



**LEMBAGA PERKHIDMATAN KEWANGAN LABUAN  
(LABUAN FINANCIAL SERVICES AUTHORITY)**

**REQUEST FOR QUOTATION**

**ANNUAL RENEWAL AND MAINTENANCE SUPPORT YEAR 2021 (1ST HALF)**

**Quotation Requirements**

1. Quotation information:

<b>Quotation No</b>	<b>Project Name</b>	<b>Deadline and Place of Submission</b>
RFQ0002	Annual Renewal and Maintenance Support Year 2021 (1st Half)	<b>28 January 2021</b>  Labuan FSA, Level 17, Main Office Tower, Financial Park Complex, Jalan Merdeka, 87000 Labuan F.T

2. Only companies with the following requirements will be considered:

- a) Malaysian registered business.
- b) Full compliance with the specifications and requirements under the scope of work.

3. The quotation must be submitted not later than **28 January 2021** by email or by courier to the address below:

**Labuan Financial Services Authority**  
Level 17, Main Office Tower  
Financial Park Complex  
Jalan Merdeka  
87000 Labuan F.T.  
(Attn: Head of Facility Management Unit)

Email : [procurement@labuanfsa.gov.my](mailto:procurement@labuanfsa.gov.my)

4. Labuan FSA shall not be responsible for any loss of quotation or delayed of submission. Proof of posting shall not be accepted as evidence for the submission of quotation.
5. Labuan FSA is also not bound to accept the lowest or any quotation nor will it be responsible for any cost incurred in relation to this RFQ.

## Documentation

1. For purchase of goods and services:  
The interested company is required to submit Bidder's Declaration upon submission of quotation. Refer Attachment A.
2. For consultation services (if relevant):  
The interested company is required to submit the Declaration of Interest by Consultant upon submission of quotation. Refer Attachment B.
3. Guidelines on the Dress Code:  
The interested company is required to comply with the Guidelines on the Dress Code. Refer Attachment C.

The interested company is required to comply with regulations under the Malaysia Occupational Health and Safety Act (OSHA).

## Quotation Offers

1. The price stated must be in Ringgit Malaysia (RM) only. The price offered by the company during the project must adhere at all time. Company shall not incur any other cost or disbursement **UNLESS** approved in writing by Labuan FSA.
2. The price must include all expenses during the project, including the **out-of-pocket expenses (not more than 10% of the total project cost)**, and **tax** as set by the Malaysian Government.

## Site Visit

1. No site visit is required for this project.

## Scope of Services

1. The scope and specifications for Annual Renewal and Maintenance Support Year 2021 (1st Half) are based on the following specifications:

No.	Items	Qty
1.	<b>Trend Micro Enterprise Security Suite</b>	120
2.	<b>Symantec Protection Suite Enterprise</b> <ul style="list-style-type: none"> <li>• 1-year Essential Support</li> <li>• <i>New Coverage Period: 25 May 2021 – 24 May 2022</i></li> </ul>	120
3.	<b>Emerson Datamate Precision Environmental Control System</b> <ul style="list-style-type: none"> <li>• Model: DME12MHP1</li> <li>• S/N: 21F01 07333 21580 60001 / 21F01 07333 21580 6000</li> <li>• Total Unit: 2</li> </ul> <b>Liebert Environmental Monitoring svstem (EMS)</b> <ul style="list-style-type: none"> <li>• Model: Liebert RDU-S Environmental Monitoring,c/w with 2 Temp+Humidity Sensor RDU-5</li> <li>• S/N: 21023 11746 21440 30002</li> <li>• Sensor A/N: 21023 11720 21340 5003A/ 21023 11720 21390 80011</li> <li>• Total Unit: 1</li> </ul>	1 lot
4.	<b>Oracle DB Health Check and Incident Support</b> <ul style="list-style-type: none"> <li>• On-call support 24x7</li> <li>• Database Patching (PSU upgrade) (NOT including version upgrades)</li> <li>• Quarterly preventive maintenance –Index rebuild, Index reorg, table reorgs, statistics gathering, DB Health report</li> </ul>	1
5.	<b>Virtualization and Disaster Recovery Center Maintenance</b> <p>a) To provide maintenance on the Virtualisation and Disaster Recovery Center system to the LFSA which covers:</p> <ol style="list-style-type: none"> <li>i. Perform Firmware Upgrade</li> <li>ii. Apply Operating System and Application patches</li> <li>iii. Provides 2nd and 3rd level technical support</li> <li>iv. Troubleshoot hardware, operating system and application related issues</li> <li>v. 4th level and product fixes. LSFA will sign with the respective principle for premium technical support and bug fixes or with valid warranty period.</li> <li>vi. Conduct regular Knowledge Sharing and Technology Updates to inform the best practice to maintain a cutting edge IT at LFSA.</li> <li>vii. Provide technical advisory and assistance whenever required and/or necessary.</li> </ol>	1 lot

	<p>viii. Provide technical advisory</p> <p>ix. Provide technical assistance to resolve application specific issues by working with application vendors.</p> <p>x. Perform semi-annual preventive maintenance by perform health check and fix issues found.</p> <p>b) Product coverage:</p> <p>i. 2 of VMware Clusters (Production and Non Production) with 3 units of servers foreach cluster.</p> <p>ii. 2 units of Netscaler MPX 8005C Platinum Edition</p> <p>iii. 1 of Citrix XenDesktop Farm</p> <p>iv. 1 unit of Dell EMC Unity 300F SAN Storage</p> <p>v. 1 unit of EMC VNX 5000 SAN Storage</p> <p>vi. 2 units of Dell EMC RecoveryPoint</p> <p>vii. 2 units of EMC Brocade DS-300 switch</p> <p>viii. 2 units of Unitrends Backup &amp; Recovery Server</p> <p>ix. 1 unit of Dell Networking C9010 Core Switch</p> <p>x. 4 units of Dell Networking N2048 switch</p> <p>xi. 2 units of Dell Networking N2025 switch</p> <p>xii. 8 units of Dell AeroHive AP250 Access Point</p> <p>xiii. Microsoft Active Directory</p> <p>xiv. Microsoft Windows Server Update Services (WSUS)</p> <p>xv. Microsoft RADIUS / Network Access Point for wireless authentication.</p>	
6.	<p><b>Aerohive HiveManager NG On-Premise Subscription License</b></p> <ul style="list-style-type: none"> <li>• Extreme Cloud IQ. Pilot SW Subscription</li> <li>• ExtremeCloud IQ Pilot SW ExtremeCloud IQ Pliot SW</li> <li>• Subscription (RTU License), EW SW Support for one (1) device (1 year)</li> <li>• S/N : 10001917042</li> <li>• Renewal Period : 01/06/2021 - 31/05/2022</li> </ul> <p><b>Extreme Existing Wireless AP Renewal</b></p> <ul style="list-style-type: none"> <li>• Extreme AH-AP-250-AC-W ExtremeWorks Next Business</li> <li>• Day (NBD)Advanced Hardware Replacement (AHR) 1-Year</li> <li>• S/N: 02501609290809, 02501609290075, 02501609290238, 02501609290185, 02501609290517, 02501609290436, 02501609290557, 02501609290477</li> <li>• Renewal Period: 01/06/2021 - 31/05/2022</li> </ul>	8

2. The interested vendor to provide quotation based on 1 year and 2 years renewal cost, and the quotation should valid for 60 days.

## Contact Information

Please do not hesitate to contact the following personnel should you require further clarifications:

**Cik Nurul Syafawani Ali**

Tel. No : 087-591 389

Email : syafawani@labuanfsa.gov.my

**Pn. Raja Hazrina Zaity R. Zahelan**

Tel. No : 03-2780 3333

Email : hazrina@labuanfsa.gov.my

**BIDDER'S DECLARATION**

**ANNUAL RENEWAL AND MAINTENANCE SUPPORT YEAR 2021 (1ST HALF)**  
**(RFQ 0002)**

I, \_\_\_\_\_ NRIC No \_\_\_\_\_  
representing \_\_\_\_\_ with registration number  
\_\_\_\_\_ hereby declare that I, or any individual(s)  
representing this company, shall not offer or give any bribes to any individual(s) in  
**Labuan FSA** or any other individual(s), as gratification for being selected in the  
aforementioned tender/quotation\*. I attach herewith a Letter of Authorisation which  
empowers me as the representative for the aforementioned company, to make this  
declaration.

2. If I, or any individual(s) representing this company, is offering or giving bribes to  
any individual(s) in **Labuan FSA** or any other individual(s) as gratification for being  
selected in the aforementioned tender/quotation\*, I hereby agree as a representative of  
the aforementioned company, for the following actions to be taken:

- 2.1 Revocation of the contract offer for the aforementioned tender/quotation\*; or
- 2.2 Termination of the contract for the aforementioned tender/quotation\*; and
- 2.3 Other disciplinary actions according to the Government procurement rules  
and regulations in force.

3. In the event where there is any individuals(s) who attempts to solicit bribes from  
me or any individual(s) related to this company as gratification for being selected in the  
aforementioned quotation, I hereby pledge to immediately report such act(s) to the  
Malaysian Anti-Corruption Commission (MACC)'s office or at the nearest police station.

Sincerely,

Name:  
NRIC No.:  
Company stamp:

Note

- i. \*Delete whichever not applicable

**DECLARATION OF INTEREST BY CONSULTANTS**

I ..... NRIC No. .... as owner  
..... with registration no ..... hereby declare that I or  
any other individual(s) representing this company will not offer or give bribe or use influence  
on any individuals in ..... or any other individuals, as gratification  
to obtain this procurement.

If there is any attempt of bribery from any party, I shall immediately lodge a report at the  
Malaysian Anti-Corruption Commission's (MACC) office or the nearest police station. I am  
aware that failure to do so is an offence under the Malaysian Anti-Corruption Commission  
Act 2009 [Act 694].

Sincerely,

Name : .....  
NRIC No : .....  
Signature : .....  
Date : .....  
Comp. Stamp : .....

## GARIS PANDUAN ETIKA PEMAKAIAN BAGI PEMBEKAL/KONTRAKTOR

### 1.0 Objektif

Garis panduan ini diterbitkan untuk dijadikan rujukan kepada pihak pembekal/kontraktor supaya wujud kesegaraman dan konsistensi cara berpakaian dan penampilan diri ketika memasuki pejabat Labuan FSA.

### 2.0 Panduan Pakaian

Berikut merupakan panduan pemakaian bagi urusan rasmi di pejabat Labuan FSA samaada ketika lawatan tapak, taklimat projek, penyerahan dokumen tender atau sebut harga, atau menghadiri mesyuarat:

- Pembekal/kontraktor adalah dinasihatkan berpakaian kemas, bersih dan sesuai dengan amalan masyarakat Malaysia dan mematuhi etika berpakaian yang telah ditetapkan oleh Labuan FSA.
- Pakaian yang dibenarkan adalah pakaian yang sopan seperti baju kemeja, baju T-berkolar, kasut, seluar panjang, dan skirt panjang di bawah paras lutut. Seluar jeans adalah dibenarkan dengan syarat ianya tidak koyak atau lusuh.
- Pembekal/kontraktor dilarang daripada berpakaian tidak sopan dan yang terlalu mendedahkan tubuh atau menjolok mata seperti berikut:
  - ✓ Berskirt atas paras lutut atau berseluar pendek
  - ✓ Berbaju tanpa lengan
  - ✓ Berseluar/berskirt terlalu ketat
  - ✓ Berselipar

Berikut merupakan panduan pemakaian ketika kerja-kerja penyelenggaraan, pembinaan, pembaikan, atau pengubahsuaian:

- Bagi kerja-kerja pembinaan, pembaikan, penyelenggaraan atau pengubahsuaian:
  - ✓ Pembekal/kontraktor adalah dinasihatkan berpakaian kemas, selamat, bersih dan sesuai dengan kerja-kerja yang dibuat.
  - ✓ Pembekal/kontraktor hendaklah memastikan keselamatan pekerja terjaga. Pemakaian kasut atau but keselamatan dan topi keselamatan adalah diwajibkan. Pemakaian selipar adalah dilarang sama sekali.
  - ✓ Memakai tali pinggang keselamatan bagi kerja-kerja yang melibatkan tempat tinggi.
  - ✓ Pemakaian sarung tangan adalah digalakkan untuk melindungi tangan daripada sebarang kecederaan.
- Bagi kerja-kerja pembersihan pejabat:
  - ✓ Adalah menjadi tanggungjawab pembekal/kontraktor untuk membekalkan pekerja uniform supaya mudah dikenalpasti dan mengekalkan keseragaman.
  - ✓ Uniform tersebut hendaklah sentiasa dipakai semasa di dalam pejabat Labuan FSA.

### 3.0 Pematuhan Garis Panduan

Pelawat yang tidak mematuhi etika berpakaian di atas boleh dilarang dari memasuki pejabat Labuan FSA.