Ruj. MIDA : MIDA.024.400-5/6/44
Tarikh : 23 November 2023

NOTIS PELAWAAN SEBUT HARGA

NO. SEBUT HARGA	:	**SH MIDA BIL: 22/2023**
PERKARA	:	**SEBUT HARGA BAGI PERKHIDMATAN PENYELENGGARAAN SISTEM LAMAN WEB MIDA**

Dokumen ini hendaklah disifatkan menjadi dan dibaca serta ditaksirkan sebagai sebahagian daripada Perjanjian Sebut Harga.

Kepada :

Sesiapa Yang Berkenaan

Pelawaan Sebut Harga oleh :

Ketua Pegawai Eksekutif
Lembaga Pembangunan Pelaburan Malaysia
(MIDA), Bahagian Pengurusan Korporat
Tingkat 14, MIDA Sentral, No. 5
Jalan Stesen Sentral 5
Kuala Lumpur Sentral
50470 Kuala Lumpur
No. Telefon : **03 – 2267 3633**
No. Faks : **03 – 2274 7970**

Sebut Harga adalah dibuka kepada syarikat-syarikat yang berdaftar dengan **Suruhanjaya Syarikat Malaysia (SSM)** dan **Kementerian Kewangan Malaysia (MOF)** di bawah **Kod Bidang:-**

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)*

dan pendaftarannya masih lagi berkuatkuasa.

1. PERINGATAN

1.1 Penyebutharga-penyebutharga dikehendaki membaca dan memahami keseluruhan butir-butir dokumen sebut harga sebelum mengemukakan tawaran.

1.2 **Pastikan dokumen sebutharga ditaip mengikut format seperti yang telah ditetapkan di dalam borang maklumbalas teknikal dan harga (*soft-copy* dibekalkan).**

1.3 MIDA tidak terikat untuk menerima mana-mana tawaran terendah atau mana-mana tawaran lain.

1.4 Sebutharga yang lewat diterima dari tarikh dan masa ditetapkan **tidak akan dipertimbangkan.**

2. JAMINAN ATAS SEBUTHARGA

2.1 Pendaftaran penyebutharga-penyebutharga di Kementerian Kewangan adalah merupakan jaminan ke atas sebutharga-sebutharga yang dikemukakan. Sekiranya penyebutharga-penyebutharga menarik balik tawaran sebelum sebutharga dipertimbangkan atau menolak tawaran setelah Surat Setuju Terima (SST) dikeluarkan, tindakan tatatertib akan diambil dan MIDA akan mencadangkan kepada Kementerian Kewangan supaya membatalkan pendaftaran syarikat tuan sebagai Kontraktor Kerajaan.

3. DOKUMEN SEBUTHARGA

BAB 1 – Surat Akuan Penyebutharga & Surat Akuan Pembida

BAB 2 – Spesifikasi Teknikal & Skop Kerja

Appendix 2A – *Scope of Work*

Appendix 2B - *Table of Response*

Appendix 2C – *Price Schedule*

BAB 3 – Pengalaman Syarikat

BAB 4 – Butir-Butir Penyebutharga & Maklumat Kewangan Syarikat

4. PENYERAHAN SEBUT HARGA

4.1 Dokumen sebut harga hendaklah lengkap, ditandatangani dan diserahkan kembali kepada MIDA **termasuk 'soft-copy'** tidak lewat jam **12.00 tengah hari pada 7 Disember 2023 (Khamis).**

4.2 Sekiranya terdapat percanggahan maklumat di antara 'soft-copy' dengan 'hard-copy', MIDA akan menggunakan maklumat dalam **'hard-copy' sebagai penentu.**

4.3 Tawaran ini hendaklah dikemukakan dalam **satu (1) sampul surat berlakri (*sealed*) beserta dokumen-dokumen yang mesti diserahkan. Sampul surat tersebut hendaklah** ditanda pada bahagian atas sampul surat berkenaan dengan pelekat berikut:-

> **SEBUTHARGA BAGI PERKHIDMATAN PENYELENGGARAAN SISTEM LAMAN WEB MIDA**
> **SEBUTHARGA MIDA BIL. : 22/2023**
> **DITUTUP PADA : 7 DISEMBER 2023 (KHAMIS)**
> **MASA : SEBELUM / PADA 12.00 TENGAH HARI**

4.4 Senarai semak Sebut Harga bagi dokumen-dokumen yang perlu dikemukakan adalah seperti di **Lampiran Semakan**.

Semua sebut harga hendaklah dialamatkan kepada:-

Ketua Pegawai Eksekutif
Lembaga Pembangunan Pelaburan Malaysia

Tingkat 14, MIDA Sentral
No. 5, Jalan Stesen Sentral 5
Kuala Lumpur Sentral
50470 Kuala Lumpur.

4.5   Sebut harga hendaklah diserahkan di:-

Bahagian Pengurusan Korporat
Lembaga Pembangunan Pelaburan Malaysia
Tingkat 14, MIDA Sentral
No. 5, Jalan Stesen Sentral 5
Kuala Lumpur Sentral
50470 Kuala Lumpur.

5. <u>SYARAT – SYARAT AM SEBUT HARGA</u>

Tertakluk kepada apa-apa syarat khas yang ditetapkan di tempat lain dalam pelawaan ini, syarat-syarat am yang berikut hendaklah dipakai, melainkan setakat mana syarat-syarat am itu ditolak atau diubah dengan khususnya oleh penyebut harga.

5.1   **HARGA**

Harga yang disebutkan hendaklah harga bersih termasuk kos penghantaran, pemasangan, insurans, diskaun, cukai jualan dan perkhidmatan (SST) dan sebagainya. Sebutharga hendaklah dinyatakan dalam Ringgit Malaysia (RM). Sebutharga ini sah selama **sembilan puluh (90) hari** dari tarikh tutup sebut harga.

Harga Indikatif Jabatan bagi sebutharga ini adalah Ringgit Malaysia: RM197,400.00 untuk tempoh satu (1) tahun.

Harga Indikatif Jabatan ini merupakan suatu anggaran sahaja dan amaun tersebut tidak mengikat Kerajaan atau mana-mana pihak lain juga bagi maksud mengelakkan kekeliruan yang mungkin berbangkit.

Pihak Kerajaan tidak menjamin bahawa syarikat akan dipilih atau boleh menyiapkan kerja dengan bersandarkan Harga Indikatif Jabatan.

5.2 **SEBUT HARGA SEBAHAGIAN**

Sebut harga boleh ditawarkan bagi semua bilangan item atau sebahagian bilangan item.

5.3 **BARANG SETARA**

Sebut harga boleh ditawarkan bagi barang setara yang sesuai dengan syarat butir-butir penuh diberi.

5.4 **PERSETUJUAN**

(a) MIDA tidak terikat untuk setuju terima sebut harga yang terendah atau mana-mana sebut harga; dan

(b) Setiap butiran akan ditimbangkan sebagai satu sebut harga yang berasingan.

5.5 **PEMERIKSAAN**

(a) MIDA sentiasa berhak melantik pegawai untuk memeriksa atau menguji bekalan itu semasa tempoh pembuatan atau pada bila-bila masa lain sebelum penyerahan bekalan tersebut ; dan

(b) Penyebut harga hendaklah memberi kemudahan pemeriksaan atau pengujian apabila dikehendaki.

5.6 **PERAKUAN MENYATAKAN SPESIFIKASI TELAH DIPATUHI**

Penyebut harga dikehendaki memperakui bahawa bekalan / perkhidmatan yang dibekalkan oleh mereka adalah mengikut spesifikasi atau piawai (jika ada) yang dinyatakan di dalam pelawaan ini.

5.7 **PENOLAKAN**

(a) Barang yang rendah mutunya atau yang berlainan daripada bekalan yang telah dipersetujui sebut harganya boleh ditolak;

(b)   Apabila diminta, penyebut harga hendaklah menyebabkan barang yang ditolak itu dipindahkan atas tanggungan dan perbelanjaannya sendiri, dan ia hendaklah membayar balik kepada MIDA segala perbelanjaan yang telah dilakukan mengenai bekalan yang ditolak itu; dan

(c)   Fasal kecil (a) dan (b) di atas ini tidaklah memudaratkan apa-apa hak MIDA untuk mendapatkan ganti rugi kerana kegagalan memenuhi obligasi kontrak.

5.8   PENGIKLANAN

Tiada apa-apa iklan mengenai persetujuan terhadap mana-mana sebut harga boleh disiarkan dalam mana-mana akhbar, majalah atau lain-lain saluran iklan tanpa kelulusan MIDA.

5.9   TAFSIRAN

Sebut harga ini dan apa-apa kontrak yang timbul daripadanya hendaklah diertikan mengikut dan dikawal oleh Undang-undang Malaysia, dan penyebut harga bersetuju tertakluk hanya kepada bidang kuasa Mahkamah Malaysia sahaja dalam apa-apa pertikaian atau perselisihan jua pun yang mungkin timbul mengenai sebut harga ini atau apa-apa kontrak yang timbul daripadanya.

5.10   INSURANS

Tiada apa-apa insurans atas barang dalam perjalanan daripada negeri pembekal atau dalam Malaysia dikehendaki dimasukkan ke dalam sebut harga.

5.11   LARANGAN

(a)   Pengangkutan bagi barang-barang larangan dan merbahaya adalah tidak dibenarkan sama sekali. Pihak syarikat hendaklah memastikan

peraturan yang ditetapkan bagi kemasukan barang-barang ke negara berkenaan dipatuhi.

(b) Barang-barang kepunyaan orang lain (pihak ketiga) adalah tidak dibenarkan dimuatkan bersama barangan MIDA.

5.12 PERINGATAN MENGENAI KESALAHAN RASUAH

(a) Sebarang perbuatan atau percubaan rasuah untuk menawar atau memberi, meminta atau menerima apa-apa suapan secara rasuah kepada dan daripada mana-mana orang berkaitan perolehan ini merupakan suatu kesalahan jenayah di bawah Akta Pencegahan Rasuah 2009 (Akta 694);

(b) Sekiranya mana-mana pihak ada menawar atau memberi apa–apa suapan kepada mana-mana anggota pentadbiran awam, maka pihak yang ditawar atau diberi suapan dikehendaki membuat aduan dengan segera ke pejabat Suruhanjaya Pencegahan Rasuah Malaysia (SPRM) atau balai polis yang berhampiran. Kegagalan berbuat demikian adalah merupakan suatu kesalahan di bawah Akta Pencegahan Rasuah 2009 (Akta 694);

(c) Tanpa prejudis kepada tindakan-tindakan lain, tindakan tatatertib terhadap anggota perkhidmatan awam dan menyenaraihitamkan kontraktor atau Penyebutharga boleh diambil sekiranya pihak-pihak terlibat dengan kesalahan rasuah di bawah Akta Pencegahan Rasuah 2009 (Akta 694); dan

(d) Mana-mana kontraktor atau Penyebutharga yang membuat tuntutan pembayaran berkaitan perolehan ini walaupun tiada kerja dibuat atau tiada barangan dibekal mengikut spesifikasi yang ditetapkan atau tiada perkhidmatan diberi dan mana-mana anggota perkhidmatan awam yang mengesahkan tuntutan berkenaan adalah melakukan kesalahan di bawah Akta Pencegahan Rasuah 2009 (Akta 694).

5.13 **PENAMATAN**

(a) MIDA atau melalui wakilnya berhak membatalkan perkhidmatan sekiranya syarikat berada dalam salah satu daripada keadaan berikut dan setelah menerima surat amaran daripada MIDA atau melalui wakilnya.

(b) Sekiranya syarikat masih gagal menyiapkan kerja dalam tempoh masa yang telah ditetapkan seperti di dalam sebutharga tuan.

(c) Penggantungan perlaksanaan seluruh atau sebahagian kerja oleh syarikat, tanpa apa-apa sebab yang munasabah.

(d) Tidak mematuhi arahan MIDA atau wakilnya tanpa apa-apa alasan yang munasabah.

(e) Apabila syarikat diisytiharkan bankrap oleh pihak yang sah.

5.14 **PENAMATAN ATAS SEBAB RASUAH ATAU AKTIVITI-AKTIVITI YANG MENYALAHI UNDANG-UNDANG**

(a) Tanpa prejudis ke atas mana-mana hak MIDA, sekiranya SYARIKAT, personel, kakitangan atau pekerjanya telah disabitkan bersalah di Mahkamah untuk rasuah atau apa-apa aktiviti yang menyalahi undang-undang berhubung dengan Perjanjian ini atau mana-mana perjanjian lain antara MIDA dan SYARIKAT tersebut, sekiranya ada, MIDA berhak untuk menamatkan Perjanjian ini pada bila-bila masa dengan memberikan notis bertulis serta-merta kepada SYARIKAT bagi maksud itu.

(b) Akibat daripada penamatan tersebut, MIDA berhak menuntut segala kerugian, kos, ganti rugi dan perbelanjaan (termasuk apa-apa kos dan perbelanjaan sampingan) yang ditanggung oleh MIDA.

(c) Bagi mengelakkan sebarang kekeliruan, kedua-dua pihak dengan ini bersetuju bahawa pihak SYARIKAT tidak mempunyai sebarang hak untuk membuat tuntutan ganti rugi termasuk kekurangan keuntungan,

kerugian, atau apa-apa tuntutan lain akibat daripada penamatan Perjanjian ini.

6. PENERIMAAN SEBUT HARGA

6.1 MIDA akan memberi notis bertulis kepada penyebutharga yang berjaya apabila sebutharganya disetujuterima.

6.2 Notis itu tidaklah boleh disifatkan sebagai disetujuterima sehingga pengesahan bertulis daripada penyebutharga menyatakan bahawa semua syarat-syarat sebutharga atau yang diubahsuai adalah diterima.

7. BANTAHAN SPESIFIKASI

Penyebut harga yang merasa tidak berpuashati dengan spesifikasi yang disediakan, mereka berhak untuk membuat bantahan kepada MIDA dalam tempoh empat belas (14) hari dari tarikh dokumen sebutharga mula diedarkan. Bantahan yang diterima selepas tempoh tersebut tidak akan dipertimbangkan.

8. MAKLUMAT TAMBAHAN

Sebarang pertanyaan atau keterangan lanjut, syarikat diminta berhubung dengan **En. Syihabuddin Ahmad Mohamad, Bahagian Pengurusan Korporat** di talian **03-22676697** atau **emel : syihabuddin@mida.gov.my**.

 Sekian.

"MALAYSIA MADANI"

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah,

(NORMI ALIAS)
Pengarah
Bahagian Pengurusan Korporat
b.p. Ketua Pegawai Eksekutif
Lembaga Pembangunan Pelaburan Malaysia (MIDA)

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 <u>JADUAL HARGA di dalam SAMPUL SURAT BERLAKRI</u>

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.

1.1 Objective

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

i. Positioning the MIDA website as an impressive, interactive, and engaging platform for communications, information sharing and collaboration with other relevant websites and portals.

ii. Generating awareness of MIDA's functions, activities, and services to the local and foreign business community.

iii. Creating publicity on success investment stories.

iv. Increase overall website traffic, hits and rankings

v. Maintaining high-performance accessibility and security of MIDA website.

vi. 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.

1.2 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

i. MIDA website is using **WordPress as a content management system**.

ii. Provide maintenance for the website's content management system (CMS), hardware, software, and related applications.

iii. 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.

iv. Provide comprehensive maintenance and support coverage scheme for the developed CMS applications which include ensuring 24/7/365 accessibility and connectivity.

v. Provide management service for content updates. (as and when required).

vi. Provide a <u>dedicated support team</u> to assist with the system and software maintenance.

vii. 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.

viii. 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.

ix. Maintain a full backup of the MIDA website throughout the duration of the contract and perform cleaning on unused content in the CMS.

x. All proposed components shall comply with the industry standards ISO/IEC 9126 on usability and reliability.

xi. 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

i. 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

ii. Server Hosting Provider services comes with:

- Guaranteed 100Mbps Dedicated Bandwidth (Unmetered)
- 2 x Dedicated IP Address
- Full Root Access
- Linux Operating System

iii. 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

iv. 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
   a. Shared or Custom Upload Secure Sockets Layer (SSL) / Transport Layer Security (TLS) 1.2 & 1.3
   b. Payment Card Industry Data Security Standard (PCI DSS) 3.2 Compliance
   c. Mobile and Image Optimisations
   d. 50 included page rules
   e. 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

i. Company shall be ready to work with other companies related to the website such as Chatbot service providers, etc.

ii. Company shall ensure that the MIDA website shall be accessible 24x7x365

iii. 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

iv. 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.

v. Company shall be responsible for the maintenance and support of the server in the Cloud Data Centre.

vi. 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:

i. Corrective Plan

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: -

$$\frac{Total\ problems\ received - Total\ problems\ breached}{Total\ problems\ received} \times 100 = SLA\ Achievement\%$$

ii. Preventive Plan

To subscribe to third-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

i. 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).

ii. 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

iii.   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

i.   To provide modification, enhancement, and change of request by MIDA on the application (MIDA website and CMS). <u>The CR is not chargeable and shall not include any additional cost unless the CR is not stated in the Scope of Work (SOW)</u>.

ii.   The request <u>may or may not be</u> 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

i.   Shall provide monthly <u>maintenance reports according to the format required by MIDA</u>. 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;

vii. 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

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.

iii. 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** i. MIDA website is using **WordPress as a content management system**. ii. Provide maintenance for the website's content management system (CMS), hardware, software, and related applications. iii. 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. iv. Provide comprehensive maintenance and support coverage scheme for the developed CMS applications which include ensuring 24/7/365 accessibility and connectivity. v. Provide management service for content updates. (as and when required). vi. Provide a <u>dedicated support team</u> to assist with the system and software maintenance. vii. 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	

NO.	SCOPE OF WORKS	COMPANY'S DETAILED RESPONSE
	application level which also include fixing bugs in the code, problem analysis, and resolution.	
	viii. 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.	
	ix. Maintain a full backup of the MIDA website throughout the duration of the contract and perform cleaning on unused content in the CMS.	
	x. All proposed components shall comply with the industry standards ISO/IEC 9126 on usability and reliability.	
	xi. The company shall <u>perform necessary maintenance, which includes performing version updates</u> on the <u>CMS applications</u> • Provide 24/7/365 <u>technical support on stand-by</u> to assist with application maintenance and <u>content uploading for all versions</u>. • <u>Perform patches and fixes</u>, updates, and versioning when it is required according to notification or any bugs reported. • Perform minimal <u>graphics/animation designs</u> 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.	

NO.	SCOPE OF WORKS	COMPANY'S DETAILED RESPONSE
2.	**MIGRATION** The company is required to: - Provide migration services from the current hosting provider (if proposed new cloud). <u>Please specify the migration plan and implementation timeline. The implementation timeline should be less than one month. MIDA team will monitor the process.</u> - Ensure the current website is accessible throughout the migration process.	
3.	**CLOUD HOSTING & WEB SECURITY** I. Arrange the subscription of MIDA website cloud hosting service at Cloud Platform. II. 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)	

NO.	SCOPE OF WORKS	COMPANY'S DETAILED RESPONSE
	• 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	

NO.	SCOPE OF WORKS	COMPANY'S DETAILED RESPONSE
	• Unmetered Mitigation of DDoS and other security issues • OWASP Top 10, application-specific, and 25 custom rule sets f. Shared or Custom Upload Secure Sockets Layer (SSL) / Transport Layer Security (TLS) 1.2 & 1.3 g. Payment Card Industry Data Security Standard (PCI DSS) 3.2 Compliance h. Mobile and Image Optimisations i. 50 included page rules j. 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** i. Company shall be ready to work with other companies related to the website such as Chatbot service providers, etc. ii. Company shall ensure that the MIDA website shall be accessible 24x7x365 iii. Company shall provide ongoing 24x7x365 technical support. The communication method between the MIDA website team and the	

NO.	SCOPE OF WORKS	COMPANY'S DETAILED RESPONSE
	Company shall be through email, phone, helpdesk and WhatsApp applications depending on the severity of the requested support and the agreed SLA	
iv.	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.	
v.	Company shall be responsible for the maintenance and support of the server in the Cloud Data Centre.	
vi.	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; - <u>Maintain full backup of websites</u> throughout the duration of the contract. - To provide web recovery structure or standard operating procedure (SOP) for automatic response upon website	

NO.	SCOPE OF WORKS	COMPANY'S DETAILED RESPONSE

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

Corrective Plan

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.

NO.	SCOPE OF WORKS	COMPANY'S DETAILED RESPONSE
	"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 Plan** i. To subscribe to third-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** i. 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). ii. 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	

NO.	SCOPE OF WORKS	COMPANY'S DETAILED RESPONSE
	iii. 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** i. To provide modification, enhancement, and change of request by MIDA on the application (MIDA website and CMS). <u>The CR is not chargeable and shall not include any additional cost unless the CR is not stated in the Scope of Work (SOW)</u>. ii. The request <u>may or may not be</u> 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** i. Shall provide monthly <u>maintenance reports according to the format required by MIDA</u>. 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	

NO.	SCOPE OF WORKS	COMPANY'S DETAILED RESPONSE
	• 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;	
	xi. Deliver full backup, development code and source files documentation to MIDA upon contract expiration.	

NO.	SCOPE OF WORKS	COMPANY'S DETAILED RESPONSE
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. iii. 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 Security i. Cloud Hosting ii. Web Security			
4.	Technical Support and Maintenance			
5.	Training			
	TOTAL			

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

BAB 3

A. 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

B. 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.

A.   MAKLUMAT AM

1.   Nama Syarikat   :

2.   Alamat   :

3.   No. Telefon   :

4.   No. Faks   :

5.   Emel   :

6.   Tarikh   Pendaftaran/   :
      Penubuhan

7.   No. Daftar Syarikat /   :
      Perniagaan

8.   Tempat   Pendaftaran/   :
      Penubuhan

9.   Komposisi   Pemegang   :
      Saham

No.	Nama Pemegang Saham	Jawatan	% Pegangan

10. Peratusan Penyertaan Bumiputera : _____ (%). (Sila kemukakan maklumat lanjut atau salinan sah pendaftaran sebagai Pembekal Bumiputera dengan Kementerian Kewangan).

11. Maklumat Pendaftaran Kementerian Kewangan

No.	No. Pendaftaran	No. bidang	Butiran / Keterangan	Tempoh Sah

Nota : Sila lampirkan salinan sijil pendaftaran.

12. Struktur Modal Syarikat :

    (i)   Modal Dibenarkan   :

    (ii)   Modal Berbayar   :

B. **KEWANGAN**

a. 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			

b. Bank-bank Utama:

No.	Nama Bank & Alamat	Jenis Akaun
1.		
2.		
3.		

c.   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
1.	Surat Akuan Penyebut harga (Bab 1)		
2.	Surat Akuan Pembida (Bab 1)		
3.	Maklumat SSM (Salinan sijil disertakan)		
	Berdaftar dengan SSM dan tempoh pendaftaran masih berkuatkuasa		
	i) No. Sijil Pendaftaran (sila nyatakan)		
	ii) Tempoh Sahlaku Sijil Pendaftaran (nyatakan)		
4.	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)*		
	iii)	No. Sijil Akuan Pendaftaran (nyatakan)		
	iv)	Tempoh Sahlaku Sijil Pendaftaran (nyatakan)		
	v)	Sijil Akuan Pendaftaran Bumiputera (sijil disertakan, jika ada)		
	vi)	Peratus Penyertaan Bumiputera (nyatakan, jika ada)		
5.	Maklumbalas **Teknikal** *(Hardcopy & Softcopy)*			
	i)	Pengalaman syarikat & Senarai Pasukan Sokongan Teknikal (Bab 3)		
	ii)	*Scope of Work* (Appendix 2A)		
	iii)	*Table of Response* (Appendix *2B*)		
6.	Maklumbalas **Harga** *(Hardcopy & Softcopy)*			
	i)	*Price Schedule* (Appendix 2C)		
	ii)	Penyata Kewangan untuk 3 tahun terakhir		
	iii)	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 : ....