

**SKOP KERJA BAGI PERKHIDMATAN PENYENGGARAAN LAMAN WEB
KONSUMER TM BAGI TEMPOH 1 TAHUN**

The project scope will cover the following areas:		YES/NO
TECHNICAL SUPPORT		
1. Continuously monitor, track and maintain Website performance <ul style="list-style-type: none"> • Ensure that all basic services are working for Website • Ensure that the web servers are functioning at optimal performance level. • Maintain the latest version of all scripts and applications necessary to avoid any disruption to the content update process on existing CMS platform. 2. To perform server maintenance as below: <ul style="list-style-type: none"> • 4 times schedule preventive maintenance • 2 times schedule health check 		
THIRD-PARTY APPLICATION		
Maintain and ensure all integrated Third-party Applications (for example, Skyscanner, SendGrid for email service, and Google Analytics) are intact and working well by ensuring seamless connectivity between Website and Scripts / APIs as provided by Source Vendor.		
BACKUP		
Maintain current backups of the Website and database as below: <ul style="list-style-type: none"> • Differential Backup : Everyday • Full Backup : Once a Week 		
RESTORATION		
To perform database restore under the following conditions: <ul style="list-style-type: none"> • Hardware failure • Based on Tourism Malaysia request 		
Integration With Other Web Applications (if any)		
The integration can be as simple as providing a hyperlink, but not limited to: E-Brochure, Corporate Website, Image Gallery		
REPORT		
To provide Monthly reports for : <ul style="list-style-type: none"> • Monthly service report and maintenance • 4 times schedule preventive maintenance • 2 times schedule health check 		

The project scope will cover the following areas:	YES/NO
Security Monitoring And Patches	
1. To maintain the SEO aspects of the site. 2. To maintain the integrity of the site against spam, hackers, viruses and electronic attacks.	
OTHERS	
1. Quarterly Initiatives to drive website traffic and content aggregation. 2. Event Tracking Implementation For In Depth Insights.	

MANDATORI

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

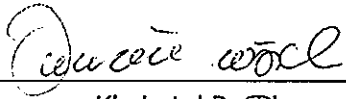
Tandatangan:

Cop Syarikat:

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 Nama :
 Jawatan :
 Tarikh :

Disediakan oleh:

Disemak oleh:


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