

# PEMBAHARUAN LESEN SERTA PENYELENGGARAAN CYBEROAM FIREWALL

## TECHNICAL SPECIFICATION REQUIREMENT FOR QUOTATION BIL. 11/2016

TECHNICAL SPECIFICATION REQUIREMENT				
SME CORP PRODUCT REQUIREMENT		QUANTITY	VENDOR'S PROPOSAL	COMPLIANCE (YES/NO)
<b>1</b>	<b>Cyberoam CR500ia Renewal License</b>	<b>2</b>		
1.1	One (1) Year Renewal License			
1.2	Gateway Anti-Virus & Malware, Anti Spam, Web and Application Filter, Intrusion Prevention System			
1.3	Support : 8x5 email, Phone			
1.4	Hardware warranty and RMA fulfillment			
<b>2</b>	<b>Cyberoam CR35wi Renewal License</b>	<b>10</b>		
2.1	One (1) Year Renewal License			
2.2	Gateway Anti-Virus & Malware, Anti Spam, Web and Application Filter, Intrusion Prevention System			
2.3	Intrusion Prevention System (IPS)			
2.4	Hardware warranty and RMA fulfillment			
2.5	One (1) Year Hardware Warranty & Firmware Updates			

<b>3</b>	<b>Cyberoam CCC 15 Renewal License</b>	<b>1</b>		
3.1	One (1) Year 8x5 Support			
<b>4</b>	<b>Cyberoam CR-iVU25 Renewal License</b>	<b>1</b>		
4.1	One (1) Year 8x5 Phone, Email and Web Chat Support			
<b>5</b>	<b>Corrective Maintenance</b>			
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 exist 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	To supply 1 unit Cyberoam CR35wiNG	1		
6.1	Cyberoam CR35wiNG c/w Total Value Subscription			
6.2	Gateway Anti-Virus & Malware, Anti Spam, Web and Application Filter, Intrusion Prevention System			
6.3	Support : 8x5 email, Phone			
6.4	Hardware warranty and RMA fulfillment			
6.5	Deliver, configure, install and test for Penang's Office			

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

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Nama :

Jawatan :

Tarikh :

Cop Syarikat: