



PENGURUSAN AIR SELANGOR SDN BHD
(201401006213)

KENYATAAN TENDER

Pengurusan Air Selangor Sdn Bhd mempelawa Kontraktor/Pembekal yang memiliki syarat - syarat pendaftaran seperti di bawah untuk membuat tawaran bagi kerja-kerja berikut:-

Bil.	Perihal Kerja / No. Tender / Harga Dokumen	Syarat Penyertaan Tender	Maklumat Tender																																		
1	RENEWAL OF LICENSE SUBSCRIPTION AND ANNUAL MAINTENANCE SUPPORT (AMS) FOR AIR SELANGOR SERVICE DESK & ASSET MANAGEMENT SYSTEM No. Tender: PN0000020572 Harga Dokumen: RM300.00 Brief Scope of Work: 1. License Subscription for five (5) years as listed below: <table><tr><td>1</td><td>ManageEngine ServiceDesk Plus Enterprise Edition - Cloud Annual Annual Subscription fee for 155 Technicians (2000 nodes) Annual Subscription fee for Additional 3000 nodes</td></tr><tr><td>2</td><td>ManageEngine ServiceDesk Plus Professional Edition - Cloud Annual Annual Subscription fee for 88 Technicians (1000 nodes) Annual Subscription fee for Service Catalog Add-on</td></tr><tr><td>3</td><td>ManageEngine ServiceDesk Plus Professional Edition - Cloud Annual Annual Subscription fee for 8 Technicians (500 nodes) Annual Subscription fee for Service Catalog Add-on</td></tr><tr><td>4</td><td>ManageEngine ServiceDesk Plus Standard Edition - Cloud Annual Annual Subscription fee for 14 Technicians Annual Subscription fee for Service Catalog Add-on Annual Subscription fee for Change Management Add-on</td></tr><tr><td>5</td><td>ManageEngine ServiceDesk Plus Standard Edition - Cloud Annual Annual Subscription fee for 18 Technicians Annual Subscription fee for Service Catalog Add-on Annual Subscription fee for Project Management Add-on</td></tr><tr><td>6</td><td>ManageEngine ServiceDesk Plus Professional Edition - Cloud Annual Annual Subscription fee for 120 Technicians (1000 nodes) Annual Subscription fee for Service Catalog Add-on</td></tr><tr><td>7</td><td>ManageEngine ServiceDesk Plus Standard Edition - Cloud Annual Annual Subscription fee for 62 Technicians Annual Subscription fee for Service Catalog Add-on</td></tr></table> 2. Annual Maintenance Support (AMS) comprising <table><tr><td>1</td><td>Support Hours – 8.30 to 5.30pm daily excluding weekends and public holiday</td></tr><tr><td>2</td><td>Support Medium applications (Whatapps Messenger/Call, Microsoft Teams Messenger, zoom calls, Email and Remote</td></tr><tr><td>3</td><td>Service Level Agreement (SLA) for Incident/Request</td></tr><tr><td>4</td><td>Weekly/Monthly reports</td></tr><tr><td>5</td><td>Support Location Air Selangor headquarters for coordination meeting and Online for technical support</td></tr><tr><td>6</td><td>Support Team - Tenderer to propose support org structure for the maintenance support: - i. Total number of resources. ii. 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Total number of resources. ii. Online/Offshore Support (Please provide the CV and related certificates)	Berdaftar dengan: 1. <u>Suruhanjaya Syarikat Malaysia (SSM)</u> Berstatus Sdn. Bhd/Bhd. Sahaja DAN 2. Authorize Manage Engine Distributor/Partner/System Integrator (SI) DAN 3. Berdaftar sebagai <u>Vendor Pengurusan Air Selangor Sdn Bhd</u> (Rujuk Nota 2)	Tender ini dilaksanakan sepenuhnya secara dalam talian (<i>online</i>) menerusi Sistem Tender (Rujuk Nota 1). Petender yang berminat menyertai tender ini hendaklah mendaftar dan berurusan melalui Sistem Tender. Hanya kontraktor/pembekal yang memenuhi syarat penyertaan tender sahaja layak dan dibenarkan untuk membeli dokumen tender. <table><tr><td>Tempoh Pendaftaran Tender Dalam Sistem Tender</td><td>24/10/2024 hingga 15/11/2024 (3.00 ptg.)</td></tr><tr><td>Pautan ke Sistem Tender</td><td>https://tender.airselangor.com</td></tr><tr><td>Tempoh Penjualan Dokumen</td><td>24/10/2024 hingga 15/11/2024 (11.00 mlm.)</td></tr><tr><td>Tarikh Tutup Tender Dalam Talian (TAMS)</td><td>20/11/2024, (3.00 ptg.)</td></tr></table> Pegawai Untuk Dihubungi: Perihal Tender 1. Hafizulamin Yahya (03-2088 5335) 2. Nasarudin Yaakob (03-2088 5384) 3. Fairoze Asha’ri (03-2088 5722) Pendaftaran Tender 1. Mohd Hassan Mohamed Zin (03-2088 5386) 2. Muhamad Amirul Abd Kadir (03-2088 5340) Pendaftaran Vendor 1. Hussein Thajudeen (03-2088 5798)	Tempoh Pendaftaran Tender Dalam Sistem Tender	24/10/2024 hingga 15/11/2024 (3.00 ptg.)	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NOTA:

1. Untuk mendaftar dan berurusan dengan **Sistem Tender**, sila ke pautan <https://tender.airselangor.com> dan ikuti panduan yang dipaparkan. Untuk sebarang pertanyaan mengenai urusan berkaitan Sistem Tender dan pembelian dokumen tender, sila hubungi No. 03-2088 5340/5349/5386 atau menghantar pertanyaan melalui Sistem Tender.
2. Untuk mendaftar sebagai **Vendor Pengurusan Air Selangor Sdn Bhd**, sila ke pautan berikut: <https://www.airselangor.com/vendor> dan ikuti panduan yang dipaparkan. Untuk sebarang pertanyaan mengenai pendaftaran vendor, sila hubungi No. 03-2088 5798/5187/5008/5311 atau e-mel ke vendor@airselangor.com.
3. Setiap syarikat dibenarkan menghantar hanya **seorang/dua wakil** untuk menyertai Taklimat/Lawatan Tapak. Kontraktor/Pembekal diingatkan untuk menghantar wakil syarikat yang berkelayakan bagi tujuan pemahaman skop kerja dan penyediaan tawaran tender.
4. Kontraktor/Pembekal yang telah menghadiri Taklimat/Lawatan Tapak (sekiranya ada) / memenuhi syarat penyertaan tender boleh meneliti **Dokumen Meja Tender** (*Tender Table Document*) dan membeli tender melalui Sistem Tender.
5. Kontraktor/Pembekal yang hendak membeli tender dikehendaki membuat pembayaran di dalam Sistem Tender (menggunakan FPX). Kontraktor/Pembekal diingatkan sebarang bayaran pembelian tender tidak akan dikembalikan kecuali di atas sebab pembatalan tender oleh pihak Air Selangor.
6. Selepas membuat bayaran dan mendapat pengesahan daripada pihak Air Selangor, Kontraktor/Pembekal akan menerima Dokumen Tawaran untuk menyertai Tender melalui **TAMS Supplier Portal**.
7. Dokumen tender hendaklah dihantar secara dalam talian (*TAMS*) tidak lewat dari jam **3.00 petang** pada tarikh tender ditutup. Penyerahan tawaran tender yang lewat tidak akan diterima.



Sertai Saluran Telegram Kami
Tender Air Selangor

<https://t.me/tenderairselangor>

Untuk mendapatkan pemberitahuan tentang kemas kini tender kami