

**TENDER FOR SUPPLY, DELIVERY,
COMMISSIONING, AND MAINTENANCE OF
TWENTY-TWO (22) SETS OF QUALITY OF
SERVICE (QOS) MEASUREMENT SYSTEMS**

BRIEFING SESSION

26 May 2026

CONTENT

Session 1

- Briefing on the project
- Q & A

Session 2

Briefing on Tender Compliance

SESSION 1

BACKGROUND



- MCMC currently operates 16 sets of QoS Measurement Systems known as Nemo Walker Air (NWA) for nationwide network audits, to ensure **compliance with MSQoS***.
- Additionally, MCMC relies on the 14 Nemo Analyze software as its post-processing tool to analyse log files and reporting.
- These systems were supplied by Respontrade Sdn Bhd (Keysight Technologies distributor) under two separate contracts in 2021 and 2024 respectively.



Figure 1: NWA measurement system, which includes one Master unit (tablet) with 6 test phones (**16 sets nationwide**)



Figure 2: Nemo Analyze post-processing tool (**14 licenses nationwide**)

**There are two relevant Mandatory Standards for Quality of Service (MSQoS) enforced on the service providers:*

1. *MSQoS for Wireless Broadband Access Service (Wireless BAS)*
2. *MSQoS for Public Cellular Service (PCS)*

OVERVIEW OF PROJECT



Main Proposal

- Procure **22 sets of QoS Measurement Systems:**
 - 12 sets for MCMC State Offices
 - 8 sets for MCMC Branch Offices
 - 2 sets as pool sets for ad-hoc tasks, stationed at MCMC HQ
- Include **20 sets of post-processing software** for logfile analysis and reporting for each set at MCMC State and Branch Offices
- **1** centralized server for logfile storage and to host the post-processing software

SCOPE OF WORK | PARA 41: SUPPLY



- Tenderer shall supply, install, configure, and deliver 22 QoS Measurement Systems as per details below:

List of items to supply^{*1}

- 22 Tablets (Master Units) with QoS software
- 132 Smartphones (Test Phones) with QoS software – replace every 2 years
- 20 Laptops with post-processing software
- 22 Backpacks with holders & charging setup
- 1 centralized server with post-processing software

Appendix J

- Technical Specifications for Master Units and Test Phones
- Technical Specifications for Post-Processing Software
- Technical Specifications for Laptop
- Technical Specifications for Backpack
- Technical Specifications for Centralized Server

**Note:*

1. All items shall comply with Technical Specifications as listed in Appendix J

SCOPE OF WORK | PARA 42: DOCUMENTATIONS



Instruction Manuals

- 22 sets (hardcopy + softcopy) before training
- Include guidance for QoS systems & software

SOP Documents

- 22 sets (hardcopy + softcopy)
- Step-by-step setup, operation & maintenance

Project Report

- Comprehensive report (hardcopy + softcopy) before project closure
- Covers deliverables & full project process

Additional Documents

- Provide any extra documents requested by MCMC

SCOPE OF WORK | PARA 43: COMMISSIONING



Pre-Commissioning:

Contractor must submit UAT checklist for approval prior to tests.

Commissioning Tests:

Conduct static and indoor walk tests at MCMC HQ, and drive tests in the Klang Valley area

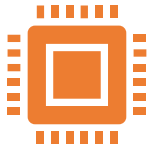
Compliance:

At least two MCMC officers must observe all tests to ensure transparency.

Handover:

Systems will only be handed over after successful UAT and commissioning tests.

SCOPE OF WORK | PARA 44: TRAINING



Practical, hands-on sessions covering both QoS measurement system and the post-processing tool



Capacity: 55 personnel per session



Annual refresher training for 55 personnel during the maintenance period



Tenderer to provide:

1. Training schedule (1 month prior)
2. Venue & F&B arrangements (Klang Valley)
3. Training materials (hardcopy & softcopy)
4. Certificates for participants

SCOPE OF WORK | PARA 45: MAINTENANCE



1



2



3



4

Preventive Maintenance

- Comprehensive on-site preventive maintenance for all QoS systems.
- Includes hardware checks, software updates, patches, and wear-and-tear parts replacement.
- Schedule to be proposed by Tenderer and approved by MCMC.

Test phone Verification

- Annual verification for Test phones and related components.
- Temporary replacements provided during the verification period.

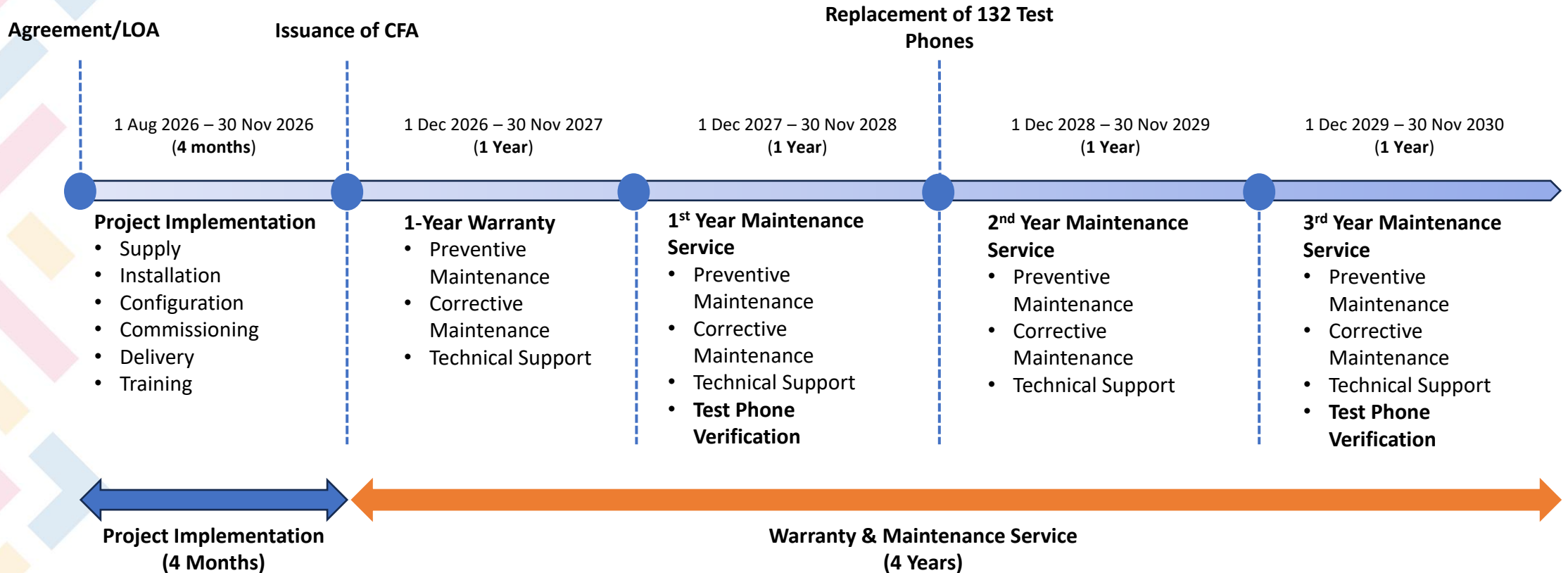
Technical Support

- Helpdesk support via phone, fax, or email.
- On-site hardware/software support for any technical issues
- Corrective maintenance in the event of hardware fault and/or software error

Phones Replacement

- Replace all 132 Test phones with latest models after two (2) years.
- Transfer all existing QoS software licenses to new units.
- Configure new phones for full compatibility with Master unit and post-processing software.

PROJECT TIMELINE



TENDER REQUIREMENTS



No	Information	Details
1	Mode of Tender	Open Tender
2	Mandatory Requirements	<ol style="list-style-type: none"> 1. Valid certificate of registration issued by Companies Commission of Malaysia (CCM) 2. If not incorporated in Malaysia or is a foreign entity: <ol style="list-style-type: none"> i. Valid certificate of registration from the relevant authority (similar to CCM) in its country of origin; and ii. Partner with a Local Partner in which the Tenderer is required to submit a Letter of Undertaking that shall include, but not limited to, the following information <ul style="list-style-type: none"> • Name of Local Partner • Nature of collaboration • Role of Local Partner • Number of personnel involved 3. Valid copy of authorisation letter or certificate of authorised partner from the manufacturer 4. Valid copy of certificate or letter from the manufacturer that the supplied QoS measurement systems comply with 3GPP requirements and relevant ETSI recommendations
3	General Requirements	Valid <i>Sijil Akuan Pendaftaran Syarikat Bumiputera</i> issued by the Ministry of Finance

PAYMENT SCHEDULE



No.	Payment Schedule	Payment (%)
1.	Upon proper execution and stamping of the formal agreement, receipt of the Performance Bond, and proof of order placement (e.g., Purchase Order or equivalent)	5
2.	Complete supply, delivery, and commissioning for all twenty-two (22) sets of QoS measurement systems, including other deliverables, and successful UAT sign-off	55
3.	Upon completion of training and issuance of Certificate of Final Acceptance (CFA)	30
4.	One (1) year upon issuance of Certificate of Final Acceptance (CFA) by MCMC	10
TOTAL		100

Payment schedule for project implementation

No.	Payment Schedule	Payment (%)
1.	Completion of quarterly maintenance services for maintenance after the warranty period, subject to verification of the maintenance report by MCMC	8.33 per quarter (100% divided by 12 quarters)
TOTAL		100

Payment schedule for maintenance after warranty period

INDICATIVE PRICE



- **Ringgit Malaysia Ten Million and Eight Hundred Thousand (RM 10,800,000.00)**, inclusive of all duties and taxes imposed by the Government of Malaysia

SESSION 2

TENDER COMPLIANCE

HOW TO PURCHASE TENDER DOCUMENT



[URL : https://msmart.mcmc.gov.my/web/index.php](https://msmart.mcmc.gov.my/web/index.php)



TENDER SUBMISSION



FINANCIAL

Section 3

Section 4

Financial Checklist

APPENDIX A – F

Financial Submission:

1 Original (hardcopy) + 1 Copy (hardcopy)
+ 1 digital copy of scanned documents in
pdf format (USB flash drive) + **Working File**

TECHNICAL

Section 5

Technical Checklist

APPENDIX G,H,I,J

Technical Submission:

1 Original (hardcopy) + 1 Copy (hardcopy)
+ 1 digital copy of scanned documents in
pdf format (USB flash drive) + **Working File**

FINANCIAL SUBMISSION



No	Requirement	Details	Remarks
1	Submission of proposal before tender closing	Paragraph 7 <ul style="list-style-type: none"> To submit on or before 12pm, on specified date 	Failure : Ground for disqualification
2	Submission of Tender Deposit (RM10,000)	Paragraph 12 <ul style="list-style-type: none"> Attach the Tender Deposit to the Form of Tender Document (Appendix B) 	Failure : Ground for disqualification
3	Submission of Appendix A - Statement of Compliance	Paragraph 9 <ul style="list-style-type: none"> Declaration of compliance for terms of condition of the tender and salient terms on contract To state every paragraph under section 3 and Section 4 (para 16 -39) 	Failure : Ground for disqualification
4	Submission of Appendix B - Form of Tender	Paragraph 10 <ul style="list-style-type: none"> Formal undertaking by the tenderer for this tender 	Failure : Ground for disqualification
5	Submission Appendix C – Form for Business Profile (include all attachment)	Paragraph 11 <ul style="list-style-type: none"> Tenderers business profile information and submission of the required attachment 	Failure : Ground for disqualification
6	Mandatory Requirement under paragraph 2 of the tender document	Paragraph 2 <ul style="list-style-type: none"> To shows tenderer’s eligibility and competency for the tender 	Failure : Ground for disqualification
7	Appendix D – Schedule of Price	Paragraph 10 <ul style="list-style-type: none"> To provide detailed price quoted – bill of quantity 	Failure : Ground for disqualification
8	Submission of signed Appendix E	Paragraph 15 <ul style="list-style-type: none"> MCMC Tenderer’s Declaration – on anti bribery 	Failure : Ground for disqualification
9	Submission of signed Appendix F	Paragraph 15 <ul style="list-style-type: none"> Declaration of Interest by Tenderers – to declare on the conflict of interest of the tenderers on this tender 	Failure : Ground for disqualification

MCMC reserves the right to review, assess, and seek clarification from the Tenderers regarding their Tender Submissions

TECHNICAL SUBMISSION



No	Requirement	Details	Impact
1	<p>Submission of Appendix G</p> <ul style="list-style-type: none"> Statement of Compliance To The Terms And Conditions Of Scope Of Work And Specification 	<p>Paragraph 9</p> <ul style="list-style-type: none"> Compliance to the scope of work of the tender To state every paragraph under section 5 Submission of Tenderer’s proposal 	Failure : May impact your evaluation score
2	<p>Submission of Appendix H</p> <ul style="list-style-type: none"> List Of All Personnel That Shall Undertake The Work List of Experiences 	<p>Paragraph 43</p> <ul style="list-style-type: none"> List Tenderer competency and experience 	Failure : May impact your evaluation score
3	Non-display of Tenderer’s name or logo in technical submission	<p>Paragraph 8.7</p> <ul style="list-style-type: none"> Prohibited from displaying or including its name in the Technical Submission 	Failure : Ground for disqualification

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IMPORTANT NOTES



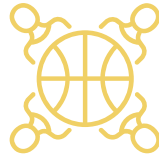
1. All information and updates will be on MCMC website.
2. Be aware and comply with the required signatories. Please ensure that the Tenderer's official company stamps, and authorized signature appear on all pages of the Financial Submission only.
3. No company name/info/logo in the Technical Submission (redact). Tenderer is strictly prohibited from displaying or including its name in the Technical Submission. This is including the evidence sent in the technical submission.
4. The MCMC Tender Secretariat will be the only point of contact for this project (tender@mcmc.gov.my).

TENDER TIMELINE



20 May 2026

TENDER ISSUANCE



26 May 2026

TENDER BRIEFING
SESSION



2 June 2026

TENDER
CLARIFICATION ENDS

- **Before 5.00pm**
- Strictly via email only to tender@mcmc.gov.my
- The consolidated Q&A will be published in MCMC website



9 June 2026

TENDER SUBMISSION /
TENDER CLOSING DATE

- **On or before 12.00pm**
- MCMC CoE, Cyberjaya
- To complete Acknowledgement Form (2 copies)
- **Late submission shall be rejected**

THANK YOU