



A Tenaga Nasional Subsidiary

## REQUEST FOR QUOTATION (RFQ) NOTICE

Tenderers are invited from suppliers / contractors registered with Ministry of Finance (MOF) / Construction Industry Development Board Malaysia (CIDB) / Tenaga Nasional Berhad (TNB) and/or Allo Technology Sdn. Bhd. (Allo) for supply / work as follows:

Description: **Supply & Install Renewal of Microsoft Office 365 Licenses & Active Directory Support & Maintenance For Allo's Staffs**

Category of Works/Supplies: **Information Communication Technology**

Floatation Start Date and Time: **22<sup>nd</sup> June 2022, Wednesday (12.00 p.m.)**

Closing Date and Time: **24<sup>th</sup> June 2022, Friday (5.00 p.m.)**

Submission of documents: Email: [procurementallo@allo.my](mailto:procurementallo@allo.my)

Please find BOQ below for reference.

Qualifications:

a) Sdn. Bhd. or Enterprise Companies

b) Registered with Tenaga Nasional Berhad (TNB) and/or Allo Technology Sdn. Bhd. (Allo)

c) Registered with Ministry of Finance (MOF) with Kod Bidang:  
210101/210102/210103/210104/210105/210106/210107/210108/210109/  
210110/210111/210199,  
210201/210202/210203/210299

### **A. CONTACT INFORMATION FOR GENERAL ENQUIRIES**

Contact Person: Nurul Syahira Binti Mohd Nafiah  
Email: [procurementallo@allo.my](mailto:procurementallo@allo.my) / [syahira@allo.my](mailto:syahira@allo.my)



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No.	Description	Qty	U.O.M	RM	
				Unit Price	Total Price
	<b>Renewal period 27th June 2022-26th June 2023 ( 1 year subscription)</b>				
1	Microsoft Business 365 Basic	55	users		
2	Microsoft Business 365 Standard	145	users		
3	Microsoft Business 365 Premium	10	users		
4	Microsoft Advanced Threat Protection (Plan 1)	210	users		
5	Code two email signature for office 365 (210 users) <b>Allo's Tenant Association ID: Allo Technology (M2Y7P07P)</b>	1	lot		
6	Microsoft Office support & maintenance i. Managed Services Support Level 1, Level 2 and Level 3 Escalation Level + Follow Up <ul style="list-style-type: none"> <li>• L1 Service Entitlement Check and basic case consultation</li> <li>• L2 Issue Troubleshooting + Resolution and Remote Assistance for Complex Administrative Task</li> <li>• L3 Major Issue Troubleshooting and Escalation Resolution to Microsoft and Follow up</li> </ul> ii. Unlimited Helpdesk Email & Phone Support iii. Perform troubleshooting for general outlook (Office 365 client, Exchange Online, OneDrive, Teams, Security & Compliance only) issue configure with EOP iv. 6 hours respond 8 x 5 time for issue report	1	lot		
7	Active Directory support and maintenance  i- Manage support Level 1, Level 2 and Level 3 escalation and follow up ii- Unlimited helpdesk email & phone support included iii- L1 service entitlement check and first call resolution administration task iv- L3 major issue troubleshooting and escalation to principal and follow up v- SLA 8x5 NBD response time for non-critical issue vi- Onsite support NBD for non-critical issue vii- Services are include for Active Directory and backup solution viii- Quarterly health check	1	lot		
<b>Grand Total</b>					-



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Compliance	
Payment Term : Within forty five (45) days upon invoice submission, upon delivery, job completion and acceptance by Allo	Yes/No
Invoicing Term : 100% payment upon work completion and Allo Technology's acceptance	Yes/No
Delivery dateline: 14days upon PO issuance	Yes/No