



PENGURUSAN AIR SELANGOR SDN. BHD.

(201401006213)

SCOPE OF WORK

**TO PROVIDE SUBSCRIPTION OF
MICROSOFT 365 LICENSE, MICROSOFT
365 E5 SECURITY AND MICROSOFT 365 F5
SECURITY INCLUDING MAINTENANCE
SUPPORT FOR PERIOD OF 3 YEARS FOR
AIR SELANGOR**

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INTRODUCTION

Pengurusan Air Selangor is set to renew its Microsoft 365 contract, which include license renewal, annual maintenance support, training, awareness programs, and security measures. This framework agreement will be effective for a period of three years, commencing in September 2025 and concluding in August 2028.

SCOPE OF WORKS

The vendor shall provide subscription of license and annual maintenance support for a period of thirty-six (36) months consist of:-

Licensing

- a. To provide subscription of Microsoft 365 (M365) license by yearly or monthly with price in contract (To provide schedule of rate for each license type);
- b. To provide subscription of M365 license as request by Air Selangor;
- c. To consolidate the new Microsoft 365 subscription into the current Microsoft 365.

Annual Maintenance Support and Manage Service & Service Level Agreement (SLA); but not limited to.

1. 24x7, 4 Hours Response Time.
2. Provide remote support/ phone/ email assistance/ advisory.
3. Single point of contact require for support services.
4. **Local support engineer** shall understands the principles of product and service to provide quality support.
5. The local support engineer shall be able to perform or demonstrate the 1st level troubleshooting in the event of issue occurs, before escalating the issue to product principles or Level 2 or 3 support.
6. Local engineer knowledge and applied technologies include, but are not limited to, providing the root cause analysis on the issue, provide first level troubleshooting to the issue, and response/report the issue.
7. Engineer shall assist to provide report for audit purposes.

8. To assist initial setup & configure Endpoint and app management.

Awareness Session / Technology Update

Vendor to provide user awareness once a year for 4 session the followings:

- Tips and trick to users including Outlook, SharePoint Online, OneDrive for Business, Teams and/or Viva, etc.
- One (1) awareness session will include minimum 150 staff members from Pengurusan Air Selangor.
- The vendor should provide the venue, presentation slides, and meals, including breakfast and lunch.

Vendor requirement

Vendor to comply with below requirement: -

1. Must be a registered Microsoft Licensing Solution Provider (LSP) in Malaysia;
2. Must have 3-5 years of experience in supporting Microsoft 365,
3. Must have minimum of **1 local support engineers** with relevant Microsoft certifications,
4. Must be able to meet the SLA (service level agreement) or timeline that is stated inside above,
5. Must have strong helpdesk support team.

Microsoft 365 Intune

1. The vendor will assist in creating/update policies for Mobile Device Management (MDM) and Mobile Application Management (MAM).
2. The vendor must have a local engineer with at least one (1) year of experience to assist in implementing Microsoft Intune.
3. This engineer must be available to come to the Air Selangor office if required or requested.

4. Set up policies for company assets, including mobile smartphones (Android/iOS/iPadOS) and laptops (Windows and macOS).
5. Set up policies for BYOD (Bring Your Own Device), including mobile smartphones (Android/iOS/iPadOS) and laptops (Windows and macOS).
6. To assist uploading applications requested by Air Selangor user into company portal for all platform (Windows, MacOS, Android, iPadOS).

Microsoft 365 E5 security and Microsoft 365 F5 security

1. The vendor must have a local engineer with at least one (1) year of experience to assist in implementing Microsoft 365 security.
2. To advise the best practice on industry and set the configuration policies and rules in Microsoft Defender Endpoint Security.
3. The vendor must install, testing, deploy and commissioning Microsoft Defender (latest version) to all IT asset in Air Selangor (Intune and non-Intune device).
4. The vendor to assist on ground or online installation and complete configuration for all client's protection to all IT asset in Air Selangor.
5. The vendor must commit after sales:
 - a. Unlimited level 2 helpdesk support via phone, email, web, remote and onsite troubleshooting/consultation (accessible for all Air Selangor dept./branch offices nationwide, 9am-6pm, Monday to Friday, 2-hours response time)
 - b. NBD onsite level 2 troubleshooting for unlimited incidents/year (9am-6pm, Monday to Friday, 3-hours response time) for HQ and region.

- c. To assist remotely (Push/pull/web/logon) upgrade all clients software. (Upon availability of new version (major and minor)
*Unlimited time and free of charge
- d. To assist two (2) times a year on-site at headquarters (HQ) to perform fine tuning/corrective and preventive maintenance for Microsoft Defender.
- e. To assist on compile and prepare quarterly virus and network attack report/analysis/action plan and incident tracking report (solved/pending issue, issue by type, infection/infiltration trending)

6.To assist on configuration, testing, deploy and commissioning integration with Splunk.

Training

- 1. All training must have certification from Microsoft.
- 2. The vendor to proposed timeline for each mentioned training in yearly plan.
- 3. The vendor to prepare training goal, scope and each specific training requirements and ensure Air Selangor agree on these requirements.
- 4. The vendor must arrange the venue, training material, trainer and meals arrangement (including breakfast, lunch and tea break).

Attack simulation

- 1. The vendor to develop a detailed plan (four (4) to six (6) times yearly consist of multiple type of threat) for the simulation, including objectives, scope and methodologies.
- 2. To conduct the attack simulation and ensure minimal disruption to normal business operation.
- 3. To assist on simulation monitoring in real-time to gather data and insights and provide regular update during the exercise.

4. To provide the results of the simulation to identify vulnerabilities, identify weaknesses and evaluate the effectiveness of existing security measures and protocols.
5. To prepare simulation report including the findings, vulnerabilities, exploited weaknesses, the overall impact and provide actionable recommendations for improving security posture based on the findings.
6. The vendor to provide the report after every attack simulation within 14 days after the exercise end.
7. To conduct a briefing session and discuss the results and recommendation on security improvements.
8. To ensure that all activities comply with relevant laws, regulations and industry standards.
9. All sensitive information encountered during the exercise is strictly confidential.

DETAIL BILL OF QUANTITIES

Year 1

No	License Type	Quantity	Start Date	End Date
1.	Exchange P1	40	1 Sept 25	31 Aug 26
2.	Microsoft 365 F3	2,420	1 Sept 25	31 Aug 26
3.	Microsoft 365 E3	3,023	1 Sept 25	31 Aug 26
4.	Microsoft 365 E5	5	1 Sept 25	31 Aug 26
5.	Microsoft Visio Plan 2	30	1 Sept 25	31 Aug 26
6.	Microsoft Project Plan 5	30	1 Sept 25	31 Aug 26
7.	Microsoft 365 E5 Security	3,023	1 Sept 25	31 Aug 26
8.	Microsoft 365 F5 Security	2,420	1 Sept 25	31 Aug 26
9.	Microsoft 365 Copilot	50	1 Sept 25	31 Aug 26
10.	Microsoft 365 Teams Premium	50	1 Sept 25	31 Aug 26
11.	Additional Sharepoint Storage	50 TB	1 Sept 25	31 Aug 26
12.	Annual Maintenance Support and Manage Service	1	1 Sept 25	31 Aug 26
13.	Training Microsoft 365 Administrator for IT			
13.1	Exchange Administrator	6	1 Sept 25	31 Aug 26
13.2	Intune Administrator	6	1 Sept 25	31 Aug 26
13.3	Entra Administrator	4	1 Sept 25	31 Aug 26
13.4	Security Administrator (Microsoft Defender XDR)	4	1 Sept 25	31 Aug 26
13.5	Microsoft Teams Administrator	4	1 Sept 25	31 Aug 26
13.6	Windows Enterprise Administrator	4	1 Sept 25	31 Aug 26
13.7	Sharepoint Administrator	4	1 Sept 25	31 Aug 26
13.8	Azure administrator	4	1 Sept 25	31 Aug 26
14.	Knowledge Transfer Session / Technology Update	4	1 Sept 25	31 Aug 26

Year 2

No	License Type	Quantity	Start Date	End Date
1.	Exchange P1	45	1 Sept 26	31 Aug 27
2.	Microsoft 365 F3	2,400	1 Sept 26	31 Aug 27
3.	Microsoft 365 E3	3,060	1 Sept 26	31 Aug 27
4.	Microsoft 365 E5	5	1 Sept 26	31 Aug 27
5.	Microsoft Visio Plan 2	30	1 Sept 26	31 Aug 27
6.	Microsoft Project Plan 5	30	1 Sept 26	31 Aug 27
7.	Microsoft 365 E5 Security	3,060	1 Sept 26	31 Aug 27
8.	Microsoft 365 F5 Security	2,400	1 Sept 26	31 Aug 27
9.	Microsoft 365 Copilot	60	1 Sept 26	31 Aug 27
10.	Microsoft 365 Teams Premium	60	1 Sept 26	31 Aug 27
11.	Additional Sharepoint Storage	50 TB	1 Sept 26	31 Aug 27
12.	Annual Maintenance Support and Manage Service	1	1 Sept 26	31 Aug 27
13.	Training Microsoft 365 Administrator for IT			
13.1	Exchange Administrator	6	1 Sept 26	31 Aug 27
13.2	Intune Administrator	6	1 Sept 26	31 Aug 27
13.3	Entra Administrator	4	1 Sept 26	31 Aug 27
13.4	Security Administrator (Microsoft Defender XDR)	4	1 Sept 26	31 Aug 27
13.5	Microsoft Teams Administrator	4	1 Sept 26	31 Aug 27
13.6	Windows Enterprise Administrator	4	1 Sept 26	31 Aug 27
13.7	Sharepoint Administrator	4	1 Sept 26	31 Aug 27
13.8	Azure administrator	4	1 Sept 26	31 Aug 27
14.	Knowledge Transfer Session / Technology Update	4	1 Sept 26	31 Aug 27

Year 3

No	License Type	Quantity	Start Date	End Date
1.	Exchange P1	45	1 Sept 27	31 Aug 28
2.	Microsoft 365 F3	2,400	1 Sept 27	31 Aug 28
3.	Microsoft 365 E3	3,100	1 Sept 27	31 Aug 28
4.	Microsoft 365 E5	5	1 Sept 27	31 Aug 28
5.	Microsoft Visio Plan 2	30	1 Sept 27	31 Aug 28
6.	Microsoft Project Plan 5	30	1 Sept 27	31 Aug 28
7.	Microsoft 365 E5 Security	3,100	1 Sept 27	31 Aug 28
8.	Microsoft 365 F5 Security	2,400	1 Sept 27	31 Aug 28
9.	Microsoft 365 Copilot	80	1 Sept 27	31 Aug 28
10.	Microsoft 365 Teams Premium	80	1 Sept 27	31 Aug 28
11.	Additional SharePoint Storage	50 TB	1 Sept 27	31 Aug 28
12.	Annual Maintenance Support and Manage Service	1	1 Sept 27	31 Aug 28
13.	Training Microsoft 365 Administrator for IT			
13.1	Exchange Administrator	6	1 Sept 27	31 Aug 28
13.2	Intune Administrator	6	1 Sept 27	31 Aug 28
13.3	Entra Administrator	4	1 Sept 27	31 Aug 28
13.4	Security Administrator (Microsoft Defender XDR)	4	1 Sept 27	31 Aug 28
13.5	Microsoft Teams Administrator	4	1 Sept 27	31 Aug 28
13.6	Entra Administrator	4	1 Sept 27	31 Aug 28
13.7	Sharepoint Administrator	4	1 Sept 27	31 Aug 28
13.8	Azure administrator	4	1 Sept 27	31 Aug 28
14.	Knowledge Transfer Session / Technology Update	4	1 Sept 27	31 Aug 28