



SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA
(MALAYSIAN COMMUNICATIONS AND MULTIMEDIA COMMISSION)

INVITATION TO REGISTER INTEREST

AS

UNIVERSAL SERVICE PROVIDER

Ref.: MCMC/USPD/PDD(1)/NB_P4A/TCA/07/12(06)
Date: 17 JULY 2012

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SECTION 1
INTRODUCTION

1. BACKGROUND

- 1.1. The Universal Service Provision (USP) project is an ongoing effort to promote the widespread availability and usage of network services and applications services by encouraging the installation of network facilities and the provision for network services and applications services in underserved areas and/or for underserved groups within the community.
- 1.2. Suruhanjaya Komunikasi dan Multimedia Malaysia (SKMM) had, pursuant to subregulation 4(1) of the Communications and Multimedia (Universal Service Provision) Regulations 2002 [P.U.(A) 419/2002] (as amended by P.U (A) 258/2008 (“the Regulations”)), issued and published a notification specifying a list of universal service targets under Notification Ref. No.: NT/USP/1/01, NT/USP/2/02, NT/USP/1/04, NT/USP/08/01 and NT/USP/11/01 (“the Notification”).
- 1.3. This Invitation is made pursuant to subregulation 5(1) and subregulation 3(1)(b)(i) and subregulation 5(2)(ba) of the Regulations (“this Invitation”). Licensees are hereby invited to register their interest to be the universal service provider for the provision of Komputer 1Malaysia project.
- 1.4. Under this Invitation, the provision of individual broadband access services shall take the form of netbook provisioning coupled with broadband subscription package for distribution to needy students and low income households living within the universal service targets under the Komputer 1Malaysia Phase 4A rollout.
- 1.5. The Komputer 1Malaysia initiative, which was announced by Y.A.B. Prime Minister (“YAB PM”) on 24 March 2010 under the National Broadband Initiative (NBI), aimed at providing netbooks to poor students and low income households in view of boosting up the broadband access service takeup per household in accordance with the National Broadband Plan (NBP).
- 1.6. The ultimate goal of this project is to ensure that communities living within the universal service targets are connected to mainstream Information and Communications Technology (ICT) development thus enabling and empowering these connected communities and bring about socio-economic development for those communities in the various sectors such as agriculture, education, health, and business amongst others.

SECTION II INVITATION TO REGISTER INTEREST

2. GENERAL EXPLANATION ON THE SERVICES TO BE PROVIDED

- 2.1 This Invitation is made with respect to the universal service provision objectives set out in regulation 3 of the Regulations of the provision of individual access to broadband access service.
- 2.2 The Komputer 1Malaysia Phase 4A initiative shall be implemented to enable the following requirements to be met:
- (a) to enable the target recipients of the netbooks in all of universal service targets to access to broadband services;
 - (b) each netbook shall be equipped with the hardware and software capable of performing basic ICT activities and able to access the Internet broadband access service as set out in **Appendix 2**; and
 - (c) the licensees shall offer the broadband access service to the target netbook recipients.

3. REGISTRATION OF INTEREST AS UNIVERSAL SERVICE PROVIDER

- 3.1 Interested licensees who wish to register their interest to become the universal service provider pursuant to this Invitation must hold the requisite licence that enable them to carry out the scope of work under this Invitation within the scope of their licences. For the purpose of this Invitation, the interested licensees must be a holder of the Applications Service Provider licence.
- 3.2 Interested licensees may register their interest to become the universal service provider for all of the universal service targets (“UST”).
- 3.3 Interested Licensees shall register their interest with SKMM by completing the form enclosed in **Appendix 1** of this Invitation. Please note that the deadline for submitting the duly completed registration of interest forms in relation to the universal service targets is stated in Item 6.2 of this Invitation.
- 3.4 Licensees are hereby reminded that pursuant to subregulation 6(1) of the Regulations, those who have registered their interest will be legally obliged to submit their draft universal service plan(s) (“quotation”). The scope of the quotation and the manner of submission are specified in Items 4 and 5 of this Invitation. A Licensee who fails to comply with subregulation 6(1) commits an offence under the Regulations and shall on conviction be liable to a maximum fine of RM300,000.00 or imprisonment for a maximum term of 3 years or both.

4. SUBMISSION OF QUOTATION

- 4.1 Licensees should submit one quotation each for Technical and Financial proposal.
- 4.2 Please take note that the deadline for the submission of the quotation(s) is stated in Item 6.2 of this Invitation.
- 4.3 Each quotation shall be submitted in DUPLICATE in both hardcopy and softcopy and shall be enclosed in a sealed envelope marked with:
- (a) the SKMM's Invitation reference (**INVITATION REF. NO. : MCMC/USPD/PDD(1)/NB_P4A/TCA/07/12(06)**) at the top left hand corner of the envelope;
 - (b) the description "**SUBMITTED BY: (Name of Licensee)**" at the central bottom position of the envelope;
 - (c) the submission shall comprises into **two separate** documents namely;
 - (i) Technical Proposal as per **Appendix 3**; and
 - (ii) Financial Proposal as per **Appendix 4**
 - (d) The hard copies of the quotation submitted shall be marked as follows:
 - (i) one (1) copy to be marked as "ORIGINAL TECHNICAL";
 - (ii) one (1) copy to be marked as "ORIGINAL FINANCIAL";
 - (iii) one (1) copy to be marked as "COPY TECHNICAL";
 - (iv) one (1) copy to be marked as "COPY FINANCIAL";
 - (v) all pages of the Financial Proposal of the quotation shall be duly initialled and affixed with a rubber stamp of the Licensee.
 - (vi) all pages of the Technical Proposal of the quotation shall not bearing to the company's name, logo and stamp;
 - (e) In the event of discrepancies, the document marked "ORIGINAL" shall prevail.
- 4.4 The quotation to be submitted by the Licensees shall contain the following information:
- (a) a detailed description of the netbook to be supplied; and
 - (b) the proposed attractive broadband access service package to be offered to the netbook recipients.

- 4.5 All the above quotation shall be accompanied by the following information on ONE-OFF basis:
- (a) Registration of Interest form as per the **Appendix 1**;
 - (b) Submission Template as per the **Appendix 10**
 - (c) Company Profile as per the **Appendix 5**;
 - Paid-up capital
 - Status of Registration (MoF or SSM or SME)
 - Status of Bumiputera
 - Capacity of the company (workforce)
 - Shareholder & Board of Directors
 - Management & key personnel profile
 - Financial report (inclusive of sales turnover& revenue)
 - Other relevant information
 - (d) Computer Agencyship;
 - Reseller agreement / distributorship / affiliation with other OEM
 - Validity period of agreement / MoU
 - Other relevant information
 - (e) Support and Services; and
 - Details on warranty, support and services infrastructure network
 - List of service centers / branches / regional offices
 - Other relevant information
 - (f) Other details
 - Any other information that is requested in this document
 - All documents mentioned above, including any appendices annexed thereto, shall be taken as mutually explanatory of each other.
- 4.6 The Licensees shall be deemed to have examined and understood all information and documents comprised in this Invitation.
- 4.7 All costs and expenses associated with and necessary for the preparation and submission of the quotation(s) shall be borne by the Licensees.
- 4.8 All corrections, changes, alterations and/or any other amendments whatsoever made in the quotations shall be initialed and affixed with the Licensee's company stamp.
- 4.9 The quotation(s) and all documents required to be submitted pursuant to this paragraph 4 shall be properly and securely bound. The same shall be submitted to the following address:

**Suruhanjaya Komunikasi Dan Multimedia Malaysia
Ground Floor, Prima Avenue 1,
Block 3507,
Jalan Teknokrat 5
63000 Cyberjaya**

(Attn: Secretary to the Tender Committee)

- 4.10 Licensees are hereby reminded that in the event that the SKMM approves the quotations submitted by the Licensees under this Invitation and designates the Licensees as designated universal service provider for the universal service targets, the Licensees will be subject to an obligation under subregulation 11(1) of the Regulations to comply with the approved universal service plans.
- 4.11 A Licensee who fails to comply with subregulation 11(1) of USP Regulations commits an offence under the Regulations and shall on conviction be liable to a maximum fine of RM300,000.00 or imprisonment for a maximum term of 3 years or both.

5. SCOPE OF THE DRAFT UNIVERSAL SERVICE PLAN(S)

- 5.1 The Licensee shall meet the following scope of work:
- (a) to supply netbook to any UST area upon request by SKMM at the total cost of up to RM 1,000.00 per netbook;
 - (b) to submit a sample of netbook based on draft plan(s) submitted and requirements under this Invitation upon request by SKMM for testing purpose;
 - (c) meet the quality standards for mandatory requirement for all communications products under the CMC 1998, Communications and Multimedia (Technical Standards) Regulations 2000;
 - (d) to ensure the delivery of netbook and distribution to the recipients;
 - (e) to facilitate the activation of broadband subscription package with the available broadband service provider(s) within the universal service target;
 - (f) to ensure the 1Malaysia logo and National Broadband Initiative (NBI)'s logo provided on each netbook as per **Appendix 8**;
 - (g) to provide three (3) removable copies of netbook serial number in a barcode form placed outside the packaging as per **Appendix 9**; and
 - (h) any other relevant information which SKMM may require.

5.2 The format of the quotation to be submitted in DUPLICATE shall be as follows:

Section	Description
Technical Proposal	<ul style="list-style-type: none">- Technical Proposal as per Appendix 3- Detailed description of the netbook to be provided within the universal service target- Full Warranty Letter- Proposed broadband access package- Project management team
Financial Proposal	<ul style="list-style-type: none">- Financial Proposal

6. CLOSING DATE

6.1 Registration of Interest& Submission of Quotation(s)

All interested Licensees shall register their interest with the SKMM by submitting the duly completed form as enclosed in **Appendix 1** of this Invitation for any UST area specified by SKMM.

6.2 All submissions of the Quotation(s) shall be prepared in the manner prescribed in Item 4.3 and 4.5 submitted at the place stipulated in Item 4.9.

6.3 All Licensees who have register their pursuant to the above shall submit the relevant draft universal service plan(s) on or before **12:00pm, 31 July 2012**.

**SECTION III
PAYMENT FROM THE USP FUND**

7. CLAIM FOR PAYMENT

- 7.1 A universal service provider designated pursuant to this Invitation is entitled to claim its net USP costs pursuant to subregulation 19(2) in the Regulations. Licensees are advised to refer to Part V and Table A of the Schedule in the Regulations in relation to the costing and claim for universal service provision.
- 7.2 It is an obligation on every designated universal service provider to submit, not later than 31 March of the relevant calendar year(s), a written claim to the SKMM in accordance with subregulation 20(1) of the Regulations for the cost of universal service provision for the previous calendar year. Licensees are reminded that this obligation is applicable notwithstanding any payments that may be made by the SKMM under regulations 12 or 20A.
- 7.3 Any designated universal service provider who fails to comply with subregulation 20(1) commits an offence under the Regulations.
- 7.4 A designated universal service provider should submit the claims along with supporting documents such as Payment Invoice, Delivery Orders (DO), etc. which would justify that the delivery of the netbooks together with broadband subscription package have been made to the target sites.

8. PAYMENT OF CLAIM

- 8.1 Payment will be made upon a duly verified claim less any payments already made under regulations 12 or 20A not later than thirty days from the date the verification is completed by SKMM.

9. ADVANCE PAYMENT AND QUARTERLY PAYMENT(S)

9.1 Advance Payment

The SKMM may, under regulation 12 of the Regulations, consider making an advance payment to a designated universal service provider towards the capital cost of implementation of the universal service plan approved pursuant to this Invitation (“advance payment”). The SKMM may make an advance payment to the designated universal service provider provided that the designated universal service providers submit its written application for an advance payment for its consideration.

9.2 Quarterly Payment(s)

The SKMM may under regulation 20A of the Regulations, consider making quarterly payments to a designated universal service provider for the costs of implementing the approved universal service plan (“quarterly payment”). The SKMM may make a quarterly payment to the designated universal service provider provided that the designated universal service providers submit its written application for quarterly payment for its consideration.

9.3 Obligation to refund

- (a) In the event that a designated universal service provider receives payment under regulation 12 and/or 20A of the Regulations of a total amount which exceeds the cost incurred for a calendar year that it is entitled to claim pursuant to this Invitation, the designated universal service provider is required under regulation 21A to refund to SKMM the monies paid in excess in accordance with the notice that SKMM may issue.
- (b) A designated universal service provider who fails to comply with the notice issued by SKMM commits an offence under regulation 21A.

**SECTION IV
GENERAL TERMS & CONDITIONS**

10. QUALITY OF SERVICE, CONSUMER AND CONTENT CODES

- 10.1 The universal service providers shall comply with the quality of service standards as provided in any mandatory standards registered under the Act including but not limited to the Commission Determinations on the Mandatory Standards for Quality of Service.
- 10.2 The universal service providers shall comply with the Consumer and Content Codes registered under the Act.

11. DESIGN & BRANDING

- 11.1 The Licensees shall be solely responsible for the correct design of the netbook comes with software and broadband access package. If subsequent modifications or changes are necessary to enable the requirements for the services to be met, the Licensee shall bear the additional cost involved for the modification or changes and will not be allowed to claim for the additional cost from the USP Fund.
- 11.2 The Licensees shall supply well-known netbooks with established nationwide branding and service centres (including Sabah and Sarawak).

12. OPERATION, MAINTENANCE AND SUPPORT

- 12.1 The universal service provider shall be responsible to manage the Komputer 1Malaysia. The universal service provider to provide maintenance and operational support to ensure that the Komputer 1Malaysia including is broadband enabled are continuously available for use. The Licensees shall include in their quotations details on the provisioning of the maintenance and supports services including but not limited to the response times, existing nationwide customer service, support centre's contact numbers available during office hour, contact personnel and all other relevant information in the form set out in Appendix 7.
- 12.2 The universal service provider shall provide full hardware and software warranty for each netbook including the replacement of battery and power cord.
- 12.3 The universal service provider shall ensure spare parts are available at all times in the replacement of faulty units. For the avoidance of doubt, the universal service provider shall provide repair services to faulty netbook as per the table below:

Fault	Item(s)	Repair Time Frame
Major	Hardware faults which require parts replacement	Maximum of 5 working days
Minor	Software faults which require reinstallation and reconfiguration	Within 24 hours

- 12.4 At all times, the universal service provider shall ensure immediate replacement of a netbook if the unit has been determined to have a major fault and cannot be repaired.
- 12.5 The universal service provider shall provide full technical support services inclusive of parts and labour. For the avoidance of doubt, the technical support services to be provided shall include re-installation or re-configuration of pre-loaded software(s) in the netbook.

13. QUALITY OF ALL MATERIALS, EQUIPMENT ETC.

- 13.1 The Licensees shall ensure that all items to be used in the provision of universal service in the universal service target shall be good quality, fit for the purpose for which they are intended to be used and be free from defects arising out of faulty design, faulty and inferior material or faulty workmanship.

14. OMISSIONS OR ERRORS

- 14.1 The Licensees are advised to clearly understand the obligations and requirements set up in the Communications and Multimedia (Universal Service Provision) Regulations 2002 [P.U.(A) 419/2002] (as amended by P.U (A) 258/2008) and the licensees should study all terms, conditions and specifications very carefully and to make all necessary clarification, etc., before finalizing their quotation.
- 14.2 The Licensees shall be solely responsible for all such omissions/errors without any additional cost chargeable to SKMM. SKMM reserves the right not to entertain any request for variation of price(s) or submission of additional quotes for items left out in the original plan on the grounds of lack of knowledge, oversight, etc.

15. CONDITION OF EQUIPMENT

- 15.1 All items supplied shall be newly manufactured/factory fresh (i.e. not second hand, reconditioned and/or used items).

16. SOURCE OF SUPPLY

- 16.1. The Licensees shall state the country of origin and the manufacturer in the quotation.

17. INSPECTION & AUDIT

- 17.1. SKMM shall have the right to inspect and verify that all obligations of the designated universal service provider are fully complied with. The inspection and verification of the universal services provisioning may include:

(a) Technical Audit

- (i) Conducting a physical verification at the sites that the items and services are delivered according to the quantities, locations, timelines and specifications as contained in the approved universal service plan.

(b) Commercial Audit

- (i) Verifying all relevant supporting documents submitted by the designated universal provider in their claims for net universal service costs.

18. MONITORING & REPORTING REQUIREMENT

- 18.1. The designated universal service provider shall submit report or any information required upon request by SKMM.
- 18.2. The designated universal service provider shall submit to SKMM the progress report on weekly basis during the implementation stage. The report shall contain information including but not limited to the information set out in Appendix 6 and such other information as maybe required by SKMM.
- 18.3. Notwithstanding Items 18.1 and 18.2 above, the designated universal service provider shall, upon request made by SKMM, submit progress report at such times as may be determined by SKMM.

19. IMPLEMENTATION TIMELINE

- 19.1. The maximum time frame to complete the implementation of the distribution of netbooks shall not exceed a total days from the date of the written notification of the approval of the universal service plan(s).
- 19.2. Each Licensee shall include a proposed detailed implementation timetable in its draft universal service plan.

20. DELAY IN DELIVERY OF SERVICES

- 20.1. In the event of a delay on the part of the designated universal service provider to complete the services in the stipulated time frame, the designated universal service provider shall pay SKMM liquidated damages at the rate of five percent (5%) per week, for a maximum of two (2) weeks, of the value of the total cost and

expenses of the approved universal service plan(s). In this respect, time shall be of the essence.

21. SKMM'S RIGHT TO VARY THE NUMBER OF NETBOOKS IN THE UNIVERSAL SERVICE TARGETS

21.1. SKMM reserves the right to increase or decrease the number of netbooks or vary the list of recipients in the universal service targets prior to approval of a universal service plan and designation of a universal service provider or during the execution of the approved universal service plan.

22. SKMM'S RIGHT TO ACCEPT ANY DRAFT UNIVERSAL SERVICE PLAN AND TO REJECT ANY OR ALL DRAFT UNIVERSAL SERVICE PLAN(S)

22.1. SKMM reserves the right to accept or reject any draft universal service plan and to annul the USP tender process and reject all draft universal service plan(s) at any time prior to the notification of the SKMM's decision without thereby incurring any liability to the affected Licensee or Licensees or any obligation to inform the affected Licensee or Licensees of the grounds for the SKMM's action.

23. AWARD OF THE APPROVED UNIVERSAL SERVICE PLAN

23.1. As a general rule, the SKMM may designate a Licensee as a universal service provider that submits draft universal service plan(s) offering the best value for money. The invitation to submit draft of universal service plan shall cover all Universal Service Targets nationwide; SKMM reserves the right to award the approved universal service plan(s) for only some of the successful Licensee or Licensees.

24. DECLARATION

24.1. The universal service plan shall be signed by the Chief Executive Officer of the Licensee or by any other person authorized by the company.

25. INTERPRETATION

25.1. Any term or word used in this Invitation shall, unless expressly stated or if the context otherwise requires, have the same meaning as in the Communications and Multimedia Act 1998, the Regulations and/or the instrument(s) made under it.

- 25.2. For avoidance of doubt, the word “Licensee” as used in this Invitation shall have the same meaning as in the Communications and Multimedia (Universal Service Provision) Regulations 2002.

26. CLARIFICATIONS & ENQUIRIES

- 26.1. Should there be a need to seek clarification and additional information regarding this submission, all inquiries shall be directed to the following address and contact numbers:

Suruhanjaya Komunikasi Dan Multimedia Malaysia
Off Persiaran Multimedia
63000 Cyberjaya
(Attn.: Tender Secretary)

Tel: 03-8688 8300 / 8227

E-mail: tender@cmc.gov.my

- 26.2. All relevant enquiries and SKMM’s response to the same will be published online on SKMM’s website at <http://www.skmm.gov.my>. Licensees are reminded that all enquiries through email above should reach SKMM before the closing date for the submission of the relevant quotation(s).

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APPENDICES

(which are to be taken and construed as an essential part of this Invitation)

Appendix 1

REGISTRATION OF INTEREST FORM

[To be printed on Licensee's Letterhead]

REGISTRATION OF INTEREST

To: **UNIVERSAL SERVICE PROVISION DIVISION
SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA
Prima Avenue 1, Block 3507,
Jalan Teknokrat 5,
63000 Cyberjaya**

Date:

Dear Sirs,

UNIVERSAL SERVICE PROVISION - REGISTRATION OF INTEREST TO BE UNIVERSAL SERVICE PROVIDER FOR THE PROVISION OF NETBOOKS TOGETHER WITH BROADBAND ACCESS PACKAGE UNDER KOMPUTER 1MALAYSIA PHASE 4A

We refer to the "*Invitation To Register Interest As A Universal Service Provider*" ("the Invitation") reference number MCMC/USPD/PDD(1)/NB_P4A/TCA/07/12(06) issued by SKMM on 17 July 2012.

We hereby register our interest to be the universal service provider pursuant to Regulation 5(1) of the Communications and Multimedia (Universal Service Provision) Regulations 2002 ("the Regulations") for the provision of netbooks to any universal service target (UST) area, upon request by SKMM.

We are also aware that pursuant to Regulation 6(1) of the Regulations, we are legally obliged to submit the draft universal service plan(s) ("quotation") on or before the time frame specified in the Invitation.

Signed for and on behalf of

.....
by [*to be signed by the Chief Executive Officer or
any other person authorised by the Company*]

SPECIFICATIONS FOR THE NETBOOK AND BROADBAND SUBSCRIPTION PACKAGE TO BE DISTRIBUTED WITHIN THE UNIVERSAL SERVICE TARGETS

1. Netbook

1.1 Netbook specifications are as below:

No	Item	Description
1	Hardware	
	Sub-Item	Specifications
	Processor	Minimum INTEL ATOM N2600 1.6GHz Duo Core
	Random Access Memory (RAM)	1GB
	Hard Disk (HDD)	320GB
	Battery Type	6 cell
	Connectivity	Mandatory : WiFi and LAN enabled
	Miscellaneous	Webcam enabled
2	Software	
	Sub-Item	Specifications
	Operating System	Windows 7
	Productivity Suite	Microsoft Digital Learning Suite inclusive of - Office 2010
Warranty	Netbooks comes with 1 year warranty from the acceptance date of the netbook by the recipients	

1.2 Failure to submit the minimum requirement as the specification above will be disqualified.

2. Broadband Subscription Package

2.1 The netbook to be supply by netbook vendors shall be coupled with attractive broadband package from broadband Service Provider's via collaboration arrangement.

2.2 The netbook to be supply shall be provided with attractive broadband package from broadband Service Provider's. Under normal operating conditions, the broadband subscription package shall enable the netbook users with the ability to access to broadband service at 24 hours-per-day (7 days a week).

TECHNICAL PROPOSAL FOR QUOTATION(S)

No	Item	Type of Technology/Make/Model	Description
1	Netbook	Model: <i>[Insert the details]</i> Manufactured by: <i>[Insert the details]</i>	A. Hardware i) Processor: <i>[Insert the details]</i> ii) RAM: <i>[Insert the details]</i> iii) HDD: <i>[Insert the details]</i> iv) Battery Type: <i>[Insert the details]</i> v) Connectivity: <i>[Insert the details – i.e. WiFi or etc]</i> vi) Webcam: <i>[Insert the details]</i> B. Software i) Operating System: <i>[Insert the details]</i> ii) Productivity Suite: <i>[Insert the details]</i>
2	Full Warranty Letter		i) Itemized description: <i>[Insert the details]</i>
3	Broadband Access	Technology: <i>[Insert the details]</i> Provider: <i>[Insert the details]</i>	i) Availability: <i>[Insert the details]</i> ii) Speed: <i>[Insert the details]</i>
4	Project Management Team		i) Position(s): <i>[Insert the details]</i> ii) Name(s): <i>[Insert the details]</i> iii) Address & contact detail(s): <i>[Insert the details]</i>

FINANCIAL PROPOSAL FOR QUOTATION(S)

No	Item	Description	Total Cost (RM)		
Netbook Components					
1	Hardware	<i>As per Appendix 3 (Technical Proposal)</i>	<i>[Insert the details]</i>		
2	Software	<i>As per Appendix 3 (Technical Proposal)</i>	<i>[Insert the details]</i>		
TOTAL			Semenanjung	Sabah	Sarawak

Price per netbook in RM: *[Insert the price]* per unit

Area	Price per netbook in RM
Semenanjung	
Sabah	
Sarawak	

COMPANY PROFILE AND ADDITIONAL INFORMATION

No.	Item	Description
1	Company Name	<i>[Insert the details]</i>
2	Paid-up Capital	<i>[Insert the details]</i>
3	Financial Report (inclusive of sales turnover & revenue)	<i>[Insert the details]</i>
4	Shareholder and Board of Directors	<i>[Insert the details]</i>
5	Status of Registration (MoF/SSM/SME)	<i>[Insert the details]</i>
6	Status of Bumiputera	<i>[Insert the details]</i>
7	Capacity of the Company (workforce)	<i>[Insert the details]</i>
8	Year of Company Formed	<i>[Insert the details]</i>
9	Management and Key Personnel Profile	<i>[Insert the details]</i>
10	Track Record / Exposure in Computer Distributor Business	<i>[Insert the details]</i>
11	Computer Agencyship	<i>[Insert the details]</i>
12	Support and Services Plan	<i>[Insert the details]</i>

Note: The Licensee may enclosed any other relevant information which deems necessary.

REPORTING REQUIREMENTS

1. The reports to be submitted pursuant to item 18.2 of this invitation shall contain information including but not limited to the following:
 - a) Number of netbooks together with broadband subscription package having been distributed within the universal service target(s) on weekly basis.

OPERATION AND MAINTENANCE SUPPORT

Maintenance and Support Services

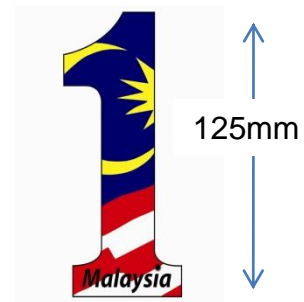
1. The universal service provider shall provide customer service and support centre contact number for the purpose of not limited to corrective maintenance and enquiries.
2. The universal service provider shall be responsible to provide maintenance and operational support to ensure that the netbook is continuously available for use. The quotation shall contain detailed information on the maintenance and support services but not limited to the following:

No.	Item	Response time
1		
2		
3		

1MALAYSIA AND NATIONAL BROADBAND INITIATIVE (NBI)'S LOGO

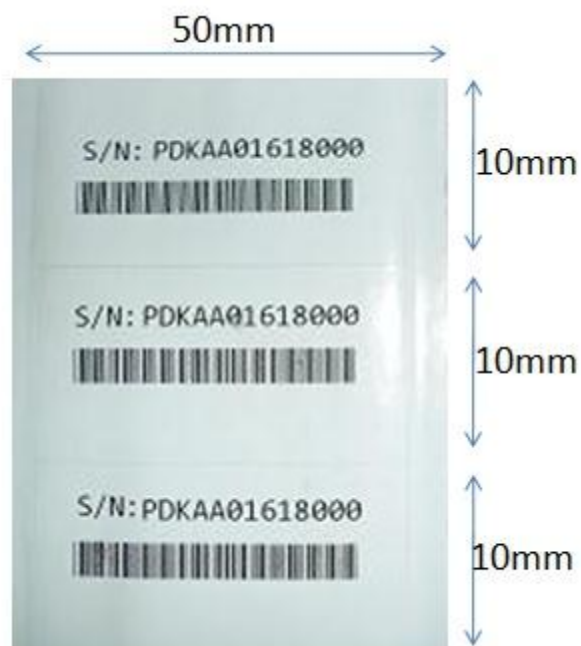


VENDOR'S
CONTACT DETAIL



NETBOOK SERIAL NUMBER

Sample of three (3) removable copies of netbook serial number in a barcode form placed outside the packaging.



SUBMISSION TEMPLATE

Company Name:				
Service Centre/Hotline:				
Netbook Brand	Netbook Model	Configuration	Net Unit Price* (RM) (Up to RM1,000.00 per netbook)	
		Processor: RAM: HDD: Battery Type: Connectivity: Webcam: Warranty:	Semenanjung	
			Sabah	
			Sarawak	

* Inclusive of software

The above information is certified true and correct.

Signed for and on behalf of

.....
by [to be signed by the Chief Executive Officer or
any other person authorized by the Company]