



**REQUEST FOR PROPOSAL (RFP)
PRIVATE CLOUD COMPUTING SERVICES**

Ref. No.: YP/RFP/DE/TS/05-2024

Description	Date
Registration Opening Date	7 June 2024
Registration Closing / Cut-Off Date	13 June 2024 @ 12 noon

Issuer:

**YAYASAN PENERAJU PENDIDIKAN BUMIPUTERA
Level 15-1, Mercu UEM, Jalan Stesen Sentral 5,
KL Sentral, 50470 Kuala Lumpur**

SECTION A

INTRODUCTION AND BACKGROUND

SECTION A – INTRODUCTION AND BACKGROUND

1. About Yayasan Peneraju

Yayasan Peneraju (YP) is an agency under the Ministry of Economy that functions as Talent Bank to identify, nurture and manage Bumiputera talents to accelerate the global competitiveness of Bumiputera. We aim to establish the most efficient funnelling mechanism for talents with potential to become Value Creators through three (3) categories, which are: Professional Leaders, Business Leaders and Community Leaders.

Key functions of YP as Talent Bank include Talent Identification & Acquisition, Competency Development & Enhancement, Financial Resource Mobilisation and Networking & Industry Integration.

2. About the RFP

Request for Proposal (RFP)

The cut-off date for registration of interest is **13 June 2024 @ 12 noon**. A briefing session will be called after the cut-off dates for Yayasan Peneraju to further explain about the requirements of this RFP. No undertaking, representation or warranty is made by Yayasan Peneraju however that any vendor(s) will be invited to submit such a Proposal or that any vendor(s) will be awarded any contract as a result of their participation in this process or otherwise, all of which shall be at the sole discretion of Yayasan Peneraju. Please do not include any confidential information or intellectual property of your company or of a third party in your response to this RFP as Yayasan Peneraju reserves the right to use any information submitted as if it were in the public domain.

2.1 RFP Acceptance

2.1.1 Yayasan Peneraju's Rights

- i) Yayasan Peneraju reserves the right to accept and award any RFP, not to accept the lowest RFP Proposal and reserves the right to reject any part of or the entire RFP without providing reasons for doing so.
- ii) Yayasan Peneraju may accept a RFP either in part or in whole, reserve the right to vary, amend, modify, accept or reject any part of or the entire Proposal, to waive any formalities, to award the Contract based on the base bid as submitted and selected, and to award the Contract to other than the lowest Bidder.
- iii) Yayasan Peneraju is not obliged to accept a proposal in its entirety and may, at its absolute discretion, accept only parts of a proposal. Yayasan Peneraju is also not obliged to give any reason for non-acceptance and rejection of any proposal.
- iv) The Bidder/Vendor shall be solely responsible for any omissions or errors on prices quoted to Yayasan Peneraju. The Bidder/Vendor shall have no right to impose any additional costs, make a claim or request on any grounds for the

rectification and reconsideration of the prices quoted. Yayasan Peneraju will not entertain any request from any Bidder/Vendor for any variation of prices or submission of additional quotes for items erroneously omitted in the original submission of proposal on any grounds including oversight, lack of knowledge, etc.

- v) Yayasan Peneraju reserves the right to omit any items or works specified in the RFP Document but shall not be responsible for any loss of profit or expenses incurred related to the omission.
- vi) Bidder shall bear all the costs and expenditure incurred by Bidder during the preparation and submission of the RFP Proposal. Yayasan Peneraju shall not be responsible or liable for these costs regardless of the conduct or outcome of the RFP process.

2.1.2 Obligations of Successful Bidder

The Successful Bidder shall commence the Services as described in the Service Agreement.

SECTION B
SCOPE OF SERVICES
& REQUIREMENTS

SECTION B – SCOPE OF SERVICES & REQUIREMENTS

This scope of work outlines the tasks and deliverables for the provisioning of private cloud solutions and the subsequent managed services required post-provisioning. This project aims to establish a robust, secure, and scalable private cloud environment tailored to meet Yayasan Peneraju's specific needs and ensure its optimal performance and reliability through comprehensive managed services.

The purpose of this invitation to tender is to solicit companies that meet the compliance criteria to submit proposals for the Supply, Delivery and Implementation of a Private Cloud Solution to Yayasan Peneraju. The following components are the major scope of this tender:

- **Provisioning of a Private Cloud Solution for Yayasan Peneraju.**

To provide hardware, software, installation, customization, integration, management, provisioning, capacity planning, support, and training in order to implement Private Cloud solution. This involves conceptualization, and developing a high-level solution and an implementation road map, and estimating sizing of each component including hardware, networking, software, etc.

It is estimated that private cloud solution would broadly comprise of Infrastructure as a Service and would cater to the emerging requirements of Yayasan Peneraju in terms of

- a) Information requirements for analytical needs for data warehousing

- i. The process of absorbing data (structured, semi structured and unstructured) into the data warehousing from different sources or data ingestion.

- ii. Implementation of tools and techniques for artificial intelligence and machine learning.

- b) Other legacy systems like human resource, procurement, programme management systems etc.

- c) To ensure continuity of operations and quick recovery during disasters and unplanned events that may adversely affect operational expectations.

- **Managed Services**

- 1. Infrastructure Management

Monitoring and Alerting	24/7 monitoring of servers, storage, network components, and virtual machines. Real-time alerting and incident management for performance issues, outages, and anomalies.
Maintenance	Regular software and firmware updates. Scheduled maintenance windows to apply patches and updates with minimal disruption.
Backup and Disaster Recovery	Automated and manual backup procedures.

	Regular testing of disaster recovery plans and failover procedures.
Resource Management	Capacity planning and management to ensure sufficient resources are available. Provisioning and de-provisioning of virtual machines and storage as needed.

2. Security Management

Threat Detection and Response	Continuous monitoring for security threats, including malware, unauthorized access, and vulnerabilities. Implementation of intrusion detection/prevention systems (IDS/IPS). Incident response planning and execution.
Access Control	Management of user access and permissions. Regular review and audit of access controls to ensure compliance with policies.
Compliance and Auditing	Ensuring compliance with relevant regulations and standards (e.g., GDPR, HIPAA). Regular security audits and vulnerability assessments.

3. Performance Optimization

Performance Monitoring	Continuous monitoring of system performance, including CPU, memory, and storage utilization. Performance benchmarking and trend analysis.
Optimization	Identifying and addressing performance bottlenecks. Implementing optimizations to improve efficiency and reduce latency.
Load Balancing	Ensuring even distribution of workloads across available resources. Dynamic adjustment of resource allocation based on demand.

4. Support Services

Technical Support	24/7 technical support for troubleshooting and issue resolution. Dedicated service desk for end-user support and inquiries.
Incident Management	Swift response and resolution of incidents affecting the private cloud environment.

	Root cause analysis and documentation of incidents.
Service Level Agreements (SLAs)	Service Level Agreements (SLAs): Clear SLAs outlining response times, resolution times, and uptime guarantees. Regular reporting on SLA performance metrics.

5. Configuration and Change Management

Configuration Management	Maintaining an updated inventory of all configuration items within the private cloud. Ensuring consistent configuration across the environment to avoid drift.
Change Management	Managing and documenting changes to the private cloud infrastructure. Ensuring changes are reviewed, approved, and tested before implementation.

6. Cost Management

Cost Monitoring	Tracking and reporting on the cost of running the private cloud environment. Identifying cost-saving opportunities through efficient resource utilization.
Budgeting and Forecasting	Assisting with budgeting and forecasting for cloud-related expenses. Providing insights into future cost trends based on current usage patterns.

7. Data Management

Data Integrity and Availability	Ensuring data integrity and availability through robust storage solutions. Implementing data replication and redundancy strategies.
Data Lifecycle Management	Managing the lifecycle of data from creation to deletion. Implementing data archiving and retention policies.

8. Reporting and Analytics

Regular Reporting	Providing regular reports on system performance, security incidents, and compliance status. Detailed analytics on resource usage, cost, and performance trends.
Custom Reporting	Generating custom reports based on specific business requirements. Providing insights and recommendations based on analytical findings.

SECTION C
IMPORTANT NOTICE

SECTION C – IMPORTANT NOTICE

1. Confirmation of RFP Participation

- 1.1 Confirmation of participation is **COMPULSORY**. Only registered Bidder will be invited for a **MANDATORY** RFP briefing session.
- 1.2 Bidder **MUST** have a valid and active Malaysia Ministry of Finance (MOF) certificate for either of one of below *Kod Bidang*:

<i>Kod Bidang</i>	Information
210103	Software all computer software, operating system, database, off-the shelf packages including maintenance.
210104	Software / system development including maintenance-data entry / data processing.
210105	Telecommunication / networking supply product, infrastructure, services including maintenance LAN / WAN / Internet / wireless / satellite.
210106	Data management – provide service including maintenance (database / web hosting, disaster, planning / recovery, information storage / retrieval).
210107	ICT security and firewall, Encryption, PKI, Antivirus.

Only Bidder that fulfill item number 1.1 and 1.2 will be called to attend the RFP briefing.

Proposal received from unregistered Bidder OR absent from this RFP briefing will not be considered for further evaluation.

- 1.3 All interested Bidder are required to confirm their participation by registering at the link below:

<https://forms.office.com/r/9kJj44Vnt>

2. Clarification and Oral Interpretation

Inquiries or clarification by interested Bidder shall be sent to the Secretariat (Yayasan Peneraju's Procurement team) before registration closing date via email only to the following e-mail address:

E-mail: procurement@yayasanpeneraju.com.my
Attention: Strategic Procurement Department

Any oral interpretation received by Bidder is not considered as the modification to the RFP Document.

Bidders are prohibited to make any direct and indirect contact with any personnel within Yayasan Peneraju with regards to this RFP until its completion except with the contact stated above. Any bidder shall be immediately disqualified without further discussion and notification if found for the violation.

*****END OF DOCUMENT*****