FAQs

CLOUD COMPUTING SERVICES

NO	QUESTION	ANSWER
1.	What is the circular for the procurement of cloud computing services?	a) Pekeliling Kemajuan Perkhidmatan Awam (PKPA) Bilangan 1 Tahun 2021: Dasar Perkhidmatan Pengkomputeran Awan Sektor Awam, bertarikh 10 Jun 2021; b) Surat Pekeliling Am Bilangan 2 Tahun 2021: Garis Panduan Pengurusan Keselamatan Maklumat Melalui Pengkomputeran Awan (Cloud Computing) Dalam Perkhidmatan Awam, bertarikh 9 Ogos 2021; dan c) PK 2.6: Pekeliling Perolehan Perkhidmatan Pengkomputeran Awan (Cloud) Sektor Awam, berkuat kuasa mulai 15 April 2022.
2.	What is the procedure for implementing cloud computing procurement?	There are four (4) cloud computing procurement categories as follows: **a) Project cost less than RM5 million using MAMPU allocation** i. Conduct market survey on four (4) Managed Service Provider (MSP) Panels; ii. Obtain JPICT approval at the Ministry/Agency level; iii. Complete and submit the cloud computing service application template to mygovcloud@mampu.gov.my. The application templates are available from MAMPU portal; iv. Get JPICT MAMPU approval; and v. Implementation of procurement in accordance with PK2.6.
		b) Project cost less than RM5 million and uses other than MAMPU allocation i. Conduct market survey on four (4) Managed Service Provider (MSP) Panels; ii. Obtain JPICT approval at the Ministry/Agency level; iii. Complete and submit the cloud computing service application template to urussetiajtisa@mampu.gov.my and mygovcloud@mampu.gov.my . The application templates are available from MAMPU portal; iv. Get JPICT MAMPU approval; and v. Implementation of procurement in accordance with PK2.6.

NO	QUESTION	ANSWER
		c) Project cost RM5 million and above Implemented as JTISA technical approval application. i. Conduct market survey on four (4) Managed Service Provider (MSP) Panels; ii. Obtain JPICT approval at the Ministry/Agency level; iii. Key in application into the PROFIT System; and iv. Implementation of procurement in accordance with PK2.6.
		d) Project cost less than RM5 million and uses other than MAMPU allocation - Managed Service Providers (MSPs) is Sole Providers i. Conduct market survey on Sole Provider; ii. Obtain JPICT approval at the Ministry/Agency level; iii. Complete and submit the cloud computing service application template to urussetiajtisa@mampu.gov.my and mygovcloud@mampu.gov.my . The application templates are available from MAMPU portal; iv. Confirmation by MAMPU that the product is only offered by one CSP (Sole Provider) and can be implemented through direct negotiation; and v. Implementation of procurement in accordance with PK2.6.
3.	What is Microsoft's software license procurement process?	**a) Ongoing contract** i. The agency may continue the existing contract until the contract expires; ii. For contracts that will expire on/or before 30 September 2022, the agency is allowed to extend the contract up to a maximum period of one (1) year (interim period). The extension of this contract is subject to existing procedures; and iii. New procurement after the interim period must be implemented based on PK2.6 for a period of 3 years **b) Contract has Ended** i. License renewal must be carried out based on PK2.6 for a period of 3 years.

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		c) New contracts i. New procurement must be implemented based on PK2.6 for a period of 3 years Note: The Central Master Licensing Agreement (MLA) contract has expired on 1 February 2021.
4.	What is the procedure for Google Workspace For Education procurement?	a) Obtain JPICT approval at the Ministry/Agency level; b) Complete and submit the cloud computing service application template to urussetiajtisa@mampu.gov.my and mygovcloud@mampu.gov.my. The application templates are available from MAMPU portal; c) Confirmation by MAMPU that the Google Workspace For Education is only offered by one MSP (Sole Provider) and can be implemented through direct negotiation; and d) Implementation of procurement in accordance with PK2.6. Note: Google Cloud Malaysia Sdn. Bhd. appointed Awantec System Sdn. Bhd. as an MSP for Google Workspace products.
5.	Will MAMPU bear the cost of using cloud services?	Agencies can apply to MAMPU for the use of cloud computing service allocations under the Government Hybrid Cloud (GHC) for the following services: a) Infrastructure as a service (IaaS); b) Platform as a service (PaaS); c) Software as a service (SaaS); and d) Cloud Professional Services offered by CSP and MSP. MAMPU only cover four (4) types of services from four (4) CSP Panels and four (4) MSPs.

NO	QUESTION	ANSWER
		Professional services/managed services (which are management or daily operations) are not cover in the scope. Other services such as system development, maintenance, and so on are not subject to the responsibility of MAMPU.
6.	What is the scope of services that are not covered in the provisions of the Government Hybrid Cloud (GHC) Project and need to be provided by the agency?.	Migration services, system development (which requires the appointment of a System Integrator (SI)), maintenance, operation/managed services etc.
7.	Who are the Public Sector Cloud Computing Service providers?	The Public Sector Cloud Computing Service is a partnership between MAMPU as a Government cloud service provider with four (4) panel cloud service providers (CSPs) namely: a) Amazon Web Services (AWS) Sdn. Bhd.; b) Google Cloud Malaysia Sdn. Bhd.; c) Microsoft (Malaysia) Sdn. Bhd.; and d) Telekom Malaysia Berhad. While the Managed Service Provider (MSP) which is a local company appointed by the respective CSP, namely: a) Radmik Solutions Sdn. Bhd.; b) Awantec System Sdn. Bhd.; c) Enfrasys Solutions Sdn. Bhd.; and d) Cloud Connect Sdn. Bhd.

NO	QUESTION	ANSWER
8.	What are the appropriate field code for cloud computing procurement?	210103: Software all computer software, operating system, database, off-the-shelf packages including maintenance; 210104: Software / system development including maintenance-data entry/data processing; 210105: Telecommunication/networking supply product, infrastructure, services including maintenance LAN/WAN/Internet/wireless/satellite); 210106: Data management – provide service including maintenance (database/web hosting, disaster, planning/recovery, information storage/retrieval); dan 210107: ICT security and firewall, Encryption, PKI, AntiVirus.
9.	What if a cloud computing product/service is not offered by all CSP Panels?	**Scenario 1** If the cloud computing product/service is widely used in the public sector (well known/ common) such as Adobe, Kahoot, AutoCad and others, an exception can be considered. **Scenario 2** If the cloud computing product/service is not widely used in the public sector and the agency has never used it: a) The agency needs to conduct market survey among the four (4) MSP/CSP Panels to obtain equivalent products/services; and b) If the results of the market research show that there is no equivalent product, an exception may be considered.
10.	Does on-premises software (installed on desktops, notebooks, servers in data centers, etc.) need to request an exception?	No. The on-premises software subject to the CFA including Microsoft products and is a continuation of the expired MLA central contract.

NO	QUESTION	ANSWER

11.	Which agencies are eligible to use CFA?	**PKPA Bil. 1/2021**
		
		This circular applies to all Federal Public Service agencies. Subject to its acceptance by the respective authorities, the provisions of this circular are extended to all:
		
		    a) State Public Service;
		    b) Statutory Authority; and
		    c) Local Authority (PBT).
		
		SPA Bil. 3/2015
		
		This General Circular applies to all Public Sector agencies for ICT projects funded by Federal financial allocations or ICT projects implemented through the Private Finance Initiative (PFI)/ Public-Private Partnership (PPP).
		
		Agencies required to refer to PKPA No. 1/2021 and SPA No. 3/2015

12.	Do Public Sector Agencies need to apply for approval to MAMPU for the implementation/exception of cloud computing?	Yes
13.	Do agencies need to perform data classification before applying for Government Hybrid Cloud (GHC) services?	Yes. Data classification is important to determine the type of cloud computing, whether public cloud (GHC), private cloud (PDSA) or the agency's own data center.
14.	What are additional security features should agency implement for cloud computing services especially for classified data?	The agency needs to perform an information security risk assessment, so that technologies will be identified to protect official confidential data at all processing stages (data-in-storage, data-in-motion and data-in-use) in cloud computing.