



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

**REQUEST FOR QUOTATION**

**UPGRADING OF LABUAN FSA EMAIL SERVER (HCL DOMINO)**

**Quotation Requirements**

1. Quotation information:

<b>Quotation No</b>	<b>Project Name</b>	<b>Deadline and Place of Submission</b>
RFQ 00053	Upgrading of Labuan FSA Email Server (HCL Domino)	<b>13 May 2022</b>  Labuan FSA, Level 17, Main Office Tower, Financial Park Complex, Jalan Merdeka, 87000 Labuan F.T

2. Only companies with the following requirement will be considered:
- a) Carry valid licenses of business.
  - b) Full compliance with the specifications and requirements under the scope of work.
3. The quotation must be submitted not later than **13 May 2022** 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. The vendor is required to read this document thoroughly and adhere to the documentation as required in this RFQ.

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

## Documentation

1. For purchase of goods and services:  
The interested company is required to submit Bidder's Declaration upon submission of quotation. Please refer to **Attachment A**.
2. For consultation services ONLY:  
The interested company is required to submit the Declaration of Interest by the Consultant upon submission of quotation. Please refer to **Attachment B**.
3. Declaration of Interest:  
The interested company is required to submit the Declaration of Interest upon submission of quotation. Please refer to **Attachment C**.
4. Personal Data Protection Privacy Notice for Supplier/Consultant/Contractor:  
The interested company is required to submit the Form of Consent upon submission of quotation. Please refer to **Attachment D**.
5. Declaration of Litigation:  
The interested company is required to submit the Declaration of Litigation upon submission of quotation. Please refer to **Attachment E**.
6. Whistleblowing Guidelines for Supplier/Consultant/Contractor:  
Labuan FSA is opposed to all forms of fraud, corruption, and malpractice, whether arising from within or outside Labuan FSA or from supplier/consultant/contractor. Please refer to **Attachment F** for the guidelines.
7. Guidelines on the Dress Code:  
The interested company is required to comply with the Guidelines on the Dress Code. Please refer to **Refer Attachment G**. The interested company must abide by the Malaysia Occupational Health and Safety Act (OSHA) regulations.

## Quotation Offers

1. The price stated must be in Ringgit Malaysia (RM) or US Dollar (USD) only, and the price offered by the company during the project must adhere at all times. The 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 7% of the total project cost), delivery cost and tax.**

## Quotation Warranty

1. The quotation submitted by the interested vendors must be valid for at least 60 days from the closing date of this RFQ.

## Project Background

1. Labuan FSA is the statutory body responsible for developing and administering the Labuan International Business and Financial Centre (Labuan IBFC). The key objectives of Labuan FSA are to:
  - Promote and develop Labuan as an international centre for business and financial services;
  - Develop national objectives, policies and priorities for the orderly development and administration of international business and financial services in Labuan; and
  - Act as the central regulatory, supervisory and enforcement authority of the international business and financial services industry in Labuan.
2. Labuan FSA is planning to upgrade our Domino Servers. Currently, the email version is 10, and we plan to upgrade to version 12. With the upgrade, Labuan FSA aims to achieve the followings:
  - Synchronisation of data on several computers;
  - Improve data security and data access security (additional protection against malware); and
  - Automated email archive where Labuan FSA could start a larger achieving project that would increase the resiliency of mail retrieval.

## Scope of Services

1. To provide services in support of Labuan FSA's upgrade of their Domino servers and installation of new servers. The activities listed below will be in the scope of HCL's services assistance:
2. **Planning**
  - The main activities are:
    - ✓ Pre-requisite check for the proposed installation & configuration activities.
    - ✓ Finalising the plan for the activities ahead.

### 3. **Server Upgrade**

- HCL will assist LABUAN FSA with the upgrade of 1 Domino server to version 12.x. The servers will include:
  - ✓ 1 Domino Administration server

### 4. **New Server Setup and Mail User Migration**

- The activities involved are:
  - ✓ Install and configure 2 new Mail server in DC.
  - ✓ Configure Mail server for Cluster HA in DC.
  - ✓ Split the existing Administration, Mail and Traveler server.
  - ✓ Move and distribute the users on the new Mail servers in DC.
  - ✓ Install and configure 2 new Traveler servers for Cluster HA in DC.
  - ✓ Install and configure 1 instance of MySQL for Traveler HA in DC.
  - ✓ Install and configure 1 new Domino Mail Archive server in DC.
  - ✓ Install and configure 1 new Mail server in DR.
  - ✓ Configure the DR Mail server as DC stand-by cluster mate.
  - ✓ Install and configure 1 new Domino Mail Archive server in DR.
  - ✓ Configure the DR Mail Archive server as DC stand-by cluster mate.
  - ✓ Install and configure 1 new Traveler server in DR.
  - ✓ Configure the DR Traveler server as DC stand-by cluster mate.
  - ✓ Install and configure 1 instance of MySQL for Traveler HA in DR.
  - ✓ Guide LFSA team to send directions to users for new Traveler configuration.

### 5. **HCL Verse Setup**

- HCL team will install and configure HCL Verse on the 2 Mail servers in DC.
- HCL team will install and configure HCL Verse on the 1 Mail server in DR.

### 6. **Security Audit**

- HCL team will:
  - ✓ Perform security audit of the Domino environment and provide its recommendations in a report.
  - ✓ HCL will also implement the findings applicable to Domino environment.

## **Site Visit**

1. No site visit is required for this project.

## Contact Information

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

**Puan Nurul Syafawani Ali**

Tel. No : 03-8873 2091

Email : syafawani@labuanfsa.gov.my

**En. Ahmad Yasir Rosdy**

Tel. No : 03-8873 2090

Email : yasir@labuanfsa.gov.my

**BIDDER'S DECLARATION**

**UPGRADING OF LABUAN FSA EMAIL SERVER (HCL DOMINO)**  
**(RFQ 00053)**

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**

**UPGRADING OF LABUAN FSA EMAIL SERVER (HCL DOMINO)**  
**(RFQ 00053)**

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 : .....

## DECLARATION OF INTEREST

**UPGRADING OF LABUAN FSA EMAIL SERVER (HCL DOMINO)**  
**(RFQ 00053)**

Company Name	
Company No	

I, \_\_\_\_\_ (NRIC/Passport No.: \_\_\_\_\_), the authorised representative of the \_\_\_\_\_, hereby declare that:

Yes	No	Declaration
		Labuan FSA has significant influence over the company in respect of its financial and operating decisions.
		Labuan FSA controls the company by virtue of Labuan FSA's shareholding, control of its board's composition or funding, the PO being Labuan FSA's subsidiary or affiliate, or the company being the subsidiary of Labuan FSA's subsidiary or affiliate.
		The director or person who has control or significant influence over the company as listed in the schedule below is Labuan FSA Senior Management, Close Family Member of Labuan FSA's Senior Management or staff

No	Name	Position in the Company	Name of Labuan FSA's Senior Management or staff, if applicable	Relationship
1.				
2.				

I hereby declare that I have carefully read and completed this form myself and provided current and accurate information to the best of my knowledge.

Signatory	
Name of Signatory	
Position	
Date:	

*	<b>"Close Family Member"</b> refers to spouse, children and their spouses, dependents, parents, parents in-law, siblings, sibling's spouse and their children.
**	<b>"Senior Management"</b> refers to Members of the Authority or Directors of Labuan FSA.



**PERSONAL DATA PROTECTION PRIVACY NOTICE FOR  
SUPPLIER/ CONSULTANT/ CONTRACTOR**

We, **Labuan Financial Services Authority** (“Labuan FSA”) as the data user (hereinafter referred as “We”, “Us”, “Our”) are committed to maintain the confidentiality, security and integrity of the personal data supplied by you as the data subject to us. In line with the Personal Data Protection Act 2010 (“PDPA”), this Privacy Notice aims to highlight the manner in which we deal with the personal data and the choices available to you to access or limit our access to the personal data. You also agree to comply with the PDPA in relation to any personal data provided by us to you.

If you are a corporation supplying us with personal data of certain individuals (such as your directors, shareholders, officers or employees), the words “personal data” in this Privacy Notice shall include personal data of the said individuals in the corporation. You are required to obtain their respective consent before disclosing their personal data to us and by so disclosing, we shall assume that you do so in accordance with the PDPA.

**1. Types of personal data collected and processed by us may include information such as:**

- Name, identity card/passport number, gender, nationality, date of birth, resident status, marital status, address, contact number, email address, occupation details and financial information;
- Personal data from governmental agencies;
- Personal data from credit reporting agencies or similar service providers;
- Such other relevant information which we may require in order for you to provide us with such products/ services.

Unless stated otherwise in this Privacy Notice, it is obligatory that you supply us with the personal data requested by us. If you choose not to supply us with the personal data or withdraw or limit the use of the personal data, we may be unable to appoint you as our vendor, Consultant, service provider, supplier or contractor. If we already have your personal data because you are our current vendor, service provider, supplier or contractor, we may not be able to continue with our business relationship with you if you do not acknowledge receipt of and agreement to this document.

**2. We collect personal data for the following purposes:**

- To evaluate and consider your application to be our vendor, Consultant, service provider, supplier and contractor;
- To process your personal data for purposes of providing the products/services we have requested from you;
- Conducting credit checks with credit reporting agencies or similar service providers;
- Anti-money laundering and terrorism financing checks;
- Responding to your queries or data access requests and facilitating our daily operation;
- Research purposes including historical and statistical purposes;
- To provide you with regular communications from us;
- Investigation of complaints, suspected suspicious transactions and research for service or goods improvement;
- To comply with legal or regulatory requirements or as authorised by legal or regulatory requirements;
- To manage risk; and/ or
- For such other purposes to which you have consented as part of our business transaction.

The personal data collected will be retained by us for the duration permitted/required under Malaysian law, which may extend to periods after termination of your contractual relationship with us.

3. **We maintain the security of personal data as follows:**

- Adequate security control systems to safeguard the confidentiality and security of your personal data;
- Access to your personal data by our staff is strictly on a need-to-know basis; and
- When third party service providers, agents or contractors are appointed to provide products or services to us, we ensure that these third parties observe similar security measures to those adopted by us.

4. **We will not disclose personal data to a third party, except to the following parties in accordance with the purposes set out in paragraph 2 above:**

- Our officers, employees, consultants, advisors, third-party service providers and agents for purposes relating to your application for and/or your engagement as our vendor, Consultant, contractor, service provider or supplier;
- Any third party service provider, agent or contractor who has been appointed by us to provide products/services in relation to our businesses, whether in or outside Malaysia subject to sufficient security controls over the information;
- any actual or proposed assignee, transferee, participant or sub-participant of the company's rights or business;
- any person to whom we are under an obligation to make disclosure under the requirements of any law, rules, regulations, court order, codes of practice or guidelines binding on us including, without limitation, any applicable regulators, governmental bodies, or industry recognised bodies, and where otherwise required by law; and
- To such parties as may be permitted under Malaysian law.

5. **Rights and choices**

- Individuals have the right to request access to their personal data held by us.
- For the purposes of requesting access to your personal data, you may request a Personal Data Access Request Form at the contact information below. We may impose an administrative fee for processing your request to access personal data.
- You have the right to request correction of your personal data held by us which is inaccurate, incomplete or not updated. You may do so by writing to us at the contact information below, providing us with the following:
  - (i) your identification information (e.g. account number, type of product/service supplied, NRIC number);
  - (ii) specifying the information that is inaccurate; and
  - (iii) stating the updated/corrected information.
- We aim to keep your personal data in our records accurate, complete and up-to-date. In accordance with the PDPA, we may refuse to comply with your request for access or correction in certain circumstances as stated in the PDPA.
- You may withdraw your consent to our processing or limit our right to process personal data by notice in writing to us. For avoidance of doubt, the withdrawal or limitation does not include processing of mandatory personal data.
- For purposes of writing to us to request access to, or correction of, your personal data held by us as mentioned herein, you shall fill out our Personal Data Access Request Form, a copy of which can be obtained at the contact information below.

6. **Further Amendments and Contact**

We will notify you of material amendments to this Privacy Notice, if any, from time to time, which may require your consent. If you continue to provide your services to us, you shall be deemed to accept such changes.

Complaints or inquiries relating to any matter concerning your personal data contained herein can be made to the following address:

Labuan Financial Services Authority  
Level 17, Main Office Tower  
Financial Park Complex  
Jalan Merdeka  
87000 Labuan, Malaysia.

**Contact Information:**

Legal and Secretarial Department  
Name: Syed Fadhil Hanafi  
Designation: Director  
Email: syfadh@labuanfsa.gov.my

In the event of any inconsistencies, the Privacy Notice in the English language shall prevail. Please acknowledge receipt of this Privacy Notice and grant us your consent for the processing of your personal data by signing on the duplicate copy hereof and returning the same to us. Thank you.

Dated: 27 April 2022

---

**FORM OF CONSENT**

Based on the foregoing, we acknowledge receipt of the above Privacy Notice and hereby expressly consent to the use, processing, disclosure and transfer of my/our personal data for the above purposes.

Yours faithfully,

---

Name :

Date :

**UNDERTAKING REGARDING LITIGATION/ARBITRATION**

To:

Facility Management Unit  
Labuan Financial Services Authority  
Level 17, Main Office Tower  
Financial Park Complex  
Jalan Merdeka  
87000 Labuan F.T.

**Procurement Title:** \_\_\_\_\_

We hereby confirm and declare that we, M/s -----, does not have any litigation / Arbitration History with any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

Authorised Signatory

Date:

**Vendors Whistleblowing Guidelines**

- 1) Labuan Financial Services Authority (Labuan FSA) is opposed to all forms of fraud, corruption, and malpractice, whether arising from within or outside Labuan FSA or from vendors. If the vendors have any concerns about suspected malpractice, Labuan FSA encourages them to raise the issue. Labuan FSA will take your concerns seriously and wish to encourage you to report any suspected fraud or corruption.
- 2) Submission of concern:
  - (i) Any report about suspected or potential malpractice can be submitted to:

<p><b>Director General</b> Labuan Financial Services Authority Level 17, Main Office Tower Financial Park Complex Jalan Merdeka 87000, Labuan F.T. (Tel: 03-8873 2000 / Fax: 03-8873 2208)</p> <p>Email: dg_wb@labuanfsa.gov.my</p>
---

- (ii) For submitted by letter, place letter in a sealed envelope with the words **"Strictly Confidential. To be opened by Addressee only [name and address of the DOJ]"** on the top left hand corner of the envelope.
- 3) Confidentiality:
  - (i) Labuan FSA will treat all reports in a confidential and sensitive manner. The identity of the whistleblower is required when making a report, to better place an investigation into the report. This is to respect the authority of the Labuan FSA and integrity of its employees.
  - (ii) However, Labuan FSA will respect and protect the confidentiality of the whistleblower and hereby gives assurance that it will not reveal the identity of the whistleblower to any third party not involved in the investigation or prosecution of the matter. The whistleblower making the report will retain anonymity to all other employees and public unless he/she agrees otherwise. The assurance of confidentiality can only be completely effective if the whistleblower likewise maintains confidentiality.

- (iii) Anonymous concerns will be much more difficult for Labuan FSA to look into the matter or protect your position. Investigations into anonymous allegations are likely to be limited by the sufficiency of the information provided. Anonymous referrals will be followed up at the discretion of the Labuan FSA. In exercising that discretion, the factors that will be taken into account will include:
    - The seriousness of the matters raised.
    - The sufficiency and detail of information provided.
    - The credibility of the concern; and
    - The likelihood of confirming the allegation and obtaining further evidence from attributable sources.
- 4) Labuan FSA's Commitment:
- (i) Upon notification, Labuan FSA will look into it to assess and take action.
  - (ii) You will be notified who is handling the matter, how you can contact them, and whether further assistance may be needed.
  - (iii) Where relevant, the whistleblower may be requested to submit evidence and documents. Any meeting arranged will be conducted discreetly and, if necessary, off-site or out of Labuan FSA's premises.

## 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.