

**RENEWAL OF SOFTWARE LICENSE & STORAGE SUBSCRIPTION FOR SALESFORCE SERVICE
CLOUD, FIELD SERVICE MANAGEMENT AND SPROUT SOCIAL PLATFORM WITH ANNUAL
MAINTENANCE SUPPORT (AMS) 2026 - 2029**

TENDER NO. : PN0000023862

SCOPE OF WORK (SOW)

1. Objectives

To renew and expand the subscription of Salesforce Service Cloud, Field Service Management (FSM), and Sprout Social Platform, including associated storage and support services, to ensure continued operational efficiency, scalability and compliance with organizational needs.

2. Deliverables

The vendor shall provide the following information to support licensing transparency and planning. A comprehensive breakdown of license quantities required for each year is outlined in the table below. This breakdown should include the type of licenses, the number of units per year, and any relevant notes or assumptions associated with the projections.

Table 1: License Type, Quantity & Expansion

No	Module	Quantity Y1	Quantity Y2	Quantity Y3	Quantity Expansion
1	Service Cloud Enterprise Edition (SC)				
	i. Initial Purchase – Enterprise Edition	437	437	437	27
	ii. Heroku	1	1	1	-
	iii. Knowledge - Initial Purchase	1	1	1	-
2	Field Service Management (FSM)				
	i. Field Service + Enterprise Edition (Reporting)	63	63	63	4
	ii. Field Service - Contractor Enterprise Edition	435	435	435	26
	iii. Field Service - Field Technician Enterprise Edition	1281	1281	1281	78
	iv. Field Service - Dispatcher Enterprise Edition	154	154	154	9
3	Sprout Social Platform (SS)				
	i. Custom Bundle - Advanced Plan	20	20	20	1

No	Module	Quantity Y1	Quantity Y2	Quantity Y3	Quantity Expansion
	ii. Advanced Listening - 5 Topics	1	1	1	-
4	Salesforce Storage				
	i. Archive Console	1	1	1	-
	ii. Salesforce Archive (1GB)	2600	2600	2600	1200
	iii. Salesforce Backup & Recover (1GB)	1800	1800	1800	300
	iv. Data Storage - 10GB	7	7	7	6
	v. File Storage - 1TB	7	7	7	6
5	Salesforce Shield - Enterprise Edition	LOT	LOT	LOT	-
6	Annual Maintenance Support (AMS)				
	i. Service Cloud Enterprise Edition (SC)	LOT	LOT	LOT	-
	ii. Field Service Management (FSM)	LOT	LOT	LOT	-
	iii. Sprout Social Platform (SS)	LOT	LOT	LOT	-
7	Change Request				
	i. Man-days for Change Request	-	-	-	900

a. License Subscription

- i. Salesforce Cloud Enterprise Edition, Salesforce Field Service Management, and Sprout Social Platform as listed in **Table 1**.
- ii. The proposal includes licenses with additional expansion to meet future operational needs. This additional capacity may be implemented in either Year 1, Year 2 or Year 3 as required. Air Selangor will issue a separate Purchase Order (PO) for the expansion.

b. Storage Subscription

- i. Salesforce Archive Console, Archive (GB-based), Backup & Recovery (GB-based), Shield, Data Storage (10GB units), File Storage (1TB units) as listed in **Table 1**.
- ii. The proposal includes storage with additional expansion to meet future operational needs. This additional capacity may be implemented in either Year 1, Year 2 or Year 3 as required. Air Selangor will issue a separate Purchase Order (PO) for the expansion.

c. Salesforce Shield

- i. Verify and enable it in their Salesforce environment.
- ii. Configure Platform Encryption for sensitive data fields using Salesforce tools or external key managers.
- iii. Test encryption setup in a sandbox environment before deploying to production.
- iv. Enable Event Monitoring to track user activities and integrate logs with security tools (e.g., Splunk).
- v. Set up alerts for suspicious activities using the Event Monitoring Analytics App.
- vi. Configure Field Audit Trail to track changes on selected fields and set retention policies (up to 10 years).
- vii. Ensure audit trail setup complies with relevant regulations (e.g., GDPR, HIPAA).
- viii. Label data based on sensitivity and adjust protection measures accordingly.
- ix. Document all configurations and provide training materials for client administrators and users.
- x. Offer post-deployment support, including monitoring and adjustments to Shield settings.

d. Annual Maintenance Support (AMS)

- i. Supported/Covered Application
 - **Application:** Production (<https://airselangor.my.salesforce.com>)
 - **Application:** Testing (<https://airselangor--partial.sandbox.my.site.com>)
 - **Application:** Integration

No	Integration
1.	Salesforce integration with i-Enforcement (Inbound/Outbound)
2.	Salesforce integration with Chatbot Mobile App (Inbound)
3.	Salesforce integration with Chatbot Web (Inbound)
4.	Salesforce integration with Chatbot SocMed (Inbound)
5.	Salesforce integration with Chatbot Kiosk (Inbound)
6.	Salesforce integration with Super App (Inbound)
7.	Salesforce integration with Super Web (Inbound)
8.	Salesforce integration with Terato Mobile App (Inbound/Outbound)
9.	Salesforce integration with Self Service Portal (Inbound/Outbound)
10.	Salesforce integration with IVR Self Service (Inbound/Outbound)
11.	Salesforce integration with Sprout Social (Inbound)
12.	Salesforce integration with Pre-WhatsApp Form (Inbound/Outbound)
13.	Salesforce integration with Ais Leak (Inbound/Outbound)
14.	Salesforce integration with SMS (Outbound)

No	Integration
15.	Salesforce integration with Kiosk (Inbound)
16.	Salesforce integration with CCS / OIC (Inbound/Outbound)
17.	Salesforce integration with TAMS (Inbound/Outbound)
18.	Salesforce integration with 3rd Party Claim (Outbound)
19.	Salesforce integration with Netbase (Outbound)

ii. Archiving Program using Salesforce Archive

- **Data Retention Policies:** The solution shall provide configurable data retention policies to define the duration for which customer data is retained before being archived or deleted. These policies must support compliance with applicable data privacy regulations and enable efficient storage management.
- **Data Archiving:** The solution shall implement secure data archiving mechanisms for data that is no longer actively used but must be retained for regulatory, legal, or historical purposes. Archived data must be stored in a secure, long-term storage solution with appropriate access controls.
- **Data Anonymization and Pseudonymization:** The solution shall support data anonymization and pseudonymization techniques to protect sensitive customer information. Anonymization must involve replacing identifiable data with random characters, while pseudonymization must use mock data that maintains analytical utility without exposing personal identifiers.
- **Compliance Management:** The solution must ensure that all data retention and archiving processes comply with relevant data protection laws and regulations, including but not limited to GDPR, CCPA, and CPRA. The system must also support the management of customer data requests, such as access, deletion, and correction.
- **Monitoring and Reporting:** The solution should include monitoring tools to track the status of archived data and generate periodic reports detailing data retention and archiving activities. These reports must support audit requirements and promote transparency and accountability.
- **Automation:** The solution shall incorporate automation capabilities to schedule and manage data archiving tasks. Automation must minimize manual intervention, reduce operational errors, and ensure consistent execution of data retention policies.

- iii. Support Hours - 24 x 7 Hours Coverage including Saturday, Sunday and Public Holiday
- iv. Support Medium:
 - WhatsApp Messenger.
 - Microsoft Teams Messenger.
 - Microsoft Teams/Zoom Call.
 - WhatsApp Call/Phone Call.
 - Email.
 - Remote
- v. Service Level Agreement (SLA) might include:

Table 2: Service Level Agreement (SLA)

Level	Description	Response Time	Resolution Time
Critical (Severity 1)	<ul style="list-style-type: none"> • Production outages where problems are affecting end-users. • Performance degrading which affects business operation such as Customer Service Counter. 	Immediate	8 hours
High (Severity 2)	<ul style="list-style-type: none"> • Application problems that are serious or that are blocking progress of the end users, but do not have direct negative production impact. 	30 Minutes	1 day
Medium (Severity 3)	<ul style="list-style-type: none"> • Issues which have a direct impact on the use of application requiring workarounds or preventing specific activities from being completed. 	1 Hour	2 days
Low (Severity 4)	<ul style="list-style-type: none"> • Issues are those which are noted, but which do not have a direct impact or where a workaround is a trivial inconvenience. 	3 Hours	5 days

- vi. Report Deliverables
 - Monthly Report.
 - Quarterly Report.
 - Yearly Report.
 - vii. Support Location (Hybrid)
 - Air Selangor Headquarters – Coordination Meetings.
 - Online – Technical Support.
 - viii. Support Team
 - Tenderer to propose support organizations structure for the maintenance support:
 - a. Total number of resources.
 - b. Minimum one (1) local support preferably Malaysian on-site. (Please provide CV and related certificates)
 - c. Online/Offshore Support (Please provide the CV and related certificates).
 - ix. Commercial
 - Payment terms = 60 days.
 - Annual upfront payment for license, storage and Salesforce Shield subscription.
 - Quarterly Maintenance Support Payment.
- e. Change Request (CR)
- Man-days allocation for Change Request = 900 man-days.

3. Roles & Responsibilities

- a. Provision of all licenses, storage, and AMS as per the agreed schedule.
- b. Implementation of archiving program covering data retention, anonymization, compliance, and automation.
- c. 24/7 support availability through WhatsApp, Teams, Email, and Remote Access.
- d. Adherence to SLA response and resolution times based on severity levels.
- e. Submission of weekly and monthly performance and usage reports.
- f. Proposal of support team structure, including submission of CVs and certifications.
- g. Compliance with agreed payment terms.
- h. Provision of on-site and remote support from Air Selangor HQ.