



TAKLIMAT TENDER

**KERJA-KERJA PENYELENGGARAAN SISTEM KAMERA LITAR TERTUTUP (CCTV),
PANIC BUTTON DAN ELECTRONIC BULLETIN BOARD (EBB) BAGI TEMPOH TIGA (3)
TAHUN SECARA TENDER TERBUKA UNTUK PERBADANAN PUTRAJAYA
NO. TENDER : PPJ/JK/T/28/2021**

ISI KANDUNGAN DOKUMEN TENDER

PPJ/JK/T/28/2021

PART 1 **CONTRACTUAL REQUIREMENTS**

- SECTION A Instruction To Tenderers (ITT)
- SECTION B System Maintenance Agreement
- SECTION C Form of Guarantee for Performance Bond
- SECTION D Form of Guarantee Against Advance Payment

PART 2 **GENERAL CONDITIONS REQUIREMENTS**

- SECTION A Scope of Works
- SECTION B List of Drawings
- SECTION C Drawings
- SECTION D Asset / Inventory List
- SECTION E Service Level Agreement (SLA)

VOLUME 1 **CONTRACTUAL REQUIREMENTS, GENERAL CONDITIONS REQUIREMENTS AND PARTICULARS OF TENDERER FOR TENDER EVALUATION PURPOSES**

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- SECTION B Mandatory Specification
 - Form 1 – Schedule of Technical Specification Compliance (Mandatory)
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ISI KANDUNGAN DOKUMEN TENDER

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PART 4

COMMERCIAL PROPOSAL 1

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 - Surat Pengakuan Kebenaran Maklumat dan Keesahan Dokumen yang dikemukakan oleh Petender
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VOLUME 2

PARTICULARS OF TENDERER FOR TENDER EVALUATION PURPOSES AND COMMERCIAL PROPOSAL

PART 5

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- SECTION B Lampiran A – Integrity Pact Surat Akuan Petender
- SECTION C Lampiran B – Surat Akuan Petender Untuk Melaksanakan PROTÉGÉ
- SECTION D Summary of Tender
- SECTION E Bill of Quantities
- SECTION F Schedule of Rates



SKOP KERJA

SECTION A: SCOPE OF WORKS

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The Successful Tenderer shall diligently and professionally carry out the Maintenance Services that includes of Daily Routine Monitoring, Standby, Corrective Maintenance and Preventive Maintenance for the period of thirty six (36) months from the commencement date.

1. GENERAL SCOPE

1.1 Maintain all equipment as stated below:-

- 1.1.1 One hundred and eighty five (185) units of PTZ CCTV.
- 1.1.2 One hundred and sixty three (163) units of Fixed CCTV.
- 1.1.3 Fifty four (54) units of Panic Button.
- 1.1.4 Eighteen (18) units of Network Video Recorder.
- 1.1.5 Twenty one (21) units of Network Switch.
- 1.1.6 Eight (8) units of Electronic Bulletin Board (EBB).

- Note:- The total number of equipment shall depend on the handover project from the developer to Perbadanan.

SKOP KERJA (sambungan)

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1.2 Maintain all type of cables (UTP/screen/twisted pair/multicore), fiber patch cord, fibre media converter and necessary equipment for CCTVs, Panic Buttons, Network Video Recorders, Network Switches, Electronic Bulletin Boards and related equipment in MMG.

1.3 Maintain all electrical cables and necessary electrical equipment from all CCTVs mounted at pole / tunnel / building, Panic Buttons, Network Video Recorders, Network Switches and Electronic Bulletin Boards to Feeder Pillar / Electrical Distribution Board / Power socket.

1.4 Responsible to obtain all necessary permit, licenses and approval from the relevant authority, prior to commencement of work. All cost incurred shall be borne by Successful Tenderer.

1.5 Provide Corrective and Preventive Maintenance Services for the purpose of achieving full operability of the System.

SKOP KERJA (sambungan)

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- 1.6 Perform server operating system upgrade during preventive maintenance period (one time only within 3 months), testing, commissioning and shall continue conducting maintenance services during warranty period.
- 1.7 The Successful Tenderer shall extend principal warranty (parts) for all related equipment for period to the date end of contract.



SKOP KERJA (sambungan)

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- 1.8 The Successful Tenderer must allocate two (2) technicians on-site from Monday to Sunday inclusive of Public Holidays (7:00a.m to 7:00p.m). The minimum qualifications for the technicians are certificate holder in ICT or Electronic or Electrical from qualified polytechnics / universities. The scope of work for the technicians shall include but not limited to the following:
- a. Single point of contact for Perbadanan ICT Team and CCTV end-users.
 - b. Call receiving, filtering and categorization.
 - c. On-site investigation, identifying, fixing and closing the issues.
 - d. Over the phone support.
 - e. Escalate call / incident to Perbadanan and any related parties.
 - f. Daily CCTV, Panic Button and EBB operations report.
 - g. Keep track all hardware and system warranty claims status.
 - h. Keep track all asset inventory related to hardware and software.
- 1.9 The Successful Tenderer shall follow Service Level Agreement during the maintenance period.

SKOP KERJA (sambungan)

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2. REPORTING

Performance reports will serve as an indication of the whether the components are in good working condition or otherwise. It will also serve as a proactive measurement against failing components. The outages reports will serve as a reference towards root-caused analysis process. In the scope of work for reporting, the types of periodic reports expected are listed as below:

- a. Monthly Report - Must contain the summary of overall warranty period activities, category of problem reported, repeated problem occurred, root-caused analysis summary and call handling performance.
- b. Fault Reporting - Pending / open / close case.
- c. SLA achievements - Summary of SLA achievements in graphical figures and justification report for non-compliance.
- d. Issues and recommendation findings to improve the CCTV, Panic Button and EBB reliability issue.
- e. Attendance report - Personnel attendance reporting.
- f. Preventive Report - Issues and recommendation findings to improve assets healthy.
- g. Any other reporting needed by Perbadanan related with scope of work

SKOP KERJA (sambungan)

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3. CONTRACT DOCUMENTATION

The Successful Tenderer shall provide two (2) original copies and three (3) copies of Contract Documents.

4. THE ATTIRE OF THE STAFF

The attire of the Successful Tenderer work on-site and personnel stationed in Perbadanan shall wear the Successful Tenderer's corporate attire and the personnel's name tag.

5. COMMUNICATION DEVICE

The Successful Tenderer shall be equipped with sufficient numbers of suitable communication devices (such as walkie-talkie, mobile telephone, etc). These communication devices shall be used for the Successful Tenderer and Perbadanan personnel during maintenance period. All the communications cost used by both parties shall be borne by the Successful Tenderer.



SKOP KERJA (sambungan)

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6. SERVICE LEVEL AGREEMENT (SLA)

The Successful Tenderer shall follow the Service Level Agreement (SLA) during duration of the contract and any non-comply with Perbadanan requirement or deliverable, Perbadanan have right to impose the penalty as stipulated in Service Level Agreement (SLA).

7. COVID-19 PANDEMIC

The Successful Tenderer shall follow the latest developments related to COVID-19 and adhere to the Malaysian Government Movement Control Order Standard Operating Procedure (SOP) to prevent the spread of COVID-19 pandemic from time to time.



SKOP KERJA (sambungan)

PART 2 SECTION E: SERVICE LEVEL AGREEMENT (SLA)

NO.	REQUIREMENT	SERVICE LEVEL AGREEMENT (SLA)	PENALTY
1.	Person on site	Shall allocate two (2) technicians on-site (Monday to Sunday inclusive of Public Holidays) from 7:00a.m to 7:00p.m.	RM100 / person / case
2.	Operating system upgrade for six (6) nos. of physical/ virtual servers including testing & commissioning	Shall complete within three (3) months during Preventive Maintenance #2	RM500 / server / day
3.	Corrective Maintenance for faulty equipment (If no third party involvement)	<ul style="list-style-type: none">i. Corrective maintenance of faulty equipment <u>at site/MMG/Server Room/Command Centre</u> which not require skylift services is within four (4) hours after being notified by technician in Control Centre_/Perbadananii. Corrective maintenance of faulty equipment which requires skylift services is within twenty four (24) hours after being notified by technician in Control Centre/Perbadanan	<ul style="list-style-type: none">i. RM100 / site / dayii. RM100 / site / day

SKOP KERJA (sambungan)

PART 2 SECTION E: SERVICE LEVEL AGREEMENT (SLA)

NO.	REQUIREMENT	SERVICE LEVEL AGREEMENT (SLA)	PENALTY
4.	Delay of executing schedule Preventive Maintenance as per agreed schedule	Agreed Schedule	RM100 / site / day
5.	Delay of submitting monthly report	Shall submit to Perbadanan within first week of the next following month	RM100 / month
6.	Delay of submitting daily report via email	Shall submit to Perbadanan twice daily (8 am and 6 pm)	RM50 / day
7.	Delay to attend meeting/ discussion as per agreed schedule	Shall attend within 10 minutes before the meeting start	RM100 / occurrence
8.	Interruption to the CCTV system / any Perbadanan system operation due to Successful Tenderer fault or negligence.	System shall operate without any interruption	RM300 / occurrence / day

LOKASI

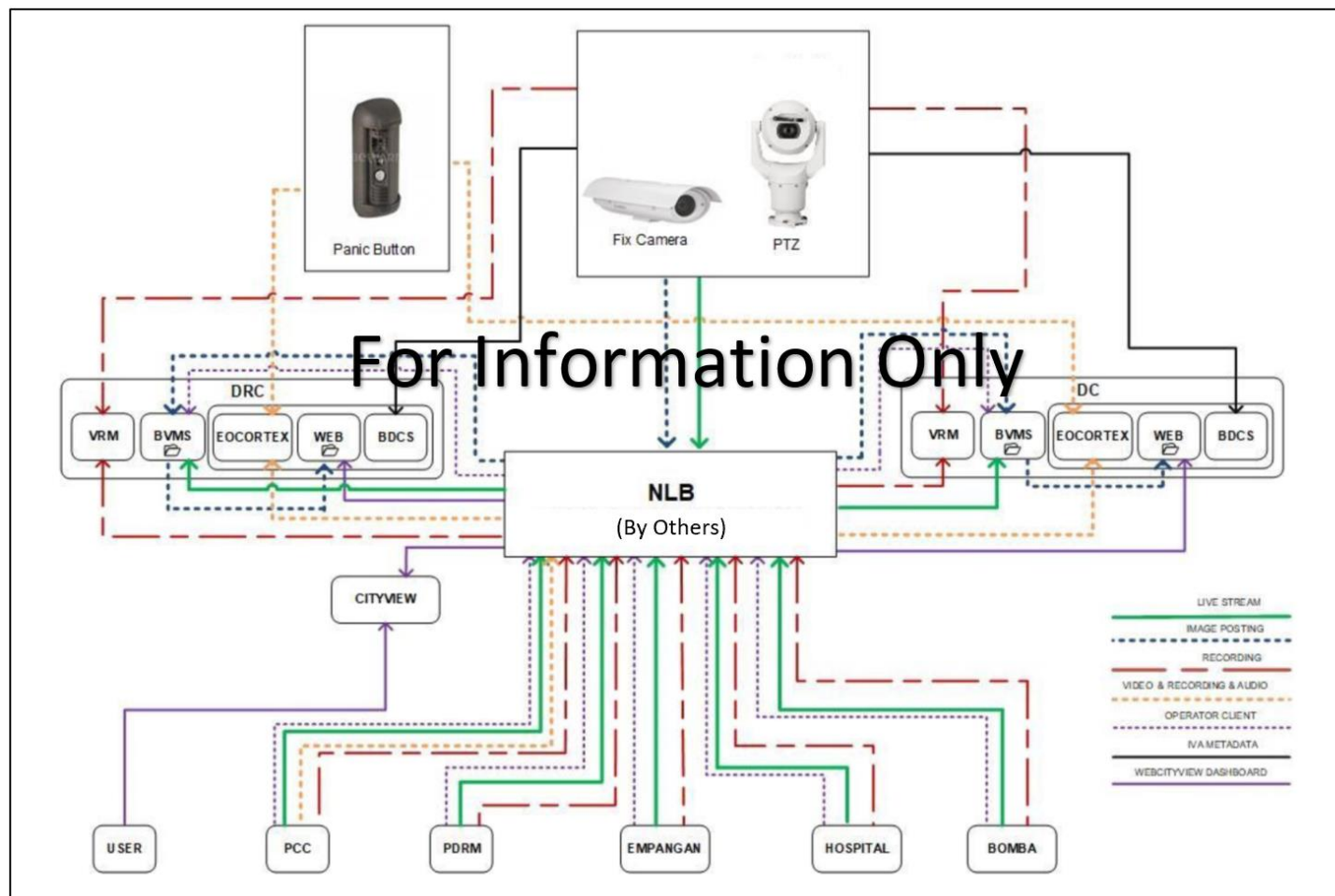
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SELURUH PRESINT DI PUTRAJAYA

PRESINT 1	PRESINT 11
PRESINT 2	PRESINT 12
PRESINT 3	PRESINT 13
PRESINT 4	PRESINT 14
PRESINT 5	PRESINT 15
PRESINT 6	PRESINT 16
PRESINT 7	PRESINT 17
PRESINT 8	PRESINT 18
PRESINT 9	PRESINT 19
PRESINT 10	PRESINT 20

GAMBARAJAH *HIGH-AVAILABILITY* SISTEM CCTV & PANIC BUTTON

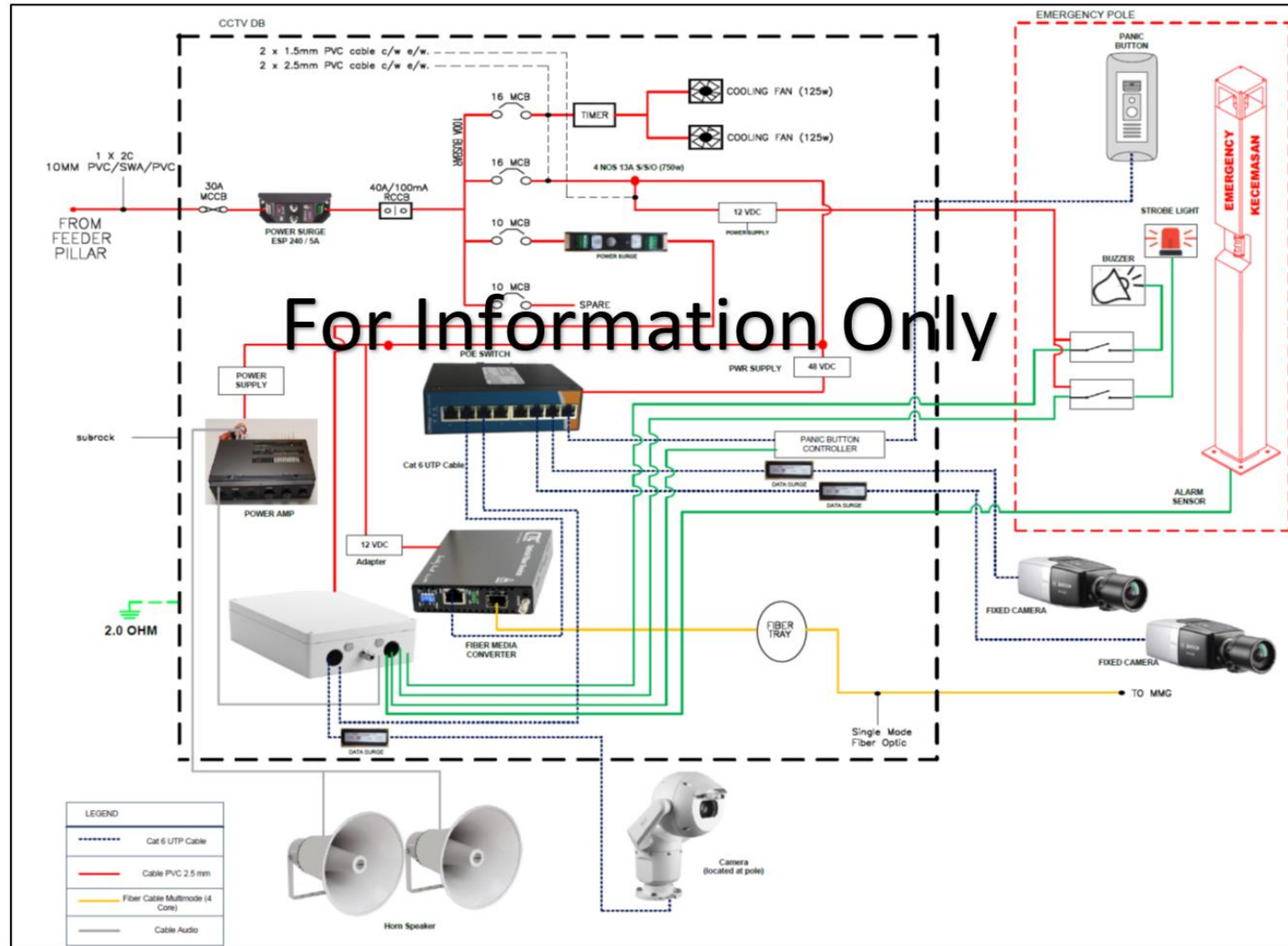
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GAMBARAJAH SKEMATIK CCTV & PANIC BUTTON

PPJ/JK/T/28/2021

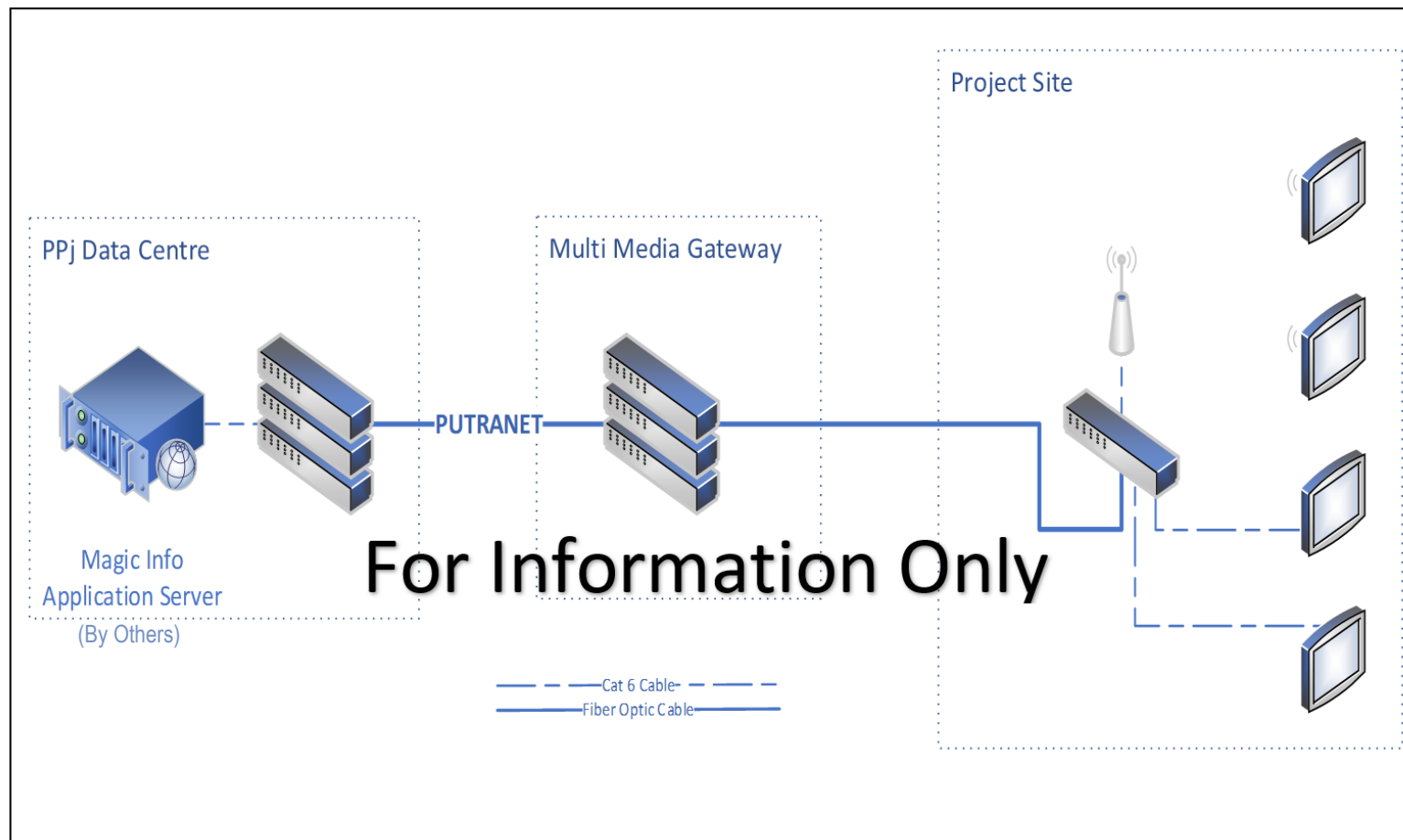


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GAMBARAJAH SKEMATIK ELECTRONIC BULLETIN BOARD (EBB)

PPJ/JK/T/28/2021



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TERIMA KASIH



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