

**SPESIFIKASI TEKNIKAL**  
**SEBUTHARGA BIL. 14/2018 :**

**PERKHIDMATAN PUSAT DATA DAN SISTEM WIRELESS**

<b>BIL</b>	<b>BUTIR-BUTIR KERJA</b>	<b>PEMATUHAN (Sila √ atau x)</b>	<b>CATATAN *</b>
<i>Data Centre and Wi-fi System Managed Services at SME Corp. Malaysia, Platinum Sentral.</i>			
1.	<u>Data Centre Services for 5 racks area inclusive :</u> <ul style="list-style-type: none"><li>- 42U racks with Power</li><li>- UPS</li><li>- Power Suppression System</li><li>- Environment Management System</li><li>- Water Detection System</li><li>- 24 x 7 Call Centre Operation</li></ul>		
2.	<u>Wi-fi Services</u> <ul style="list-style-type: none"><li>- Manage hardware and Licenses of 55 Cisco Access Points and Wireless Controller System</li><li>- Managed services inclusive of maintenance and site support</li></ul>		
3.	<i>Services Period: 12 Months (1 Dec 2018 – 30 November 2019)</i>		
4.	<i>Service Level Agreement (SLA) : 99.7% (as per Appendix A)</i>		

\* sila nyatakan di ruangan ini jika terdapat maklumat tambahan berkaitan tawaran yang dikemukakan

**Saya / Kami memperakui maklumat yang diberikan adalah benar.**

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Nama :

Jawatan :

Tarikh :

Cop Syarikat :

## APPENDIX A

[ Data Center and Managed Wi-fi Service Level ]

Service	SLO	SLA	Rebate Structure against SLA
1. Data Centre	As per Table 1,2,3	99.7% (End-to-End)	i) Initial 120 min – 5% monthly charge per affected. ii) 121 min to 280 min – 10% of monthly charge per affected. iii) 281 min to 340 min – 15% of monthly charge per affected.
2. Wi-fi Managed Services	Node and Internet Access	99.7% (up to AP)	i) 98.0% to 99.69% - 5% monthly charge per affected location ii) 95.0% to 97.9% - 10% monthly charge per affected location iii) 85.0% to 94.9% - 15% monthly charge per affected location iv) Less than 84.9% - 20% monthly charge per affected location

**Table 1: Severity Level**

Severity Level	Definition
1	Production system is down, causing critical impact to business operations if service is not restored quickly. No workaround is available.
2	Production system is severely degraded, impacting significant aspects of your business operations. No workaround is available.
3	System performance is degraded. System functionality is noticeably impaired, but most business operations continue.
4	Customer requires information or assistance on product capabilities, installation or configuration.

**Table 2: Response Time**

<b>Severity Level</b>	<b>Response time</b>
1	2 business Hours
2	1 business Day
3	2 business Days
4	3 business Days

**Table 3: Service Level Objectives**

<b>No</b>	<b>Service Description</b>	<b>Response Time</b>
1	Helpdesk Support	24x7x365
2	Advance Parts Replacement for Hardware & Equipment's (If any)	Based on Severity Level 8x5x 2 Business Days
3	Application Software Troubleshooting Support plus Bug Fixes, Updates and Upgrades (If any)	8x5 Next Business Day
4	Cisco IOS updates (if any)	8x5 Next Business Day
5	Fault Management	Based on Severity Level
6	Configuration Backups (if any)	8x5x 2 Business Days
7	Administration	8x5 Next Business Day