TENDER BRIEFING

TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION, TESTING, COMMISSIONING AND SUPPORT SERVICES FOR MANAGED SERVERS AND STORAGE

5 AUGUST 2021

OBJECTIVE

Session 1 :

- Briefing on the scope of work

- Q & A

Session 2 :
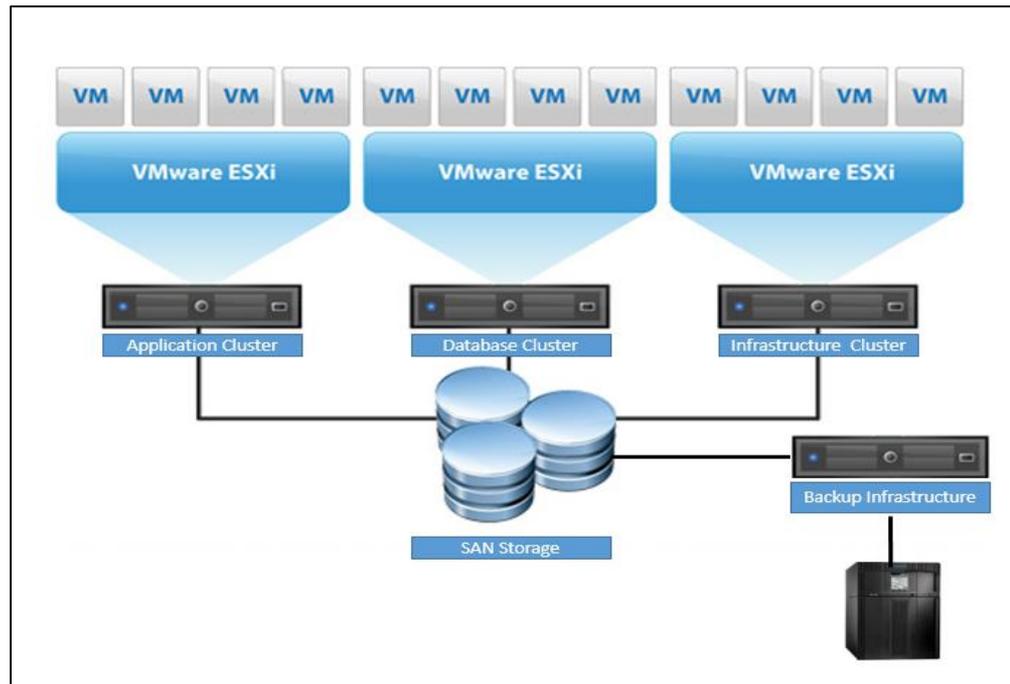
Tender Compliance

Agenda – Project Briefing

1. Background
2. Mandatory Requirements for the Tenderer
3. Scope of Work
4. Technical Specifications
5. SLA/SLG
6. Proposed Project Timeline
7. Q & A

BACKGROUND

- MCMC is using centralized servers and storage on virtualization platform that provide IT infrastructure services to all applications since 2012
- Servers and storage project is to replace current centralised servers and storage that will be end of life (EOL)

Current Virtual Machines (VM)	Total Physical ESXi Servers	Total Memory (ESXi)	Current Usage (%)	Total SAN Storage Size	Current Usage (%)
Approximately 200 virtual machines	20	4TB	80%	300TB	80%

Mandatory Requirements for the Tenderer

No.	Para/ Item	Tender Requirement
1.	3.2	The Tenderer shall provide a valid copy of authorisation letter or certificate of authorised partner (either under its name or its partner's name) issued by the product's Manufacturer. 1. Server and Storage product principal 2. VMWare authorised partner 3. Microsoft authorised partner 4. Backup authorised partner .
2.	3.3	The Tenderer shall provide a confirmation letter to supply and participate in this tender from the product's Manufacturer (either under its name or its partner's name) as follows: 1. Server and Storage Principal 2. VMWare Principal 3. Backup Software Technology Principal

SCOPE OF WORK

To Supply, Deliver, Implement, Migrate, Test and Commission

- Servers and Storage hardware;
- Microsoft related services such as AD, DNS, Exchange Servers, SCCM, DHCP;
- Redesign VMWare software and licences;
- Redesign Backup Software/Hardware and licences for HQ and State/Branch Offices;
- Data migration including V2V, P2V and etc;
- Cabling management supply and works (fibre and copper); other services as stated in the Tender Document (Para 41.4)

Managed Services

- Outsource 1st , 2nd and 3rd level support
- Resident engineer
- 3-Years Support Services

TECHNICAL SPECIFICATIONS

No	Technical Specifications
	Item
1	**Server & Storage Hardware** • Minimum 7 units of servers • Minimum 4 sockets CPU per Server • Minimum Intel Xeon Gold Series 2.5GHz and above • Minimum 6TB total memory • 10Gbps Network Ethernet Adapter • Minimum 300TB Storage Capacity • All Solid State Drive (SSD) hard drive
2	**Redesign Backup Software/Hardware and licenses for HQ and State/Branch Offices;** • To redesign MCMC Enterprise Backup Infrastructure for HQ including onsite and offsite backup with full Daily/Weekly/Monthly/Yearly with incremental/differential backup or any equivalent technology. • Dedicated Backup Storage, Tape Library and Tape Media LTO
3	**Redesign VMWare software and licenses** • To subscribe or reuse MCMC VMWARE licenses according to the new VMWARE design
4	**Managed Services for Microsoft Infrastructure** • To manage Microsoft related services such as AD, DNS, SCCM, DHCP, File Server Clustering, SQL Clustering • To manage Microsoft Exchange Email Services including SSL Renewal and Kemp Exchange Email Load Balancer
5	**Data Migration** • To perform the data migration (V2V, P2V).
6	**Cabling Management Supply and Works (Fibre and Copper)** • To supply CAT6A network cables and provide the cabling works between servers and network containment
7	**Support Services** • Outsource 1st , 2nd and 3rd level support • Resident engineer

SLA/ SLG

The Tenderer is required to perform a service level agreement (SLA) and service level guarantees (SLG) as stated below:

- The successful Tenderer must provide 24x7 support for any related incident to the services;
- The Successful Tenderer also required to perform half year Preventive Maintenance (PM) every year.
- The Successful Tenderer is required to submit the Root Cause Analysis (RCA) report for any incidents .
- Support services must cover all items delivered in the project including hardware warranty, software, licences, etc.
- The Tenderer may follow the support matrix as below or develop a support matrix to be agreed by both parties.

DEFINITION			URGENCY		
			HIGH	MEDIUM	LOW
			Critical impact during business operation	Non-critical impact during business hours / Critical impact during non business hours	Non-critical impact during business hours
IMPACT	HIGH	Major business operations or infrastructure failure, or significant degradation, affecting a large number of users. The dimension: 1. Widespread 2. Large user groups 3. Impact on business financials/ operations 4. Total downtime	S1	S2	S3
	MEDIUM	Business operation or infrastructure failure, or significant degradation, affecting localized group. The dimension: 1. Localized group within a site office 2. One building	S2	S3	S4
	LOW	Business operation or infrastructure failure affecting a single individual. The dimension: 1. Single user incapability of working	S3	S4	S4

Priority Code	Response	Timeframe
HIGH S1	An immediate and sustained effort using all available resources until resolved. On-call procedures activated, Tenderer support invoked.	Response : 30 minutes Resolution : 4 Hours
MEDIUM S2	Respond using standard procedures and operating within normal supervisory structures.	Response : 1 Hour Resolution : 6 Hours
LOW S3 & S4	Respond using standard procedures as time allows.	Response : 2 Hours Resolution : 8 Hours

Proposed Project Timeline

PROCESS	DURATION	MONTH/ YEAR
Project Implementation	4 months	October 2021 – January 2022
Go Live	Live	Feb 2022
Warranty, Support & Maintenance Coverage	3 years	Feb 2022 – January 2025

	Oct 2021	Nov	Dec	Jan 2022	Feb	Feb 2022 - Jan 2023	Feb 2023 - Jan 2024	Feb 2024 - Jan 2025
Project Implementation								
Technical Requirements Assessment								
Solution Design								
Provisioning of hardware and software								
Data Migration								
Testing and UAT								
Final Configuration Document								
Project Sign Off								
Go Live								
Warranty and Support Services						Year 1	Year 2	Year 3

TENDER COMPLIANCE

Each tender submission shall be submitted via :

❶ Hardcopy = *Technical (1 Original & 1 copy)* ➕ *Financial (1 Original & 1 copy)*

❷ Online (MSMART) = URL : https://msmart.mcmc.gov.my/web/index.php

How to Participate MCMC Open Tender
MCMC OPEN TENDER
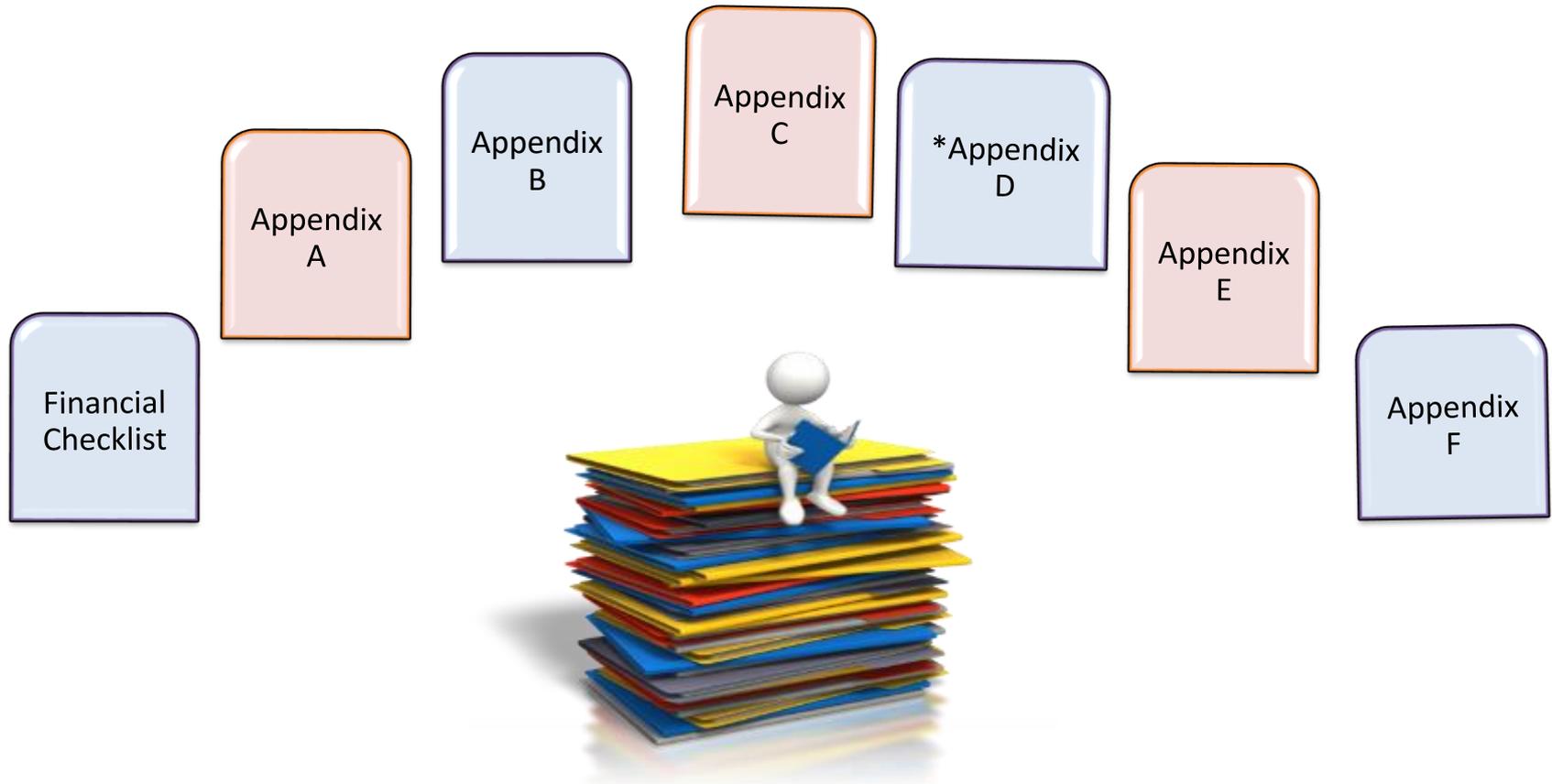
Shall be type written & in English language

Submission via Hardcopy :
To complete **Acknowledgement Form** and **Travel & Health Declaration Form** provided by the Tender Secretariat.

Financial Submission shall comprise:

Financial Checklist

Appendix A

Appendix B

Appendix C

*Appendix D

Appendix E

Appendix F

*please use the template downloaded from the system

Technical Submission shall comprise:

Technical Checklist

Appendices G & H

Tender Timeline

Tender Issuance	Tender Briefing	Tender Clarification Closing	Tender Submission / Tender Closing
30 July 2021 (Friday)	5 August 2021 (Thursday)	25 August 2021 (Wednesday)	1 September 2021 (Wednesday)
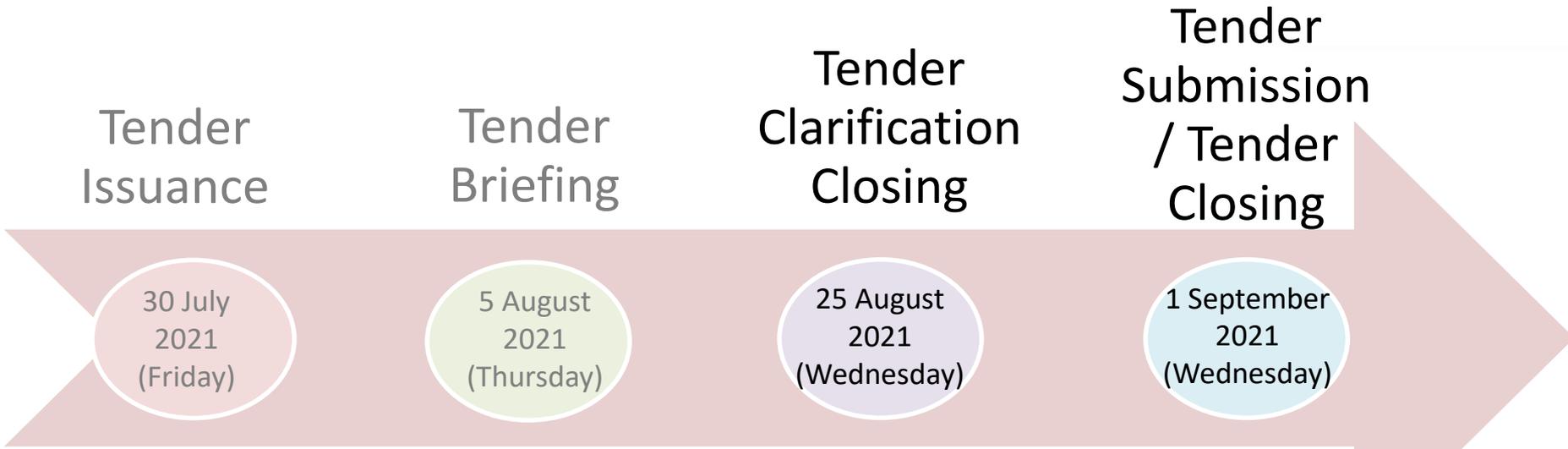
🕐 Deadline 5.00pm

Strictly via email only to tender@mcmc.gov.my

🕐 On or Before 2:00pm

📍 1) Hardcopy (by hand / courier):
MCMC Centre of Excellence (CoE)
2) Online : https://msmart.mcmc.gov.my/web/index.php

❌ Late submission shall be rejected

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Important Notes…

All information & updates are at MCMC Website

Attach the Tender Deposit to the Form of Tender Document (Appendix B).

- Tender submissions without the Tender Deposit shall be <u>disqualified</u>.

Be aware and comply with the **required signatories.**

- Ensure that the Tenderer's official company stamp and authorised signature appear on all pages of the Financial Submission only.

No company name/info in Technical Submission.

- Failure to comply with this may <u>invalidate</u> the Tenderer's tender submissions.

The MCMC Tender Secretariat will be the only **point of contact** for this project.

tender@mcmc.gov.my

THANK YOU

ACKNOWLEDGEMENT FORM

MCMC	MCMC/SISD(1)/DC/TC/01/17(01) (Acknowledgement of Submission)	TENDER Data Centre
		Version 1

	COMPANY PARTICULARS	For MCMC use only
1.	Company Name :	
2.	Company Address : Tel. No : Fax. No : Email Address :	
3.	Name of representative :	
4.	Contact Persons (Maximum Three Only):	

a.	Name : Designation :	Tel : Email :	Signature:	
b.	Name : Designation :	Tel : Email :	Signature:	
c.	Name : Designation :	Tel : Email :	Signature:	
5.	Details of Submission:			

No. of Box (Boxes)/ Envelope(s) :	Acknowledged Received : (Day / Date / Time)

TRAVEL AND HEALTH DECLARATION FORM

	TRAVEL AND HEALTH DECLARATION FORM	Controlled Copy No	
		Doc No	PRAD/ISO/FMD-P01-F04
		Revision No	1
		Page No	1 of 1
		Effective Date	07 January 2021

I. PERSONAL PARTICULARS

Name :		NRIC / Passport No. :	
Contact / Mobile Number :		Email :	
Company Name:		Full Company Address / Chop:	

II. TRAVEL DECLARATION (Please fill-up either (1) or (2))

1. Inbound Visitor / Contractor	From (Country)		
	Transit Points (if any)		
	Travel to/from KL (date)	Arrival in KL	
		Departure from KL	
2. Malaysian Visitor / Contractor (Please declare any overseas travel over the past 14 days)	Travelled to Country (ies)		
	Transit Points (if any)		
	Travel to/from KL (date)	Departure from KL	
		Arrival in KL	
	☐ I have not travelled anywhere over the past 14 days		
	☐ I have not visited districts or areas declared as RED ZONES over the past 14 days		
	☐ I / Company not from districts or areas declared as RED ZONES.		

III. HEALTH DECLARATION

3. Do you have any of the following symptoms?

a) Fever	☐ Yes	b) Cough	☐ Yes
	☐ No		☐ No
c) Sore Throat	☐ Yes	d) Breathing difficulties	☐ Yes
	☐ No		☐ No
4. In the last 14 days, have you had contact with a suspected or confirmed case of Coronavirus or a person under monitoring for Coronavirus?		☐ Yes	
		☐ No	

IV. DECLARATION

I hereby declare that the above information is true and accurate and that no pertinent details have been withheld.	Signature:
	Name:
	Date:

Updated January 2021

Return

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