

BIL/ No	KETERANGAN BARANG DAN PERKHIDMATAN/ <i>Description of Items and Services</i>	BANYAK/ <i>Quantity</i>	HARGA SEUNIT/ <i>Price Per Unit</i>	JUMLAH/ <i>Total</i>
	1 YEAR MAINTENANCE AND SUPPORT FOR GEOPORTAL AND RESPECTIVE ONLINE APPLICATIONS			
1	SCOPE OF MAINTENANCE AND SUPPORT: The one (1) year Maintenance and Support service shall provide continuous technical support, bug fixing, troubleshooting, issue resolution, system maintenance, and related technical services for the Geoportal platform, Geoportal User Interface (UI), web applications, and associated online applications. The Maintenance and Support service shall cover, but shall not be limited to, the following online applications: • Certified Plan • RSO Digital • Point System • Hala Kiblat • Geodetic Online System • E-Commerce • Other applications developed using the RAD Tool, including applications incorporating additional custom-code development The Maintenance and Support service shall include, but shall not be limited to, the following activities: 1. <u>Bug Fixing and Troubleshooting</u> Identification, investigation, troubleshooting, and resolution of bugs, errors, system defects, and technical issues affecting the Geoportal platform and its respective online applications.	1 Lot		

	2. <u>Technical Support</u> Provision of technical support to the Survey Department in addressing issues encountered during the operation, administration, maintenance, and use of the Geoportal and its online applications. 3. <u>System Maintenance</u> Carrying out necessary maintenance activities to ensure the continued availability, stability, compatibility, and functionality of the Geoportal platform and its respective online applications. 4. <u>Application Maintenance</u> Maintenance and support of the listed online applications, including applications developed using the RAD Tool and applications incorporating additional custom-code development. 5. <u>Bug Fixes</u> Identification, troubleshooting, and resolution of bugs, errors, and defects affecting Geoportal and Respective Online Applications and its supported functions. 6. <u>Technical Support and Issue Resolution</u> Investigation and resolution of reported technical issues, including application errors, functionality issues, integration issues, configuration issues, and other problems affecting the operation of the system.			
	<u>Deliverables</u> The vendor shall provide the following deliverables throughout the one (1) year Maintenance and Support period: 1. Meeting(s) Meetings shall be conducted as and when required by the Department to discuss maintenance activities, issues, progress, and other matters related to the applications.			

	2. Maintenance Plan A maintenance plan outlining the proposed maintenance activities, schedules, scope, and approach for the one (1) year maintenance period. 3. Quarterly Planned Maintenance Reports Reports documenting planned maintenance activities carried out, including the activities performed, dates, findings, and outcomes. 4. Quarterly Maintenance Service and Support Reports A comprehensive report covering maintenance services and technical support provided during the maintenance period, including: • Service reports; • Problem/issue reports; • Details of issues identified and their respective resolutions; • Actions taken to resolve reported problems; • Resolution status and outcomes; and Knowledge transfer on the resolution of identified issues, where applicable.			
	Notes [IMPORTANT]: a) Quotation should be valid for 6 (six) months. b) To liaise and coordinate with client and relevant authorities in regards with the Scope above. c) To submit upon submission of quotation either Business Registration (Form 16 & 17) or Company Registration (Form X) whichever applicable.			
JUMLAH / Total				
JUMLAH DALAM PERKATAAN / Total Amount in Words				
TEMPOH PENYIAPAN PERKHIDMATAN / PEMBEKALAN / PENGHANTARAN Duration of Service/ Supply / Delivery				