

**TENDER FOR THE SUPPLY, DELIVERY, TESTING, COMMISSIONING AND
MAINTENANCE SUPPORT SERVICES FOR MCMC'S INTERNET AND WIDE AREA
NETWORK (WAN)**

Questions & Answers

No	Questions	Answers
1	Is there any plan of adding the no of interface during contract period ?	No, not at the moment. However should there any need arises in the future, we will treat it as separate project/upgrade.
2	Paragraph / Subparagraph 42.2 .1 Provide internet link from two (2) different ISPs to ensure any disruption will not affect other links; Is it mandatory to provide from two different ISP or we can offer another link from different node?	 Yes, it is mandatory to provide link from two (2) different ISPs.

No	Questions	Answers
3	<p>Paragraph / Subparagraph 42.2 .2</p> <p>a) This solution must also include the configuration work at MCMC's external facing devices IP registration such as Firewall, IPS, load balancer, APT and others;</p> <p>i) Is this compliance meaning we need to do the reconfiguration that involves mentioned devices? What type of configuration work required?</p> <p>If yes, can we have more details on list of all equipment involves eg; brand, model, ownership.</p> <p>b) Provide a burst-able bandwidth upon request from MCMC;</p> <p>ii) What is the bandwidth burstable required for Internet & IPVPN at HQ & sites ?</p>	<p>Yes, the successful Tenderer will need to address any changes including configuration of rules, load balancing ratio, IPS segmentation, etc.</p> <p>Ownership of the device will be under MCMC. The successful Tenderer will need to work with MCMC and related support vendor within the deployment timeframe as stated in para 46.2.</p> <p>As and when basis, subject to discussion with the successful Tenderer upon request made by MCMC.</p>
4	<p>Paragraph / Subparagraph 42.2 .4</p> <p>a) Comply to the service level agreement (SLA) and service level guarantee (SLG) as stated below:</p> <p>i. 99.9% uptime for MCMCHQ;</p> <p>ii. 99.7% uptime for MCMC site offices; and</p> <p>iii. 99.7% uptime for Internet availability</p>	

No	Questions	Answers								
	<p>Does MCMC require for service credit against the monthly recurring charge ("MRC") in the event of network unavailability as part of the SLG?</p> <p>b) Provision of a dedicated online monitoring tool for MCMC's usage covering all site offices stated in this Tender</p> <p>Does MCMC prefer dedicated online monitoring tools hosted at MCMC HQ site e.g: PRTG or Web Monitoring tool provide by ISP.</p>	<p>No, non-conformance to SLA/SLG will be regards to as penalty and calculation will be agreed upon in contract agreement between MCMC and the successful Tenderer.</p> <p>Can be either one. As long as it can provide a comprehensive view of the bandwidth usage at MCMC premises and on an online platform.</p>								
5	<p>Table 5: Hardware list</p> <p>Do we need to include renewal license for sites listed with Bonding & Adapter as per below in Table 5: Hardware list.</p> <table><tr><td>BONDING</td><td>NEXG</td><td>VFORCE 1406C</td><td>NKL14061240412</td></tr><tr><td>ADAPTER</td><td>NEXG</td><td>VFORCE 1406C</td><td>H0000115</td></tr></table>	BONDING	NEXG	VFORCE 1406C	NKL14061240412	ADAPTER	NEXG	VFORCE 1406C	H0000115	<p>Bonding device is not required. Licence required for renewal are as stated in para 42.2.3 item (i), (ii) and (iii) only.</p> <p>However, the bonding and adapter shall be under support and services coverage.</p>
BONDING	NEXG	VFORCE 1406C	NKL14061240412							
ADAPTER	NEXG	VFORCE 1406C	H0000115							
6	<p>Who should certified copy of NFP, NSP and ASP License?</p>	<p>Please provide the copy of licenses, which clearly stated the licenses number.</p>								
7	<p>We would like to seek a clarification regarding on Sangfor Serial No. stated in page 39 to 41 in the tender document as we find some of them are duplicated.</p>	<p>Please find the updated list as per table below.</p>								

No	Questions	Answers					
		SITE	TYPE	MANUFACTURER/ BRAND	MODEL	SERIAL #	UPDATED SERIAL #
		MCMC HQ	WAN OPTIMIZER	SANGFOR	M5000	5051021060	5061003177
		MELAKA	WAN OPTIMIZER	SANGFOR	M5000	5051021065	5051021065
		JOHOR	WAN OPTIMIZER	SANGFOR	M5000	5051021070	5051021062
		KEDAH	WAN OPTIMIZER	SANGFOR	M5000	5051021061	5051021061
		PENANG	WAN OPTIMIZER	SANGFOR	M5000	5051021054	5051021064
		PERAK	WAN OPTIMIZER	SANGFOR	M5000	5051018650	5051018650
		KELANTAN	WAN OPTIMIZER	SANGFOR	M5000	5051021063	5051021063
		PAHANG	WAN OPTIMIZER	SANGFOR	M5000	5051021054	5051021054
		KUALA TERENGGANU	WAN OPTIMIZER	SANGFOR	M5000	5051034837	5051034837
		KENINGAU	WAN OPTIMIZER	SANGFOR	M5000	5051021055	5051021055
		KOTA KINABALU	WAN OPTIMIZER	SANGFOR	M5000	5051021072	5051021072
		SANDAKAN	WAN OPTIMIZER	SANGFOR	M5000	5051021065	5051021066
		TAWAU	WAN OPTIMIZER	SANGFOR	M5000	5051021067	5051021067
		MIRI	WAN OPTIMIZER	SANGFOR	M5000	5051021060	5051021060
		SIBU	WAN OPTIMIZER	SANGFOR	M5000	5051021071	5051021071
		KUCHING	WAN OPTIMIZER	SANGFOR	M5000	5051021070	5051021070
		BINTULU	WAN OPTIMIZER	SANGFOR	M5000	5051030808	5051030808