

**TENDER FOR THE PROVISIONING OF COLLECTIVE INTERNET  
ACCESS SERVICE AT THE SPECIFIED UST  
(MCMC/USPD/IMUD(1)/PUSAT INTERNET/RFP/03/2021(01))**

**Clarification For Draft Universal Service Plan**

No	Questions	Answers
1	<p>The Designated Universal Service Provider shall provide a minimum 20Mbps Internet Access Services with fibre backhaul and commercial power supply. Any variations in the type of backhaul and power supply should be explained and substantiated with evidence.</p> <p>1) Is permanent backhaul solution via microwave allowed?</p> <p>2) Can the backhaul solution consist of both microwave and fiber?</p> <p>3) Is interim solution via microwave allowed while the final solution is fiber? Are both of the implementation cost claimable?</p>	<p>1) Fibre backhaul is preferred given its capacity and cost effectiveness. If an Interested Licensee proposes a microwave solution, it must provide reasons and substantiate its reasoning with evidence as to why this is necessary. Please also note that the transmission capacity will be required to be upgraded from time to time, and the Commission would like to reiterate that fibre deployment is preferable as far as is possible.</p> <p>2) Yes. The Interested Licensee must provide a comprehensive and clear network diagram(s) or any other relevant document on the same, and explain clearly why this dual solution is necessary with clear evidence.</p> <p>3) The Interested Licensee may propose an interim solution for the use of microwave whilst fiber is being deployed. The Interested Licensee shall provide a detailed proposal which consists of a clearly itemised BoQ, cost structure and clear timeline on the transition between the interim and permanent solution. However, the cost might be inflated and may not be favourable to the Interested Licensee. As such the Interested Licensee should consider if this is really necessary.</p>

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2	<p>Page 32,</p> <table border="1" data-bbox="199 625 924 722"> <tr> <td data-bbox="199 657 777 690">4 Door Stripe: 1Malaysia (6' x 1') Both sides - surfing room</td> <td data-bbox="781 657 850 690">No.</td> <td data-bbox="854 657 924 690">1</td> </tr> </table> <p>Is 1Malaysia still applicable here?</p>	4 Door Stripe: 1Malaysia (6' x 1') Both sides - surfing room	No.	1	<p>No it is not applicable, this was inadvertently stated. Specific design details will be finalised with the Designated Universal Service Provider.</p>
4 Door Stripe: 1Malaysia (6' x 1') Both sides - surfing room	No.	1			
3	<p>We wish to seek your kind advice on Appendix 6 Licensee Information item 5 and 6 :</p> <p>5. Identity of professional managers (third party, if any, to manage the Pusat Internet Komuniti(s)</p> <p>6. Number of employees of professional managers (third party, if any to manage the Pusat Internet Komuniti(s)</p> <p>Which are the information to be provided?</p> <p>(i) <i>Interested licensee's</i> own internal working team managing USP PIK projects</p>	<p>Information required is as follows:</p> <p>If you are appointing a third party to manage the PIK, what is the exact name of the said legal entity is that you propose to appoint- this what item 5 requires.</p> <p>If you intend to appoint an existing third party that you currently use in a PIK where you are a designated universal service provider, then state the name of the said legal entity in full.</p> <p>What is the staff strength of the third party identified above whose services you intend to use to manage the PIKs that you have bid for, is what is required? The purpose of this information is to ensure that should the Designated Universal Service Provider appoint a third party, the said appointed third party will have adequate manpower resources to manage and administer the PIKs in this Invitation.</p> <p>Information given may be in excel table format, provided it is in pdf.</p>			

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	(ii) information of existing PIK's Technology Partners (TP) (iii) information of the Managers and Assist. Managers of each of Digi's 132 PIK  Can the information be compiled in excel table format?	
4	Currently we are progressing with the site survey works for the cluster that we are bidding.  We wish to seek your advice in the event if there isn't any existing premise which is available to be secured within the vicinity, to be renovated/refurbished for the PIK, does that mean we are to propose for a construction of new building ?	The construction of a new building is not permitted. Should you not find anything within the said vicinity, you may widen your area by sourcing for a suitable premise within a 5km radius. The proposed location of the new PIK must be in the same UST, as far as possible.
5	With reference to Appendix 6 on note no 5 and 6 as cut and paste below, are these required information refer to existing managers or employees currently employed by The Interested Licensee? or going to hire for this tender?  ... 5. Identity of professional managers (third party, if any, to manage the Pusat Internet Komuniti(s) 6. Number of employees of professional managers (third party, if any to manage the Pusat Internet Komuniti(s). ...	If you intend to appoint a third party to manage the PIKs in this Invitation, what is the current staff strength of the third party, if any that you have identified.  The purpose of this information is to ensure that should the Designated Universal Service Provider appoint a third party, the said appointed third party will have adequate manpower resources to manage and administer the PIKs in this Invitation.

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6	While doing site survey, we realized some of PID is near to existing PIK, e.g PIK_0905 Kota Belud is just 50m away from existing PIK. In this scenario, shall we proceed to look for alternate location 5 KM from exciting PIK location? If yes, is it need to be in Kota Belud or same UST?	The proposed location of the new PIK must be in the same UST as far as is possible, and the location suggested must be one that will maximize the usage of the PIK.
7	With reference to software/applications to be provided in PIK, e.g. Microsoft Office and Adobe Photoshop creative suite, can it be cloud application?	<p>You can propose a cloud setup.</p> <p>The Commission recommends that you provide a detailed analysis in the Technical Proposal, between the conventional suite (requirement in the Invitation) and cloud based options (or any other proposed solution) in the submission, and indicate which is your preferred option, explaining why this is so.</p> <p>The financial proposal must be only one proposal, based on the option decided upon as your preferred option in the Technical Proposal.</p>
8	<p>Reference is made to Appendix 2 –</p> <p>Scope of Work Section A item 1.1 (page 27 of the RFP) as below :</p> <ul style="list-style-type: none"> <li>- There shall be no other collective Internet access facilities (any other Government funded Internet access facilities including PIKs) or commercial Internet access centre(s) within a 5km radius from the proposed premises</li> </ul>	<p>You may propose a suitable location that exceeds 5km. This should be at an adjacent location. Please provide clear and compelling evidence to substantiate why this is necessary in your draft plan(s), which are submitted to the Commission.</p> <p>The Commission prefers to not have the UST changed as far as is possible. If this is necessary, please provide clear and compelling evidence and reasons to substantiate this.</p>


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	<p>Based on survey findings, there are already existing PIKs which are located less than 5 km from the existing PIDs. The premise sourced to replace the related PIDs may turns out to have the distance of less than 5 km from the existing PIK too. Widening to source for a suitable premise within the 5 km radius from the PID and same UST will also be a challenge.</p> <p>Can the premise be more than 5km from the PID and/or outside the UST to ensure a populated area?</p> <p>Please advice.</p>	

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### Clarification For Draft Universal Service Plan

<p>9 We wish to provide herewith a sample view for your kind understanding on the scenario of PID Labis under Cluster 1 having the following condition :</p> <ul style="list-style-type: none"> <li>- which is a 400m distance radius from PIK Taman Perling.</li> <li>- PIK Taman Perling’s 5km distance radius is close by with other existing PIKs</li> </ul> <p>To fulfil the requirement of Appendix 2 Section 1.1, our proposed premise will then be located somewhere which is at a less populated area but still within same UST Target. If we were to shift further to populated area, the location may not be within the same UST Target.</p> <p>Seeking your kind advice.</p> 	<p>You may propose both options, and indicate which is your preferred option in your Technical Proposal.</p> <p>Please ensure that your Financial Proposal matches with your preferred option.</p>
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10	<p>With reference to Appendix 4 Section B; Training Modules for Item A3, A4, A5; we wish to seek your kind advice on the meaning of 3 x 6 quantity :</p> <p>Is it 3 training levels (basic, intermediate, advance) each to be conducted 6 time a year ?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">ITEM</th> <th style="text-align: center;">DESCRIPTION</th> <th style="text-align: center;">UNIT</th> <th style="text-align: center;">QTY</th> <th style="text-align: center;">PROVIDED / NOT PROVIDED (✓ or X)</th> <th style="text-align: center;">REMARKS</th> </tr> </thead> <tbody> <tr> <td colspan="6" style="text-align: center;"><b>SECTION B</b></td> </tr> <tr> <td colspan="6"><b>A TRAINING MODULES - PLEASE PROVIDE DETAILS</b></td> </tr> <tr> <td style="text-align: center;">1</td> <td>Training modules for Manager</td> <td style="text-align: center;">No.</td> <td style="text-align: center;">1</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Training modules for Assistant Manager</td> <td style="text-align: center;">No.</td> <td style="text-align: center;">1</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Training modules for Students (basic, intermediate, advance)</td> <td style="text-align: center;">No.</td> <td style="text-align: center;">3 x 6</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>Training modules for Entrepreneur (basic, intermediate, advance)</td> <td style="text-align: center;">No.</td> <td style="text-align: center;">3 x 6</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">5</td> <td>Training modules for local populace (basic, intermediate, advance)</td> <td style="text-align: center;">No.</td> <td style="text-align: center;">3 x 6</td> <td></td> <td></td> </tr> </tbody> </table>	ITEM	DESCRIPTION	UNIT	QTY	PROVIDED / NOT PROVIDED (✓ or X)	REMARKS	<b>SECTION B</b>						<b>A TRAINING MODULES - PLEASE PROVIDE DETAILS</b>						1	Training modules for Manager	No.	1			2	Training modules for Assistant Manager	No.	1			3	Training modules for Students (basic, intermediate, advance)	No.	3 x 6			4	Training modules for Entrepreneur (basic, intermediate, advance)	No.	3 x 6			5	Training modules for local populace (basic, intermediate, advance)	No.	3 x 6			<p>It refers to three training levels.</p> <p>Each training module to train the trainer, can be provided twice a year.</p> <p>So this totals up to 6 times per year.</p>
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