



**TENDER FOR THE DESIGN, SUPPLY, DELIVERY,
TESTING, COMMISSIONING, TRAINING AND
SUPPORT SERVICES FOR MCMC INTERNET AND WIDE
AREA NETWORK TECHNICAL REFRESH**

Tender No#
MCMC/SISD/NSSID(1)/UPGRADE_WAN2017/TC/05/17(04)

June 2017



- **Executive Summary**
- **Current Situation**
- **Scope of work**
- **High level design**
- **Proposed project timeline**
- **Instruction for tender**
- **Q&A**

Executive Summary



Purpose of Tender

- To invite the prospective Tenderers to submit proposals for the Design, Supply, Delivery, Testing, Commissioning, Training and Support Services for MCMC Internet and Wide Area Network (WAN) Technical Refresh.

Background

- **Current Internet connection:**
 - 90Mbps + 100Mbps centralized internet access
- **Current WAN connection:**
 - 45Mbps + 45Mbps at HQ
 - 5Mbps + 2Mbps (backup link) at Regional Office
 - 2Mbps + 1Mbps (backup link) at Branch Office
- **Security:**
 - Multiple layer of stateful security devices

Current Situation

- Evolvement of security threat
- Slow response
- Growing number of site offices
- Growing staff population
- Evolution of technology i.e Video conference, VOIP, online applications, media streaming, etc.

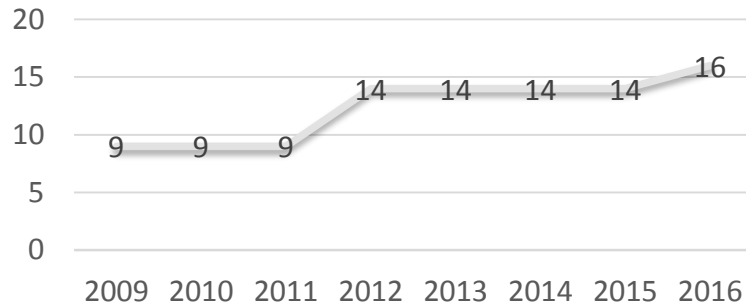
Solution

- **Security appliances**
 - WAN Optimizer
 - APT Solution
- **Improve Internet bandwidth speed to:**
 - 150Mbps + 150Mbps
- **Improve WAN bandwidth speed to:**
 - 100Mbps + 100Mbps at HQ
 - 10Mbps + 4Mbps at all site offices

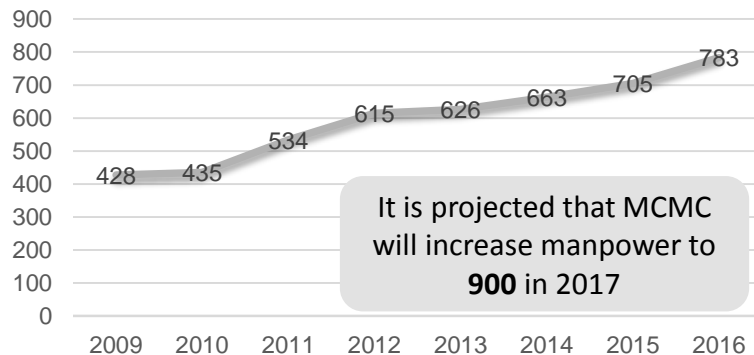
Current Situation: Growing number of site offices, staff population and evolution of technology



Number of office



Total staff in MCMC



*Source from HR
(23/8/2016)

It is projected that MCMC will increase manpower to **900** in 2017

Video conference: 17 appliance is deployed at all site offices.

VOIP service: CISCO IP Phone using internal network

Online Systems: 80 online systems/portal and growing by average of 4 systems each year

Scope of Work



Internet Bandwidth Upgrade

Speed for internet will be upgraded to **150Mbps + 150Mbps**

Wide Area Network (WAN) upgrade

To increase bandwidth speed to **100Mbps + 100Mbps** for WAN connectivity at HQ

To increase bandwidth speed at site offices to **10Mbps + 4Mbps**

Deploy **WAN Optimizer** at all sites to optimize connection speed from regional and branch office to HQ and vice versa

Security Enhancement

To deploy a protection to silent hacking to MCMC environment targeting to obtain valuable inside information

Warranty, Training, Support and Maintenance

Internet Bandwidth Upgrade

- To provide **150Mbps + 150Mbps** link being set up as Active-Active catering for MCMC centralized internet usage.
- To provide link from 2 different Internet Service Provider (ISP).
- To provide link bonding (aggregation) mechanism
- To provide realtime bandwidth monitoring tools for internet connection solely for MCMC usage.
- To provide related hardware for the upgrade purpose
- Hardware will be accounted as lease to own

Wide Area Network (WAN) Upgrade

- To upgrade the speed of bandwidth at HQ to **100Mbps + 100Mbps** at HQ and **10Mbps + 4Mbps** at all site office.
- Each of the links shall be provided by different telecommunication providers or different line infrastructure.
- Design must be full-mesh STAR without dependency on regional office
- All primary connection must be Metro-E and supported by private fixed line as secondary connection.
- One (1) WAN optimizer at each site.
- Trade in existing router at all sites with justified trade in value.
- To provide related hardware for the upgrade purpose
- Hardware will be accounted as lease to own

Scope of Work



Security Enhancement

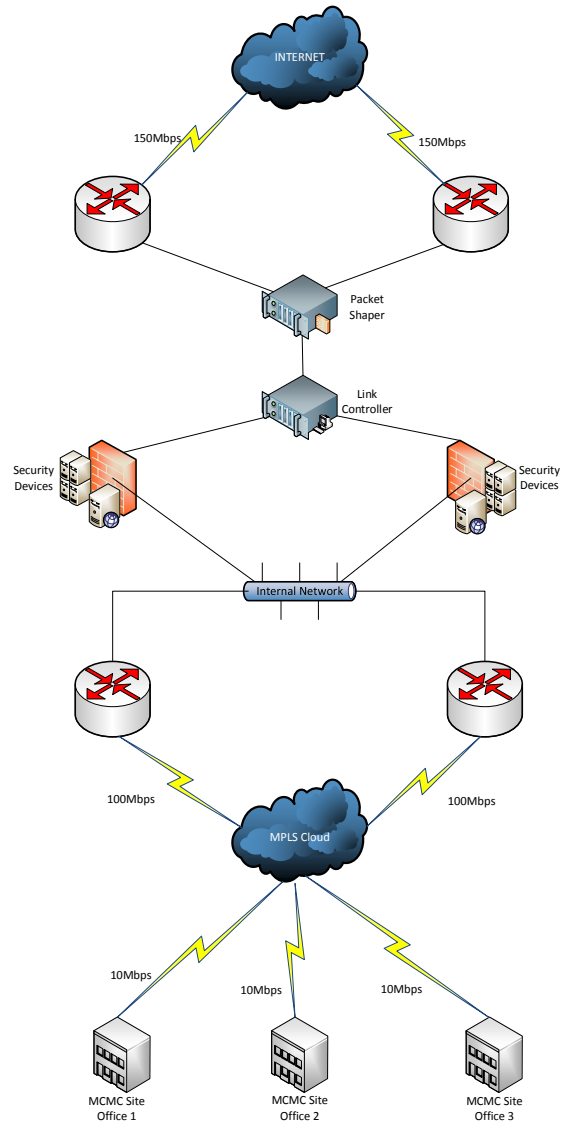
To supply two (2) units of Advanced Persistent Threat (APT) appliance configured in high availability (HA) setup at HQ.
To supply all related license and software pertaining to APT

Warranty, Training, Support and Maintenance

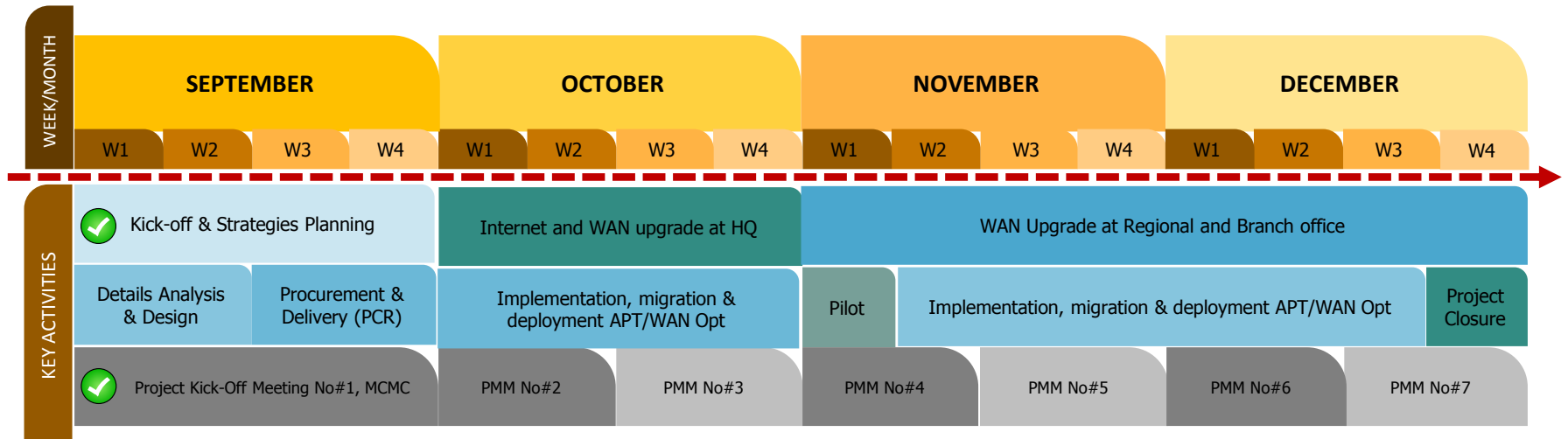
- Successful tenderer shall provide a full end-to-end support services to MCMC internet and WAN including warranty to hardware, software, configuration and escalation support.
- Tenderer shall provide a proactive monitoring services including 24x7x365 helpdesk, email notification, any other informant tools in any downtime incident in view of MCMC's internet and WAN infrastructure stability.
- Perform a service level agreement (SLA) and service level guarantee (SLG) as stated below:
 - 99.9% uptime for MCMC HQ
 - 99.7% uptime for MCMC site offices
 - 99.7% uptime for Internet availability

High Level Design

Summary topology as depicted below:



Proposed Project Timeline



Next Key Milestone

- **January 2018** – Project Handover
- **February – March 2018** – Training and knowledge transfer

Instruction for Tender



- Tenderer must be a registered and valid member of **Malaysia Internet Exchange (MyIX)**.
- Tenderer with a valid Sijil Akuan Pendaftaran Syarikat Bumiputera with the Ministry of Finance registration with the related Kod Bidang, Kepala and Sub Kepala is encouraged to participate.
- Tenderer is encouraged provide relevant certifications which relate to work on network operations including ISO, related technical certifications and other certification on IT best practices.
- Work shall be carried out at all MCMC premises (HQ, regional and state offices), or anywhere that is determined appropriate by MCMC
- Proposal submission shall comprise of detailed schematic network design, implementation plan including project timeline, proposal of solution, bill of material, bill of quantity and related catalogues. Project timeline should be submitted in Gantt chart with indicated milestones.
- Provide a project organizational chart. It is strongly encouraged to have a minimum of one (1) Certified Project Management Professional (PMP) and one (1) Cisco Certified Internetwork Expert (CCIE) holder.
- The proposed solution shall comprise of hardware, software, related licenses, warranty, maintenance services as well as cooperation with third party vendor for one (1) year. Tenderer must provide the subsequent two (2) years indicative price for line subscription (internet and WAN link), hardware and support & maintenance together with the proposal
- Tenderer should provide a copy of authorization letter from product principal for all the product proposed in the proposal.

TENDER COMPLIANCE

The tenderer **must be** a registered and valid member of Malaysia Internet Exchange (MyIX)

The tenderer who holds a Network Service Provider (NSP(I)) and Application Service Provider (ASP) licensee is encouraged to participate

The tenderer is encourage to have:

210101

Hardware (low end technology) – Supply all types of computer hardware including PC, notebook, printer, document scanner, peripherals and maintenance

210102

Hardware (high end technology) – all types of server, mainframe, high end printers, storage area network (SAN, NAS) including maintenance

210105

Telecommunication/networking-supply product, infrastructure, services including maintenance (LAN/WAN/Internet/wireless/satellite)

210107

ICT Security and firewall, encryption, PKI and antivirus

Relevant certifications which relate to work on network operations including ISO, related technical certifications and other certification on IT best practices

Each tender submission shall comprise :

Technical Submission

- 1 Original + 1 Copy + 1 CD

Financial Submission

- 1 Original + 1 Copy + 1 CD

[Acknowledgement Form](#) **must be completed** at the counter provided.

**** *The Tenderer shall submit the tender submission using two (2) separate sealed envelope(s).***

Technical Submission

- **Section 2 : Scope of Work**
- **Section 3 (Para 10.1) : Work Requirements**
- **Section 4 (Para 14.3.1 & Para 14.3.4) : Terms and Conditions of Tender**
- **Appendix B : Statement of Compliance to the Technical Specifications**
- **Appendix E : List of Experience**

Financial Submission

1. **Section 3** : Work Requirements
2. **Section 4** (*Para 14.3.1, Para 14.3.2, Para 14.3.3, Para 14.3.5, Para 14.3.6, Para 14.3.7 & Para 14.4*) : Terms and Conditions of Tender
3. **Appendix A** : Statement of Compliance to the Terms and Conditions of Tender
4. **Appendix C** : Form of Tender Document
5. **Appendix D** : Form for Business & attached with 7 documents listed in page 4
6. **Appendix F** : Schedule of Price
7. **Appendix G** : Tenderer's Declaration
8. **Appendix H** : Declaration of Interest By Tenderer

❖ **Please ensure that the official receipt (tax invoice) is attached to Appendix C. Failure shall invalidate your submission.**

Closing Date

Tender Clarification


- Strictly via email to tender@cmc.gov.my only
- Before 5:00pm
- On 11th July 2017

Tender Submission

- On or before **18th July 2017**
- Before 12.00 noon
- **Late submission shall be rejected.**



Acknowledge Form

	MCMC/SISD(1)/DC/TC/01/17(01) (Acknowledgement of Submission)	TENDER Data Centre	
			Version 1
COMPANY PARTICULARS			For MCMC use only
1.	Company Name :		
2.	Company Address :		
	Tel. No : Fax. No : Email Address :		
3.	Name of representative :		
4.	Contact Persons (Maximum Three Only):		
a.	Name : Designation :	Tel : Email :	Signature:
b.	Name : Designation :	Tel : Email :	Signature:
c.	Name : Designation :	Tel : Email :	Signature:
5.	Details of Submission:		
	No. of Box (Boxes)/ Envelope(s) :	Acknowledged Received : (Day / Date / Time)	

[Back](#)

Thank You

