**BAB 1**

**SURAT AKUAN PENYEBUTHARGA**

**LEMBAGA PEMBANGUNAN PELABURAN MALAYSIA**

**TINGKAT 14, MIDA SENTRAL**

**NO. 5, JALAN STESEN SENTRAL 5**

**KUALA LUMPUR SENTRAL**

**50470 KUALA LUMPUR**

**SEBUTHARGA MIDA BIL. 52/2021**

**SEBUTHARGA PERKHIDMATAN PENYELENGGARAAN LAMAN WEB MIDA TAHUN 2022**

Kepada:

Penyebutharga-penyebutharga,

**Borang ini hendaklah dikembalikan bersama-sama dengan JADUAL TEKNIKAL DAN JADUAL HARGA di dalam SAMPUL SURAT BERLAKRI (A) DAN (B)**

**SURAT AKUAN PENYEBUTHARGA**

**Kepada:**

**Ketua Pegawai Eksekutif**

**Lembaga Pembangunan Pelaburan Malaysia**

**MIDA Sentral**

**No. 5, Jalan Stesen Sentral 5**

**Kuala Lumpur Sentral**

**50470 Kuala Lumpur**

Tuan,

**SEBUTHARGA MIDA BIL: 52/2021**

**SEBUTHARGA** **PERKHIDMATAN PENYELENGGARAAN LAMAN WEB MIDA TAHUN 2022** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Di bawah dan tertakluk kepada Arahan Kepada Penyebutharga, saya yang menurunkan tandatangan di bawah ini adalah dengan ini mengambil bahagian sebutharga dan menawarkan untuk melaksanakan perkhidmatan di atas mengikut penentuan spesifikasi yang ditetapkan di dalam Dokumen Sebutharga.

2. Saya yang menurunkan tandatangan di bawah ini bersetuju menerima serta mematuhi dan terikat dengan semua Syarat-syarat Kontrak dan Spesifikasi Sebutharga ini dan bersetuju di atas harga yang ditawarkan RM……….............. sebagai asas perkiraan bagi pembayaran perkhidmatan yang telah dipesan oleh Lembaga Pembangunan Pelaburan Malaysia.

3. Dengan ini juga telah difahami bahawa MIDA berhak menerima atau menolak sebarang sebutharga ini, sama ada harga yang ditawarkan rendah atau tinggi atau sama dengan sebutharga-sebutharga yang lain. Saya juga bersetuju untuk menerima kesemua atau sebahagian dari item-item yang ditawarkan dan sedia mengikut kehendak dan pertimbangan MIDA. Saya juga bersetuju bahawa harga sebutharga yang saya beri ini akan sahlaku (*valid*) dan tidak ditarik balik dalam tempoh sembilan puluh (90) hari dari tarikh tutup sebutharga dan tiada apa-apa syarat dikenakan selepas tarikh ditetapkan.

4.Selanjutnya saya bersetuju sekiranya sebutharga saya diterima, saya akan mengikat perjanjian kontrak serta memberi bon pelaksanaan dalam tempoh empat belas (14) hari dari tarikh terima surat tawaran dari MIDA, sekiranya diarahkan.

5. Saya juga mengesahkan, setelah menyemak sendiri iaitu semua dokumen yang digunakan untuk sebutharga ini adalah yang sebenar yang terdapat di dalam Dokumen Sebutharga.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nama Penyebutharga | : |  |  |  |
|  |  |  |  | (Tandatangan Penyebutharga) |
| Alamat dan Cop Rasmi Syarikat | : |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Tarikh | : |  |  |  |
|  |  |  |  |  |
| Nama Saksi | : |  |  |  |
|  |  |  |  | (Tandatangan Saksi) |
| Alamat | : |  |  |  |
|  |  |  |  |  |

**SURAT AKUAN PEMBIDA**

**SEBUTHARGA PERKHIDMATAN PENYELENGGARAAN LAMAN WEB MIDA TAHUN 2022**

**(SEBUTHARGA MIDA NO. 52/2021)**

Saya, ………...………............................................ nombor K.P. …………….................... yang mewakili syarikat ….……………………….…….……………………….................... nombor Pendaftaran syarikat …….…………………................................ dengan ini mengisytiharkan bahawa saya atau mana-mana individu yang mewakili syarikat ini tidak akan menawar atau memberi rasuah kepada mana-mana individu dalam MIDA atau mana-mana individu lain, sebagai sogokan untuk dipilih dalam sebutharga seperti di atas. Bersama ini dilampirkan Surat Perwakilan Kuasa bagi saya mewakili syarikat seperti tercatat di atas untuk membuat pengisytiharan ini.

2. Sekiranya saya, atau mana-mana individu yang mewakili syarikat ini didapati cuba menawar atau memberi rasuah kepada mana-mana individu dalam MIDA atau mana-mana individu lain sebagai sogokan untuk dipilih dalam sebutharga seperti di atas, maka saya sebagai wakil syarikat bersetuju tindakan- tindakan berikut diambil:

2.1 Penarikan balik tawaran kontrak bagi sebutharga di atas; atau

2.2 Penamatan kontrak bagi sebutharga di atas; dan

2.3 Lain-lain tindakan tatatertib mengikut peraturan perolehan Kerajaan yang berkuat-kuasa.

3. Sekiranya terdapat mana-mana individu cuba meminta rasuah daripada saya atau mana-mana individu yang berkaitan dengan syarikat ini sebagai sogokan untuk dipilih dalam sebutharga seperti di atas, maka saya berjanji akan dengan segera melaporkan perbuatan tersebut kepada pejabat Suruhanjaya Pencegahan Rasuah Malaysia (SPRM) atau balai polis yang berhampiran.

Yang Benar,

……….................…………..

Nama :

No. KP :

Cop Syarikat :

**BAB 2**

**SPESIFIKASI PERKHIDMATAN**

***1. INTRODUCTION***

*The Malaysian Investment Development Authority (MIDA) is the Government’s principal agency for the promotion of the manufacturing and services sectors in Malaysia. MIDA assists companies which intend to invest in the manufacturing and services sectors, as well as facilitates the implementation of their projects. The wide range of services provided by MIDA include providing information on investment opportunities through MIDA website.*

* 1. ***Objective***

 *MIDA intends to* ***maintain its website*** *as part of MIDA branding strategies to continue:*

1. *Positioning the MIDA website as an impressive, interactive and engaging platform for communications, information sharing and collaboration with other relevant websites and portals.*
2. *Generating awareness on MIDA's functions, activities and services to the local and foreign business community.*
3. *Creating publicity on success investment stories.*
4. *Maintaining high performance accessibility and security of MIDA website.*
5. *Improving communication engagement and support MIDA’s Customer Services.*

*To achieve these objectives, the appointed company is required to provide a comprehensive web maintenance solution, copywriting and translation services and technical support. The appointed company is also required to study and familiarise the website CMS.*

* 1. ***MIDA Website***

*The management of the MIDA website is under the Investment Information Unit (IIU).*

*The definition of MIDA website will consists of:*

1. *MIDA Official website (www.mida.gov.my) which are available in English, Bahasa Malaysia, German, Japanese, Mandarin and Korean; and*
2. *One-Stop Centre (OSC) Safe Travel Microsite (www.safetravel.mida.gov.my)*

*MIDA also has another portal namely InvestMalaysia Portal (https://investmalaysia.mida.gov.my/EIP/InvestMalaysia.aspx). However, this portal is excluded from the website maintenance service.*

***2. SCOPE OF WORK***

*The scope of work for this contract generally* ***covers the overall maintenance of the MIDA website*** *which includes copywriting services, translation works and providing a comprehensive maintenance coverage scheme, preventive and remedial maintenance as well as control and monitoring system, such as follows:*

***2.1 Copywriting Services***

*The website Content Writer will, therefore, be expected to work with MIDA Website Team/Administrators on the following tasks:*

1. *Write and enhance the content of the Official MIDA website and OSC website (English version) in accordance with MIDA’s requirement. The estimated number of words is 100,000. Payment will be based on the actual word count.*
2. *The write-up shall follow the agreed content wireframe*
3. *Shall communicate with industry leaders and experts to understand their interests and target important points in all messaging with MIDA’s approval*
4. *Perform research and propose information to be included or excluded from the website*
5. *Collect information from the various relevant documents such as MIDA publications and brochures.*
6. *Formulate and strengthen content ideas in line with project objectives*
7. *Write and edit the agreed content with a professional and high-quality content writing style*
8. *Produce the text and infographics to highlight the content. Photos can be supplied by the company and any purchase needs of stockpiles should first get MIDA's approval. Image stock selection preferences should be provided to Shutterstock.com sources as MIDA is a subscriber to the platform*
9. *Ensure the web content is Search Engine Optimisation (SEO) friendly by:*
	* + *Checking or generating a keyword, and researching limitations for the keywords*
		+ *Producing content to entice and engage visitors so they continue browsing the current website.*
		+ *Producing content that is smart in its use of keywords and phrases that are most likely to be entered by users in web searches associated with the actual site for better search engine indexing and ranking.*
		+ *Creating content that allows the site visitors to get the information they want quickly and efficiently*
		+ *Creating unique, useful, and compelling content on a topic primarily for the readers and not merely for the search engines.*
10. *Revise and finalise the content*
11. *Deliveries shall be based on the project timeline. The web content timeline should be proposed by the content writer.*
12. *The appointment of the copywriter must be approved by MIDA.*

***2.2 Translation Services***

*The translators will, therefore, be expected to work with MIDA Website Team:*

1. *Translate, edit and proofread all English contents (in Official MIDA website) provided by the appointed MIDA website administrators into German language. The estimated number of words is 60,000. Payment will be based on the actual word count.*
2. *The translation shall include but not limited to the following content:*
	* + *Texts, speeches, media releases, announcements*
		+ *Captions or taglines*
		+ *Posters, charts, graphs, tables and infographics*
		+ *Buttons, tags, metatags*
		+ *Other text as and when required*
3. *The content must be translated in accordance with MIDA’s requirements.*
4. *Upon receiving the translated content, MIDA may review, suggest and edit any content that needs to be re-translated to ensure the accuracy and the appropriateness of the translation.*
5. *During the translation process, the translator is required to:*
	1. *provide proper checklist of work progress and meet the set deadlines;*
	2. *use appropriate terminology based on the nature of documents;*
	3. *ensure the accuracy in language and structure as well as the appropriateness of the translation; and*
	4. *observe the confidentiality of translated materials (embargoed content).*
	5. *The translated content must be submitted in Microsoft Word format (softcopy); translations on table and figures should be consistent with the format provided. All translated documents need to be filed and categorised accordingly based on each segments of the sitemaps.*
	6. *The appointed translator will need to verify the translated content that has been uploaded onto MIDA website.*
	7. *MIDA reserves the rights to use other translation services other than provided by the company.*
	8. *Auto-translation system is to be avoided.*

***2.3 Wordpress CMS Software Support and Maintenance***

1. *MIDA website is using Wordpress as a content management system.*
2. *Provide maintenance for the website’s content management system (CMS) hardware, software and related applications.*
3. *Perform or provide system modification, enhancement or change of request (CR) on the application and design (MIDA website and CMS) as required by MIDA. The modifications shall include technical improvement to support MIDA’s requirements.*
4. *Provide comprehensive maintenance and support coverage scheme for the developed CMS applications which include ensuring a 24/7/365 accessibility and connectivity.*
5. *Provide management service for content updates. (as and when required).*
6. *Provide dedicated support team to assist the system and software maintenance.*
7. *Provide on-going support as well as on-site support (when necessary) accordingly or upon notification / any bugs reported by performing patches and fixes for OS and application level which also include fixing bugs in the code, problem analysis and resolution.*
8. *Provide a schedule of maintenance and details of the CMS development to ensure the CMS software is up to the latest, suitable and stable version which allows continued improved performance.*
9. *Maintain a full back-up of MIDA website throughout the duration of the contract and to perform cleaning on unused content in the CMS.*
10. *All proposed components shall comply with the industry standards ISO/IEC 9126 on usability and reliability.*
11. *Company shall perform necessary maintenance, which include performs version updates on the CMS applications*
* *Provide 24/7/365 technical support on stand-by to assist on application maintenance and content uploading for all versions.*
* *Perform patches and fixes, updates and versioning when it is required according to notification or any bugs reported.*
* *Perform minimal graphics/animations design for all web versions based on MIDA’s requirement (if any).*
* *Perform cleaning on unused contents in the CMS.*
* *Perform hyperlinks test, web speed test and follow all requirements and standards by MAMPU.*

***2.4 Migration, Cloud Hosting & Web Security***

*The company is required to:*

* + *Provide migration services from the current hosting provider (if proposed new cloud). Please provide the migration plan and implementation timeline.*
	+ *Arrange the subscription of MIDA website cloud hosting service at Cloud Platform.*
	+ *Arrange the subscription of the website security application license with CloudFlare.*

***2.4.1 Cloud Hosting***

***Existing Specification****Dedicated Server Hosting with Linux Virtualization*

1. *3 x Hardware Nodes each comes with: -*
* *Intel Xeon Octa Core Silver 4110 @ 2.10 GHz 96GB Memory*
* *2 TB HDD*
* *4 TB HDD for backup*
1. *Server Hosting Provider services comes with:*
* *Guaranteed 100Mbps Dedicated Bandwidth (Unmetered)*
* *2 x Dedicated IP Address*
* *Full Root Access*
* *Linux Operating System*
1. *All setup, configuration and security tuning are included together with:*
* *24x7 server monitoring*
* *24x7 Live Support from Hosting Provider*
* *2 x on-site support*
* *Within 24 hours parts replacement*
* *Auto Backup for Disaster Recovery Task*
* *99.9% Network Uptime Guarantee*

***Cloud hosting needs to be configured based on the proposed configuration below (the company may also suggest other configuration plans):***

* + - 1. *LB (Round-robin) + 2 Web Server + Redis + NFS + MySQL (InnoDB Cluster - 3instances required)*
			2. *Full High-Availability Deployment and Performance Tuning*
			3. *Configure and Install Load Balancer and Configure Policy*
			4. *Install. configure NGINX, MySQL Router and Redis Connection*
			5. *Install, configure Redis Server*
			6. *Install, configure NFS Server for Wordpress mount directory*
			7. *Install, configure and deploy InnoDB Cluster with R/W Splitting*

 ***2.4.2 Cloudflare Service***

*Unmetered Mitigation of DDoS*

* *Web Application Firewall (WAF)*
* *OWASP Top 10, application-specific, and 25 custom rule sets*
1. *Shared or Custom Upload Secure Sockets Layer (SSL) / Transport Layer Security (TLS) 1.2 & 1.3*
2. *Payment Card Industry Data Security Standard (PCI DSS) 3.2 Compliance*
3. *Mobile and Image Optimisations*
4. *50 included page rules*
5. *30 minutes minimum edge cache expire Time to Live (TTL)*
* *24x7x365 Email Support*
* *99.9% Service Level Agreement*

***2.5 Technical Support and Maintenance***

*Company shall provide a comprehensive maintenance coverage scheme for CMS and its applications/software. These include, providing preventive and remedial maintenance as well as control and monitoring system.*

***2.5.1 Service and Support***

1. *Company shall ready to work with other companies related to Website such as Chatbot service providers and etc.*
2. *Company shall ensure that MIDA website shall be accessible 24/7/365*
3. *Company shall provide ongoing 24/7/365 technical support. The communication method between the MIDA website team and the Company shall be through email, phone and WhatsApp application depending on the severity of the requested support and the agreed SLA*
4. *Company shall provide dedicated support and over-the-phone support on the current MIDA website during the maintenance period. The support also includes the on-going process of updating and adding new content to the website as and when required.*
5. *Company shall be responsible for the maintenance and support for the server in the Cloud Data Center.*
6. *The company should perform cloud support as follows:*
* *Bugs and product defects fixing wherever applicable.*
* *Performance tuning and system health check.*
* *Software patches update and versions upgrade.*
* *Backup and recovery*
* *To perform scheduled database backup and archiving;*
* *To perform fully application backup every three days (subject to change upon request);*
* *Maintain full backup of websites throughout the duration of the contract.*
* *To provide web recovery structure or standard operating procedure (SOP)**for automatic response upon website access failure or upon any disaster in the SLA*
* *To provide a console for MIDA to perform Backup/Restore Operation*
* *To perform restore simulation twice a year.*
* *Data Protection Software has to be from reputable brands.*
* *To provide Hands-On Administrator Training to operate the backup console*
* *Housekeeping and cleaning up of server*
* *Capacity growth*
* *To provide product remedial report*

***2.5.2 Service Level Agreement (SLA)***

*To conduct the Maintenance Service in accordance with the required service level agreement (SLA) as specified in the SLA Commitment as follows:*

1. ***Corrective PlanTop of Form***

|  |  |  |  |
| --- | --- | --- | --- |
| ***Severity Level*** | ***Time to Response******Not Exceeding*** | ***Time to Resolve*** | ***Guaranteed Uptime******& Committed SLA*** |
| *1* | *15 minutes* | *4 hours* | *99.9%* |
| *2* | *15 minutes* | *8 hours* | *98%* |
| *3* | *30 minutes* | *24 hours* | *98%* |

***“Time to Response Not Exceeding”*** *The time to the response by the company after MIDA lodged report either through phone or email.*

***“Time to Resolve”*** *The time for the company to resolve log reported by MIDA; i.e. the time taken for the service is resumed or restored, a workaround is agreed, or a problem remediation plan is agreed.*

*The formula for calculation of problem resolution for SLA achievement percentage (%) Monthly for a respective Severity Level:-*

 *Total problems received – Total problems breached x100 = SLA Achievement%*

*Total problems received*

1. ***Preventive PlanTop of Form***

*To subscribe to a third-party monitoring services to update and alert the company on any non-responsive services that may cause service disruption to MIDA.*

 ***2.5.3 Guaranteed Uptime Service Level***

* + 1. *To use Commercially Reasonable Efforts to make its servers available 24 hours a day, seven days a week for 99.9% network availability (Uptime Service Level).*
		2. *The servers shall be considered as unavailable only during periods when the servers and connectivity is either completely inaccessible or is severely degraded, or major components of the servers are not operational, and work cannot reasonably continue; and*
		3. *The servers shall not be considered as "unavailable" during scheduled maintenance, customer-caused outages or disruptions, or outages or disruptions attributable in whole or in part to a cause outside the Company’s reasonable control.*

***2.5.4 System Modification, Enhancement and Change Request***

1. *To provide modification, enhancement and change of request by MIDA on the application (MIDA website and CMS). The CR is not chargeable and shall not include any additional cost unless the CR is not stated in the Scope of Work (SOW).*
2. *The request may or may not be chargeable subject to the new SOW requirement and approval. The appointed company shall provide proper advice for requests that would involve cost implications.*

***2.6 Report and Documentations***

1. *Shall provide monthly maintenance report according to the format required by MIDA. The report must include, amongst others a comprehensive web analysis that provides information on both web performance and the maintenance activities, such as follows:*
	* + *Problem solved/pending log report*
		+ *Admin log report*
		+ *Google analytics report*
		+ *SEO Keywords and phrases report.*
		+ *Server health and utilisation report.*
		+ *Daily/weekly/monthly reports related to content updating.*

*ii. Customised report and inputs for the use of reporting to MITI, MAMPU, MDeC or any Ministry/Agencies as and when needed*

*iii. System maintenance information reports consist of detailed logs as follows:*

* + - * *Overview (brief report on the maintenance activities)*
			* *Status of backup*
			* *Server performance, server utilisation, disk capacity and usage*
			* *Server license information (include the relevant renewal reminders.)*
			* *Network utilisation*
			* *Other related maintenance activities*

*iv. Present the maintenance report during quarterly maintenance meeting as part of requirement prior to maintenance fees payment.*

*v. Provide, prepare or include product/issues’ remedial report either independently or inclusively in the maintenance report.*

*vi. Maintain proper documentation (softcopy and hardcopy) throughout the duration of the contract;*

*vii. Deliver full backup, development code and source files documentation to MIDA upon contract expiration.*

***3. DURATION OF CONTRACT***

*The website maintenance is from 16 December 2021 to 15 December 2022 (One year plus one). Renewals for the second-year maintenance will be according to the company's service performance evaluation in the first year.*

***4. TRAINING***

1. *To conduct a minimum of 5-day training sessions for web administrators, comprehensive instructor lead and hands-on training.*
2. *To provide suitable trainings to website administrators and technical team as and when needed.*
3. *To provide training manual.*

***5.* KOD BIDANG**

*Company that is allowed to participate in this submission should registered with the Ministry of Finance (MOF) under the following ‘kod bidang’.*

1. *210103 Software - all computer software, operating system, database, off-the- shelf packages including maintenance.*

*or*

1. *210104 Software / system development including maintenance-data entry / data processing*

*or*

1. *210106 Data management – provide service including maintenance (database / web hosting, disaster, planning / recovery, information storage/retrieval*

*or*

1. *210107 ICT security and maintenance (IDS, firewall, Encryption, PKI anti-virus)*

*or*

1. *210108 Multimedia – products, services and maintenance (video conferencing, web cast, graphic design, animation).*

**BAB 3**

**JADUAL MAKLUMBALAS TEKNIKAL**

*Company is required to provide detailed response, which include proposed specifications, based on the following criteria:*

| ***No.*** | ***Scope of Works*** | ***Company’s Detailed Response*** |
| --- | --- | --- |
| ***1.*** | ***Copywriting Services****The website Content Writer will, therefore, be expected to work with MIDA Website Team/Administrators on the following tasks:*1. *Write and enhance the content of the Official MIDA website and OSC website (English version) in accordance with MIDA’s requirement. The estimated number of words is 100,000. Payment will be based on the actual word count.*
2. *The write-up shall follow the agreed content wireframe*
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9. *Ensure the web content is Search Engine Optimisation (SEO) friendly by:*
	* + - *Checking or generating a keyword, and researching limitations for the keywords*
			- *Producing content to entice and engage visitors so they continue browsing the current website.*
			- *Producing content that is smart in its use of keywords and phrases that are most likely to be entered by users in web searches associated with the actual site for better search engine indexing and ranking.*
			- *Creating content that allows the site visitors to get the information they want quickly and efficiently*
			- *Creating unique, useful, and compelling content on a topic primarily for the readers and not merely for the search engines.*
10. *Revise and finalise the content*
11. *Deliveries shall be based on the project timeline. The web content timeline should be proposed by the content writer.*
12. *The appointment of the copywriter must be approved by MIDA.*
 |  |
| ***2.*** | ***Translation Services****The translators will, therefore, be expected to work with MIDA Website Team:*1. *Translate, edit and proofread all English contents (in Official MIDA website) provided by the appointed MIDA website administrators into German language. The estimated number of words is 60,000. Payment will be based on the actual word count.*
2. *The translation shall include but not limited to the following content:*
	* + - *Texts, speeches, media releases, announcements*
			- *Captions or taglines*
			- *Posters, charts, graphs, tables and infographics*
			- *Buttons, tags, metatags*
			- *Other text as and when required*
3. *The content must be translated in accordance with MIDA’s requirements.*
4. *Upon receiving the translated content, MIDA may review, suggest and edit any content that needs to be re-translated to ensure the accuracy and the appropriateness of the translation.*
5. *During the translation process, the translator is required to:*
	1. *provide proper checklist of work progress and meet the set deadlines;*
	2. *use appropriate terminology based on the nature of documents;*
	3. *ensure the accuracy in language and structure as well as the appropriateness of the translation; and*
	4. *observe the confidentiality of translated materials (embargoed content).*
	5. *The translated content must be submitted in Microsoft Word format (softcopy); translations on table and figures should be consistent with the format provided. All translated documents need to be filed and categorised accordingly based on each segments of the sitemaps.*
	6. *The appointed translator will need to verify the translated content that has been uploaded onto MIDA website.*
	7. *MIDA reserves the rights to use other translation services other than provided by the company.*
	8. *Auto-translation system is to be avoided.*
 |  |
| ***3.*** | ***Wordpress CMS Software Support and Maintenance**** 1. *MIDA website is using Wordpress as a content management system*
	2. *Providing maintenance for the website’s content management system (CMS) hardware, software and related applications.*
1. *Performing or providing system modification, enhancement or change of request (CR) on the application (MIDA website and CMS) as required by MIDA. The modifications shall include technical improvement to support MIDA’s requirements.*
2. *Provide comprehensive maintenance and support coverage scheme for the developed CMS applications which include ensuring a 24/7/365 accessibility and connectivity*
3. *Provide management service for content updates. (as and when required)*
4. *Provide dedicated support team to assist the system and software maintenance*
5. *Provide on-going support as well as on-site support (when necessary) accordingly or upon notification / any bugs reported by performing patches and fixes for OS and application level which also include fixing bugs in the code, problem analysis and resolution*
6. *Provide a schedule of maintenance and details of the CMS development to ensure the CMS software is up to the latest, suitable and stable version which allows continued improved performance.*
7. *Maintain a full back-up of MIDA website throughout the duration of the contract and to perform cleaning on unused content in the CMS.*
8. *All proposed components shall comply with the industry standards ISO/IEC 9126 on usability and reliability.*
9. *Company shall perform necessary maintenance, which include performs version updates on the CMS applications*
* *Provide 24/7/365 technical support on stand-by to assist on application maintenance and content uploading for all versions*
* *Perform patches and fixes, updates and versioning when it is required according to notification or any bugs reported*
* *Perform minimal graphics/animations design for all web versions based on MIDA’s requirement (if any)*
* *Perform cleaning on unused contents in the CMS*
* *Perform hyperlinks test, web speed test and follow all requirements and standards by MAMPU.*
 |  |
| ***4.***  | ***Migration, Cloud Hosting & Web Security****The company is required to:** + *Provide migration services from the current hosting provider (if proposed new cloud).*
	+ *Arrange the subscription of MIDA website cloud hosting service at Cloud Platform;*
	+ *Arrangement of the subscription of the website security application license with CloudFlare;*
1. ***Migration***

*Proposed specifically the migration plan and implementation timeline.*1. ***Cloud Hosting -*** *Existing Specification*

*Dedicated Server Hosting with Linux Virtualization* 1. *3 x Hardware Nodes each comes with: -*
* *Intel Xeon Octa Core Silver 4110 @ 2.10 GHz 96GB Mem*
* *2 TB HDD*
* *4 TB HDD for backup*
1. *Server Hosting Provider services comes with:*
* *Guaranteed 100Mbps Dedicated Bandwidth (Unmetered)*
* *2 x Dedicated IP Address*
* *Full Root Access*
* *Linux Operating System*
1. *All setup, configuration and security tuning are included together with:*
* *24x7 server monitoring*
* *24x7 Live Support from Hosting Provider*
* *2 x on-site support*
* *Within 24 hours parts replacement*
* *Auto Backup for Disaster Recovery Task*
* *99.9% Network Uptime Guarantee*

***Cloud hosting proposed to be configured based on configuration below (company may also suggest other configuration) :**** + - 1. *LB (Round-robin) + 2 Web Server + Redis + NFS + MySQL (InnoDB Cluster - 3instances required)*
			2. *Full High-Availability Deployment and Performance Tuning*
			3. *Configure and Install Load Balancer and Configure Policy*
			4. *Install. configure NGINX, MySQL Router and Redis Connection*
			5. *Install, configure Redis Server*
			6. *Install, configure NFS Server for Wordpress mount directory*
			7. *Install, configure and deploy InnoDB Cluster with R/W Splitting*
1. ***Cloudflare Service***
* *Unmetered Mitigation of DDoS*
* *Web Application Firewall (WAF)*
* *OWASP Top 10, application-specific, and 25 custom rule sets*
* *Shared or Custom Upload Secure Sockets Layer (SSL) / Transport Layer Security (TLS) 1.2 & 1.3*
* *Payment Card Industry Data Security Standard (PCI DSS) 3.2 Compliance*
* *Mobile and Image Optimisations*
* *50 included page rules*
* *30 minutes minimum edge cache expire Time to Live (TTL)*
* *24x7x365 Email Support*
* *99.9% Service Level Agreement*
 |  |
| ***5.*** | ***\* Technical Support and Maintenance****Company shall provide a comprehensive maintenance coverage scheme for CMS and its applications/software. These include, providing preventive and remedial maintenance as well as control and monitoring system.**\*Please provide response based on the full specification as at Appendix I* |  |
| ***6.*** | ***\* Report and Documentations****Shall provide monthly maintenance report according to the format required by MIDA.**\*Please provide response based on the full specification as at Appendix I* |  |
| ***7.*** | ***Training***1. *To conduct a minimum of 5-day training sessions for web administrators, comprehensive instructor lead and hands-on training.*
2. *To provide suitable trainings to website administrators and technical team as and when needed.*
 |  |
| ***8.*** | ***Provide detailed quotation and price schedule*** |  |
|  ***9.*** | ***Provide details on company’s experience and staff (provide URLs link to past projects)*** |  |
| ***10.*** | ***Provide details on project team member and team members’ expertise*** |  |
| ***11.*** | ***Proposed project timeline*** |  |

***DECLARATION:***

*We\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ hereby declare that we are aware of MIDA’s scope of work and business requirement and the above response and information provided is, to the best of our knowledge, complete, accurate and true.  We also understand that any proof of concept (POC) prepared in relation to this proposal, shall be borne by the company.*

*Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Name:*

*Designation:*

*Company Address and Contact Details:*

**BAB 4**

1. **PENGALAMAN/PROFIL SYARIKAT**

Senarai projek yang sama yang telah disiapkan dalam tempoh tiga tahun terakhir mengikut kronologi:-

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Butiran Kontrak** | **Nama Pelanggan****dan Alamat** | **Jumlah****Kontrak (RM)** | **Tarikh Siap** |
|  |  |  |  |  |

1. **PROJEK YANG SEDANG DILAKSANAKAN**

Senarai projek :-

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Butiran Kontrak** | **Nama Pelanggan & Alamat** | **Jumlah Kontrak (RM)** | **Tarikh Mula** | **Tarikh Dijangka Siap** | **% Kemajuan** |
|  |  |  |  |  |  |  |

**BAB 5**

**JADUAL MAKLUMBALAS HARGA**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***No.*** | ***Item***  | ***Price (RM)*** | ***6 %SST (RM)*** | ***Total Amount (RM)*** |
| *1.* | *Copywriting Services* |  |  |  |
| *2.* | *Translation Services* |  |  |  |
| *3.* | *Wordpress CMS Software Support and Maintenance* |  |  |  |
| *4.*  | *Migration, Cloud Hosting & Web Security*1. *Migration*
2. *Cloud Hosting*
3. *Web Security*
 |  |  |  |
| *5.* | *Technical Support and Maintenance* |  |  |  |
| *6.* | *Report and Documentations* |  |  |  |
| *7.* | *Training* |  |  |  |
|  | ***TOTAL*** |  |  |  |

**BAB 6**

**BUTIR-BUTIR PENYEBUTHARGA & MAKLUMAT KEWANGAN SYARIKAT**

Syarikat perlu mengisi dengan lengkap semua seksyen dalam borang ini. Sekiranya ruang tidak mencukupi, maklumat boleh dikemukakan dalam kertas berasingan.

1. **MAKLUMAT AM**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Nama Syarikat | : |  |
|  | Alamat | : |  |
|  | No. Telefon | : |  |
|  | No. Faks | : |  |
|  | Emel | : |  |
|  | Tarikh Pendaftaran / Penubuhan | : |  |
|  | No. Daftar Syarikat / Perniagaan | : |  |
|  | Tempat Pendaftaran/ Penubuhan | : |  |
|  | Komposisi Pemegang Saham | : |  |
| **No.** | **Nama Pemegang Saham** | **Jawatan** | **% Pegangan** |
|  |  |  |  |

* 1. Peratusan Penyertaan Bumiputera : \_\_\_\_\_\_\_\_ (%). (Sila kemukakan maklumat lanjut atau salinan sah pendaftaran sebagai Pembekal Bumiputera dengan Kementerian Kewangan).
	2. Maklumat Pendaftaran Kementerian Kewangan

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **No. Pendaftaran** | **No. bidang** | **Butiran / Keterangan** | **Tempoh Sah** |
|  |  |  |  |  |
|  |  |  |  |  |

Nota : Sila lampirkan salinan sijil pendaftaran.

* 1. Struktur Modal Syarikat :

|  |  |
| --- | --- |
| 1. Modal Dibenarkan
 | : |
| 1. Modal Berbayar
 | : |

**B. KEWANGAN**

a. Ringkasan aset dan tanggungan berdasarkan akaun yang diaudit bagi tiga (3) tahun terakhir.

|  |  |  |  |
| --- | --- | --- | --- |
| **Tahun Kewangan:** | **2018(RM)** | **2019****(RM)** | **2020****(RM)** |
| * Jumlah Aset
* Aset Semasa
* Jumlah Tanggungan
* Tanggungan Semasa
* Nilai Bersih
* Modal Kerja
 |  |  |  |

* + 1. Bank-bank Utama:

|  |  |  |
| --- | --- | --- |
| **No.** | **Nama Bank & Alamat** | **Jenis Akaun** |
| 1.2.3. |  |  |

* + 1. Kemudahan Kredit (Jenis dan jumlah kredit yang boleh disediakan oleh syarikat:)

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Jenis Kemudahan Kredit** | **Bank/Institusi Kewangan** | **Jumlah (RM)** |
| 1.2.3. |  |  |  |

**Nota:**

**Penyata Bank bagi tempoh tiga (3) bulan terakhir hendaklah disertakan bersama-sama serahan borang sebutharga.**

**LAMPIRAN SEMAKAN**

**SEBUTHARGA PERKHIDMATAN PENYELENGGARAAN LAMAN WEB MIDA TAHUN 2022**

**SEBUTHARGA MIDA BIL: 52/2021**

Sila tandakan **( √ )** bagi Dokumen-dokumen yang disertakan.

| **Bil.** | **Perkara / Dokumen** | **Semakan oleh Syarikat** | **Semakan oleh** **MIDA** |
| --- | --- | --- | --- |
|  | Salinan Sijil Akuan Pendaftaran dari Kementerian Kewangan (MOF) |  |  |
|  | Salinan Sijil Akuan Pendaftaran Bumiputera dari Kementerian Kewangan (MOF) – jika ada |  |  |
|  | Salinan Sijil Berdaftar Dengan Suruhanjaya Syarikat Malaysia (SSM) |  |  |
|  | Surat Akuan Penyebutharga (Bab 1) |  |  |
|  | Surat Akuan Pembida (Bab 1) |  |  |
|  | Jadual Maklumbalas Teknikal (Bab 3) |  |  |
|  | Pengalaman/Projek Syarikat (Bab 4) |  |  |
|  | Jadual Maklumbalas Harga (5) |  |  |
|  | Butir-Butir Penyebutharga & Maklumat Kewangan Syarikat (Bab 6) |  |  |
| 8. | Penyata Bulanan Akaun bagi 3 bulan terakhir |  |  |
| 9. | Lain-lain dokumen berkaitan (jika ada) |  |  |

|  |
| --- |
| **PENGESAHAN OLEH SYARIKAT** |
| Dengan ini saya mengesahkan bahawa saya telah membaca dan memahami semua syarat-syarat dan terma yang dinyatakan di dalam dokumen sebut harga. Semua maklumat yang dikemukakan adalah benar. |
|

|  |  |  |
| --- | --- | --- |
| Tandatangan | : | ..................................................................................... |
| Nama | : | ..................................................................................... |
| Jawatan | : | ..................................................................................... |
| Tarikh | : | ..................................................................................... |

 |

|  |
| --- |
| **PENGESAHAN OLEH MIDA** |
| Jawatankuasa Pembuka Sebut Harga mengesahkan penerimaan dokumen bertanda kecuali bagi perkara bil. .......................................... (jika ada) :- |
|

|  |  |  |
| --- | --- | --- |
| Tandatangan | : | ..................................................................................... |
| Nama | : | ..................................................................................... |
| Jawatan | : | ..................................................................................... |
| Tarikh | : | ..................................................................................... |

 |