



**AGENSI KAUNSELING DAN PENGURUSAN KREDIT
SUPPLY, DELIVERY AND COMMISSIONING OF NEXT
GENERATION FIREWALL SOLUTION**

(REF: AKPK/RFP19/MAY02)

**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 : 31 May 2019
CLOSING DATE/TIME : 17 June 2019 / 4:00 PM

1 INTRODUCTION

The purpose of this Request for Proposal (RFP) is to solicit proposals from suppliers for the SUPPLY, DELIVERY AND COMMISSIONING OF NEXT GENERATION FIREWALL SOLUTION for Agensi Kaunseling Dan Pengurusan Kredit (AKPK).

This solution will enhance and strengthen AKPK IT security and control by adding a new layer of defence, a new network redundancy and a new range of security features.

To stay ahead of the threats like web-based malware attacks, targeted attacks, application-layer attacks, and more, AKPK is looking to implement Next Generation Firewall (NGFW) where it has the capabilities to do a deep-packet inspection firewall that moves beyond port/protocol inspection and blocking, application-level inspection, intrusion prevention, advance threat management, URL filtering, Anti-bot, Anti-Virus, Anti-spyware, Web reputation and identity awareness.

The objectives of the project are to :-

- a. Make business more secure for today, tomorrow and in the future.
- b. Protect critical corporate data from cyber threats.
- c. Seamless Integration with existing security devices and tools present and future tools planned for procurement.
- d. Provide high availability for business resiliency.
- e. Comply with Bank Negara Risk Management in IT (RMiT) framework.

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2 DELIVERABLES

The following are the scope of the Deliverables:

No	Descriptions	Quantity	Specification
1	To supply, deliver and commission at Data Center (DC) :- a) External Next Generation Firewall (NGFW) with High Availabilitiy (HA) with Active-Passive mode.	2 Units	Appendix A item 3.1 (Specifications)
	b) Internal Next Generation Firewall (NGFW) with High Availabilitiy (HA) with Active-passive mode.	2 Units	Appendix A item 3.2 (Specifications)
	c) 48-ports L3 Switch.	2 Units	Appendix A item 3.3.1 (Specifications)
	d) 8-Ports L2 Switch	6 Units	Appendix A item 3.3.2 (Specifications)
2	To supply, deliver and commission at :- Disaster Recovery Center (DRC) a) External Next Generation Firewall (NGFW)	1 Unit	Appendix A item 3.4 (Specifications)
	b) 48 ports L3 Switch .	1 Unit	Appendix A item 3.3.1 (Specifications)
3	To supply and deliver:- a) Direct Attached Cable (DAC Cable) 5 Meter	1 Unit	Appendix A item 3.5.1 (Specifications)
	b) UTP CAT6 (1 Meter)	20 Units	Appendix A item 5.2 (Specifications)
	c) UTP CAT6 (3 Meter)	20 Units	Appendix A item 3.5.3 (Specifications)

	d) UTP CAT6 (5 Meter)	20 Units	Appendix A item 3.5.4 (Specifications)
4	a) To provide onsite administrator hands on training for NGFW (each Firewall) and knowledge transfer based on the implementation plan. b) To provide formal classroom training for each NGFW and detail courseware.	4 Pax	
5	a) To Provide Warranty and Support :- i. 3 Years Warranty and Support ii. 24x7 iii. Onsite Support – minimum 4-Hours iv. 1-1 advance hardware replacement. b) Provide preventive maintenance twice a year.	1 Lot	
6	To provide professional services for the above implementations.	1 Lot	

3 IMPLEMENTATION REQUIREMENTS

The vendor will implement and replace a new security architecture i.e. multi-layer security architecture with two different firewall brand and model, segregated zones, High Availability (HA) configuration with active-passive mode and redundant network path as per **Appendix A item 7** (AKPK Multi-tier Firewall Concept Diagram).

MANDATORY REQUIREMENTS

Interested vendors are required to strictly follow the following requirements in the **Solution Proposal** :

Architecture (mandatory)

- a. **To attach** propose architecture design based on the solution.
- b. **To propose** high availability features (**Active-Passive mode**) to ensure that system will be available at any time of the day.
- c. **To provide** multi layered firewall (external firewall and internal firewall).

- d. **To analyse** existing production system and review current firewall system parameters as per **Appendix A item 6** (AKPK Current Firewall Diagram) and recommend changes as per best practise.

Project Implementation

- e. The project is to be completed **within 12 weeks** from the project kick off.
- f. **To be responsible** for installing, configuring, updates or upgrades required during three (3) years warranty and Support period with out any extra cost.
- g. **To provide** a comprehensive project-managed implementation approach including (but not limited to) :-
 - i. Project Organisation Chart
 - ii. Detail Project Plan and Timeline
 - iii. Project Risk
 - iv. Migration n strategies and Go-live
 - v. Plan resources including engineers (with certification)
 - vi. Project communication plan
 - vii. Test scenarios and checklist.
 - viii. Documentations.
- h. **To provide** testing scripts with sufficient sample reports or evidences on the following, but not limited to:
 - i. System functional testing
 - ii. System performance testing
 - iii. System load testing
 - iv. System High Availability testing
- i. Disaster Recovery readiness.
 - v. Vendor **to install** and test the solution at AKPK Disaster Recovery Center (DRC) **before** the actual go-live date.
 - vi. Vendor **to provide** written procedures and manual for the above DR execution plan.

Support and training

- j. **To include** three (3) years of 24x7 hardware and software support, subscription fee and any other annual fee required as part of the solution.
- k. **To provide onsite support** for pre and post implementation prior to project go-live.
- l. **To provide formal training** on the solution and propose courseware for 4 pax.

- m. Vendor is **required to perform preventive maintenance** (Health check) twice a year for the next three (3) years to ensure that the solution is configured and performing optimally.

4 DELIVERY TIMEFRAME

The project is expected to complete as per timeframe below:

No	Description	Expected Timeframe
1	Delivery of the Deliverables	12 Weeks

5 RFP SUBMISSION

5.1 Solution Proposal

Interested vendors wishing to participate in this RFP exercise are required to include a complete description of the proposed hardware model, software version and attached the following:-

5.1.1 Write a proposal including **item no 2 Deliverables** and **no 3 Implementation Requirements**.

5.1.2 Fill up proposed Hardware Specifications as per Appendix A item **no 3 Specifications and Features**.

5.1.3 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

5.1.6 Fill up the Person In-Charge Form.

- 5.1.7 Fill up the Company Profile Form.
- 5.2 Provide the following information/documents as Cost Proposal (Appendix B):-
- 5.2.1 Provide **Official Company Quotation** for the Deliverables.
(Vendor **must** submit this and refer to **items #11 VALIDITY OF THE QUOTATION** for the validity period of the Quotation)
- 5.2.2 Fill up the Cost Summary.
- 5.2.3 Provide propose Payment Term.
- 5.2.4 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, DELIVERY AND COMMISSIONING NEXT GENERATION FIREWALL SOLUTION, RFP# AKPK/RFP19/MAY02 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, DELIVERY AND COMMISSIONING NEXT GENERATION FIREWALL SOLUTION, RFP# AKPK/RFP19/MAR02 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 locations for the **Deliverables** to AKPK's office will be at:

No	Location	Address
1.	AIMS Data center Attention: AKPK IT Department	1 st Floor, Menara AIMS, Changkat Raja Chulan, 50200 Kuala Lumpur.
2.	Disaster Recovery Center, Attention: AKPK IT Department	CJ1 Center, Jalan Cyberjaya Point 4, Cyberjaya 8, 63000 Cyberjaya, Selangor

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 : Muhammad Mu'az Azam

Contact No. : 03-2616 7726

Email : muhammadmuaz.a@akpk.org.my

9 DEADLINE OF SUBMISSION

- a. All quotations/RFP must reach us by / before **4:00 pm** on **17 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 **20 June to 25 June 2019**. Failed to perform the POC will disqualify the vendor from the further evaluation process.
- b. The following are the scope of the POC (but not limited to) :-
 1. Present the proposed solution deployment.
 2. Present the project organisation chart, timeline and methodology used.
 3. Present the warranty and support process flow.
 4. Present the product/solution roadmap.
 5. Present past experience that similar as proposal

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, favor or other intangible benefit or consideration of any kind, or any other similar advantage.

APPENDIX A

A. SOLUTION PROPOSAL

1. CHECKLIST (TO HAVE THE FOLLOWING DOCUMENTS)

No	Description	Tick (✓)	Envelope
I.	Written proposal for the following (item no 5.1): -		Solution Proposal
	a) Detail of NGFW specifications and quantity		
	b) Solution Architecture Diagram		
	c) Project Management approach		
	d) Project Deployment Plan		
	e) Detailed delivery timeline for the implementation		
II.	Company Profile form		
	Business Registration Certificate		
	Memorandum and Articles of Association		
	SSM Corporate Information		
III.	Form D (Enterprise), Form 9 (Sendirian Berhad) & Form 8 (Berhad)		
	Form 49 (Sendirian Berhad & Berhad)		
	Latest Audited Financial Statements 2017 & 2018		
IV.	Certification of Project Manager and Security Engineer		
V.	Product Brochures (if applicable)		
VI.	Letters of Authorization from Principals and Distributors, if any		
VII.	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.	Operation hours and support contact numbers (Helpdesk)	
	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.)	
11.	Company Nature of Business	
12.	Company Paid up Capital	
13.	Company Share Holder Fund	
14.	Total Staff - Company	
15.	Total Staff – For This Project	
16.	Total Technical Staff – Company	
17.	Total Technical Staff – For This Project	

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 RFP 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 _____

Date _____

3. Specification and Features

1. External Firewall specifications – Data Center (DC)

No	Specification	Quantity
1	Product name: Palo Alto Network Model: PA-820 Inclusive of UK Power Cord	2
2	Partner enabled premium support 3-year prepaid, PA-820 in an HA pair	2
3	Threat prevention Subscription 3-year prepaid, PA-820 in HA pair	2
4	PANDB URL Filtering Subscription 3-year prepaid, PA-820 in HA pair	2
5	WildFire subscription 3-year prepaid, PA-820 in HA pair	2

2. Internal Firewall specifications – Data Center (DC)

No	Specification	Quantity
1	Product name: Fortigate Model: FG-401E 18 x GE RJ45 ports (including 1 x MGMT port, 1 X HA port, 16 x switch ports), 16 x GE SFP slots, SPU NP6 and CP9 hardware accelerated, 2x 240GB on-board SSD storage.	2
2	Three (3) years Unified (UTM) Protection subscription. (24x7 FortiCare plus Application Control, IPS, AV, Web Filtering and Antispam, FortiSandbox Cloud)	2
3	Redundant AC Power Supply: SP-FG300E-PS AC power supply for FG-300/301E, FG-400/401E, FG-500/501E, FG-600/601E, FAZ-200F/FAZ-300F/FMG-200F and FAZ-800F/FMG-300F	2
4	FortiManager Base license for stackable FortiManager (Virtual Machine). Manages up to 10 Fortinet devices/Virtual Domains, 1 GB/Day of Logs and 100 GB storage capacity. Designed for all supported FortiManager-VM virtual appliance platforms.	1
5	Three (3) years 24x7 FortiCare Contract (1 - 10 devices/Virtual Domains)	1

3. Switch Hub Specification

No	Specification	Quantity
1	48 Ports L3 Gigabit Switch Product name: Allied Telesis Model: AT-x510L-52GT-N1 48-port 10/100/1000T switch with 4x1G SFP uplink ports (software upgradeable to 10G SFP+ ports) Single fixed PSU	3
2	8-Port Gigabit Managed Switch Product name: Allied Telesis Model : AT-GS950/8 WebSmart switch 8 port 10/100/1000TX + 2 SFP Combo ports	6

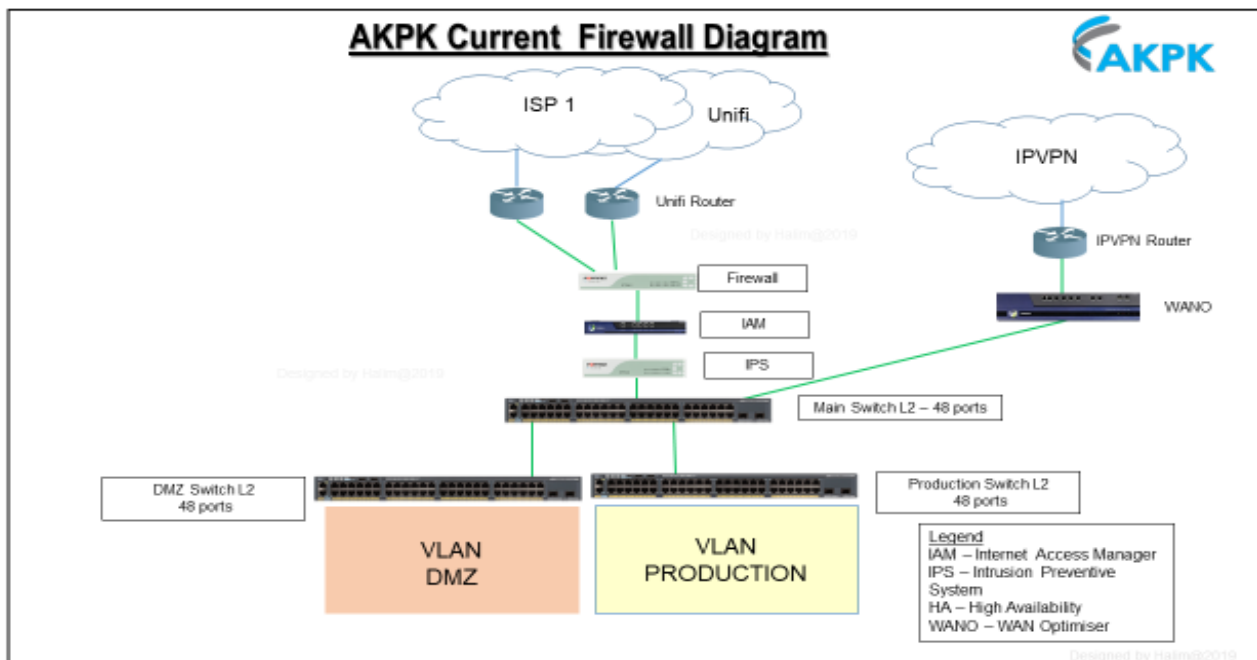
4. External Firewall Specifications –Disaster Recovery Center

No	Specification	Quantity
1	Product name: Palo Alto Network Model: PA-820 Inclusive of UK Power Cord	1
2	Partner enabled premium support 3-year prepaid, PA-820	1
3	Threat prevention Subscription 3-year prepaid, PA-820	1
4	PANDB URL Filtering Subscription 3-year prepaid, PA-820	1
5	WildFire subscription 3-year prepaid,PA-820	1

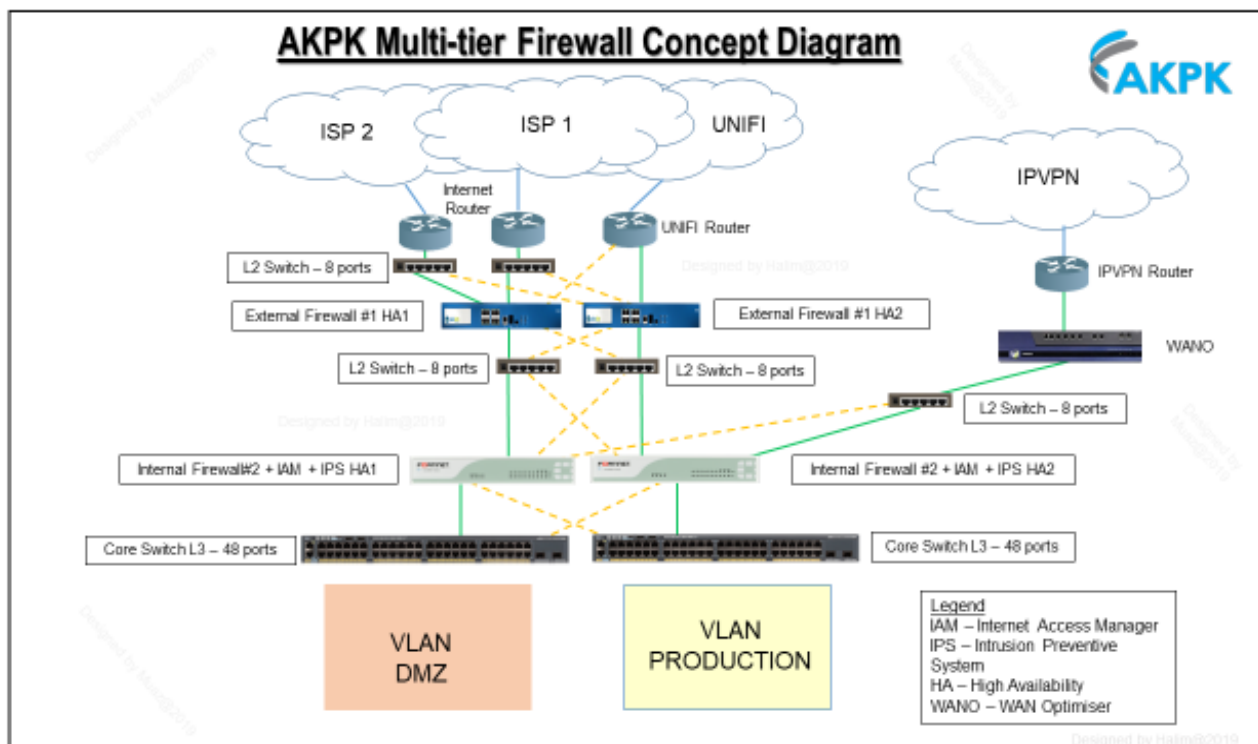
5. Miscellaneous

No	Specification	Quantity
1	AT-SP10TW7 7m SFP+ "Twinax" direct attach cable	2
2	COMMSCOPE CAT6 UTP 1 Meter (White Jacket)	10
	COMMSCOPE CAT6 UTP 1 Meter (Blue Jacket)	10
3	COMMSCOPE CAT6 UTP 3 Meter (White Jacket)	10
	COMMSCOPE CAT6 UTP 3 Meter (Blue Jacket)	10
4	COMMSCOPE CAT6 UTP 5 Meter (White Jacket)	10
	COMMSCOPE CAT6 UTP 5 Meter (Blue Jacket)	10

6. AKPK Current Firewall Diagram



7. AKPK Multi-tier Firewall Concept Diagram



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)	Tax (RM)	Total Cost (RM)
<u>DATA CENTER (DC)</u>					
1.	To supply, deliver and commission :- External Next Generation Firewall (NGFW) with High Availabiltiy (HA) with Active-passive mode.	2 Units			
2.	Internal Next Generation Firewall (NGFW) with High Availabiltiy (HA) with Active-passive mode	2 Unit			
3.	48-ports L3 Gigabit Switch	2 Units			
4.	8-Ports Gigabit Managed Switch	6 Units			
<u>DISASTER RECOVERY CENTER (DRC)</u>					
4.	To supply, deliver and commission :- a) External Next Generation Firewall (NGFW)	1 Unit			
5.	b) 48 ports L3 Gigabit Switch.	1 Unit			
<u>MISCELLANEOUS</u>					
6.	a) 7m SFP+ "Twinax" direct attach cable	2 Unit			

7.	b) UTP CAT6 1 Meter	20 Units			
8.	c) UTP CAT6 3 Meter	20 Units			
9.	d) UTP CAT6 5 Meter	20 Units			
<u>TRAINING</u>					
10.	To provide onsite administrator hands on training for NGFW (each Firewall) and knowledge transfer based on the implementation plan.	4 pax			
11.	To provide formal classroom training for each NGFW and detail courseware.	4 pax			
<u>WARRANTY AND SUPPORT</u>					
12.	<p>a. To Provide Warranty and Support :-</p> <p>a) 3 Years Warranty and Support</p> <p>b) 24x7</p> <p>c) Onsite Support – minimum 4-Hours</p> <p>d) 1-1 advance hardware replacement.</p> <p>b. Provide preventive maintenance twice a year.</p> <p>Note: For external firewall, internal firewall and switches.</p>	1 Lot			
13.	To provide professional services for the above implementations.	1 Lot			
GRAND TOTAL					
<u>RECURRING COST</u>					
14.	Cost of maintenance (Year 1)	1 Lot			
15.	Cost of maintenance (Year 2)	1 Lot			
16.	Cost of 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 and hardware delivery : 20% iii. Upon Completion of Installation and Configuration : 20% iv. Upon Completion of User Acceptance Testing : 30% v. Upon completion of the implementation and go-live :10% vi. Upon completion of the training : 10% vii. 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 / Saving v. Account scheme : Conventional / Islamic

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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]