



AGENSI KAUNSELING DAN PENGURUSAN KREDIT

**SUPPLY, DELIVER AND COMMISSIONING OF
SOFTWARE PATCH MANAGEMENT SUITE SOLUTION**

(REF: AKPK/RFP19/MAY01)

Request for Proposal

[RFP]

Issuer

Agensi Kaunseling Dan Pengurusan Kredit (AKPK)
Level 14, TH Perdana Tower
1001 Jalan Sultan Ismail
50250 Kuala Lumpur

ISSUE DATE : 30 May 2019
CLOSING DATE/TIME : 14 June 2019 / 12:30PM

1. INTRODUCTION

The purpose of this Request for Proposal (RFP) is to solicit proposals from interested vendor for the supply, deliver and commission AKPK Software Patch Management Suite Solution.

2. DELIVERABLES

The following are the scope of the Deliverables:

A. Solution

No	Descriptions	Quantity	Specification
1	To supply, deliver and commission On-Premise Software Patch Management Suite Solution with 300 licenses (perpetual, device-based) transferable to Cold-DRC.	1 Lot	Refer to appendix A – Solution Proposal no.3.1 (Deliverable)

B. Training

No	Descriptions	Quantity	Specification
2	To provide Transfer of Technology (ToT) Training	4 Pax	Refer to item no.3b (Implementation Requirements)
3	To provide a formal classroom Training.	4 Pax	

C. Project Management

No	Descriptions	Quantity	Specification
4	Provide a project-managed implementation approach.	1 Lot	Refer to Item no.3c (Implementation Requirements)

D. Support and Warranty

No	Descriptions	Quantity	Specification
5	To Provide Support and Maintenance: - <ul style="list-style-type: none"> 3 Years Warranty and Support : (8x5) Next business day (NBD) Preventive maintenance twice (2) a year including software patches and versioning update. 	1 Lot	

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3. IMPLEMENTATION REQUIREMENT

a. Software Patch Management Solution

Interested vendors shall provide to AKPK industry best practices for management of production services and any specifics related to their proposed solution.

The interested vendors shall provide the following requirements but not limited to: -

- i. Plan, design, configure and deploy Software Patch Management in AKPK Production Data Centre and Disaster Recovery Centre.
- ii. To perform staging, testing and deployment by completing the following:-
 - a. To provide a physical diagram.
 - b. To install, configure and commission the overall patch management solution.
 - c. To provide full documentation on setting/configuration.
 - d. To provide onsite support for pre and post implementation prior to project closure.
- iii. Management and Monitoring

b. Training

Interested vendors shall provide two (2) type of training within the delivery timeframe. The training as per below:-

- i. Transfer of Technology (ToT)
 - To provide a hands-on training to develop the understanding of the proposed solution.
- ii. Formal Classroom
 - To provide a training facilitated by an instructor in a classroom.

c. Project Management

Interested vendors shall undertake the tasks/services to complete the implementation.

- i. To provide a project-managed implementation:-
 - a. Project Charter.
 - b. Project Organisation Chart.
 - c. Project Detail Timeline.
 - d. Design Document with detail configurations.
 - e. Test scenarios and checklist.
 - f. Go-live strategy and document sign off.
 - g. Administrator Guide.

4. DELIVERY TIMEFRAME

AKPK is expecting the whole project will be delivered within expected timeframe as per following:

No	Description	Expected Timeframe
1	Delivery of the Deliverables	12 Weeks

5. RFP SUBMISSION

Interested vendor wishing to participate in this RFP exercise is required to: -

5.1. Provide the following information/documents as Solution Proposal (Appendix A): -

5.1.1 The vendor must indicate any additional information or changes that would meet AKPK's deliverables and fully describe the proposed solution.

- i. The vendor must provide clear information that describes the capabilities and features of the equipment such as brochures or general literature.
- ii. The vendor should quote for the brand/model complying with technical specification given in **Appendix A: Solution Proposal No. 3**.
- iii. The deliverables should not be end of life at least for the next five (5) years period **(mandatory requirement)**.
- iv. The models under quality testing should not be offered.
- v. **Warranty Period:** The deliverables should come with a 3 years one (1) to one (1) exchange warranty upon completion of installation, configuration and testing.

5.2. Attach relevant Suruhanjaya Syarikat Malaysia's (SSM) documents as follows: -

For Enterprise Company

- ✓ Company Profile
- ✓ SSM Corporate Information
- ✓ Form D

For Sendirian Berhad & Berhad Company

- ✓ Company Profile
- ✓ Memorandum and Articles of Association
- ✓ SSM Corporate Information
- ✓ Form 49
- ✓ Form 9 (Sendirian Berhad) & Form 8 (Berhad)
- ✓ Latest Audited Financial Statements 2017 and 2018
- ✓ Product Brochures
- ✓ Letters of Authorization from Principals and Distributors

5.3.1. Fill up the Person In-Charge Form.

5.3.2. Fill up the Company Profile Form.

5.2. Provide the following information/documents as Cost Proposal

(Appendix B):-

- 5.4.1. Provide **Official Company Quotation** for the Deliverables
- 5.4.2. (Vendor **must** submit this and refer to **items #9 VALIDITY OF THE QUOTATION** for the validity period of the Quotation)
- 5.4.3. Fill up the Cost Summary.
- 5.4.4. Provide propose Payment Term.
- 5.4.5. Provide Bank Info.

6. METHOD OF SUBMISSION

By Hand ONLY, proposals to this RFP must be deposited in a sealed envelope into tender box at:

**Level 14, TH Perdana Tower,
1001, Jalan Sultan Ismail,
50250 Kuala Lumpur.**

The proposals to be submitted in a **separate cover, sealed envelope** and to be labelled clearly as follows:

i. Solution Proposal (Appendix A)

“NOTE: DO NOT OPEN. SOLUTION PROPOSAL ENCLOSED FOR SUPPLY, DELIVER AND COMMISSIONING OF SOFTWARE PATCH MANAGEMENT SUITE SOLUTION, RFP# AKPK/RFP19/MAY01 SUBMITTED BY [VENDOR’S NAME HERE]”

(Note: Should submit 3 sets of copies – 1 original, 2 photocopies in one envelope)

ii. Cost Proposal (Appendix B)

“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR SUPPLY, DELIVER AND COMMISSIONING OF SOFTWARE PATCH MANAGEMENT SOLUTION SUITE, RFP# AKPK/RFP19/MAY01 SUBMITTED BY [VENDOR’S NAME HERE]”

(Note: Should submit 3 sets of copies – 1 original, 2 photocopies in one envelope).

(Note: Any submission of RFP Proposal to be registered in our “Schedule of Tender RFP Submission” i.e. Name of Company and Contact Details, Name, Designation, IC Number, H/P Number, Email Signature, etc.)

7. **DELIVERY LOCATION**

The location for the **Deliverables** to AKPK’s office is at:

No	Location	Address
1.	AIMS Data center Attention: AKPK IT Department	Menara AIMS, Changkat Raja Chulan, 50200 Kuala Lumpur.

8. **AKPK’s OFFICER IN-CHARGE**a. **AKPK’s Procurement officer in-charge is:**

Name : Ezreen Ezairy Hussin / Nur Hayati Mat Salleh

Contact No : 03-2610 5696 / 03-2610 5678

Email : procurement@akpk.org.my

b. **AKPK’s Technical officer in-charge is:**

Name : Mohd Azmi Bin Mohd Supian

Contact No. : 03-2616 7768

Email : azmi@akpk.org.my

Name : Halim Saleh

Contact No. : 03-2616 7770

Email : halim.s@akpk.org.my

Name : Wan Mohd Kamarul Wan Mohamad

Contact No. : 03-2616 7476

Email : wankamarul.wm@akpk.org.my

9. DEADLINE OF SUBMISSION

- a. All quotations/RFP must reach us by / before **12:30 pm** on **14 June 2019**.
- b. Tender received after the deadline and/or not comply with method of submission as above mentioned will be rejected.
- c. The vendor's proof of posting and/or submission by other means shall not be accepted as proof of receipt by AKPK.
- d. Documents that are rejected or disqualified will be disposed-off at our end.
- e. Regardless of the method used for delivery, vendors shall be wholly responsible for the timely delivery of submitted proposal.

10. PROOF OF CONCEPT (POC)

- a. Shortlisted vendors will be notified via email and required to perform Proof of Concept on a date to be confirmed by both parties between **19 June to 21 June 2019**. Failed to perform the POC will disqualify the vendor from the further evaluation process.
- b. The following are the scopes of the POC (but not limited to) :-
 1. Demonstrate and explained in Proposed Solution.
 2. Demonstrate and explained in Admin Management.
 3. Demonstrate and explained in Support Capabilities.
 4. Demonstrate and explained in Reports and Alerts.
 5. Demonstrate and explained in Syslog
 6. Present the proposed solution deployment.
 7. Present the project organisation chart, timeline and methodology used.
 8. Present the Warranty and support process flow.
 9. Present the product/solution roadmap.

11. VALIDITY OF THE QUOTATION

- a. The validity of the quotation submitted shall be **180 calendar days**;
- b. To provide additional service with the same specification and price within **twelve (12) months** (if require) after first purchase done; and
- c. All cost are inclusive delivery charges & installation cost and all other taxes incidental to the Deliverables.

12. AWARD OF THE CONTRACT

- a. Before the expiry of the period of validity of the proposal, AKPK shall notify the selected vendor in writing by registered letter or by email that its Proposal has been accepted by AKPK and any intention to award a Contract.
- b. The selected vendor will be issued with an official Letter of Award (LOA).

- c. Prior to such an issuance, price negotiation may be carried out with the selected vendor.
- d. The parties to the contract shall have it signed within 10 days from the date of LOA issuance unless there is an administrative review request.
- e. The selected vendor shall prepare the Project Agreement or Maintenance Agreement **within two (2) weeks** upon acceptance of the Letter of Award from AKPK.
- f. Stamp duty to be borne by the selected vendor.
- g. The project shall commence once the Project Agreement or Maintenance Agreement is signed by both parties AKPK and the selected vendor.

13. ANTI-BRIBERY AND ANTI-CORRUPTION

- a. AKPK is committed to conducting business in an ethical and honest manner and has zero-tolerance for bribery and corrupt activities.
- b. We are committed in all business dealings and relationships and will constantly uphold all laws relating anti-bribery and anti-corruption in Malaysia in particular the Malaysia Anti-Corruption Commission Act 2009

14. WHISTLE BLOWING

Report on whistleblowing matters are as follows:

- a. The Supplier is encouraged to report any concern by completing the Whistleblowing Incident Report Form (WIRF) as attached in **Appendix D**
- b. The Supplier shall as soon as possible, in writing or orally, inform the CEO of AKPK, upon having knowledge of any director, officer or employee of AKPK, directly or indirectly, asking for or receiving, any gratification whether for his own personal benefit or advantage or for the benefit or advantage of any other person, in relation to this Agreement, whether before, during or after the term of this Agreement at ceo@akpk.org.my
- c. If the concern involves the CEO of AKPK, the whistleblower could address his concern either by post or email to the Chairman of AKPK's Audit Committee at acchairman@akpk.org.my
- d. If the concern involves a director of the Board, you should share your concern either by post or email with the Chairman of the Board at chairman@akpk.org.my

'Gratification' includes corruption or bribery, any gift, money, property or thing of value, or any service, favour or other intangible benefit or consideration of any kind, or any other similar advantage.

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APPENDIX A**A. SOLUTION PROPOSAL****1. CHECKLIST (TO HAVE THE FOLLOWING DOCUMENTS)**

No	Description	Tick (✓)	Envelope
I	Company Profile form		Solution Proposal
	Business Registration Certificate		
	Memorandum and Articles of Association		
	SSM Corporate Information Data		
II	Form D (Enterprise), Form 9 (Sendirian Berhad) & Form 8 (Berhad)		
	Form 49 (Sendirian Berhad & Berhad)		
	Latest Audited Financial Statements 2017 & 2018		
III	Certification of Project Manager and System Engineer		
IV	Detailed delivery timeline for the implementation		
V	Solution Proposal write up (item no 3.2 & 3.3)		
VI	Product Brochures (if applicable)		
VII	Letters of Authorization from Principals and Distributors, if any		
VIII	Declaration of any relationship with AKPK Board members or Staff i.e. parents, spouse, children, siblings (if any)		

2. PERSON IN-CHARGE

Name	
Designation	
Contact Number (Off)	
Mobile Number (HP)	
Email	
Signature	
Date	
Company Stamp	

COMPANY PROFILE FORM

This section covers generic company information that will provide a quick overview of the vendor/solution provider organization. Please fill in as much information as possible, and feel free to add additional information in the form of attachment.

i. Particulars of Company

No	Items	Explanation
1.	Company Name	
2.	Company Registration No. (for company registered in Malaysia)	
3.	Business Address	
4.	Correspondence Address (if different from the above business address)	
5.	Telephone No.	
6.	Fax No.	
7.	Contact Person(s)	
8.	Number of years in business operation	
9.	Latest Audited Financial Statements	
10.	SSM Certification (e.g. Form 49. Form 9, etc.)	

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ii. Company's Directors (Please add more where required)

No.	Name of Directors	Position in Company	Period
1.			
2.			
3.			

iii. Company's Current and Past Work Experience (latest 3 projects)

Please attach the list of similar contracts/projects performed by your company. **The list should be confined only to similar or related supply/services/works described in this RFQ document** and presented in the format specified below (please add more rows if not sufficient).

No.	Client Name	Project Description	Completion Date
1.			
2.			
3.			

Failure to provide suitable references may result in the Vendor's proposal being rejected without further consideration.

DECLARATION

We declare that all information on the company is true and correct; and there has been no deliberate suppression of facts, which are required in this form.

Signature _____

Name _____

Designation _____

Mobile Number _____

Email Address _____

Date _____

3. DELIVERABLES

3.1. General Requirements

The interested vendors shall supply, deliver and commission as per following technical specification requirements, not limited to: -

Patch Management Suite Solution		
No.	Areas	Descriptions
1	Core Solution	Agent/Agentless for discovery and inventory
		Policy Management
2	Remote Assistance	Secure remote control
3	O/S and Software Management	OS provisioning and migration
		Software packaging and distribution
4	Dashboard, Reporting and Alert	Enterprise Business Dashboard
		Reporting
		System alert and notification
5	Role-Based Management	Management Console
		User Roles Management
6	Audit	Syslog

3.2. Solution Specification Requirements

The interested vendor shall supply, deliver and commission the proposed solution as per below minimum requirement: -

No	Areas	Descriptions	Vendor to Response
1	Software Solution	Kindly stated the solution name.	
		Is the solution provide 300 licenses? (perpetual, device-based)	
		Is the solution is On-premise solution (mandatory)	
		The solution must able to be deployed in virtual environment	
		Does the license transferable to DRC?	
2	Integration	Is the solution support integration with AKPK Active Directory?	
3	Administrator	Is the solution have the role-based management for user.	
		Please explain on the solution discovery and inventory of devices.	
		Is the solution can be deployed with/without agent? What are the advantage?	
		Is the solution can be monitored via AKPK Monitoring system.	

		i.e. Manage Engine	
		The proposed solution must have an enterprise dashboards for monitoring.	
4	Support Capabilities	Is the solution able to performed secure remote desktop to client with the current user session .	
		Is the software distribution have the option to automate the task and manually distribute to the client device?	
		Is the solution able to create and deployed O/S image for provisioning and migration.	
		Is the solution able to identify the severity of the software packaging and distribution required.	
5	Reports and Alerts	Is the solution able to create custom report aside from default template	
		The solution must have the ability on system alert and email unification.	
6	Syslog	Is the solution have the capability on log tracking for audit purposes.	
		Is the solution able to integrate with SIEM	
7	Browser	Is the solution have the compability with Chrome and Internet Explorer (IE) browser? Kindly stated the version.	

3.3. Solution Capability Requirements

The interested vendor shall supply, deliver and commission the proposed solution as per below minimum capability requirements: -

No.	Descriptions	Vendor to Response
1	How does the active and passive discovery work? Please explain.	
2	Can we schedule the distribution of the software automatically?	
3	How to activate the solution at DRC?	

4	Is the solution able to generate report by daily, weekly, monthly and notify the users via email?	
5	Is the solution have preset housekeeping tool i.e. archiving, backup, restore etc.	
6	Is the solution able to identify on the inactive/invalid users and devices during the discovery and inventory? Please explain.	

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APPENDIX B

B. COST PROPOSAL

1. CHECKLIST

No	Description	Tick (✓)	Envelope
1.	i. Official Quotation (must submit this)		Cost Proposal
	ii. Cost Summary (as per item 2 below)		
2.	• Propose Payment Term		
	• Bank Info		

2. COST SUMMARY

No	Description	QTY	Cost per unit (RM)	SST (RM)	Total Cost (RM)
1	To supply, deliver and commission On-Premise Software Patch Management Suite Solution with 300 licenses (perpetual, device-based) transferable to Cold-DRC.	1 Lot			
2	To provide Transfer of Technology (ToT) Training	4 Pax			
3	To provide a formal classroom Training.	4 Pax			
4	Provide a project-managed implementation approach.	1 Lot			
5	To Provide Support and Maintenance: - <ul style="list-style-type: none"> • 3 Years Maintenance and Support : (8x5) Next business day (NBD) • Preventive maintenance twice (2) a year including software patches and versioning update. 				
a	Support and Maintenance - Year 1	1 Lot			
b	Support and Maintenance - Year 2	1 Lot			
c	Support and Maintenance - Year 3	1 Lot			
GRAND TOTAL					

3. PROPOSE PAYMENT TERM

No	Description
1.	<p>Preferred Payment Term (min. 5% for each milestone)</p> <ul style="list-style-type: none"> i. Upon Project kick-off : 5% ii. Upon Software delivery : 30% iii. Upon Completion of Installation and Configuration : 30% iv. Upon Completion of User Acceptance Testing : 20% v. Upon Completion of "Go-Live" : 10% vi. Upon Project Closure and Handover to AKPK IT : 5% <p>(Please state if the payment term is not as per the above preferred term)</p>
	<p>Manner of Payment</p> <ul style="list-style-type: none"> i. Name of Bank : ii. Address of Bank : iii. Account number : iv. Account type : Current / Islamic vi. Account scheme : Conventional / Islamic

APPENDIX D

Whistleblower Incident Report Form (WIRF)

Instruction: All reports should be made using the WIRF

Reporting Misconduct

You should share your concerns of misconduct to the Chief Executive Officer (CEO) of AKPK. If it is inappropriate to make the report to the CEO, you can report your concerns to the Chairman of the Board of Directors or Chairman of the Board Audit Committee. Alternatively, you may mail the completed WIRF to the Chairman of the Board of Directors or to the Chairman of the Board Audit Committee.

Date of Report: _____

Person reporting the actual or suspected misconduct.

(Do not complete this section if you wish this to be an anonymous report)

Name : _____

Email address : _____

Telephone number : _____

Person against whom the report of actual or suspected misconduct is being made:

Name : _____

Email address : _____

Telephone number : _____

****Use the back of this form or additional sheets of paper to describe the alleged misconduct. Include specific facts and documentation, if any, as well as the names of any individual at AKPK with whom you have discussed your concerns.***

[END OF THE RFQ]

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