



REQUEST FOR PROPOSAL (RFP)
Managed Security Services & License
Renewal

By: PROCUREMENT & SUPPLY CHAIN DEPARTMENT

Ref No: ALLO-SECURITYSERVICES-2026-RFP

Date: 12th March 2026

Version: 1

REQUEST FOR PROPOSAL (RFP)

Managed Security Services & License Renewal



 <p>allo! The Smarter Connection A Tenaga Nasional Subsidiary</p>	<p>REQUEST FOR PROPOSAL (RFP) Managed Security Services & License Renewal</p>	By: PROCUREMENT & SUPPLY CHAIN DEPARTMENT	
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		Date: 12 th March 2026	Date: 12 th March 2026

1.0 INTRODUCTION

1.1 Background

- 1.1.1 Allo Technology Sdn Bhd is a growing organisation operating in a highly digital and interconnected environment. With increasing reliance on enterprise applications, and connectivity, the organisation faces a rapidly evolving cybersecurity threat landscape. Cyber threats such as ransomware, phishing, identity compromise, and supply-chain attacks continue to escalate in frequency and sophistication.
- 1.1.2 In recent years, the organisation has expanded its IT infrastructure to support operational growth, including increased deployment of endpoints, servers, business-critical systems, and cloud-based services. As the attack surface has widened, the need for continuous security monitoring, proactive threat detection, and rapid incident response has become essential.
- 1.1.3 Allo currently utilises several cybersecurity solutions including endpoint protection, email security, and security monitoring tools that require renewal, optimisation, and professional management to maintain operational resilience. To strengthen the organisation's cybersecurity posture, there is a strategic initiative to engage a qualified Managed Security Service Provider (MSSP) capable of delivering comprehensive threat monitoring, intelligence, vulnerability assessments, proactive hunting, and incident response capabilities.
- 1.1.4 This RFP is issued to identify a capable vendor that can provide:
- a) Timely renewal and ongoing support of critical security licenses
 - b) A scalable SIEM platform with long-term data retention
 - c) Professional managed security services to ensure continuous 24/7 protection
 - d) Expert advisory to reduce cyber risk and support compliance
 - e) Digital exposure monitoring to protect the organisation's external digital footprint
 - f) The goal is to select a trusted security partner who can deliver end-to-end protection and support the organisation's commitment to safeguarding its IT assets, data, and users

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1.2 General Criteria to Participate in the RFP

1.2.1 Vendor must fulfil the following mandatory requirements in order to submit the Proposal:

- a) A company incorporated in Malaysia and registered with Tenaga Nasional Berhad and/or Allo Technology Sdn Bhd
- b) No litigation issues
- c) A company with sound financial standing
- d) A company is registered with any or combination of following:

MOF <i>With kod bidang</i>	210103 – Software – Supply All Computers Software, Operating System, Database, Off-The-Shelf Packages Including Maintenance 210105 – Telecommunication/ Networking-supply Product, Infrastructure, Services Including Maintenance (LAN/ WAN/ Internet/ Wireless/ Satellite) 210107 – ICT Security and Firewall, Encryption, PKI, Anti Virus
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- e) A company to sign Allo Integrity Pact.

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- 1.2.2 Each Proposal received will be reviewed and the information required is not limited to the following:
- a) Comply with all conditions and requirements stated in this RFP
 - b) Provide a detailed bill of quantity
 - c) Provide a commercial proposal.
- 1.2.3 ALLO reserves the right not to disclose the evaluation method and score achieved by the Vendor.
- 1.2.4 ALLO reserves at its absolute discretion the right to accept or reject any of the Proposals without giving any reasons thereto and ALLO is under no obligation whatsoever to reimburse any expenses incurred by Vendor in the preparation and submission of the Proposal.
- 1.2.5 All decisions made in relation to this RFP are final and no appeal will be entertained.
- 1.2.6 RFP Briefing will be conducted via online session on **16 March 2026 (Monday) at 11.00 AM**
- 1.2.7 Proposal together with the required and relevant completed documents (including Forms as per Attachment **A**,) must be submitted in one (1) set. The Proposal shall be sent via email with password protected.

Email Title: REQUEST FOR PROPOSAL (RFP) Managed Security Services & License Renewal

CLOSING DATE: 27th March 2026 before 12.00 PM

Email : procurementallo@allo.my

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1.3 Definition

The following words and expressions shall have the meanings stated below, unless otherwise specified.

Proposal	The aggregate of all documents submitted to ALLO by Vendor in response to the RFP
Vendor	Parties who submitting the Proposal
Project	Request for Proposal for Managed Security Services & License Renewal

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2.0 GENERAL INFORMATION OF THE PROJECT

Allo is currently utilises several cybersecurity solutions including endpoint protection, email security, and security monitoring tools that require renewal, optimisation, and professional management to maintain operational resilience. To strengthen the organisation's cybersecurity posture, there is a strategic initiative to engage a qualified Managed Security Service Provider (MSSP) capable of delivering comprehensive threat monitoring, intelligence, vulnerability assessments, proactive hunting, and incident response capabilities.

This RFP is issued to identify a capable vendor that can provide:

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2. A scalable SIEM platform with long-term data retention
3. Professional managed security services to ensure continuous 24/7 protection
4. Expert advisory to reduce cyber risk and support compliance
5. Digital exposure monitoring to protect the organisation's external digital footprint

The goal is to select a trusted security partner who can deliver end-to-end protection and support the Allo's commitment to protect digital assets, data, and users.

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3.0 INFORMATION / DOCUMENTS REQUIRED TO BE INCLUDED IN THE PROPOSAL

Document to be provided must follow the Table of Content provided whereby a separator must be enclosed for each stated section.

3.1 Technical Proposal

3.1.1 General Requirements

- a) Company's experience, track record and capabilities related to provision of Managed Security Services Provider (MSSP)
- b) A copy of academic qualification, professional certification and curriculum vitae (CV) of key technical personnel.

3.1.2 Scope of Work

a) License Renewal Requirements

Renewal

#	Description	Quantity
1	SentinelOne EDR license for Workstations	250
2	SentinelOne EDR License for Servers	100
3	Symantec Endpoint Security Enterprise for Workstations	250
4	Symantec Endpoint Security Enterprise for Servers	100
5	Checkpoint Email Security	400

Services

Technical Troubleshooting support on issues caused by above software

b) Security Information and Event Management (SIEM)

The vendor shall provide a cloud-based SIEM solution with the following minimum specifications:

1. Log ingestion: 50GB/day
2. Data Retention period: 12 months
3. Data source onboarding and normalization
4. 24/7 monitoring and alerting
5. Dashboards & reporting
6. Integration with existing systems (network devices, endpoints, firewalls, cloud services) and maintenance

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c) Managed Security Services Requirements

a. The vendor is required to provide comprehensive MSS services as detailed below:

i. 24x7 Cyber Threat Monitoring

1. To monitor the alert and triage the alert on the SOC platform
2. On-going develop and fine-tune of the detection use cases
3. On-going develop and fine-tune SOC dashboards for monitoring and analysis
4. Weekly summary (email); Monthly SOC report
5. Report metrics and trend analyses
6. To provide monthly cybersecurity health score

ii. Managed Cyber Threat Intelligence (CTI)

1. Intelligence feeds & analysis
2. Darkweb monitoring
3. Threat actor profiling
4. Strategic and tactical threat advisories

iii. Managed Cyber Threat Hunting

1. Identify, analyse, and interpret patterns of behaviour, techniques, and activities associated with known cyber adversaries.
2. Leverage attacker Tactics, Techniques, and Procedures (TTPs) to support proactive detection and investigation.
3. Build additional use cases on top of existing use cases by Cyber Threat Center.
4. Structured hunting - structured hunt is based on an indicator of attack (IoA) and tactics, techniques and procedures (TTPs) of an attacker. All hunts are aligned and based on the TTPs of the threat actors
5. Unstructured hunting - An unstructured hunt is initiated based on a trigger, one of many indicators of compromise (IoC)

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iv. Vulnerability Assessment Services

1. External Penetration Testing

- a. 20 hosts
- b. to identify and assess vulnerabilities in Allo's public-facing systems.

2. Internal Penetration Testing

- a. 120 hosts
- b. To evaluate the security of Allo's internal environment

3. Web Application Security Assessment

- a. 20 web applications
- b. Aligned to OWASP Top 10
- c. Manual & automated testing

4. Re-evaluate the finding after remediation done

v. Managed Digital Exposure

- 1. External attack surface monitoring
- 2. Brand and domain monitoring
- 3. Credential leak tracking

vi. Incident Response Retainer

- 1. On-call 24x7 in the event of a suspected breach
- 2. On-demand response team activation
- 3. Forensics support
- 4. Incident report and recommendations

d) Cyber Risk Insurance

Vendor should have insurance policy to mitigate any caused by cyber incidents such as data breaches, ransomware, business email compromise, and system outages

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3.2 Commercial Proposal

- a) Pricing breakdown (license, services, deployment, support)
- b) Value added services (if any)
- c) Term options (1/3/5 years)

3.3 Any other related documents and information that Vendor wishes to include in support of its Proposal.

4.0 FORM SUBMISSION REQUIREMENT

4.1 Vendor is **compulsory** to fill up the forms as per Attachment **A**. Extend the space in the form if required.

4.2 For any irrelevant matters, shall be filled with "Not Applicable".

4.3 All information requested for the Proposal shall be furnished in English language or Bahasa Malaysia.

5.0 GENERAL TERMS & CONDITIONS

5.1 ALLO's Right

5.1.1 ALLO reserves the right to:

- a) reject or accept any Proposal; and/or
- b) cancel the RFP process and reject all Proposals

ALLO shall neither be liable for any such actions nor be under any obligation to inform Vendor of the grounds for them.

5.1.2 ALLO is not liable for any costs incurred by Vendor in preparing and submitting the Proposal, nor will it be liable for any costs incurred by Vendor in preparing further information.

5.1.3 ALLO shall be entitled, at its sole and absolute discretion without assigning any reason therefore, to not award to any Vendor any contract for the Project pursuant to any Proposal submitted under this RFP. It shall be agreed and understood that in such event, there shall be no course of action against ALLO, nor shall it be possible to pursue a course of action against

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ALLO for any such action howsoever arising and ALLO shall not be liable for any cost, loss of profit and/or expenditure howsoever arising on Vendor's part.

- 5.1.4 Whilst care is taken to ensure that the facts and information contained in this RFP are correct at the time is presented, ALLO hereby makes no representation as to the accuracy and adequacy of such facts and information contained in the RFP. ALLO shall not be liable for any inaccuracy or inadequacy of such facts and information.

5.2 Miscellaneous

- 5.2.1 If any information in the Proposal is found to be misrepresented or concealed, the Proposal will be rejected.

ATTACHMENT A

ALLO TECHNOLOGY SDN BHD – RFP Managed Security Services & License Renewal

**1. Particulars of Vendor****1.1 Company General Information**

Bil	Item	Description			
1	Company Name		SSM Registration No:		
2	Date of Incorporation				
3	Company Registered Address	Tel No. : Fax No. :			
4	Nature of Business	1.			
		2.			
		3.			
5	Company Status (Vendor shall clearly state the company status and provide the relevant supporting documents)	Status	Mark (✓)	Required Documents	
		Authorized letter by principal.		Appointment Letter*	
6	Authorized Capital				
7	Paid-up Capital				
8	Company Registration	Registration	Registration No.	Expiry Date	
		Ministry of Finance (MOF) Kod Bidang: 210103/210105/210107			
		Vendor to Allo Technology Sdn. Bhd. and/or	(Yes/No)		
		Tenaga Nasional Berhad	(Yes/No)		
9	Shareholders	No.	Name of Shareholders		Equity Percentage (%)
		1			
		2			
		3			
		4			
10	Board of Directors	No.	Name of Directors		
		1			

ATTACHMENT A

ALLO TECHNOLOGY SDN BHD – RFP Managed Security Services & License Renewal



		2	
		3	
		4	
11	Key Personnel e.g. Managing director/CEO	Name	Designation
12	Contact Person	Name :	
		Designation :	
		Tel No. :	
		Email :	

13. Vendor's Information

Vendor who has yet register with ALLO, is required to provide the relevant supporting documents as below:

Bil	Document	Please tick (✓)
1	Company's general information /Company profile	
2	Company's structure and organization chart	
4	A copy of business registration certificate from Companies Commission of Malaysia and other related certificates and licenses issued by MOF, CIDB, MCMC, Occupational Health and Safety Management System, Professional Bodies, etc. (if applicable).	
5	Financial Statements - Bank Statements for last 3 months & Account Statement for last 1 year.	
6	SSM e-info's Company Profile (Digital Certified True Copy)	
7	SSM e-info's Attestation of Company Good Standing	

ATTACHMENT A



2. Litigation Declaration Form (Affidavit)

I, "Your Name" (NRIC No.:), being a Director of (Company No.), a company incorporated in Malaysia with its registered office at "Company's address" do hereby affirm this statutory declaration on behalf of

- 1. I am the Director of (Company No.) and am duly authorized to make this affidavit on its behalf.
- 2. The matters deposed to herein are within my own personal knowledge.
- 3. I state that as at the date of this affidavit that our company has no litigation case(s) to Tenaga Nasional Berhad and its subsidiary, Allo Technology Sdn. Bhd.

And I make this solemn declaration believing the same to be true and by virtue of the provision of Statutory Declarations Act 1960.

Subscribed and solemnly declared)
 By the above named)
 "Your Name")
 (NRIC NO.:)

 at)
 this)

Before me,

.....
Commissioner for Oaths

*This form must be print using company's letterhead

3. Curriculum Vitae (CV) For Proposed Key Technical Personnel

Proposed Position:			
Name of Staff:			
Profession:			
Age:			
Years with Firm:		Years of experience:	
Nationality:			
Work Experience:	<i>[Give an outline of staff's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Extend the space if require]</i>		
Education:	<i>[Summarise college/university and other specialised education of staff member, giving names of schools, dates attended, and degrees obtained. Extend the space if require]</i>		
Languages	<i>[For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading and writing]</i>		

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experience, and me.

Signature : _____ Date : _____

[Signature of staff member or authorized representative of the firm]
 Day/Month/Year

Full name of staff or authorized representative: _____

ATTACHMENT A



4. Related Track Record and Experience (Including Current Project In Progress)

- Please insert all projects related to cybersecurity services inside this table (including Vendor's partner, if any). A note to refer to Vendor's company profile is not accepted.
- Please provide copy of letter offer or other proof of document for all projects declared.
- Please add additional page if required.

No.	Project Detail	Client	Location	Year Contract Start	Year Contract End
1	<i>Extend the space if require</i>				
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

ATTACHMENT A

ALLO TECHNOLOGY SDN BHD – RFP Managed Security Services & License Renewal



5. Technical Proposal for Managed Security Services as below

1	Security Information and Event Management (SIEM)
2	24x7 Cyber Threat Monitoring
3	Managed Cyber Threat Intelligence (CTI)
4	Managed Cyber Threat Hunting
5	Vulnerability Assessment Services
6	Managed Digital Exposure
7	Incident Response Retainer

6. Commercial Proposal

6.1. Vendor to provide details of breakdown.

Scope	Description	Estimated Cost (RM)
1. License Renewal	SentinelOne EDR license for Workstations	
	SentinelOne EDR License for Servers	
	Symantec Endpoint Security Enterprise for Workstations	
	Symantec Endpoint Security Enterprise for Servers	
	Checkpoint - Email Security	
2. Managed Security Services	Security Information and Event Management (SIEM)	
	24x7 Cyber Threat Monitoring	
	Managed Cyber Threat Intelligence (CTI)	
	Managed Cyber Threat Hunting	
	Vulnerability Assessment Services	
	Managed Digital Exposure	
	Incident Response Retainer	

6.2. Value Added Services

Value Added Services (for the benefit of ALLO or others, if applicable)	
1	
2	
3	