



1.3.1.5	To deploy wireless AP (e.g Cisco 802.11ac W2) provided by ICTC and whenever upon request by ICTC;
<b>1.3.2</b>	<b>Microsoft Exchange and Active Directory</b>
1.3.2.1	To create new email account for staff / student whenever upon request by ICTC;
1.3.2.2	To disable staff/ student account whenever upon request by ICTC;
1.3.2.3	To perform new update patches for Active Directory server, Exchange servers whenever required or upon request by ICTC;
1.3.2.4	To monitor and maintain daily, and to ensure the uptime and optimal performance of the Microsoft Exchange and Active Directory;
1.3.2.5	To generate monthly report on Microsoft Exchange and active users.
<b>1.3.3</b>	<b>Security</b>
1.3.3.1	To monitor Firewall log daily and to report immediately if there is any unusual traffic/activities;
1.3.3.2	To support and maintain, to ensure the uptime and optimal performance of Firewall Cisco ASA, and Juniper ISG2000;
1.3.3.3	To create new policy or edit policy on Firewall whenever upon request by ICTC;
1.3.3.4	To assist in diagnosing and rectifying viruses/malwares/spam attacks whenever required or upon request by ICTC;
1.3.3.5	To generate monthly report for Firewall.
<b>1.3.4</b>	<b>Support and Maintenance Services</b>
1.3.4.1	To provide 2 full-time 'on-site' staff with the qualification and skills to carry out the above mentioned tasks.
1.3.4.2	<b>PLEASE attach the CV and professional certifications of the 'on-site' staff (e.g Certs on Microsoft Exchange, Microsoft Active Directory, Microsoft Server, HP Blade Servers, Storage, Firewall, Cisco CCNA or higher, Microsoft Hyper-v).</b>
1.3.4.3	To power up all the listed equipment in server room in the event of power trip in server room during or after office hours (e.g night time or public holidays).
1.3.4.4	The Response Time for any reported problems for the above-mentioned scope of work shall be less than 0.5 hour unless otherwise stated.
1.3.4.5	The Service Level for problem analysis and resolution shall be as follows: Severity 1 problems shall be resolved within 4 hours;

1.3.4.6	<p>NOTE :</p> <p>Severity 1 :</p> <ul style="list-style-type: none"><li>• Problem impact : (1) affects the System such that UBD is unable to perform its business functions; and/or (2) has major security implication;</li></ul> <p>Severity 2 :</p> <ul style="list-style-type: none"><li>• Problem impact : affects a particular process or System for which there are acceptable alternatives for bypassing the problem;</li></ul> <p>Severity 3 :</p> <ul style="list-style-type: none"><li>• Problem impact : Minimal impact on the Government's ability to perform its functions.</li></ul>
1.4	<b>Pls state pricing for 7 months clearly</b>