

JABATAN AGAMA ISLAM SELANGOR

JADUAL PEMATUHAN KEPERLUAN

KEPERLUAN AM (WAJIB)

1. Penyebutharga perlu mematuhi keperluan minimum seperti yang dinyatakan didalam jadual berikut atau yang setara dengannya. Pernyataan surat sokongan daripada *principle* adalah **MESTI** jika ingin menawarkan spesifikasi yang setara dengan yang dikehendaki.
2. Penyebutharga **MESTI** menyertakan dokumen-dokumen seperti dinyatakan didalam jadual spesifikasi. Kegagalan penyebutharga boleh menyebabkan tawaran **TIDAK DIPERTIMBANGKAN** dan **DITOLAK** daripada proses penilaian teknikal.
3. Penyebutharga juga dimestikan menyatakan mukasurat/para rujukan/pakej *brochure* yang digunakan untuk menyokong pernyataan teknikal pada setiap ruang. Cadangan Penyebutharga yang tidak lengkap boleh menyebabkan tawaran Penyebutharga **TIDAK DIPERTIMBANGKAN** dan **DITOLAK** daripada proses penilaian teknikal.
4. Pihak penyebutharga mesti melakukan kerja-kerja pengujian, pentauliahan untuk peralatan dan perkhidmatan yang dibekalkan, pemasangan (*installation*), konfigurasi (*configuration*) dan pencantuman (*integration*) sekiranya berkaitan bagi memastikan kesemua memenuhi keperluan dan fungsi yang diminta.

JADUAL PEMATUHAN KEPERLUAN / SPESIFIKASI TEKNIKAL

NO.	MINIMUM SPECIFICATIONS	REQUIREMENT	COMPLIANCE (YES/NO)	DESCRIPTION/NOTE BY TENDERER
1.0	General Requirements			
1.1	<i>To supply, deliver, install, configuration and commissioning complete solution for rental 20Mbps Dedicated Access Service (Wired)</i>	<i>Mandatory</i>		
1.2	<i>A dedicated 24-hour 20 Mbps INTERNET ACCESS. (Wired)</i>	<i>Mandatory</i>		
1.3	<i>Installation Location : Tingkat 3, Menara Selatan, Bangunan Sultan Idris Shah, 40000 Shah Alam, Selangor</i>	<i>Mandatory</i>		
1.4	<i>IP address assignment (as existing) /27 for 32 public IP address</i>	<i>Mandatory</i>		
1.5	<i>Creation and maintenance of primary and secondary domain name servers</i>	<i>Mandatory</i>		
2.0	Tenderer's Requirement			
2.1	<i>Tenderer must be a licensed provider in Malaysia has a valid Network Service Provider (NSP) and Application Service Provider (ASP) license issued by Malaysian Communications and Multimedia Commission (MCMC) .Tenderer must provide supporting documents.</i>	<i>Mandatory</i>		
2.2	<i>Tenderer must have at least 5 (five) years experience as an Internet Services Provider in Malaysia.</i>	<i>Mandatory</i>		
2.3	<i>Tenderer must have a 24x7 Customer Contact Center to provide proactive monitoring and round-the-clock technical support to JAIS. Please provide supporting documentation and proof.</i>	<i>Mandatory</i>		

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2.4	<i>Tenderer must have dedicated (not to be shared with other ISP) of minimum 1Gbps backbone to the Global Internet Community to ensure quality of service to JAIS and to cater future JAIS upgrades requirement. This dedicated internet link will be required to be connected for the total bandwidth of 20 Mbps and must not be shared with other customer or oversubscribed.</i>	Mandatory		
2.5	<i>Tenderer must provide at least 99.7% Service Level Assurance for service availability uptime throughout the contract period and closely monitored by Tenderer network monitoring system to provide customer satisfaction. Tenderer must provide supporting documents</i>	Mandatory		
2.6	<i>Tenderer must provide comprehensive monitoring and alert system to ensure the SLA is met and customer satisfaction is guaranteed.</i>	Mandatory		
2.7	<i>Tenderer must provide SLA for at least 99.7% uptime for the provided INTERNET ACCESS. The response time should be a maximum of 30 minutes. JAIS requires that the ISP technical staff to be on-site (if needed) and to resolve any issue within 4 hours after the response time.</i>	Mandatory		
3.0	Services Requirement :			
3.1	<i>The Dedicated Access Service (Wired) must provide full duplex low latency to the Tenderer's network. Tenderer must provide in detail drawing between JAIS Node and Internet Gateway.</i>	Mandatory		
3.2	<i>The provisioning of INTERNET ACCESS must be on land-line (fiber optics) from SDF room to Tenderer's Main Network Center to ensure quality of services and minimum disruption.</i>	Mandatory		

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3.3	<p>The INTERNET ACCESS must support multi-protocol and multimedia applications. No restriction or filtering must be applied to any non-intrusive, legitimate traffic.</p>	Mandatory		
3.4	<p>Tenderer must provide a dedicated router to be installed at the JAIS data Center and must comes with the following requirements:</p> <ul style="list-style-type: none"> • Must be fully compatible with existing networking equipments being used in JAIS Network. • Must support Static, RIP, RIPv2, IGRP, EIGRP, IS-IS, OSPFv2, BGPv4 and multicast routing. • Must comes with min 1 Ethernet Full Duplex Routed Interface port with appropriate Interface Speed as INTERNET ACCESS port. • Must come with min 1 Ethernet 100MB Full Duplex Routed Interface Port with appropriate Interface Speed as LAN access port. • Must have minimum 2 empty slots (not occupied by any WAN or LAN ports) for future expansion. <p>Please provide supporting documents of equipment.</p>	Mandatory		
3.5	<p>Tenderer is required to provide technical assistance and consultation, configuration of a router and how the router residing in JAIS premises will be connected to the provided INTERNET link. The router must be provided and managed by the Tenderer.</p>			
3.6	<p>Tenderer must provide an infrastructure bigger than the bandwidth required should JAIS require upgrading of the INTERNET ACCESS in future.</p>			

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3.7	<i>Tenderer are required to propose WAN connectivity must include all internal wiring up to JAIS network equipment level as part of the work scope</i>	Mandatory		
4.0	Services			
4.1	<i>Tenderer must install, configure, commission and document the INTERNET ACCESS within 2 months from the date of Offer Letter issued</i>	Mandatory		
4.2	<i>Tenderer must provide maintenance support and warranty through the contract of all system proposed for INTERNET ACCESS.</i>	Mandatory		
4.3	<i>Tenderer must provide excellent support to JAIS especially in handling outages and incidences. Contact person, fault escalation processes are to be specified clearly by the tenderer in resolving issues related to the services. Methods of communication must also be clearly specified (e.g. toll free number, cell phone, fax, emails).</i>	Mandatory		
4.4	<i>Tenderer is also required to have proactive alert mechanisms when provided the link is disrupted. The vendor is to specify how this is achievable (e.g. through sms alerts, phone calls, fax, emails).</i>			
4.5	<i>Tenderer is to ensure certified technical personnel is readily available to handle all incidences, on-site or otherwise. The vendor should provide technical support staff(s) which are available during emergencies including weekends and holidays.</i>			
4.6	<i>Tenderer must provide a complete documentation of the proposed solution upon commissioning of the proposed system. Documentation must have approval and sign-off of project plan.</i>			

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4.7	<i>Tenderer must be deemed responsible to ensure successful of integrating INTERNET ACCESS into existing JAIS Network. Should the integration works require additional accessories, it must be included within the proposal and the cost must be borne by the tenderer.</i>			
4.8	<i>Business Continuity & Disaster Recovery The link and all associated network management system elements must have the appropriate level of business continuity and disaster recovery measures in place. At no time will the link or any associated network management systems be unavailable for other than scheduled maintenance events. Service provider has to provide supporting documents and proof. Tenderer must submit current network infrastructure and international gateway.</i>			
5.0	On-Time Implementation			
5.1	<i>Link provisioning, testing, installation and implementation no later than 2 months upon issuance of LOA Require link testing period minimum of two (2) weeks with no cost.</i>	Mandatory		
5.2	<i>During the implementation stage, tender must ensure NO disruption to the existing line.</i>	Mandatory		
6.0	Warranty and Support			
6.1	<i>Warranty and on-site support for all system; inclusive of system support configuration must be provided throughout the contract period.</i>	Mandatory		

** Pembekal dikehendaki **menyediakan Jadual Pelaksanaan** Membekal Perkhidmatan Rangkaian Internet Dedicated Access Service (Wired) Untuk Jabatan Agama Islam Selangor berpandukan kepada perkara 5.1.

JABATAN AGAMA ISLAM SELANGOR
SPESIFIKASI KERJA

**SEBUTHARGA BAGI MENGUJI, MENTAULIAH, MEMASANG, DAN
MENGKONFIGURASI BAGI PERKHIDMATAN MENAIKTARAF JALUR LEBAR
RANGKAIAN INTERNET DI BANGUNAN SULTAN IDRIS SHAH, JABATAN AGAMA
ISLAM SELANGOR**

1. OBJEKTIF

Sebutharga ini bertujuan untuk mempelawa penyebutharga yang berkelayakan untuk menjalankan kerja-kerja pengujian dan pentauliah untuk peralatan dan perkhidmatan yang dibekalkan, pemasangan (*installation*), konfigurasi (*configuration*) dan pencantuman (*integration*) Bagi Perkhidmatan Menaiktaraf Jalur Lebar Rangkaian Internet Di Bangunan Sultan Idris Shah, Jabatan Agama Islam Selangor

2. LATAR BELAKANG

Unit Teknologi Maklumat, Jabatan Agama Islam Selangor telah dipertanggungjawabkan untuk melaksanakan Projek Menaiktaraf Jalur Lebar Rangkaian Internet Di Bangunan Sultan Idris Shah, Jabatan Agama Islam Selangor bagi menampung keperluan pengguna internet dan sistem aplikasi yang semakin bertambah selaras dengan halatuju jabatan bagi memberikan perkhidmatan yang efisien secara atas talian dan mudah bagi memastikan organisasi terus mampu berdaya saing dan relevan mendepani keperluan semasa dan akan datang yang semakin kompleks

3. SKOP DAN BIDANG KERJA YANG DITETAPKAN

Skop kerja melibatkan kerja-kerja pengujian dan pentauliah untuk peralatan dan perkhidmatan yang dibekalkan, pemasangan (*installation*), konfigurasi (*configuration*) dan pencantuman (*integration*) Bagi Perkhidmatan Menaiktaraf Jalur Lebar Rangkaian Internet Di Bangunan Sultan Idris Shah, Jabatan Agama Islam Selangor. Sebutharga ini merangkumi bidang kerja berikut:

- (i) Pemasangan hendaklah mengambil kira daripada nod penyedia perkhidmatan dan memastikan perubahan pertukaran jalur lebar yang baru dan sedia ada tidak menjejaskan operasi jabatan (sila rujuk jadual spesifikasi teknikal)
- (ii) Perubahan *Public IP* perlu dilakukan bersama-sama pihak ICT, JAIS dan menguji cuba *primary* dan *Secondary domain name servers(DNS)*.

- (iii) Pemasangan pendawaian dalaman di bangunan ini akan dilakukan bersama-sama Pihak ICT, dan sekyen Urus Bangunan JAIS.
- (iv) Mentauliah dan memastikan peralatan sentiasa beroperasi dengan baik dan dapat dicapai setiap masa dan diselenggara dengan baik.
- (v) Sebarang pembaikan atau perubahan konfigurasi yang berlaku terhadap rangkaian jabatan dalam tempoh langganan perlu dibaiki tanpa kos tambahan.
- (vi) Penyebutharga hendaklah bersetuju menyediakan perkhidmatan bantuan selepas jualan '**after sales services**', seperti yang dinyatakan didalam spesifikasi teknikal
- (vii) Penyebutharga yang berjaya perlu menyediakan tiga (3) salinan dokumen kontrak dokumen yang mana perkhidmatan ini akan mengambil tempoh langganan selama tiga (3) tahun dan yang perlu ditandatangani oleh kedua-dua belah pihak. Sebarang kos penyediaan perjanjian kontrak ini adalah dibawah tanggungan pihak pembekal. Kaedah Pembayaran berjadual adalah secara tahunan atau mengikut perjanjian yang dipersetujui dan ditandatangani kedua-dua belah pihak.