

TENDER FOR UNIVERSAL SERVICE PROVISION (“USP”) CLAIMS MANAGEMENT SYSTEM (“UCMS”)

Questions & Answers

No.	Question	Answer
1	We would like to request: System architecture diagram	Please refer to tender document (section 5).
2	<p>Oracle Partner Network (OPN) Is OPN membership mandatory for the prime bidder, or can an OPN-certified subcontractor satisfy this requirement on behalf of the consortium? If subcontractor OPN is allowed, are there specific roles or scope limitations imposed on the subcontractor? Is OPN Level 0 sufficient, or is a higher OPN tier required for eligibility or evaluation?</p>	<p>OPN membership is mandatory for the tenderer. The tenderer shall be an active member of Oracle Partner Network (OPN) and shall submit valid documentary evidence (certificate and/or official letter issued by Oracle).</p> <p>Subcontractors or consortium members may also possess OPN membership; however, this does not replace the requirement for the tenderer to be an OPN member.</p>
3	<p>Consortium and Subcontracting Are consortium submissions permitted, and if yes, what is the minimum shareholding or scope required for the prime bidder? Are there restrictions on foreign principals providing IP, platforms, or delivery services?</p>	No consortium submissions are permitted. Any award or agreement resulting from this tender shall be entered into with single company only, which will act as the sole contracting and responsible entity.
4	<p>Evaluation Weightage What is the weightage split between technical, commercial, and experience criteria? Are there mandatory pass/fail technical items beyond those stated in the tender document?</p>	The detailed scoring structure and weightage distribution are internal and confidential. Tenderers are advised to ensure that their submissions comprehensively address all requirements and evaluation criteria as outlined in the tender document.

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5	<p>Budgetary Guidance The indicative price is stated as RM3.5 million. Is this a hard budget ceiling or a planning estimate? Does it include licenses, AI components, RPA, OCR, digital signature, and 48 months support? Is price realism assessed against this figure?</p>	<p>The price includes both the development, and the support and maintenance of the system.</p>
6	<p>Payment Milestones Can MCMC confirm the payment milestone structure and typical percentage split across phases? Is there any retention beyond the performance bond?</p>	<p>The payment milestones will be in phases, with details provided in the tender document.</p> <p>As stated in the tender document under paragraph 28.2, the performance bond shall be valid throughout the Work period and an additional twelve (12) months after the acceptance by MCMC of the full completion of the Work, to the satisfaction of MCMC.</p>
7	<p>Change Requests What is the change control commercial model post sign-off? Are enhancements during warranty strictly limited to defect fixes, or do they include minor functional refinements?</p>	<p>Any request that impacts scope, timeline, resources, or cost shall be formally assessed and approved through the Steering Committee / CAB.</p> <p>Commercially, changes shall be managed as follows:</p> <ul style="list-style-type: none"> • Major out-of-scope changes or major enhancements with material impact shall be treated as chargeable change requests, subject to mutual agreement on cost and schedule. • In-scope clarifications or refinements that do not materially impact effort, timeline, or deliverables may be absorbed within the existing contract, subject to MCMC's approval. <p>Enhancements During Warranty Period During the warranty period:</p> <ul style="list-style-type: none"> • Defect fixes and corrections to meet approved specifications are mandatory and non-chargeable. • Minor functional refinements may be considered non-chargeable provided they: <ul style="list-style-type: none"> ○ Do not introduce new scope or business functions

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		<ul style="list-style-type: none"> ○ Do not impact system architecture or interfaces ○ Do not materially affect effort, timeline, or cost <p>Any enhancement beyond the above criteria shall be treated as a change request and subject to commercial evaluation and approval.</p>
8	<p>Preferred Oracle Stack</p> <p>Which Oracle-based solution is preferred for UCMS?</p> <p>Oracle E-Business Suite (EBS)</p> <p>Oracle APEX</p> <p>Oracle Fusion Middleware</p> <p>Oracle Autonomous Database</p> <p>Other Oracle platforms? Please state</p> <p>Are non-Oracle UI or workflow layers permitted if tightly integrated with Oracle?</p>	<p>There is no restriction or mandatory requirement for this, as the Tenderer needs to propose solutions that are suitable for our environment and specifications. Refer the system architecture diagram for more understanding.</p> <p>For non-Oracle UI or workflow components may be permitted, subject to the following conditions:</p> <ul style="list-style-type: none"> • Must be tightly integrated with Oracle systems (EBS / Oracle Database / Oracle Middleware) • Must not bypass Oracle's: <ul style="list-style-type: none"> ○ Security controls ○ Audit trails ○ Approval and financial governance mechanisms • Must support: <ul style="list-style-type: none"> ○ Centralized authentication (e.g. AD / SSO) ○ End-to-end auditability ○ Long-term maintainability and supportability <p>Final acceptance of any non-Oracle components is subject to MCMC's technical and security review and approval.</p>
9	<p>Current Oracle Landscape</p> <p>What is the current Oracle EBS version in use for the USP Financial System?</p> <p>What is the extent of existing customisation on the Oracle platform at MCMC?</p> <p>Functional customisation</p> <p>Reports</p> <p>Interfaces</p>	<p>Current ORACLE EBS for USPFS is version 12.2.8 and 19C</p> <p>Extent of existing customization on the Oracle platform at MCMC: Heavy</p>

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	Workflow extensions	
10	<p>UCMS vs Oracle EBS Why is UCMS not implemented as a customised module within Oracle EBS? Was any fit-gap assessment conducted previously? If yes, what was the percentage gap identified? Which functional areas drove the decision to build UCMS as a separate system?</p>	MCMC is open for receiving proposal for UCMS implementation as a customized module within Oracle EBS if all requirements can be satisfied, although a separate system is preferred.
11	<p>Integration Expectations Which integration approach is preferred? Real-time API Batch Oracle Integration Cloud Are there existing integration standards or API gateways mandated by MCMC?</p>	<p>Real-time API/ batch file There are currently (as of this response being sent out) no integration standards or API gateways/platform mandated by MCMC, however this may not be the case at any point of time this year.</p>
12	<p>Oracle EBS / USP Financial System Roadmap What is the end-of-life timeline for the current USP Financial System / Oracle EBS? Are there any approved or planned upgrades or migrations (for example to Oracle Fusion)? If migration is planned, should UCMS be designed to be future-ready for that target platform?</p>	There is currently no plan for upgrade to Oracle Fusion.

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13	<p>Data Volumes and History How many years of historical data must be migrated into UCMS? Approximate volumes for: Projects Claims Active vendors and sites</p>	<ul style="list-style-type: none"> • The minimum data migration requirement shall cover ten (10) years of historical data. • Details information will be provided during implementation phase.
14	<p>Claims and Workflow Complexity How many approval levels are expected for claims and variations? Are approval matrices static or dynamic by value, project type, or role?</p>	<p>The solution proposed by the tenderer shall support configurable multi-level approvals for relevant processes, with dynamic approval matrices based on value thresholds, project type and user roles.</p>
15	<p>External Users Expected number of concurrent external users? Are vendors required to submit digitally signed claims directly?</p>	<ul style="list-style-type: none"> • Concurrent external users: Minimum of 120 users. • Yes, vendors/contractors are required to submit documents online, to be validated by RPA and subsequently digitally signed in accordance with the approval layers in UCMS.
16	<p>AI, OCR, and RPA Are there specific document types targeted for OCR and AI validation? Is fraud detection expected to be rule-based, ML-based, or hybrid? Are there benchmark accuracy expectations for OCR and validation?</p>	<ul style="list-style-type: none"> • Approval notices, Variation notices, invoices, receipt and other supporting documents. • For fraud detection, tenderers may propose alternative best suitable function as part of the financial governance of UCMS. • The proposed solution is expected to demonstrate highest OCR accuracy. Tenderers shall specify their achievable accuracy rates and the mechanisms for continuous tuning and quality monitoring.
17	<p>Hosting Model Is hybrid deployment mandatory, or is full on-premises acceptable? Which environments will be provided by MCMC, and which by the vendor?</p>	<p>The UCMS mandatory deployed on-premises within MCMC/awarded supplier-managed infrastructure. OCR and AI services can be hosted in the cloud but strictly hosted and operated in Malaysia in line with MCMC's data residency, privacy, and security requirements.</p> <p>If the solution proposal requires MCMC-managed infrastructure, MCMC will provide 3 instances as following:</p>

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		<ol style="list-style-type: none"> 1. DEV 2. UAT 3. PROD 4. If the solution proposal requires awarded supplier-managed infrastructure, same instances required as above.
18	<p>Identity and Access Is Azure AD mandatory, or are there other identity providers? Any requirements for privileged access management?</p>	Integration with Azure Active Directory (Azure AD) is mandatory for UCMS. All user authentication, single sign-on (SSO), and multi-factor authentication (MFA) must be managed through Azure AD to comply with MCMC security standards.
19	<p>Support Model Confirmation on Resident Engineer scope and working hours Are knowledge transfer and source code handover expected before or after warranty completion?</p>	<p>The Resident Engineer acts as an on-site vendor representative to support the system's business-as-usual (BAU) operations. RE will follow MCMC working hours and MCMC IT SLA.</p> <p>The knowledge transfer (training sessions and manuals) should be in place where feasible in the timeline to ensure well-equipped knowledge of operating the system by user after Go-Live.</p> <p>Complete source code, build scripts and operational artifacts (where applicable) must be handover after Go-Live phase.</p>
20	<p>Acceptance Definition Are performance benchmarks defined for: Claim processing time System response time AI validation accuracy?</p>	<ul style="list-style-type: none"> • Details information will be provided during implementation phase. • Tenderers shall specify their achievable processing and response time and the mechanisms for continuous tuning and quality monitoring. • The OCR and RPA and their validation are expected to be at its highest accuracy.
21	<p>KPIs for Success Are there formal KPIs used by MCMC to measure UCMS success post go-live?</p>	<ul style="list-style-type: none"> • Meeting the project timeline • System usability and function meet the user requirements • System stability and performance (e.g. availability, response time, page load time etc)