

TENDER TO UNDERTAKE THE IMPLEMENTATION STUDY OF THE NATIONAL ADDRESS SYSTEM (NAS) FOR MALAYSIA

Tender No: MCMC/GDMD/GASAD(01)/NAS/TC/05/2024(03)

Questions & Answers

1. Scope of Work

No.	Question	Answer
1.	Adakah reimbursable (eg: travel and subsistence expenses, survey, stakeholders engagement, benchmarking visit etc) termasuk dalam harga indikatif yang telah dinyatakan dalam dokumen tender, klausa 47.1?	Kos imbuhan balik (reimbursable) termasuk dalam harga indikatif.
2.	Berkenaan cadangan Subject Matter Expert (SME) sebagai ahli pasukan projek. Memandangkan tender ini memerlukan petender mencadangkan enam (6) personel yang mempunyai kepakaran di dalam bidang national address management, adakah dibenarkan petender yang berbeza untuk mencalonkan SME yang sama?	Tiada halangan bagi petender yang berbeza untuk mencalonkan SME yang sama. Namun begitu, Petender haruslah memberi perhatian kepada perenggan 25 yang dinyatakan dalam dokumen tender.
3.	Is NAS experience a mandatory requirement? This is because out of the few countries that have implemented - South Africa, Ghana, Ireland, Australia and Uganda - there are only 2 companies and less than 5 universities worldwide that have the experience. Available resource with experience is limited.	Not a mandatory requirement but having similar experience with address management systems would be an added advantage.
4	Is there an existing strategy on National Address System/ framework/ governance committee or council in place to govern and manage the address in the country?	No existing strategy on National Address System/framework/governance committee or council has been established/developed. Tenderer needs to study, identify and propose.
5	Will there be a need to refer/leverage on based on past work done before, i.e. the PAKEJ (National Courier Accelerator Plan)?	Yes. Tenderer to review and identify related past, current MCMC's and external initiatives related to NAS.

No.	Question	Answer
6	Were there any NAS related initiatives or programmes that have been conducted by MCMC or any other Government Agencies previously? If there are any, can MCMC share some details or references as an input to our proposal	There are a few collaboration initiatives conducted by MCMC and external agencies to be shared to a successful tenderer. Tenderer to identify other related initiatives or programs conducted in Malaysia.
7	While the RFP mentioned about the 8 month timeline, are bidders allowed to propose shorter or longer than the proposed 8 months ?	Tenderer is allowed to propose new timeline as long as within the 8 months of project duration.
8	While there are many work scope and elements that have been mentioned in the RFP, can MCMC share on what are the top 3 challenges that this study would need to address ?	Top three (3) challenges are: 1. Establishing a framework and standard for the National NAS that conforms to international practices and standards. 2. To obtain commitment and cooperation from related stakeholders and agencies – input and feedback for engagement strategy/promotion plan. 3. To develop a sustainable NAS ecosystem – input and feedback for business plan, change management and promotion plan.
9	Deliverable 1 Do you have any specific preferred countries to benchmark?	At the moment, we are exploring Australia, Singapore, Middle East and Europe countries. Tenderer to propose.
10	Deliverable 1 Is there any specific standards (global/ international, local) to adhere to?	No existing strategy on National Address System/framework/governance committee or council has been established/developed. Tenderer needs to study, identify and propose.
11	Deliverable 1 Can the case study/ country good practice be different than the benchmark site visits?	Yes. The case studies and country good practices can be different from benchmark site visits, although they can also complement each other.
12	Deliverable 2 Malaysian Landscape Assessment Report, there is a scope to assess the as-is technology (software, tools infrastructure, network). Is there an existing NAS repository?	Currently there is no authoritative repository that stored addresses in Malaysia. Tenderer is required to identify and evaluate the existing organization driven (government/commercial agencies) initiatives similar/related to NAS. Tenderer is also required to identify, evaluate and assess what are the available tools/technologies that can be leveraged by NAS ie. AI, Robotic, ETL etc.
13	Deliverable 2 Does the Government has a view of the potential owner to implement and operate the NAS system environment? Please share.	Tenderer to study, evaluate and propose suitable potential owner to implement and operate the NAS system environment.

No.	Question	Answer
14	Deliverable 2 Will MCMC support Successful Tenderer in engaging the list of stakeholders / individuals in Appendix I for the public consultation session?	Tenderer to coordinate, lead and execute public consultation session as listed in Appendix I and MCMC will provide the necessary support as required.
15	Deliverable 2 Change management assessment : How many entities will be covered?	The number of entities depending on data gathering requirement. The assessment should reach data saturation level to ensure the output is reliable, valid and accurate.
16	Deliverable 2 Change management assessment : Can we leverage on online platform to deliver change management activities?	It should be a combination of both physical and online assessment.
17	Deliverable 3 Please confirm that the specification for the NAS tender include functional and technical only, whereby it will be in the form of compliance and requirements specification, but the whole tender package master will be developed by MCMC?	Tenderer is expected to develop a ready to use tender document and tender specification. MCMC will provide the relevant information for the purpose of completion.
18	Deliverable 4 Based on the scope "To conduct a thorough review of existing procedure and guideline, best practice for data management and governance, is this in general or specific to current NAS (if any)?	Tenderer to propose suitable data management, governance, framework and plan for the address life cycle from the address creation until the end of life.
19	Deliverable 4 We feel that this deliverable requires activities to be conducted an early stage of the project. Are you flexible to allow us to conduct some exercise / tasks concurrently with the earlier deliverables?	Yes, the Tenderer is allowed to conduct some activities and exercises concurrently with earlier deliverables. Tenderer to propose a suitable project timeline.
20	Deliverable 4 Is there a minimal number of sessions to be conducted for the training on the NAS work procedure manuals to the identified stakeholders?	Tenderer to propose and develop the suitable NAS work procedure manual considering that the implementation of this procedure is not included in the project scope. Hence, there is no training required for this deliverable.
21	Deliverable6 Will MCMC has its own Corporate Communication team to work alongside us especially in engaging all the various stakeholders for the workshop and awareness sessions?	Tenderer to propose and develop a stakeholder's engagement and adoption plan, but the execution of this plan is not included in the project scope. Hence the engagement activities do not applicable to this deliverable. However, for Deliverables 1 and 2, the tenderer is to coordinate, lead, and execute public consultation sessions as listed in Appendix I, and MCMC will provide the necessary support as required.

No.	Question	Answer
22	<p>Deliverable 6 Please confirm that any additional effort and cost to conduct roadshows, will be borne by MCMC (especially involving media, 3rd party etc)</p>	<p>For Deliverable 6, tenderer to propose and develop a stakeholder engagement and adoption plan, considering that the execution of this plan is not included in the project scope. Hence, the additional effort mentioned is not applicable.</p> <p>However, for Deliverables 1 and 2, all costs associated with engagement and assessment activities should be included in the indicative budget.</p>
23	<p>Deliverable 7 Please share your initial views on who would be the target stakeholders to implement and support the operations of NAS</p>	<p>Kindly refer to Appendix 1.</p>
24	<p>Deliverable 7 Please confirm that all cost relating to training logistics (workshop, seminar, online courses etc) will be borne by MCMC</p>	<p>For Deliverable 7, the Tenderer to propose and develop a capacity-building and training plan, considering that the execution of this plan is not included in the project scope. Hence, the cost mentioned related to the training logistics is not applicable.</p> <p>However, for Deliverables 1 and 2, all costs of engagement and assessment activities (workshop, seminar, interview session, etc.) should be included in the indicative budget.</p>
25	<p>Deliverable 9 What is your expectation for us to conduct periodic evaluations to assess impact and effectiveness of NAS implementation, since our total duration for the engagement is only 8 months?</p>	<p>For deliverable no 9, tenderer to propose a performance monitoring and evaluation plan and framework. However, the execution of this plan is not included in the project scope.</p>
26	<p>Please confirm if your indicative budget is excluding Out of Pocket expenses (i.e. travelling to MCMC office site, printing, workshop, etc)</p>	<p>No. The indicative budget includes Out of Pocket expenses (e.g., traveling to the MCMC office site, printing, workshops, etc.)</p>
27	<p>Appendix J Based on the format provided by MCMC, are simple bullet points preferred, or can we include a comprehensive proposal with graphs and diagrams?</p>	<p>Tenderer to propose a suitable format of reporting. By combining simple bullet points for straightforward information and comprehensive sections with visuals for more complex topics, tenderer can create a balanced and effective proposal. This approach ensures that the proposal is both easy to navigate and detailed enough to convey all necessary information clearly.</p>
28	<p>Appendix J For the "Evident" section, what is expected to be filled out under 'Evident'?</p>	<p>Tenderer to attach and list out the supporting document as evident if applicable.</p>
29	<p>Appendix I Is Appendix I just for reference or does MCMC require the tenderer to fill out any information under Appendix I?</p>	<p>No information is to be provided by the tenderer; Appendix I is for the tenderer's information and reference.</p>

No.	Question	Answer
30	Deliverable 1 Will the appointed consultant be required to bare the cost of taking MCMC personnel on the international benchmarking visits? And if so, how many MCMC personnel do we need to budget for?	No. For MCMC personnel, the cost of accommodation and transportation will be borne by MCMC
31	Deliverable 2 Under item (iii) Tasks (q), in terms of the scale of change management assessment (change impact assessment, stakeholder analysis and change readiness assessment), is it mandatory to engage all the stakeholders under Appendix I?	Yes, it is compulsory, unless the tenderer has a strong justification for excluding the related stakeholders.
32	Deliverable 2 Change management assessment : Can we leverage solely on online platform to conduct the stakeholder analysis, change impact assessment, and change readiness assessment?	It should be a combination of both physical and online assessment.
33	Deliverable 2 How many reports are expected for change management assessment (change impact assessment, stakeholder analysis and change readiness assessment)?	Tenderer to propose the number of reports to be produced. It should provide comprehensive reports on the change management assessment and plan.
34	Deliverable 2 What is the expected engagement mode and frequency in engaging the stakeholders?	The engagement mode and frequency will vary, depending on the data gathering requirements for each stakeholder. Tenderer to propose suitable modes and frequencies to achieve data saturation.
35	Deliverable 7 Under the (ii) Expected Output, what is the expectation of the Learning Management System? Is this a new platform to be set up or is there an existing platform which we can leverage on?	Tenderer to propose a suitable Learning Management System (LMS) platform that provides a comprehensive training module, facilitating the creation, distribution, and management of educational content. However, the deployment and implementation of LMS is not included in the project scope.
36	Deliverable 7 Under item iii Tasks (b), what is the breakdown of the estimated number for government staff, technical experts and end users to be covered for training needs analysis and training?	Tenderer to identify, propose, and develop a training plan that addresses training needs, competency gaps, and areas for improvement among NAS stakeholders, including government staff, technical experts, and end-users. However, the execution of this training plan is not part of the project scope; therefore, the number of users and the identification of related stakeholders to be included in the training plan should be proposed.

No.	Question	Answer
37	Deliverable 7 Are all the stakeholders listed under Appendix I required to be trained?	For Deliverable 7, the execution of this training plan is not included in the project scope. Therefore, tenderer is not required to conduct any training for Deliverable 7.
38	Deliverable 7 Is it required to conduct end-user training?	Tenderer is not required to conduct any training for this deliverable.
39	Cyber Security Are there any specific cyber security standards or frameworks that we should adhere to during the implementation study of the National Address System (NAS)?	The tenderer to propose a cybersecurity standard and framework that aligns with current national security practices.
40	Cyber Security Are there any specific deliverables or reports related to cyber security that need to be submitted as part of the implementation study?	Tenderer to propose and develop suitable policies, guidelines, frameworks, and architectures related to cybersecurity, that aligns with current national security practices.
41	Cyber Security Are there any regulatory or compliance requirements related to cyber security that the consultant should consider?	Tenderer to propose and develop suitable policies, guidelines, frameworks, and architectures related to cybersecurity that aligns with current national security practices.
42	Does the indicative price of RM4,500,000.00 include incidental costs such as event management, F&B, workshops, travel, hotel etc.? Or are these costs considered reimbursable?	Indicative budget includes the incidental costs such as event management, F&B, workshops, travel, hotel etc.
43	Sub Paragraph 41.5.1 iii(b) - Is the country for the case studies and best practices required to be one of the visited benchmark countries? (Comment and proposal: It may not be one of the visited countries, as the consultant may have experience from another country that is not selected to be visited).	Yes. The case studies and country good practices can be different from benchmark site visits, although they can also complement each other.
44	Sub Paragraph 41.5.1 iii(g) Is adapting international best practices to Malaysia's needs and challenges to be based solely on one country, or can it incorporate best practices from multiple countries? (Comment and proposal: The consultant may suggest that the international best practices come from multiple countries, as one country may not have best practices for all aspects).	Yes. Tenderer may suggest the combination of international best practices from multiple countries.
45	Sub Paragraph 41.5.2 iii (m) - What is the meaning of the term "different regions" in the tender?	The term 'Different regions' refers to address data and address structures from various agencies, including government agencies, local authorities, and private sector agencies. It is important to ensure compatibility with other countries for future commercial purposes.

No.	Question	Answer
	<p>Either:</p> <ul style="list-style-type: none"> Address data and address structure from different agencies such as local authorities (i.e. DBKL, MPSA, MPAJ), government agencies (i.e. Jabatan Pendaftaran, Suruhanjaya Pilihanraya, DOSM), and the private sector (i.e. Tenaga Nasional, Pos Malaysia, Telekom) <p>Or:</p> <ul style="list-style-type: none"> Address data and data structure from multiple countries (i.e. GNAF-Australia/New Zealand, NAD-South Africa, NAD/AMS-United States, etc.) <p>- (Comment and proposal: Address data and structure from multiple agencies, local authorities, and the private sector but need to be restructured and able to meet the needs of other countries such as GNAF, NAD, and AMS).</p>	
46	<p>Sub Paragraph 42.5 and 42.6 How long is the support from the consultant for events such as attending and facilitating presentations and providing adequate knowledge transfer after the project has been closed or the study has been completed (8 months)?</p>	<p>Project support must be provided for a duration of 8 months from the project's commencement date.</p>
47	<p>Deliverable 1 What is the key purpose of the benchmark country visits, part of Deliverable 1?</p> <ul style="list-style-type: none"> Is it to see delivery solutions in action or to better understand policy and governance systems? Would MCMC be open to engaging with the three selected countries in a hybrid way, including a mix of in-person on-site visits and virtual sessions with a virtual data room for document sharing? 	<p>The objective is to evaluate where we are and identify the gaps. The scope is not limited to the solution implementation, technology, promotion and engagement, standard, policies, governance, sustainability and other elements included in the project scope.</p> <p>Yes, conducting benchmarking country visits in a hybrid manner, which includes a mix of in-person on-site visits and virtual sessions with a virtual data room for document sharing, is acceptable</p>
48	<p>General Paragraph 40.3 on p.26 of the Tender mentions that the NAS initiative was launched in 2021. Could you please clarify what actions have been taken since 2021, including any progress achieved?</p>	<p>There are a few collaboration initiatives conducted by MCMC and external agencies which will be shared to a successful tenderer.</p>

No.	Question	Answer
49	General How widely spread throughout Malaysia is the national addressing standard shown on the UPU website?	Tenderer to study and to be included in one of the reports.
50	General Is the driver for this project an addressing solution for the postal and courier sector or for wider use?	The target audience is beyond the postal and courier sectors. It involved government agencies, private sector, public user, commercial entities, academia etc.
51	General Does MCMC want a postal/courier specific solution for addressing to facilitate eCommerce (this could be a relatively simple solution based on PUDOs and mobile phones)?	The scope of this tender is to conduct a study on the implementation of the National Addressing System. The target audience is beyond the postal and courier sectors. It involved government agencies, private sector, public user, commercial entities, academia etc.
52	General What databases currently exist that are used by eCommerce companies, postal and courier operators, Google Maps etc.?	Not applicable to this project

2. General

No.	Question	Answer
1	Due to the confidentiality of the financial-related information, the softcopy version that we will be submitting will be password-protected. Kindly confirm the email address that we can share the password with.	Tenderer may submit the password in the separate envelope.
2	Regarding Appendix G (Statement of Compliance), do we need to include every paragraph and subparagraph (including 'Background' 40.1 - 40.5) even when no explanations or information are explicitly requested by the paragraph or subparagraph as per Column 4? Or do we just start from 41.1.1 onwards?	Yes, the Tenderer is required to include every paragraph and subparagraph in section 5 for evaluation purposes.

No.	Question	Answer
3	<p>Merujuk kepada tender di atas, kami ingin bertanya berkenaan dokumen "Condition of Contract" yang kebiasaannya disertakan sekali bersama dengan dokumen tender.</p> <p>Walau bagaimanapun, kami dapati di dalam dokumen tender yang diberikan, tidak disertakan sekali dokumen "Condition of Contract" tersebut. Boleh pihak kami mendapatkan dokumen tersebut sekiranya ada.</p>	<p>Dokumen penuh kontrak akan diberi kepada petender yang berjaya sahaja.</p> <p>Namun begitu, klausa-klausa umum kontrak MCMC ada dinyatakan dalam "Section 4 – Post Tender Award" dalam dokumen tender untuk rujukan para petender.</p>
4	<p>Merujuk perkara di atas, saya ingin bertanya pada <i>item 8.9</i> di bawah <i>Section 2 : Instruction to Tenderer.. (Tenderer shall ensure that the Tenderer's official company stamp and authorised signature appear on all pages of the Financial Submission).</i></p> <p>Selain menandatangani pada setiap helaian <i>Appendix</i> di dalam <i>Financial Submission</i>, adakah petender juga perlu menandatangani (tanda tangan ringkas) pada setiap mukasurat Lampiran (<i>Attachment</i>) di dalam <i>Appendix C (Item 3.1 hingga Item 3.7)</i>?</p>	<p>Merujuk kepada klausa 8.9 dalam dokumen tender, kesemua mukasurat perlu ditandatangani, yang mana <i>Financial Submission</i> merangkumi dokumen-dokumen yang disenaraikan di bawah klausa 8.3.1 dokumen tender.</p>
5	<p>Merujuk kepada penjelasan berkenaan dengan tandatangan kesemua mukasurat yang perlu ditandatangani, tandatangan itu hendaklah tandatangan penuh atau tandatangan ringkas (initial) dibenarkan? Ini merujuk kepada lampiran-lampiran yang disenaraikan seperti Company Profile, Brochure dsbg.</p>	<p>Tandatangan ringkas juga dibenarkan.</p>
6	<p>Is Insurance Guarantee qualified for Performance Bond?</p>	<p>No</p>
7	<p>Is Personal Indemnity Insurance a mandatory requirement?</p>	<p>Yes, it is required for the successful tenderer to provide during the implementation phase.</p>
8	<p>Regarding section 12.3 on Tender Deposit (page 11 of the tender document), could you confirm if the Business ID is correct?</p>	<p>Yes</p>