



**JADUAL PEMATUHAN SPESIFIKASI DAN HARGA
PERKHIDMATAN PEMBAHARUAN LANGGANAN AEGIS CLOUD
BACKUP DAN CLOUD DISASTER RECOVERY UNTUK TOURISM
MALAYSIA SELAMA SATU (1) TAHUN.**

BIL	DESCRIPTION	NOTES
	GENERAL	
1.	<p>Tourism Malaysia is currently running backup & Disaster Recovery using a cloud-based solution to 2 Disaster Recover Centre (DRC) resides in Kuala Lumpur and Cyberjaya (DRC1 and DRC2).</p> <p>Thus, vendors are invited to provide a service to continue this subscription for 1 year (1 December 2019 – 30 November 2020). The subscription includes the following services:</p> <ul style="list-style-type: none"> a. AEGIS Cloud Backup b. AEGIS Cloud Disaster Recovery (DR) 	
2.	Vendor MUST ensure that all backups are replicated to two (2) DRC on daily basis and must ensure that standby VM can be operated at anytime(if necessary)	
3.	Vendor MUST provide Add-on Rate card (please SPECIFY ALL TYPES of services charges)	
	CURRENT SUBSCRIPTION DETAILS	
	i) Aegis Cloud Backup Solution	
1.	<p>Vendor MUST be able to provide AEGIS Cloud Backup for:</p> <ul style="list-style-type: none"> i. Total number of servers to backup (24 units) 	

BIL	DESCRIPTION	NOTES
	ii. AEGIS Local Backup License & Storage Subscription at Customer Site (4.2 TB) iii. AEGIS Remote Backup License & Storage Subscription at DRC1 (4.2 TB) iv. AEGIS Remote Backup License & Storage Subscription at DRC2 (4.2 TB) v. AEGIS Dedicated Bandwidth for backup activity at DRC1 (Unlimited) vi. AEGIS Dedicated Bandwidth between DRC1 & DRC2 (Unlimited)	
2.	Tourism Malaysia is currently using 3 types of cloud backup solutions in this subscription: <ul style="list-style-type: none"> • Falconstor • Veeam • Asigra Vendor MUST be able to support these 3 solutions in order to ensure the backups are running well.	
3.	Vendor MUST provide Unlimited Dedicated Internet at both DRC1 and DRC2 for remote backup activity adequate to meet the RPO of TOURISM MALAYSIA. In an event of inadequate internet capacity, vendor shall increase internet capacity at both DRC1 and DRC2 at <u>no additional one-time cost</u> and at <u>no additional recurring cost.</u>	
	AEGIS Cloud Disaster Recovery subscription	
1.	To support TM's virtual machines in DRC1 and DRC2. The operating system for these	

BIL	DESCRIPTION	NOTES
	virtual machines include MS Window and Red Hat Linux: <ol style="list-style-type: none"> <li data-bbox="384 443 855 517">i. Number of Virtual Machine (currently 24unit servers) <li data-bbox="384 521 815 553">ii. Number of vCPU (Unlimited) <li data-bbox="384 557 823 589">iii. Number of vRAM (Unlimited) 	
2.	Vendor SHOULD be able to provide unlimited Dedicated Bandwidth for Disaster Recovery at DRC1 and DRC2	
3.	Vendor MUST provide AEGIS Firewall as a Service (AEGIS FaaS) at DRC1 (1 Unit) and DRC 2(1 unit)	
4.	Vendor MUST be able to manage an “AEGIS DR in a Box” (DRIB) Appliance that located in Tourism Malaysia Data Center (production site) for local backup solution.	
5.	In any DR declaration by Tourism Malaysia, vendor SHOULD be able to provide a solution where users can access to standby virtual machines at both DRC1 and DRC2 via secure SSL VPN connection.	
Support & Maintenance Service		
1.	Vendor SHOULD be able to provide UNLIMITED Standard Support to Tourism Malaysia during the contract period. The Standard Support includes: <ul style="list-style-type: none"> <li data-bbox="384 1496 855 1570">• on-site, remote, phone & email support , 24x7x4 <li data-bbox="384 1574 855 1648">• assists on how to activate standby virtual servers <li data-bbox="384 1653 855 1727">• assists on how to restore backup data on standby virtual servers <li data-bbox="384 1731 855 1805">• assists on how to reroute users access to both DRC <li data-bbox="384 1809 855 1930">• maintenance on server upgrade, patch upgrade, preventive health check 	

BIL	DESCRIPTION	NOTES
	<ul style="list-style-type: none"> • providing two (2) times Health Check Report per year and yearly documentation on DR health status <p>Please specify DR contact centre, contact number and specific email address use for support</p>	
2.	<p>Vendor SHOULD be able to provide Monitoring & Reporting tools for Tourism Malaysia. The tools should include:</p> <ul style="list-style-type: none"> • daily backup & restore status reporting • automated email notification of backup status • automated email notification of quota utilization status • includes automatic patches upgrade • includes version upgrade • includes checking of data integrity and restorability 	
3.	<p>Vendor MUST provide Dedicated Support team to Tourism Malaysia</p> <ul style="list-style-type: none"> • single point of contact when facing issues on backup & DR • first level of support in troubleshooting 	
4.	<p>Vendor MUST be able to provide unlimited DR Drill per year</p>	
5.	<p>If TOURISM MALAYSIA would like to put in additional server for DR, vendor shall provide the service at <u>no additional recurring cost</u> if the subscribed capacity is sufficient.</p>	
	OTHERS	
1.	<p>Vendor MUST at least provide 2 employees with Disaster Recovery Certified Expert (DRCE) with 6 years of experience.</p>	

BIL	DESCRIPTION	NOTES
	(Please submit a copy of your cert.)	
2.	Total Cost (RM) :	

Mandatori

Pihak syarikat adalah dimestikan memenuhi borang spesifikasi ini dan hendaklah dikemukakan bersama-sama dengan borang tawaran sebutharga. Kegagalan mengisi borang spesifikasi tawaran syarikat ini boleh menyebabkan tawaran sebutharga tidak akan dipertimbangkan dan ditolak.

Diterima dan disahkan oleh:

Tandatangan :

Cop Syarikat :

Nama :

Jawatan :

Tarikh :

Spesifikasi disediakan oleh:

Spesifikasi disahkan oleh:



(ZAITY AKHTAR BINTI ABD AZIZ)
 PENGANALISA PROGRAM KANAN
 BAHAGIAN TEKNOLOGI MAKLUMAT



(ROSLAN SULAIMAN)
 TIMBALAN PENGARAH KANAN
 BAHAGIAN TEKNOLOGI MAKLUMAT