



**TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION, TESTING,  
COMMISSIONING AND MAINTENANCE SUPPORT SERVICES FOR MCMC  
MANAGED SECURITY SERVICES (MSS)**

Tender Briefing

25 September 2023

# OBJECTIVE

## **Session 1 :**

- Briefing on the project
- Q & A

## **Session 2 :**

Tender Compliance

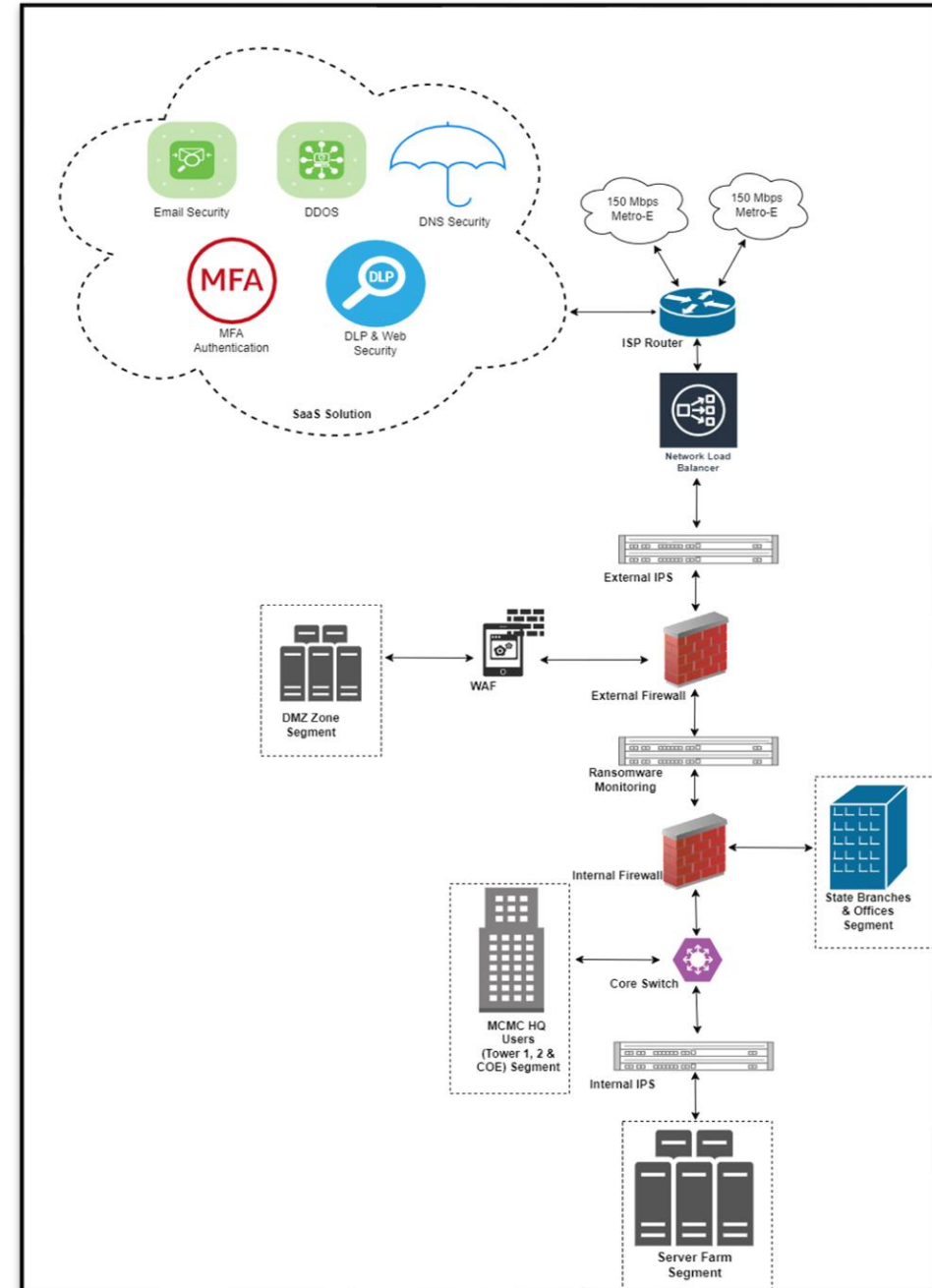
# BACKGROUND

The technology and infrastructure design was implemented during the **technology refresh activity in 2012.**

The current firewall and Intrusion Prevention Systems (IPS) setup with two different manufacturers and have been separated into two tiers

The hardware and solution that is supporting MCMC Security infrastructure will reach End of Support (EOS)/ End of Life (EOL) in 2024.

All hardware support, maintenance, and license renewal on a yearly basis **without managed services.**



# TENDER REQUIREMENTS



No.	Para/ Item	Tender Requirement	Remarks
1.	2.1	The Tenderer must have a valid registration certificate issued by the Companies Commission of Malaysia (from now on referred to as " <b>CCM</b> ").	Mandatory
2.	2.2	<p>The Tenderer shall be authorized partner with a product principal in which the Tenderer is required to submit the following proof of partnership;</p> <p>2.2.1. <b>Letter of Authorization</b> stating the Tenderer's and product principal's name, company address, and the product proposed in the tender submission.</p> <p>2.2.1.a. Firewall Product Principal                  2.2.1.b. SOAR Solution authorised partner                  2.2.1.c. EDR Solution authorised partner</p> <p>2.2.2. <b>Letter from Product Principal</b> to participate in the MCMC Managed Security Services</p> <p>2.2.2.a. Firewall Principal                  2.2.2.b. SOAR Solution Principal                  2.2.2.c EDR Solution Principal</p>	Mandatory
3.	3.1	<p>The tenderer shall provide proof of valid <b>Sijil Akuan Pendaftaran Syarikat Bumiputera</b> issued by the Ministry of Finance registration with the following <b>Kod Bidang, Kepala, and Sub Kepala</b>. Desired <i>Kod Bidang, Kepala, and Sub Kepala</i> related to the tender are as follows:</p> <ul style="list-style-type: none"> <li>• <b>210105</b> – Telecommunication / networking-supply product, infrastructure, services including maintenance (LAN / WAN / Internet / wireless / satellite); and</li> <li>• <b>210107</b> - ICT Security and firewall, encryption, PKI and antivirus</li> </ul>	General Requirements <b>(Not mandatory)</b>

# SCOPE OF WORK



## To Supply, Deliver, Install, Testing, Commission and Maintenance Support :

- Next-Generation Firewall (NGFW) consolidates Intrusion Prevention System (IPS) and Advanced Persistent Threat (APT) function and features, Endpoint Detection and Response (EDR).
- Provision of Security Orchestration, Automation, and Response (SOAR) solutions and Security Management Systems to monitor current and proposed security solutions.
- Cabling Management – Interconnection cabling for security appliances.
- Licenses Management – All related licenses for Hardware and software.
- Project Management and Coordination.
- Transfer of Technology.
- Managed Security Services,
  - ✓ Services Include hardware, software, support, and maintenance for three (3) years.
  - ✓ Service Level Agreement (SLA) of 99.5% represents a maximum of 7m 12s downtime/day or 3h 39m 8s/month;
  - ✓ 24/7 unlimited onsite support and helpdesk services.
  - ✓ Dedicated resident engineer for 1st level support

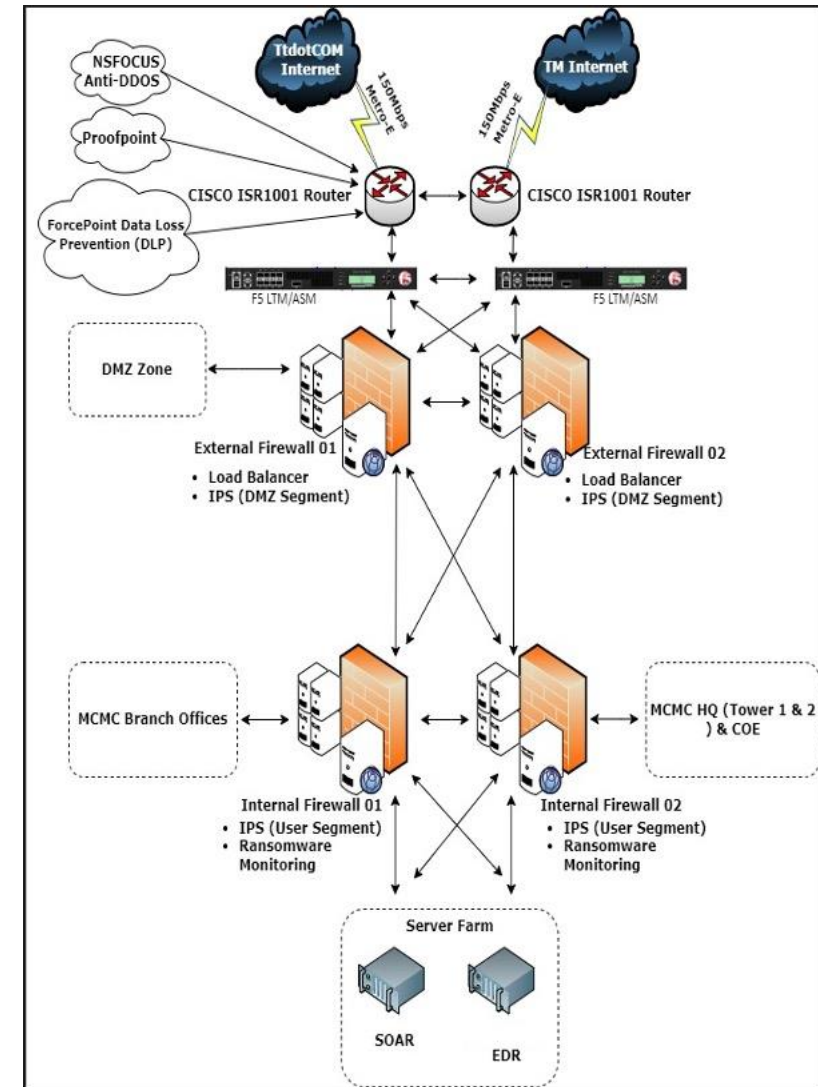
# PROPOSE SECURITY INFRASTRUCTURE DIAGRAM

Redesigning and enhancing the security infrastructure with high-availability (HA)

The proposed Next Generation Firewall to consolidate IPS and APT functions and features from different manufacturers and separated into two tiers

An integrated Security Management System to monitor the security appliances proposed

All hardware, software support, maintenance, and license renewal for 3 years with **managed services**.



# TECHNICAL SPECIFICATIONS



Technical Specifications	
No	Item
1	<p><b>Hardware Refresh</b></p> <ul style="list-style-type: none"> <li>• Redesign and enhance the entire security infrastructure with High – Availability (HA) subject to throughput based on MCMC network infrastructure which includes the following;                             <ul style="list-style-type: none"> <li>✓ Refresh and consolidate the function and features of Firewall and IPS into Next Generation Firewall (NGFW).</li> <li>✓ Migrate and replace the current Antivirus Solution to Endpoint Detection Response (EDR).</li> <li>✓ Implement Hybrid Technology and introduce Machine Learning and Artificial Intelligence</li> </ul> </li> </ul>
2	<p><b>Security Management System</b></p> <ul style="list-style-type: none"> <li>• Provision the Security Orchestration, Automation, and Response (SOAR) solution.</li> <li>• Provide an integrated Security Management System to monitor the security appliances proposed as below:                             <ul style="list-style-type: none"> <li>✓ SOAR solution, Next –Generation Firewall, EDR Solution and Existing Security Infrastructure</li> </ul> </li> </ul>
3	<p><b>Cabling Management</b></p> <ul style="list-style-type: none"> <li>• Provide interconnection cablings for the proposed security appliances that will be situated in MCMC Data Centre, MCMC Tower 1.</li> </ul>
4	<p><b>Licenses Management</b></p> <ul style="list-style-type: none"> <li>• Provide all the licenses on the related hardware and software related to the proposed solutions including all other licenses required for the component proposed to perform the desired function.</li> </ul>
5	<p><b>Project Management and Coordination</b></p> <ul style="list-style-type: none"> <li>• Provide project management services during the project implementation and maintenance period.</li> </ul>
6	<p><b>Managed Security Services</b></p> <ul style="list-style-type: none"> <li>• Provide Managed Security Services for the period of 36 months after project implementation sign-off.</li> </ul>
7	<p><b>Transfer of Technology (ToT)</b></p> <ul style="list-style-type: none"> <li>• Provide a full design document (HLD) with the tender submission.</li> <li>• ToT and certification training</li> <li>• International Study Tours</li> </ul>

# SERVICE LEVEL AGREEMENT



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

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

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

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



# PROJECT TIMELINE



	Jan	Feb	Mac	April	April 2024 - Mac 2025	April 2025 - Mac 2026	April 2026 - Mac 2027
<b>Project Implementation</b>							
Technical Requirements Assessment							
Solution Design							
Provisioning of hardware and software							
Installation and Implementation							
Testing and UAT							
Final Configuration Document							
Project Sign Off							
<b>Go Live</b>							
Warranty and Support Services					Year 1	Year 2	Year 3

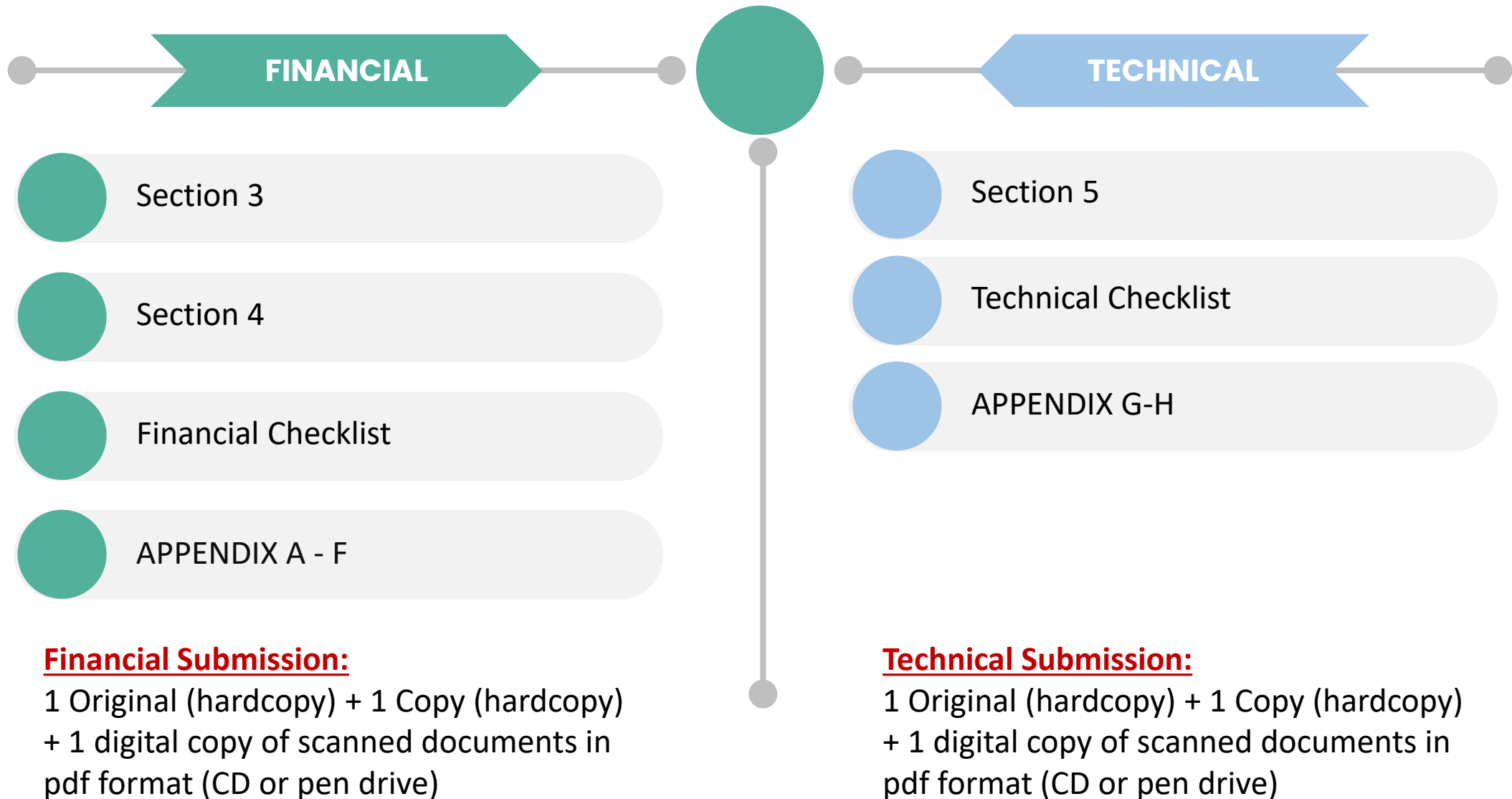
# TENDER COMPLIANCE

# HOW TO PURCHASE TENDER DOCUMENT

[URL : https://msmart.mcmc.gov.my/web/index.php](https://msmart.mcmc.gov.my/web/index.php)



# TENDER SUBMISSION



# IMPORTANT NOTES

1. All information and updates will be in MCMC website
2. Attach the Tender Deposit to the Form of Tender Document (Appendix B). **Tender submissions without the Tender Deposit shall be disqualified.**
3. Be aware and comply with the required signatories. Please ensure that the Tenderer's official company stamps, and authorized signature appear on all pages of the Financial Submission only.
4. **No company name/info in the Technical Submission.** Failure to comply with this may invalidate the Tenderer's tender submission.
5. The MCMC Tender Secretariat will be the only point of contact for this project ([tender@mcmc.gov.my](mailto:tender@mcmc.gov.my))

# TENDER TIMELINE



19 Sept 2023

**TENDER ISSUANCE**



25 Sept 2023

**TENDER BRIEFING  
SESSION**



12 Oct 2023

**TENDER  
CLARIFICATION ENDS**

- **Before 5.00pm**
- Strictly via email only to [tender@mcmc.gov.my](mailto:tender@mcmc.gov.my)
- The consolidated Q&A will be published in MCMC website



19 Oct 2023

**TENDER SUBMISSION /  
TENDER CLOSING DATE**

- **On or before 12.00pm**
- MCMC CoE, Cyberjaya
- To complete Acknowledgement Form (2 copies)
- **Late submission shall be rejected**



**THANK YOU**