

INVITATION TO REGISTER INTEREST AND SUBMIT A DRAFT UNIVERSAL SERVICE PLAN AS A UNIVERSAL SERVICE PROVIDER UNDER THE COMMUNICATIONS AND MULTIMEDIA (UNIVERSAL SERVICE PROVISION) REGULATIONS 2002 FOR THE PROVISIONING OF COLLECTIVE INTERNET ACCESS SERVICE AT THE PUSAT EKONOMI DIGITAL KELUARGA MALAYSIA (PEDI) UNDER THE UNIVERSAL SERVICE PROVISION INITIATIVE

(MCMC/IPMD/UID(1)/PEDI_2022/TC/03/2022(03))

No.	Questions	Answers														
1	<p>On Page 38 of 57, Appendix 2, item 1, it is stated that "All equipment furnished shall be brand new, and be comprehensively insured with sufficient and adequate insurance coverage by the Designated Universal Service Provider. All equipment furnished must have warranty for a minimum for five (5) years."</p> <p>However, on Page 45 of 57, under Category H. Hardware, it is noted that laptop and servers shall include 3 years manufacturer warranty.</p> <p>Can we get confirmation if the laptops and servers require a minimum warranty period of 3 years or 5 years?</p>	<p>The Commission confirms the warranty for laptops and servers in Appendix 4, under Category H. Hardware (pg. 45) is for 5 years.</p>														
2	<p>Assuming we are entering all 12 clusters, appreciate if Secretariat can confirm which of the following is the correct number of documents that needs to be submitted:</p> <p>Version A:</p> <table border="1" data-bbox="300 1235 1035 1455"> <thead> <tr> <th>Documents</th> <th>Number of copies</th> </tr> </thead> <tbody> <tr> <td>Licensee Information</td> <td>12 copies in sealed envelope, 1 for each cluster</td> </tr> <tr> <td>Technical Proposal</td> <td>12 Original, 12 Copy, 1 set each for each cluster</td> </tr> </tbody> </table>	Documents	Number of copies	Licensee Information	12 copies in sealed envelope, 1 for each cluster	Technical Proposal	12 Original, 12 Copy, 1 set each for each cluster	<p>Please submit the documents as per below:</p> <table border="1" data-bbox="1085 1057 1820 1455"> <thead> <tr> <th>Documents</th> <th>Number of copies</th> </tr> </thead> <tbody> <tr> <td>Licensee Information</td> <td>1 set in sealed envelope <ul style="list-style-type: none"> • Cover letter • Folder 1 • Folder 2 </td> </tr> <tr> <td>Technical Proposal</td> <td>12 Original, 12 Copy, 1 set each for each cluster</td> </tr> <tr> <td>Financial Proposal</td> <td>12 Original, 12 Copy, 1 set each for each cluster</td> </tr> </tbody> </table>	Documents	Number of copies	Licensee Information	1 set in sealed envelope <ul style="list-style-type: none"> • Cover letter • Folder 1 • Folder 2 	Technical Proposal	12 Original, 12 Copy, 1 set each for each cluster	Financial Proposal	12 Original, 12 Copy, 1 set each for each cluster
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3	Version B:		<p>The Commission would prefer for the designated universal service provider (DUSP) to deploy the permanent backhaul solution i.e. fibre from the project commencement.</p> <p>Nonetheless, if interim backhaul solution is required, the said backhaul solution shall be utilised for a maximum of 6 months only from the date of commencement.</p> <p>Hence, the designated universal service providers are encourage to plan the proposed network design in this matter. The Commission does not set any criteria for the solution as this is based on the customised bill of quantity and technical proposal(s) submitted by the Interested Licensee for each location. The DUSP is advised to properly plan its resources and network infrastructure so that the new PEDI</p>
	Documents	Number of copies	
	Licensee Information	1 copy in sealed envelope	
	Technical Proposal	1 Original, 1 Copy, 1 set with all clusters	
	Financial Proposal	1 Original, 1 Copy, 1 set with all clusters	
	<p>Subparagraph 3.4.4 (Page 10/57)</p> <p>Infrastructure, Equipment and Ancillaries:</p> <p>What are the criteria to allow interim backhaul solution to be deployed?</p>		

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No.	Questions	Answers
		can be established within the 5 months implementation period as specified in the RFP.
4	<p>Appendix 2 (page 38/57)</p> <p>Detailed Scope of work</p> <p>Is it possible for the Licensee to propose higher salary rates than the current PEDI offer under USP Funds?</p>	No, it is not possible. All the set up and operational cost for the new PEDI shall be similar with the existing/current PEDI.
5	<p>Appendix 4 – Technical Proposal (page 45/57)</p> <p>Section II – Item G. Furniture</p> <p>Please clarify the no of table setup or room layout for training room and public area room since the type of pc and no of equipment are different than the current layout.</p>	The Commission does not have a sample room layout. As indicated in the RFP, the interested licensee must submit a customised bill of quantity which include your proposal for the PEDI room layout.
6	<p>Paragraph 7.6. (Page 21/57)</p> <p>Submission of Draft Universal Service Plan</p> <p>We would like to request for an extension of the submission date until 10th June 2022.</p> <p>This is due to the said date falls on the festive holidays whereby lots of related staff and Vendors are on leave.</p>	No, it is not permissible. The Commission has taken into consideration the festive holidays when deciding the closing date. Please comply and meet the closing date for submission of the draft plan(s) to the Commission. The Interested Licensee is advised to manage your resources in this matter.

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No.	Questions	Answers
7	With reference to Appendix 4 Section II of the RFP, the tender request for 10 laptops in the PEDI and 2 laptops for the Manager and Assistant Manager. May we know what is the minimum spec of these laptops?	<p>The Commission does not specify any minimum specifications for the laptops. Please refer to Appendix 2, Section A (4) for the minimum software and applications in the RFP for guidance.</p> <p>The laptops must be cost-effective, produced by a well-known brand name in the market, and must be compatible with the latest operating system such as Microsoft Windows to support MS Office i.e. word, presentation and data processing, online video conferencing with web camera, e-learning and others. For further guidance, all the hardware, software and ICT equipment/ devices to be installed at PEDI shall be on par with the existing PEDI which has been established by the Commission. The interested licensee may propose better ICT specifications for the Commission to assess and consider. This will be based on the customised bill of quantity as proposed by the interested licensee.</p>
8	Under Section II Description of Scope of Work Para 3.3.3 a) Type of backhaul transmission available, and an assessment of whether fibre backhaul is available – Does this mean that if the PEDI location does not have available fibre, we can propose a microwave solution?	Yes, the interested licensee can propose microwave as a backhaul solution in the situation where fibre backhaul is not available. Having said that, please be reminded that the backhaul transmission throughput shall not be less than 20 Mbps (download), as specified in subparagraph 1.6 of the RFP.
9	Is it ok if we propose 2 indoor Wifi instead of 1 outdoor Wifi and 1 indoor Wifi? A PEDI may not have outdoor compound to place an outdoor Wifi.	The requirement set in the RFP is two (2) access points (AP) for Wi-Fi indoor and outdoor – please refer to Appendix 4, Section II, H (6). Nonetheless, the interested licensee may propose additional AP for indoors if this is necessary and required for the PEDI operations. Please provide a clear

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No.	Questions	Answers
		justification to the Commission for the proposed additional AP in your technical draft plan.
10	Does the Security System (CCTV and Alarm) need to be centrally monitored by MCMC, or is it for the operator of the PEDI to monitor activities and ensure security in the respective PEDI?	The CCTV and alarm system is for the PEDI's operator to monitor the activities undertaken and the security of the PEDI.
11	With reference to Appendix 4 Section II of the RFP, the tender request for Control Management System including Bandwidth Management System, may we know what is the expectation of the Control Management System and the Bandwidth Management System?	The Central Monitoring System in this project is to facilitate the Manager or Assistant Manager to manage the usage of laptops at each PEDI. It is also used to register and update the user's information, bandwidth usage, and activities at each PEDI.
12	What is the purpose or functional requirement of the website / portal?	The website development is to publish detailed information about the PEDI, web content related to activity and training that has been conducted etc. for public reference, especially the community at the PEDI. This includes promoting creative content, socio-economic activities, and awareness through the website/portal.
13	Is it correct that we can propose a PEDI location as close to the Specified Location or Lat Long within the Dewan Undangan Negeri (DUN), and at least 5km away from any existing PEDI?	Yes, it is correct. The interested licensee may propose a suitable premise (existing building) that will better serve the community at the specified location(s) in Appendix 1 of the RFP. The proposed location of the PEDI must be in the same UST. As indicated in subparagraph 1.7 of the RFP, the latitude and longitude provided are meant to serve as a reference point only.

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No.	Questions	Answers						
14	<p>Is there an expected Salary range for the Manager and Assistant Manager of the PEDI?</p>	<p>The expected salary for the Manager shall not exceed RM2,000.00/month and for Assistant Manager shall not exceed RM1,500.00/month respectively, funded via the USP Fund. The Commission will consider if the designated universal service provider wishes to propose a salary increase, but the increase beyond the salary rates above is not claimable from the USP Fund and shall be borne by the designated universal service provider at its own cost.</p>						
15	<table border="1" data-bbox="317 805 1003 906"> <tr> <td data-bbox="317 805 373 829"></td> <td data-bbox="373 805 680 829">7. Panel board timer for air conditioners in training room (for network equipment)</td> <td data-bbox="680 805 730 829"></td> <td data-bbox="730 805 781 829"></td> <td data-bbox="781 805 915 829">LS</td> <td data-bbox="915 805 1003 829"></td> </tr> </table> <p>Our business partner has informed us that this item is used for server room to change air-cond. There is no server room requirement in the new PEDI. Besides that, there is only 2 air-cond requirement for each PEDI.</p> <p>As such, is this item still compulsory for the equipment to be supplied to each PEDI? Appreciate your clarification.</p>		7. Panel board timer for air conditioners in training room (for network equipment)			LS		<p>The panel board timer is required if the interested licensee recommends a server room at the PEDI, based on your proposal in the technical draft plan. Nonetheless, a usual remote control for air-conditioners is sufficient to control the temperature levels. It is correct that the requirement for air-conditioners is for 2 units at each PEDI, and no specific requirement for a server room.</p>
	7. Panel board timer for air conditioners in training room (for network equipment)			LS				
16	<p>We wish to clarify in Appendix 4 Technical Proposal</p> <ol style="list-style-type: none"> 1. Section A C. Signage and décor 	<p>The door stripe will contain colour of the national flag "Jalur Gemilang". You may visit the existing PEDI to get an idea of the door stripe for reference.</p>						

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No.	Questions	Answers
	<p>Item 4: Door stripe: Both sides – surfing area</p> <p>Please advise the door stripe design.</p> <p>F. ELECTRICAL/CABLING SYSTEM</p> <p>Item 3: DB Box (Change existing, upgrade, register & deposit to TNB/SESCO/SESB) for new single phase power supply</p> <p>Item 6: Supply, install, terminate and test one (1) unit Distribution Board c/w Main switch, Surge Protection Device, RCCB & MCB (Single Phase)</p> <p>Is this the minimum requirement for all PEDis ?</p> <p>H. HARDWARE</p> <p>Item 1: Laptop for end user incl. 3 years manufacturer warranty</p> <p>Item 2: Laptop for Manager and Assistant Manager incl. 3 years manufacturer warranty</p>	<p>Yes, the Commission is of the view that a single-phase electrical/cabling system is sufficient for the operations of new 177 PEDI. However, if the interested licensee is of the opinion that a 3 phase electrical/cabling system is necessary based on your technical analysis and expertise, please provide a clear justification for the Commission’s consideration. The interested licensee is responsible to propose the most suitable and cost-effective design as required in the RFP without compromising the objective of the PEDI.</p> <p>The Commission has published a notice of amendment on 14 April 2022 in this matter. All warranties for hardware to be provided by the designated universal service provider are for 5 years.</p>

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	<p>Item 4: Server with accessories (with 3 years manufacturer warranty)</p> <p>Based on RFP, we require to maintain the PEDI for 5 years. Do we need to apply the balance warranty for another 2 years later?</p> <p>Item 6: Wireless AP (Wi-Fi) – indoor and outdoor</p> <p>We would like to clarify on outdoor WIFI. Please share the specification for outdoor WIFI.</p> <p>J. Utilities</p> <p>Commercial Internet Connection – Is this referring to other service provider/operator who provide internet connectivity at the PEDI area?</p>	<p>The Commission does not specify the Wi-Fi specifications as this is based on the customised bill of quantity proposed by the interested licensee for this project. You may also refer to the Mandatory Standards for Quality of Service (Broadband Wireless Access) for reference.</p> <p>No, it means whether the interested licensee will provide internet connection on a commercial basis for users at the PEDI.</p>

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17	<p>With reference to Appendix 5,</p> <p>ii. Section B - Summary of Capital Expenditure (CAPEX)</p> <p>Cluster: _____</p> <table border="1" data-bbox="310 605 1066 760"> <thead> <tr> <th>No.</th> <th>PEDI</th> <th>Socio-Economic Enhancement (RM)</th> <th>Education and Skills Enhancement (RM)</th> <th>Community Well-Being (RM)</th> <th>Any other relevant cost (RM)</th> <th>Tot (RM)</th> </tr> </thead> <tbody> <tr> <td colspan="7" style="text-align: center;"><i>Please provide detailed and complete breakdown of all items*</i></td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p>According to RFP documents there is trainings to be provided for Manager and Assistant manager. However, there isn't any corresponding template to be fill up under the financial proposal template.</p> <p>Should we include the cost under any other relevant cost?</p>	No.	PEDI	Socio-Economic Enhancement (RM)	Education and Skills Enhancement (RM)	Community Well-Being (RM)	Any other relevant cost (RM)	Tot (RM)	<i>Please provide detailed and complete breakdown of all items*</i>																					<p>The interested licensee can add new column in the financial template. As stated in item 6, Appendix 5 of the RFP, the table is not exhaustive.</p>
No.	PEDI	Socio-Economic Enhancement (RM)	Education and Skills Enhancement (RM)	Community Well-Being (RM)	Any other relevant cost (RM)	Tot (RM)																								
<i>Please provide detailed and complete breakdown of all items*</i>																														
18	<p>In view of CEO absence can the authorize delegation sign the USP draft plan tender submission due 10th May on behalf of the CEO?</p>	<p>Yes, it is acceptable. Please provide a copy of the authorisation letter or the delegation of power from your CEO to the company's representative in the submission of draft plan(s) to the Commission.</p>																												
19	<p>We had done the site survey based on exact location (Lat/Long) from tender document. For some locations, there are no vacant premises/building and only land for rental.</p>	<p>It is not permissible for the interested licensee/tenderer to build a new building under this project. However, the interested licensee may propose to shift to another location (within the same UST) and still serve the same specified location/coverage objective.</p>																												

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	<p>Is Tenderer allowed to propose new building? New buildings require submission of building plan & approval from local authority and it will require more than 5 months to complete the building.</p> <p>Question: Tenderer is allowed to build new building? Or Tenderer is allowed to propose new location? What is the radius from exact location?</p>	<p>Please note that the lat/long in the RFP are meant for reference points only to help the interested licensee to reach the identified location and conduct site survey. It does not serve as an exact location of the new PEDI.</p>
20	<p>No infra for internet access (fiber/copper/Radio) as some sites for example at Long Bedian. Tender requirement for internet access is minimum 20Mbps. Last solution is VSAT but VSAT can't cater for the speed requirement of 20Mbps.</p> <p>Question: Is Tenderer allowed to propose VSAT or need to find the replacement site that has internet access infra (fiber/copper/radio).</p>	<p>The interested licensee/tenderer may propose to shift to another location (within the same UST) that has the required infrastructure for backhaul so that it can still serve the community in Long Bedian. Utilising VSAT as backhaul will incur a high cost for OPEX and is not preferable, unless it is really unavoidable and no other option is available.</p>
21	<p>In Technical Proposal, it requires total of 30 no of laptop tables and 30 no of chairs at workstation and training areas whereas the quantity of the laptop is only 10 no for end user. We would like to confirm the quantity of the tables and chairs versus laptop.</p>	<p>Yes, it is correct. Please refer to Appendix 4, Section II (G) of the RFP. A total of 15 tables and chairs in the workstation area, and another 15 tables and chairs in the training area. As the new PEDI operates using laptops, users will have mobility, convenience, and new learning experience at the workstation and/or training areas depending on the activities undertaken at the PEDI.</p>