**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.**

**SEBUT HARGA MIDA BIL. 22/2023**

**SEBUT HARGA BAGI PERKHIDMATAN PENYELENGGARAAN**

**SISTEM LAMAN WEB MIDA**

Kepada:

Penyebutharga-penyebutharga,

**Borang ini hendaklah dikembalikan bersama-sama dengan JADUAL HARGA di dalam SAMPUL SURAT BERLAKRI**

**SURAT AKUAN PENYEBUT HARGA**

**Kepada:**

**Ketua Pegawai Eksekutif**

**Lembaga Pembangunan Pelaburan Malaysia**

**MIDA Sentral**

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

**Kuala Lumpur Sentral**

**50470 Kuala Lumpur.**

Tuan,

**SEBUT HARGA MIDA BIL: 22/2023**

**SEBUT HARGA BAGI PERKHIDMATAN PENYELENGGARAAN SISTEM LAMAN WEB MIDA**

Di bawah dan tertakluk kepada Arahan Kepada Penyebut harga, 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 Sebut harga.

2. Saya yang menurunkan tandatangan di bawah ini bersetuju menerima serta mematuhi dan terikat dengan semua Syarat-syarat Kontrak dan Spesifikasi Sebut harga 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 sebut harga ini, sama ada harga yang ditawarkan rendah atau tinggi atau sama dengan sebut harga-sebut harga 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 sebut harga yang saya beri ini akan sahlaku (*valid*) dan tidak ditarik balik dalam tempoh sembilan puluh (90) hari dari tarikh tutup sebut harga dan tiada apa-apa syarat dikenakan selepas tarikh ditetapkan.

4.Selanjutnya saya bersetuju sekiranya sebut harga 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 Sebut harga.

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

**SURAT AKUAN PEMBIDA**

**SEBUT HARGA BAGI PERKHIDMATAN PENYELENGGARAAN**

**SISTEM LAMAN WEB MIDA**

**(SEBUTHARGA MIDA NO. 22/2023)**

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 TEKNIKAL & KEPERLUAN KERJA)**

**APPENDIX 2A**

**Scope of Work**

**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 that 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 includes providing information on investment opportunities through the 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 of MIDA's functions, activities, and services to the local and foreign business community.
3. Creating publicity on success investment stories.
4. Increase overall website traffic, hits and rankings
5. Maintaining high-performance accessibility and security of MIDA website.
6. Improving communication engagement and supporting of 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 Customer Service and Investment Information Section (CSI). MIDA website are available in English, Bahasa Malaysia, German, Japanese, Mandarin, and Korean versions.

**URL**: https://www.mida.gov.my/

**2. SCOPE OF WORK**

The scope of work for this contract generally **covers the overall maintenance of the MIDA website** that will include comprehensive maintenance coverage scheme, preventive and remedial maintenance as well as control and monitoring system, such as follows:

**2.1 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 24/7/365 accessibility and connectivity.
5. Provide management service for content updates. (as and when required).
6. Provide a dedicated support team to assist with the system and software maintenance.
7. Provide ongoing support as well as on-site support (when necessary) accordingly or upon notification / any bugs reported by performing patches and fixes for Operating System 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 for continued improved performance.
9. Maintain a full backup of the MIDA website throughout the duration of the contract and 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. The company shall perform necessary maintenance, which includes performing version updates on the CMS applications
* Provide 24/7/365 technical support on stand-by to assist with 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/animation designs for all web versions based on MIDA’s requirements (if any).
* Perform cleaning on unused contents in the CMS.
* Perform hyperlinks tests and web speed tests and follow all requirements and standards by MAMPU.

**2.2 MIGRATION**

The company is required to:

* + - Provide migration services from the current hosting provider (if proposed new cloud). Please specify the migration plan and implementation timeline. The implementation timeline should be less than one month. MIDA team will monitor the process.
		- Ensure the current website is accessible throughout the migration process.

**2.3 CLOUD HOSTING & WEB SECURITY**

* + Arrange the subscription of MIDA website cloud hosting service at Cloud Platform.
	+ Arrange the subscription of the website security application license with Website Security Subscription company.

 **2.3.1 Cloud Hosting**

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

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:
* 24x7X365 server monitoring
* 24x7x365 Live Support
* 2 x on-site support
* Within 24 hours parts replacement
* Auto Backup for Disaster Recovery Task
* 99.9% Network Uptime Guarantee

1. The current configuration of the hosting as follow, however the company may also suggest other configuration plans:
	* + - * LB (Round-robin) + 2 Web Server + Redis + NFS + MySQL (InnoDB Cluster - 3instances required)
				* Full High-Availability Deployment and Performance Tuning
				* Load Balancer and Configure Policy
				* NGINX, MySQL Router, and Redis Connection
				* Redis Server
				* NFS Server for WordPress mount directory
				* InnoDB Cluster with R/W Splitting

 **2.3.2 Web Security Service and Domain Management**

 Web Application Firewall

* Unmetered Mitigation of DDoS
* 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

**2.4 TECHNICAL SUPPORT AND MAINTENANCE**

The 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 systems.

**2.4.1 Service and Support**

1. Company shall be ready to work with other companies related to the website such as Chatbot service providers, etc.
2. Company shall ensure that the MIDA website shall be accessible 24x7x365
3. Company shall provide ongoing 24x7x365 technical support. The communication method between the MIDA website team and the Company shall be through email, phone, helpdesk and WhatsApp applications 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 ongoing process of updating and adding new content to the website as and when required.
5. Company shall be responsible for the maintenance and support of the server in the Cloud Data Centre.
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 version upgrade.
* Backup and recovery
* To perform scheduled database backup and archiving;
* To perform fully application backup everyday;
* 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 action report

**2.4.2 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 a report either through phone or email.

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

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 tothird-party monitoring service to update and alert the company on any non-responsive services that may cause service disruption to MIDA.

**2.4.3 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 are either completely inaccessible or are 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.

**2.4.4 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 any tasks that would incur cost implications.

**3.0 REPORT AND DOCUMENTATIONS**

1. Shall provide monthly maintenance reports 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 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 meetings as part of the requirement before maintenance fee 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;

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

**4. DURATION OF CONTRACT**

The website maintenance will from **1st February 2024 to 31st January 2025** (one year).

**5. TRAINING**

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

**6. KOD BIDANG**

The company that is allowed to participate in this submission should be registered with the Ministry of Finance (MOF) under the following ‘Kod Bidang’.

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

 or

210104 Software/system development/customization and maintenance including data entry, data processing

 or

 210106 Data management – provide services including maintenance (database/ web hosting, disaster, planning/ recovery, information storage/ retrieval

 or

 210107 ICT Security and firewall (Encryption, PKI Anti-virus)

 or

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

**APPENDIX 2B**

**TABLE OF RESPONSE**

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.** | **WORDPRESS CMS SOFTWARE SUPPORT AND MAINTENANCE*** + 1. MIDA website is using **WordPress as a content management system**.
1. Provide maintenance for the website’s content management system (CMS), hardware, software, and related applications.
2. 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.
3. Provide comprehensive maintenance and support coverage scheme for the developed CMS applications which include ensuring 24/7/365 accessibility and connectivity.
4. Provide management service for content updates. (as and when required).
5. Provide a dedicated support team to assist with the system and software maintenance.
6. Provide ongoing support as well as on-site support (when necessary) accordingly or upon notification / any bugs reported by performing patches and fixes for Operating System and application level which also include fixing bugs in the code, problem analysis, and resolution.
7. 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 for continued improved performance.
8. Maintain a full backup of the MIDA website throughout the duration of the contract and perform cleaning on unused content in the CMS.
9. All proposed components shall comply with the industry standards ISO/IEC 9126 on usability and reliability.
10. The company shall perform necessary maintenance, which includes performing version updates on the CMS applications
* Provide 24/7/365 technical support on stand-by to assist with 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/animation designs for all web versions based on MIDA’s requirements (if any).
* Perform cleaning on unused contents in the CMS.
* Perform hyperlinks tests and web speed tests and follow all requirements and standards by MAMPU.
 |  |
| **2.** | **MIGRATION**The company is required to:* + Provide migration services from the current hosting provider (if proposed new cloud). Please specify the migration plan and implementation timeline. The implementation timeline should be less than one month. MIDA team will monitor the process.
	+ Ensure the current website is accessible throughout the migration process**.**
 |  |
| **3.** | **CLOUD HOSTING & WEB SECURITY**1. Arrange the subscription of MIDA website cloud hosting service at Cloud Platform.
2. Arrange the subscription of the website security application license with Website Security Subscription company.

**Cloud Hosting - Existing Specification** * Dedicated Server Hosting with Linux Virtualisation
* 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
* Server Hosting Provider services comes with:
* Guaranteed 100Mbps Dedicated Bandwidth (Unmetered)
* 2 x Dedicated IP Address
* Full Root Access
* Linux Operating System
* All setup, configuration and security tuning are included together with:
* 24x7X365 server monitoring
* 24x7x365 Live Support
* 2 x on-site support
* Within 24 hours parts replacement
* Auto Backup for Disaster Recovery Task
* 99.9% Network Uptime Guarantee

The current configuration of the hosting as follow, however the company may also suggest other configuration plans:* LB (Round-robin) + 2 Web Server + Redis + NFS + MySQL (InnoDB Cluster - 3instances required)
* Full High-Availability Deployment and Performance Tuning
* Load Balancer and Configure Policy
* NGINX, MySQL Router, and Redis Connection
* Redis Server
* NFS Server for WordPress mount directory
* InnoDB Cluster with R/W Splitting

**Web Security Service and Domain Management** Web Application Firewall* Unmetered Mitigation of DDoS and other security issues
* 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
 |  |
| **4.** | **TECHNICAL SUPPORT AND MAINTENANCE**The 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 systems.**Service and Support*** + 1. Company shall be ready to work with other companies related to the website such as Chatbot service providers, etc.
		2. Company shall ensure that the MIDA website shall be accessible 24x7x365
		3. Company shall provide ongoing 24x7x365 technical support. The communication method between the MIDA website team and the Company shall be through email, phone, helpdesk and WhatsApp applications 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 ongoing process of updating and adding new content to the website as and when required.
		5. Company shall be responsible for the maintenance and support of the server in the Cloud Data Centre.
		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 version upgrade.
* Backup and recovery
* To perform scheduled database backup and archiving;
* To perform fully application backup everyday;
* 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 action report

**Service Level Agreement (SLA)**1. To conduct the Maintenance Service in accordance with the required service level agreement (SLA) as specified in the SLA Commitment as follows:

**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 a report either through phone or email. **“Time to Resolve”** The time for the company to resolve the log reported by MIDA; i.e. the time taken for the service is resumed or restored, a workaround is agreed upon, or a problem remediation plan is agreed upon. 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***Preventive PlanTop of Form**1. To subscribe tothird-party monitoring service to update and alert the company on any non-responsive services that may cause service disruption to MIDA.

**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 are either completely inaccessible or are 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.

**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 any tasks that would incur cost implications.
 |  |
| **5.** | **Reports and Documentation**1. Shall provide monthly maintenance reports 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 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 needediii. 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 meetings as part of the requirement before maintenance fee 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;* 1. Deliver full backup, development code and source files documentation to MIDA upon contract expiration.
 |  |
| **6.** | **Training**i. To conduct a minimum of 3-day training sessions for web administrators, comprehensive instructor lead and hands-on training. ii. To provide suitable training to website administrators and technical team as and when needed.1. To provide a training manual for reference.
 |  |
| **7.** | **Provide details on company’s experience and staff (provide URLs link to past projects)**Item Requested: Company Experience (last 3 years) |  |
| **8.** | **Provide details on project team member and team members’ expertise**Item Requested: Name, Position, Education, Experience |  |

**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:

**APPENDIX 2C**

**PRICE SCHEDULE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Item**  | **Price (RM)** | **6 %SST (RM)** | **Total Amount (RM)** |
| 1. | WordPress CMS Software Support and Maintenance |  |  |  |
| 2. | Migration |  |  |  |
| 3. | Cloud Hosting & Web Security1. Cloud Hosting
2. Web Security
 |  |  |  |
| 4. | Technical Support and Maintenance |  |  |  |
| 5. | Training |  |  |  |
|  | **TOTAL** |  |  |  |

\*Please refer to **Scope of Work: Maintenance of MIDA Website 2024**

**BAB 3**

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 4**

**BUTIR-BUTIR PENYEBUT HARGA & 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**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Tahun Kewangan:** | **2020(RM)** | **2021****(RM)** | **2022****(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**

**SENARAI SEMAK PEMATUHAN MAKLUMBALAS**

**SEBUT HARGA BAGI PERKHIDMATAN PENYELENGGARAAN SISTEM LAMAN WEB MIDA**

**SEBUT HARGA MIDA BIL: 22/2023**

Sila tandakan **( √ )** atau nyatakan maklumbalas bagi dokumen yang disertakan:

| **Bil.** | **Perkara / Dokumen** | **Semakan oleh Syarikat** | **Semakan oleh** **MIDA** |
| --- | --- | --- | --- |
|  | Surat Akuan Penyebut harga (Bab 1) |  |  |
|  | Surat Akuan Pembida (Bab 1) |  |  |
|  | Maklumat SSM (Salinan sijil disertakan)  |  |  |
| Berdaftar dengan SSM dan tempoh pendaftaran masih berkuatkuasa |  |  |
| 1. No. Sijil Pendaftaran (sila nyatakan)
 |  |  |
| 1. Tempoh Sahlaku Sijil Pendaftaran (nyatakan)
 |  |  |
|  | Maklumat pendaftaran dengan Kementerian Kewangan (MOF) (Salinan Sijil Akuan Pendaftaran dengan MOF disertakan) |  |  |
| * **210103 *Software*** *– supply all computer software, operating system, database, off-the-shelf packages including maintenance.*

atau* **210104 *Software/system*** *development/customization and maintenance including data entry, data processing*

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

atau* **210107 *ICT Security and firewall*** *(Encryption, PKI, Anti-virus)*

atau* **210108 *Multimedia*** *– products, services, and maintenance (video conferencing, webcast, graphic design, animation)*
 |  |  |
| 1. No. Sijil Akuan Pendaftaran (nyatakan)
 |  |  |
| 1. Tempoh Sahlaku Sijil Pendaftaran (nyatakan)
 |  |  |
| 1. Sijil Akuan Pendaftaran Bumiputera (sijil disertakan, jika ada)
 |  |  |
| 1. Peratus Penyertaan Bumiputera (nyatakan, jika ada)
 |  |  |
|  | Maklumbalas **Teknikal** *(Hardcopy & Softcopy)* |  |  |
| 1. Pengalaman syarikat & Senarai Pasukan Sokongan Teknikal (Bab 3)
 |  |  |
| 1. *Scope of Work* (Appendix 2A)
 |  |  |
| 1. *Table of Response (*Appendix *2B)*
 |  |  |
|  | Maklumbalas **Harga** *(Hardcopy & Softcopy)* |  |  |
| 1. *Price Schedule* (Appendix 2C)
 |  |  |
| 1. Penyata Kewangan untuk 3 tahun terakhir
 |  |  |
| 1. Penyata Bank untuk 3 bulan terakhir
 |  |  |
| 7. | Butir-Butir Penyebut harga & Maklumat Kewangan Syarikat (Bab 4)Lain-lain - profil syarikat, contoh kerja-kerja yang seumpamanya. |  |  |

|  |
| --- |
| **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 | : | ..................................................................................... |

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