

**INVITATION TO REGISTER INTEREST AND SUBMIT A DRAFT UNIVERSAL SERVICE PLAN AS A
UNIVERSAL SERVICE PROVIDER UNDER THE COMMUNICATIONS AND MULTIMEDIA
(UNIVERSAL SERVICE PROVISION) REGULATIONS 2002 FOR THE INSTALLATION OF NETWORK
FACILITIES AND DEPLOYMENT OF NETWORK SERVICE FOR THE PROVISIONING OF
BROADBAND ACCESS SERVICE DELIVERY THROUGH SATELLITE CONNECTIVITY AT THE
UNIVERSAL SERVICE TARGETS UNDER THE USP INITIATIVE**

Questions & Answers

No.	Questions	Answers
1	<p>Could you kindly clarify the following highlighted Operational Period, which we should factor in costing?</p> <p><i>3.20 The Designated Universal Service Provider shall be responsible to provide operations and maintenance for two (2) years from the date when a particular site is declared to be “on air” (“Operational Period”), which includes:</i></p> <p><i>3.20.1 Submit a report on the progress of the Operational Period on a monthly basis to the Head of USP Division in the form and format specified by the Commission; and</i></p> <p><i>3.20.2 The Designated Universal Service Provider is required to submit an audited income and expense statement for the Project based on the International Standards on</i></p>	<p>The operational period for this project is for 2 years. Please refer to subparagraph 1.5, 3.20 and Appendix 3-OPEX of the Invitation. For the submission of an audited income & expense statement and costing information, it will be for the duration of 2 years operational period.</p>

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	<p><i>Auditing (ISA), on a yearly basis, within ninety (90) days from 31 December in every calendar year, for the entire Operational Period of five (5) years, to the Head of the USP Division for each site</i></p>	
2	<p>We would like to participate in “REGISTER INTEREST AND SUBMIT A DRAFT UNIVERSAL SERVICE PLAN AS A UNIVERSAL SERVICE PROVIDER UNDER THE COMMUNICATIONS AND MULTIMEDIA (UNIVERSAL SERVICE PROVISION) REGULATIONS 2002, AS AMENDED FOR THE INSTALLATION AND DEPLOYMENT OF NETWORK FACILITIES AND NETWORK SERVICE FOR THE PROVISIONING OF BROADBAND ACCESS SERVICE DELIVERY THROUGH SATELLITE CONNECTIVITY AT THE UNIVERSAL SERVICE TARGETS UNDER THE USP INITIATIVE” and would like to check if we are eligible to enroll for the tender mentioned above.</p>	<p>Please read the eligibility criteria specified in subparagraph 4.1 and 4.2 of the Invitation document to determine if you are eligible.</p>
3	<p>May I know 35Mbps per UST is for indoor coverage only or will include outdoor as well?</p>	<p>As specified in subparagraph 3.2 of the Invitation, the project requirement is to effectively provide broadband access service by taking into consideration the population coverage and distribution at each location. Hence, the average speed of 35Mbps will include both indoor and outdoor coverage. From the survey undertaken, the interested licensee is required to propose where is the best area to installed the network service equipment for the purpose of coverage optimisation i.e. normally outdoor. To reiterate, the Wi-Fi service must be sufficiently available for the same average speed for both indoor and outdoor.</p>

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4	The WiFi AP will be located for each houses in that area or we need to build a pole to put the outdoor AP to serve the outside coverage?	The Commission has not determine where the AP should be located. The coordinate provided serves as a reference point for the coverage objective. This will depend on the actual situation on ground as a consequence of the site survey and planning undertaken by the interested licensee. As required in the Invitation document, all interested licensees must propose a customised BOQ and network dimensioning, based on your technical knowledge and capability. The proposal must be comprehensive by taking into consideration cost effectiveness, competitively priced, technologically and environmentally sustainable solution.
5	What kind of application or content do we need to filter for this WiFi program?	There is no specific limitation of content from this WiFi services. Priority should be given for educational content where it will support students with their PdPR program or activities; as well as any socio-economic activities i.e. e-commerce platform and normal web browsing.
6	What is the penalty if we don't meet the SLA of 35Mbps per site for 24hrs/7 days?	The penalty will be specified in the Notification of Approval (referred to as Letter of Award) to the designated universal service provider(s) later. This can take the form of liquidated damages or a revocation with action for recovery.
7	What is the exact duration of operational period? According to clause 3.20.2, it is 5 years?	The operational period for this project is for 2 years. Please refer to subparagraph 1.5, 3.20 and Appendix 3-OPEX of the Invitation.
8	Do we need to do site survey to all the sites before submitting the tender? The sites are very remote and it will require more than 1 months for physical survey.	Ideally yes. However, you can also opt to submit your draft plans based on desktop surveys, due to the MCO.

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9	Interpretation – broadband Access Speed – 35Mbps, what is download and upload ratio? Can we say 30Mbps download and 5 Mbps upload?	The Commission does not specifically determine the download and upload speed for this project. The objective of this service is to provide an average speed of 35Mbps to end users. The designated universal service provider who wins this tender will be responsible to design and plan the network dimensioning, which include bandwidth management for continuous service provisioning at the specified average speed of services at each location. Please see Appendix 3, B3 of the Invitation on the parameter for network dimensioning under this project.
10	Is there any specific tower/pole height recommended or bidder need to propose?	The Commission has not specified any tower or pole height. The Commission will assess the draft plan submissions based on the proposed network solution and customised BOQ by the interested licensee.
11	Can we allocated free space for pole installation or we might need to work with locals for space to rent?	The designated universal service provider will have to deal and negotiate directly with the landowners and local authorities for the purposes of site(s) acquisition, permit and rental. This is the designated universal service provider's responsibility.
12	Are wall mount poles acceptable?	Yes, if this is the best network design for a particular location based on your technical knowledge and assessment.
13	Any specific WiFi features requirements such as portal?	There is no specific Wi-Fi feature requirements i.e. portal as mentioned. The interested licensee is required to propose the mechanism for the end-user to access the internet. The most important element is to ensure that the end-users enjoy fair usage from the provisioning of services.
14	In some cases if AC grid power is not available, are we supposed to propose Solar solution?	Yes, it is acceptable to propose solar as power supply at a particular location. Please be reminded that the designated universal service provider must ensure continuous and uninterrupted services for 24 hours per day, 7 days a week.

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15	Do we need to provide any signboard for this service as it has been provided for earlier projects such as PI1M, CBL etc? Any specifications of such board?	Yes, please see Appendix 5 of the Invitation where all sites must have a project signage erected. The signage specifications will be determined in the Notification of Approval issued to the designated universal service provider later.
16	<p>How is the Performance Bond to be presented? Is it via Bank Guarantee?</p> <p>18.2 The Performance Bond shall be twenty percent (20%) of the approved total cost of the Project. The Designated Universal Service Provider shall ensure that the Performance Bond is always maintained at the value of 20% of the total approved cost of the Project.</p>	Yes, the Performance Bond will be in the form of Bank Guarantee. This must be furnished by the designated universal service provider later.
17	Please also advise is this tender require USP contribution that been charged annually?	For USP contribution, it is a statutory obligation where all licensees except for Content Applications Services Provider (CASP) license holders, whose weighted net revenue derived from the designated services meets the minimum revenue threshold of RM2 million in a calendar year, shall contribute 6% of their weighted net revenue annually to the USP Fund. You must comply with this, and all your obligations and responsibilities as a licensee under the Communications and Multimedia Act 1998, all subsidiary legislation and instruments issued under the Act.
18	The contention ratio. For the 35Mbps pool, we need to know how many sites will share on this pool so we can calculate the total bandwidth required for the project.	The contention ratio will depend on the network dimensioning, and is to be proposed by the interested licensee based on its technical knowledge, experience, and expertise. The desired outcome is for the people at each location to enjoy continuous service provisioning at the required speed, as specified in the Invitation.

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19	Due to the time constrain to perform the site survey; can we submit reports based on partial of the sites we would like to participate?	As specified in subparagraph 5.3 of the Invitation, the Commission will not accept submissions of the draft plan for part of a cluster or any combination of clusters. The interested licensees must provide a customised BOQ/proposal for all of the locations within a particular cluster that it intends to bid for.
20	For the Performance Bond, what is the terms and conditions which will affect the bond?	All terms and conditions will be specified in the Notification(s) of Approval issued to the successful designated universal service provider(s).
21	Do the WiFi system require login page for prepaid service?	There is no specific Wi-Fi feature requirements i.e. for a login page as mentioned. The interested licensee is required to propose the mechanism for the end-user to access the internet. The most important element would be to ensure that the end-users enjoy fair and good access, from the provisioning of services.
22	We would like to extend the submission dateline as there is a fair bit of preparation needed in order to submit.	<p>As specified in subparagraph 7.1 and 7.6 of the Invitation, the closing date for submission is final, which is as follows:</p> <ol style="list-style-type: none"> 1. On or before 12pm, 23 March 2021 for the Registration of Interest; and 2. On or before 12pm, 15 April 2021 for the submission of draft plan(s). <p>The Invitation is a legally binding document.</p>
23	Since currently Malaysia is under MCO state and there is a restriction in states crossing activities due to Covid 19 epidemic, can we do our proposal base on desktop study rather than doing physical survey?	Ideally, yes, it is permissible to submit a proposal based on desktop study.

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24	Regarding village name Tisen at UST Slim. I was told by JAKOA that currently there is no people in that village, they have moved to other village. Do we still proceed with this village?	KOA Tisen was identified based on the Commission's survey and findings in Q4/2020. From the site survey undertaken, it is a populated area. As specified in subparagraph 1.3 of the Invitation, no change of location(s) is permissible. From the site survey undertaken by the interested licensee, if it is found that KOA Tisen is no longer populated area, please substantiate your findings with clear evidence in your draft proposal.
25	Since the successful tenderer will operate and manage the site for a period of 2 years. What happen after 2 years? Do the tenderer need to dismantle the site or the tenderer will pass everything to MCMC?	As specified under subparagraph 3.21, the ownership of the network facilities and network service equipment shall vest with the respective designated universal service provider(s). The Commission does not, and has never owned any communications infrastructure deployed under the USP Fund. During the 2 years operational period, the Commission will review the feasibility of extending or discontinuing this project, based on progress made in providing a long-term solution i.e. provisioning of public cellular services at these locations.
26	May I know what is the contention ratio for this solution?	The contention ratio will depend on the network dimensioning and to be proposed by the interested licensee based on its technical knowledge, experience and expertise. The desired outcome is for the people at each location to enjoy continuous service provisioning at the required speed as specified in the Invitation.
27	What it the targeted throughput per user?	Please note that the contention ratio will depend on the network dimensioning and to be proposed by the interested licensee based on its technical knowledge, experience and expertise. The desired outcome is for the people at each location to enjoy continuous

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28	What is the UL and DL for each sites?	service provisioning at the required speed as specified in the Invitation. The Commission has not specifically determined the download and upload speed for this project. The objective of this service is to provide an average speed of 35Mbps to end users. The successful designated universal service provider will be responsible to design and plan the network dimensioning, which includes bandwidth management for continuous service provisioning at the specified average speed of services at each location. Please see Appendix 3, B3 of the Invitation on the parameter, which relates to network dimensioning for this project.
29	What is the contention ratio needed per site?	
30	May I know if BSS frequencies can be used for this tender?	The frequencies to be proposed will depend on the satellite network to be utilised, and is to be proposed by the interested licensee based on its technical knowledge, experience, and expertise. The Interested Licensee is expected to have very sound knowledge and understanding of the Communications and Multimedia (Spectrum) Regulations 2000 and the Spectrum Plan issued by the Commission, and submit its draft plans in concordance with these documents.
31	Is that possible if we can request for extension for this submission, as it will require some time to prepare the survey and some documentations.	As specified in subparagraph 7.1 and 7.6 of the Invitation, the closing date for submission is final, which is as follows: <ol style="list-style-type: none"> 1. On or before 12pm, 23 March 2021 for the Registration of Interest; and 2. On or before 12pm, 15 April 2021 for the submission of draft plan(s). The Invitation is a legally binding document.
32	We have noticed that there are few sites which has the same location based on the given cluster. In that case do we need to exclude the other site ID or to propose to new site?	There are few sites with similar site(s) name, but with different latitudes and longitudes. So these are different locations. As specified in subparagraph 1.3 of the Invitation, no change of location(s) is permissible.

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33	Regarding the Power Supply as per clause 3.9, is it mandatory to provide the power supply from the supply provider i.e SEB,SESB and TNB instead of providing the Solar Power to all site regardless the availability of Supply Provider?	It is not mandatory to provide permanent power supply at each location, and the interested licensee may propose to use solar as the source of power supply. However, please note that under subparagraph 3.10, the designated universal service provider(s) must ensure continuous and uninterrupted internet access services for 24 hours per day, 7 days a week.
35	<p><u>Section 2, Item 3.7.1</u></p> <ol style="list-style-type: none"> 1. The average data speed is 35Mbps but it doesn't specified the Upload and Download speed from the clause. 2. What is the required CR (Contention Ratio). Is it 1:1, 1:10 or 1:20? 	<ol style="list-style-type: none"> 1. The Commission has not specifically determined the download and upload speed for this project. The objective of this service is to provide an average speed of 35Mbps to end users. The successful designated universal service provider will be responsible to design and plan the network dimensioning, which includes bandwidth management for continuous service provisioning at the specified average speed of services at each location. Please see Appendix 3, B3 of the Invitation on the parameter, which relates to network dimensioning for this project. 2. The contention ratio will depend on the network dimensioning and to be proposed by the interested licensee based on its technical knowledge, experience and expertise. The desired outcome is for the people at each location to enjoy continuous service provisioning at the required speed as specified in the Invitation.
36	<p><u>Section 2, Item 3.2</u></p> <p>Undertake site surveys. Is it mandatory to submit Survey Report for the draft submission?</p>	No, it is not mandatory to submit the survey report in the draft plan(s).

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37	<p><u>Section A, Appendix 4, B1</u> The table mentioned tower height – what is the purpose of the tower?</p>	<p>The deployment of tower is to cater for the installation of access point (AP), which will be installed outdoor.</p>
38	<p>When is the target rollout date?</p>	<p>The Commission will specify the commencement date of the project in the Notification of Approval, which will be issued to the successful designated universal service provider later.</p>
39	<p>May I know if we can ask more for the upfront payment? Or the payment schedule is fixed?</p>	<p>The Commission has decided that the advance payment claim is capped at 15%, as specified in Appendix 6 of the Invitation. Please note that the decision made by the Commission is final.</p>
40	<p>Regarding the tender with the reference MCMC/USPD/PDUD(01)/BROADBAND_2021/TC/03/2021(03), our company only have NFP & NSP license at the moment, but the tender also requires ASP license to participate in this tender, we would like to check if we are able to participate in this tender if we collaborate with another company with ASP license?</p>	<p>Please read and understand the eligibility criteria in subparagraph 4.1.1 and 4.1.2 to determine whether you are eligible to participate in this project. As specified in subparagraph 4.1.1(b) of the Invitation, the interested licensee may collaborate with an ASP(C) licensee via a partnership agreement for the provisioning of Internet Access Services at the retail end. The form of the partnership can be reflected in a legally binding agreement, or a memorandum of understanding between the relevant parties. Ensure that the party you collaborate with is licensed to provide Internet Access Services under its ASP(C) license. Please note that the successful designated universal service provider will have to produce a legally binding agreement within 120 days from the commencement date of the project.</p>