraping (Beautiful Soup and Selenium) ▪ Social media data API	M			
2.2	Bidder **MUST** provide remedial and preventive maintenance for all items, 24x7 and the response time is within 4 hours.	M			
2.3	Bidder **MUST** provide patches or bug fixing for all items.	M			
2.4	Bidder **MUST** provide a professional service on existing data analytics platform setup if necessary.	M			

Note 1 : CyberSecurity Malaysia's Requirement Level: -

    M – Mandatory Requirement :   These are ESSENTIAL/CRITICAL requirements that <u>MUST</u> 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.

Note 2 :   A blank (i.e. no tick in this column) shall be taken as Bidder being in non-compliance for that particular line item unless otherwise specified.

CyberSecurity MALAYSIA

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
3.0	**REMEDIAL AND PREVENTIVE MAINTENANCE FOR THE EXISTING DATA ANALYTIC SYSTEM**				
3.1	Bidder **MUST** provide two (2) years support maintenance service including warranty for existing data analytic system. The scope of work shall include: ▪ To maintain the existing data collection robots. ▪ To maintain current Forensic Text Analytic System, Media Analysis for Content Threat Profiling, and Threat Search Engine System. ▪ To provide remedial support and maintenance for the existing text indexing processes, text analytics processes and visualization dashboard including fixing the system bugs and recovering operational capability, 24x7 and the response time is within 4 hours.	M			
4.0	**PROFESSIONAL SERVICES - INFRASTRUCTURE PLATFORM RELOCATION**				
4.1	Bidder shall perform server relocation from the data center in Cyberjaya to the CyberSecurity Malaysia office in Cyberjaya.	M			
4.2	Bidder **MUST** perform server dismantling, wrapping, shipping, and installation at the new location.	M			
4.3	Bidder **MUST** install a new structured cabling system (UTP Cat6 and Fiber Cable to Server Interface).	M			

Note 1 : CyberSecurity Malaysia's Requirement Level: -

M – Mandatory Requirement : These are ESSENTIAL/CRITICAL requirements that <u>MUST</u> 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.

Note 2 : A blank (i.e. no tick in this column) shall be taken as Bidder being in non-compliance for that particular line item unless otherwise specified.

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
4.4	Bidder shall reconfigure all server IP addresses to point to the new IP address setup, including the core switch, web application, web crawler configuration, APIs, and other applications.	M			
4.5	The successful bidder shall be responsible for any costs/incidents that occur during the migration to the new site (inclusive of physical/virtual machines). As of now, CyberSecurity Malaysia has three (3) units that fully utilize a 24U rack, totaling 37 units server at the data center in Cyberjaya.	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.

Note 2 :   A blank (i.e. no tick in this column) shall be taken as Bidder being in non-compliance for that particular line item unless otherwise specified.