

CYBEROAM FIREWALL LICENSE RENEWAL AND MAINTENANCE

TECHNICAL SPECIFICATION REQUIREMENT FOR QUOTATION BIL.7/2015

TECHNICAL SPECIFICATION REQUIREMENT				
SME CORP PRODUCT REQUIREMENT		QUANTITY	VENDOR's PROPOSAL	COMPLIANCE (YES/NO)
1	Cyberoam CR500ia Renewal License	2		
1.1	One (1) Year Renewal License			
1.2	Gateway Anti-Virus & Anti-Spam			
1.3	Intrusion Prevention System (IPS)			
1.4	Web & Application Filter			
1.5	One (1) Year Hardware Warranty & Firmware Updates			
2	Cyberoam CR35wi Renewal License	11		
2.1	One (1) Year Renewal License			
2.2	Gateway Anti-Virus & Anti-Spam			
2.3	Intrusion Prevention System (IPS)			
2.4	Web & Application Filter			
2.5	One (1) Year Hardware Warranty & Firmware Updates			

3	Cyberoam CCC 15 Renewal License	1		
3.1	One (1) Year 8x5 Support			
4	Cyberoam CR-iVU25 Renewal License	1		
4.1	One (1) Year 8x5 Phone, Email and Web Chat Support			
5	Corrective Maintenance	2 Lot		
5.1	The corrective maintenance shall covers the Cyberoam CR500ia, CR35wi, CCC15 and CR-iVU25 firewall			
5.2	Technical Consultancy via phone (24-hour) and email support			
5.3	On-site troubleshooting if problem cannot be resolved remotely (Technical support personnel to attend within same day of received call)			
5.4	1 to 1 hardware replacement for critical problem. (If problem ersist more than 24 hours). The hardware specs is equivalent with or better from the existing hardware.			
5.5	Logistic support in the event of hardware breakdown for hardware replacement warranty coverage.			

6	General Maintenance Services (Please specify...)	15		

Syarikat dengan ini bersetuju untuk mematuhi kesemua spesifikasi Sebutharga seperti yang dinyatakan di atas.

Diperakukan oleh :

Tanda tangan :

Nama :

Jawatan :

Cop syarikat :