

TENDER FOR THE DEVELOPMENT AND IMPLEMENTATION OF THE ONLINE REGISTRATION SYSTEM FOR MCMC NEW COMMUNICATIONS EQUIPMENT FRAMEWORK (“NCEF”)

BRIEFING SESSION

14 OCTOBER 2025

CONTENT

Session 1

- Briefing on the project
- Q & A

Session 2

Briefing on Tender Compliance

SESSION 1

PROJECT OBJECTIVE



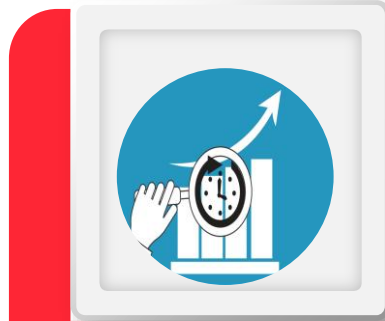
- The Tender invites proposals for the development and implementation of the *Online Registration System* for the New Communications Equipment Framework (“**NCEF**”) as MCMC’s centralised platform for registration and monitoring of communications equipment.
- The system will support structured and streamlined registration for both suppliers and equipment.
- It will also feature AI-enabled validation and recommendation mechanisms, integration with internal and external systems, and real-time analytics to support regulatory enforcement.
- The system will be designed and implemented in full compliance with legal, cybersecurity, and governance standards throughout its entire development and operational lifecycle.

BACKGROUND (1/2)



- MCMC is introducing a new framework, the **New Communications Equipment Framework (NCEF)**, which will replace the current certification-based system with a **registration-based approach** for the conformity assessment of communications equipment.
- NCEF aims to foster a more competitive communications and multimedia industry by introducing a **flexible, proactive, and progressive** approval process.

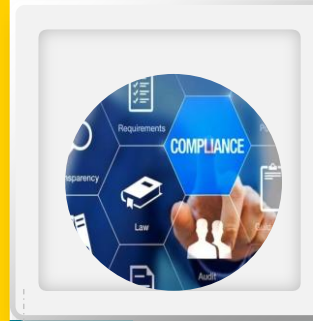
Align with the national policies to simplify business processes & enhance Malaysia's global competitiveness.



Ease of doing business
through risk-based
equipment registration



**Competitive regulatory
ecosystem** in line with
international best
practices



**Strengthening
regulatory oversight**
through centralized
database

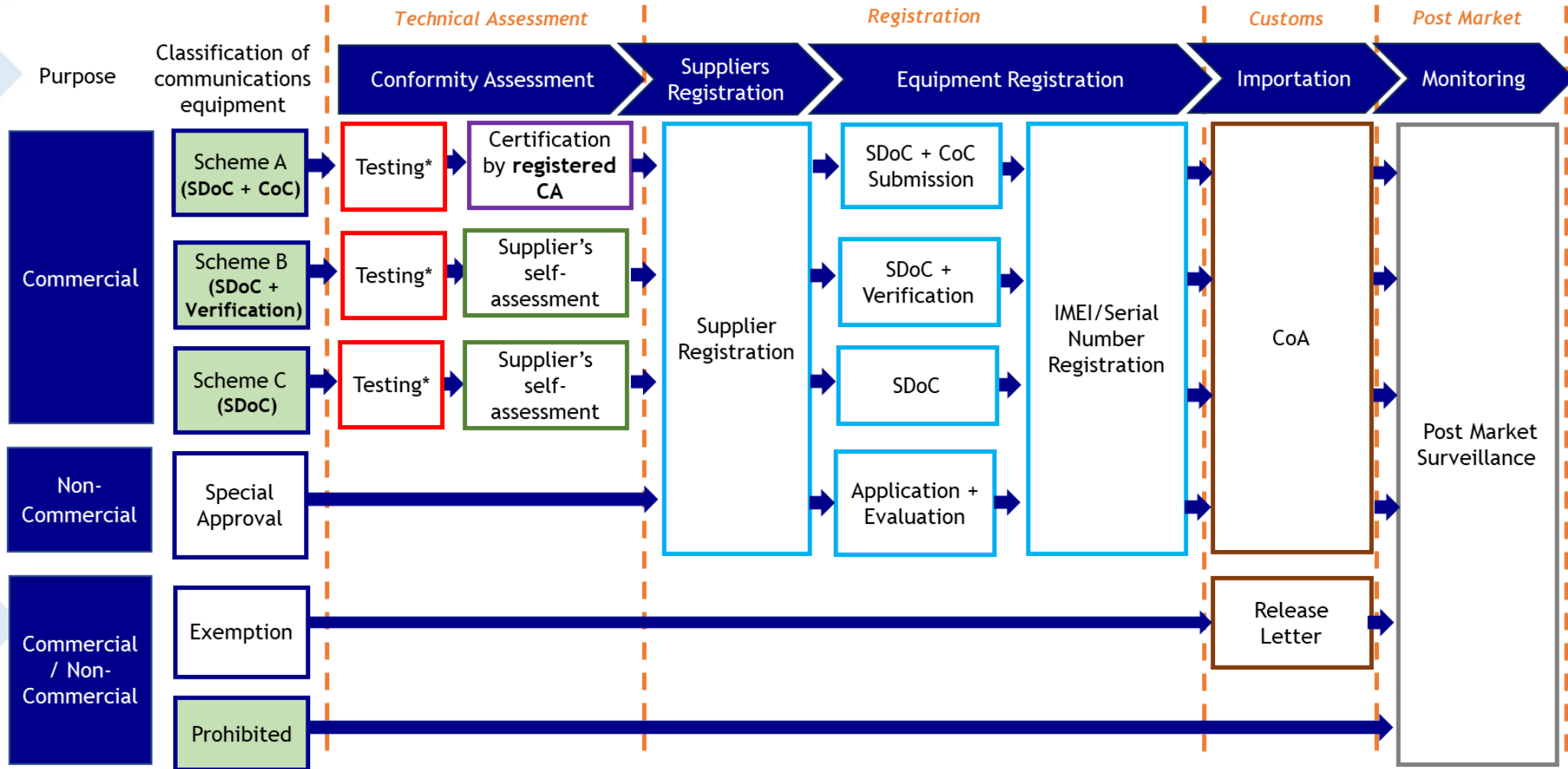


**Promoting market
compliance** via
progressive regulatory
framework

BACKGROUND (2/2)



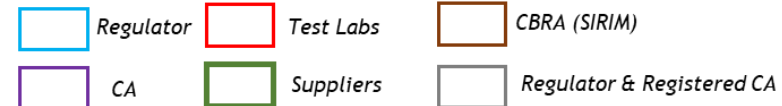
New Communications Equipment Framework



*Testing by recognised test labs

SDoC: Supplier's Declaration of Conformity
MCMC: Malaysian Communications and Multimedia Commission

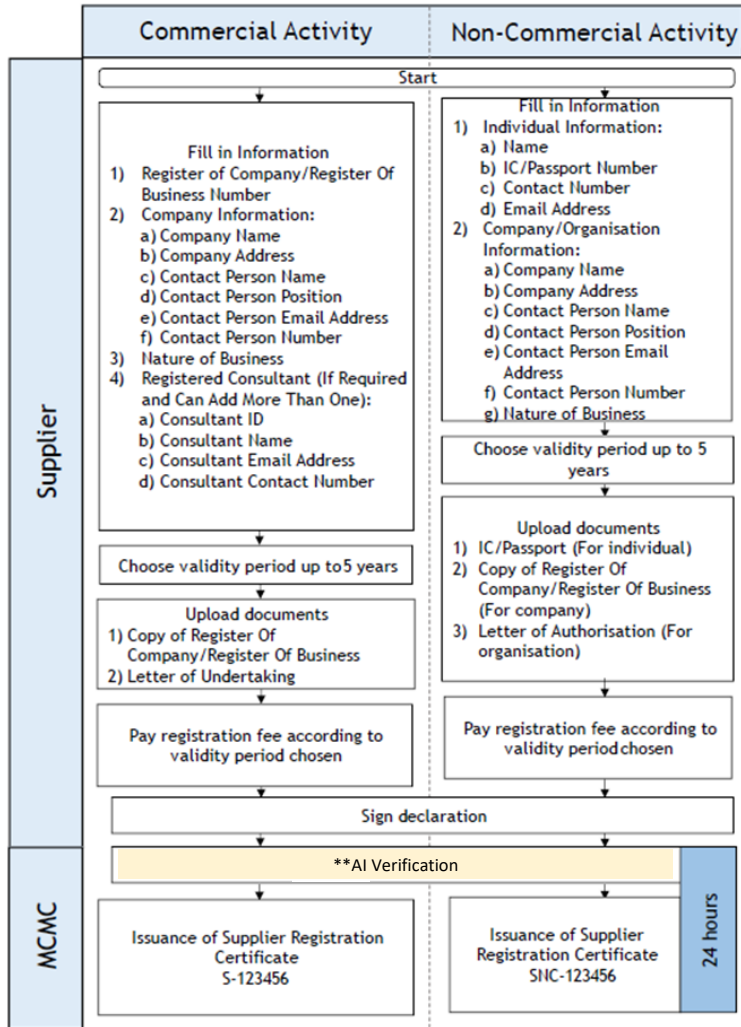
CA: Certifying Agency
ID: Identification Number
CoA: Certificate of Approval



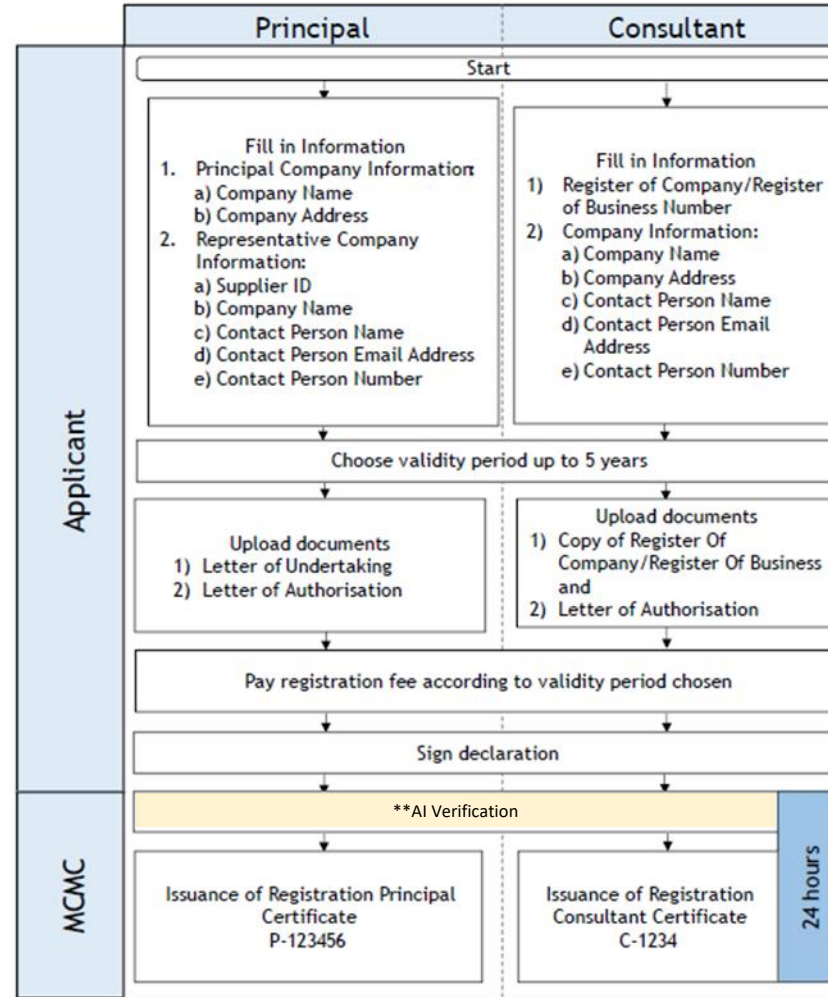
PROCESS FLOW (1/6)



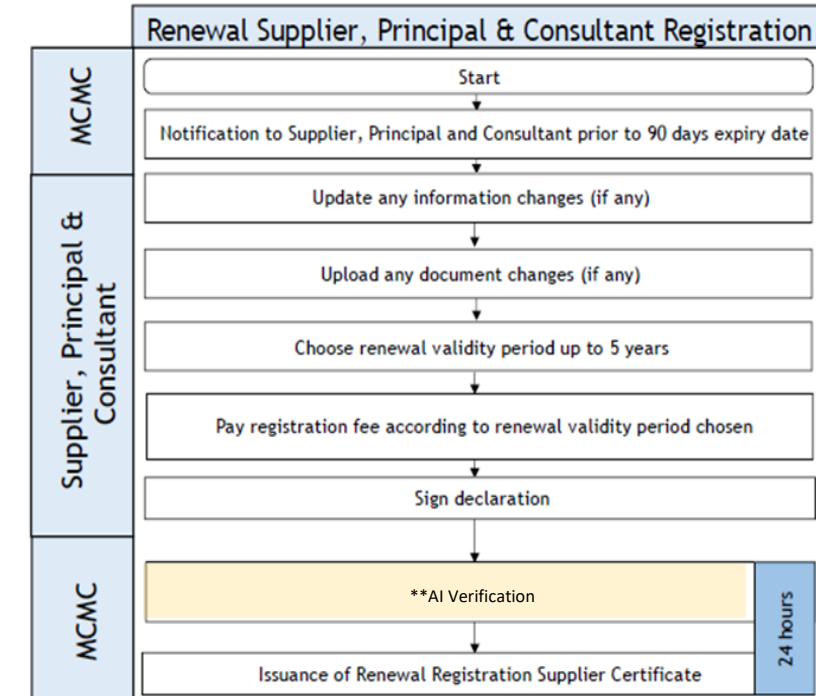
a. Registration of Supplier



b. Registration of Principal and Consultant



c. Renewal of Registration for Supplier, Principal and Consultant



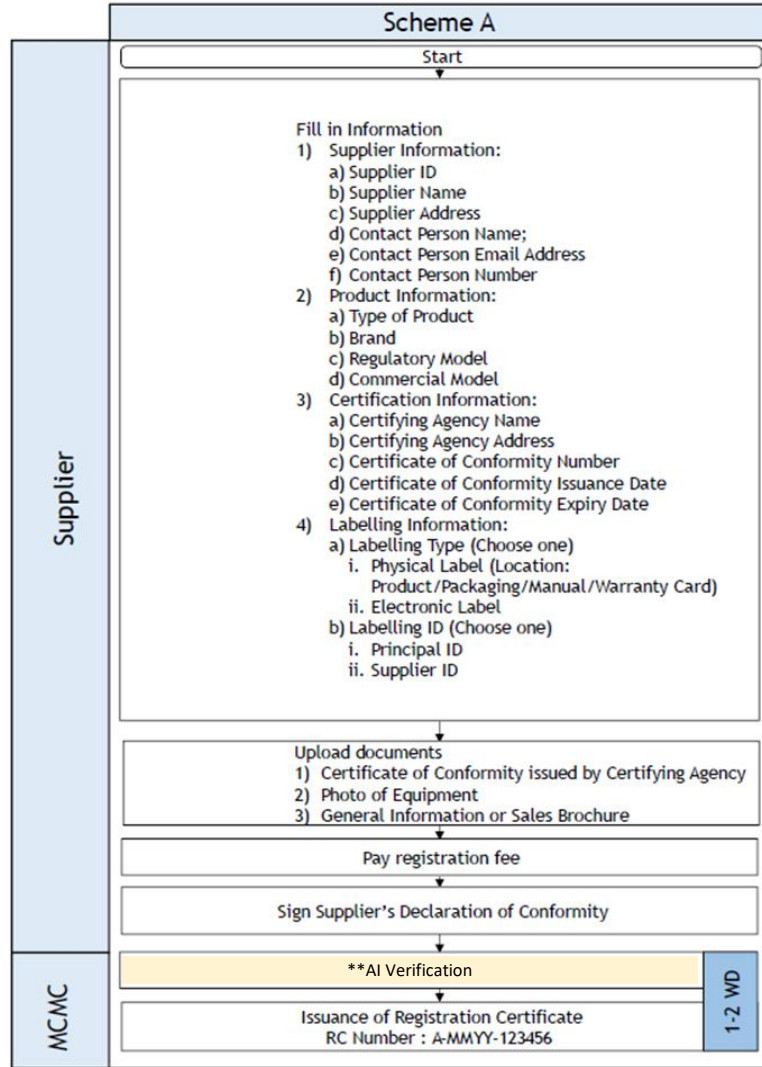
Note:

- **AI/ML component able to extract text from images and documents, process and understand text and data, rule-based or ML-based data validation. Any inconsistencies detected through AI verification will be flagged to the responsible officer and subsequently considered for Post-Market Surveillance. Manual verification may also be conducted.
- Please note that the process flowchart is not final and is subject to changes during the System Analysis and Design phase by the appointed tenderer.

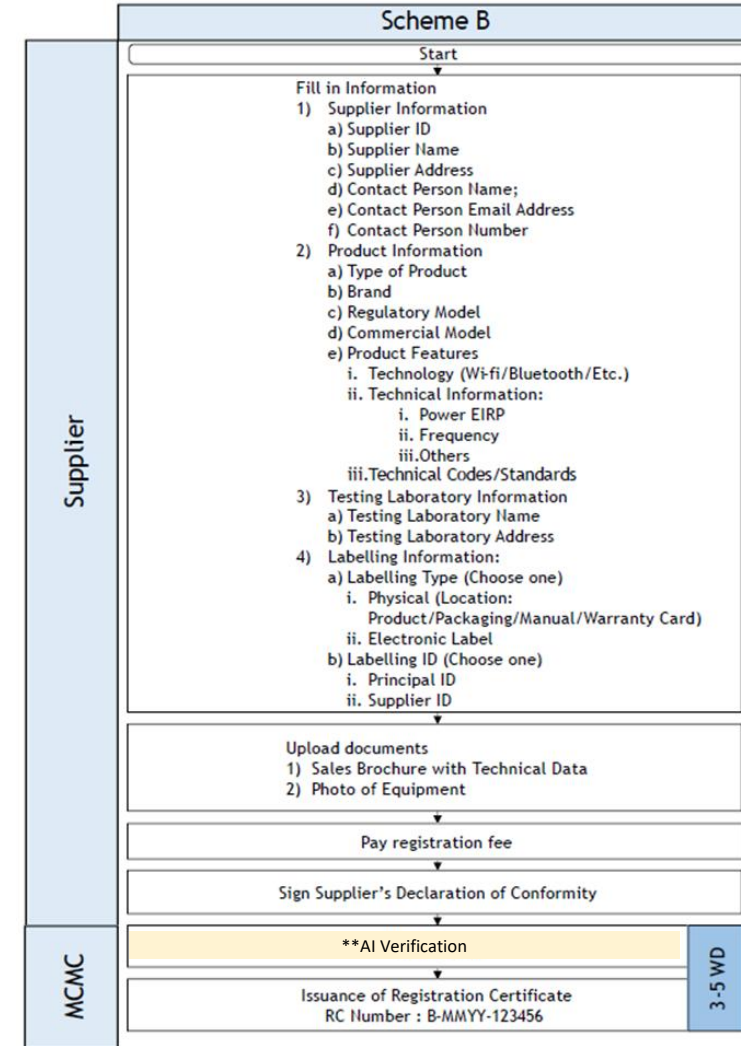
PROCESS FLOW (2/6)



d. Scheme A: Supplier's Declaration of Conformity (SDoC) with Certification



e. Scheme B: Supplier's Declaration of Conformity (SDoC) with Verification



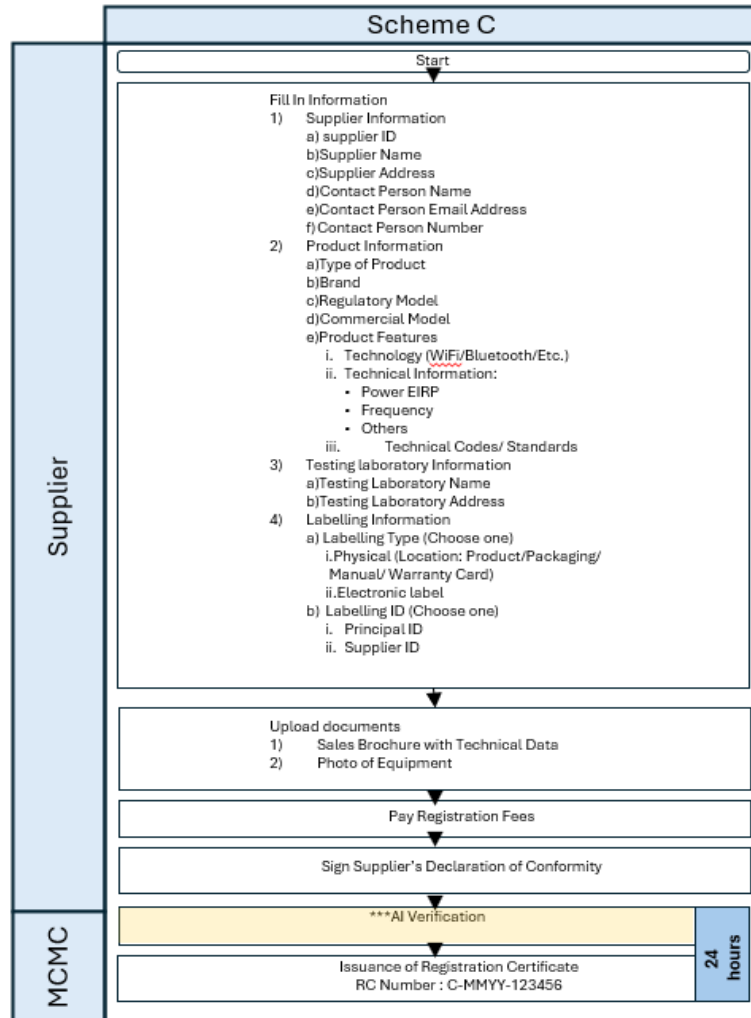
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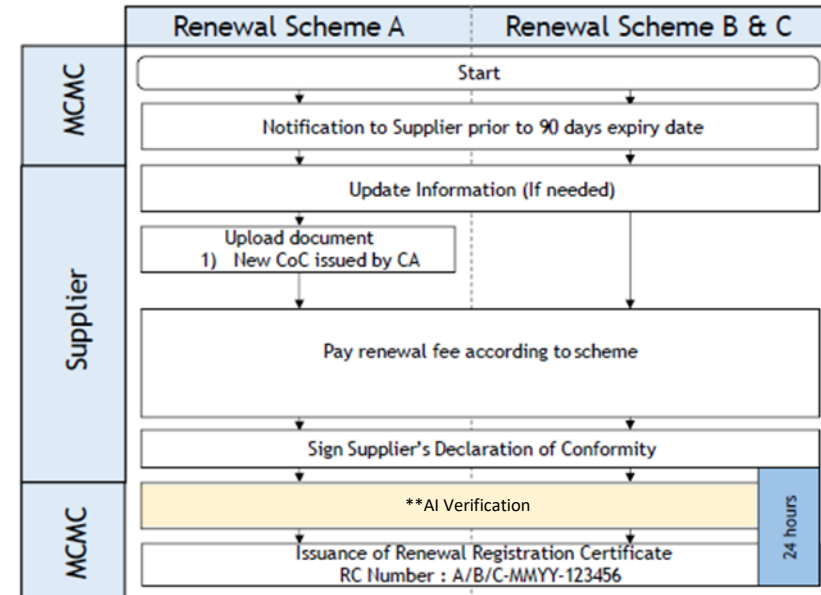
PROCESS FLOW (3/6)



f. Scheme C: Supplier's Declaration of Conformity



g. Renewal of Scheme A, B and C



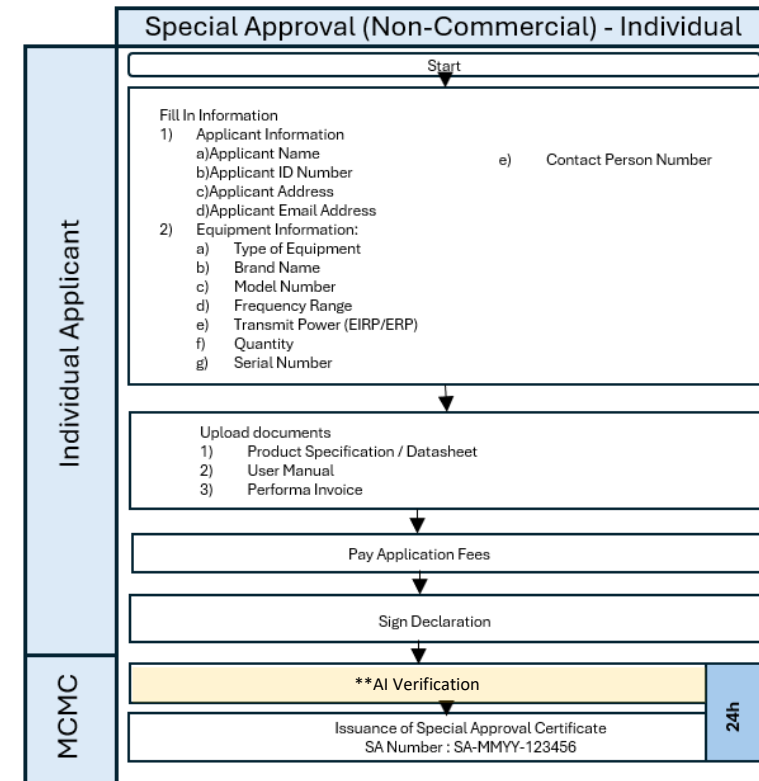
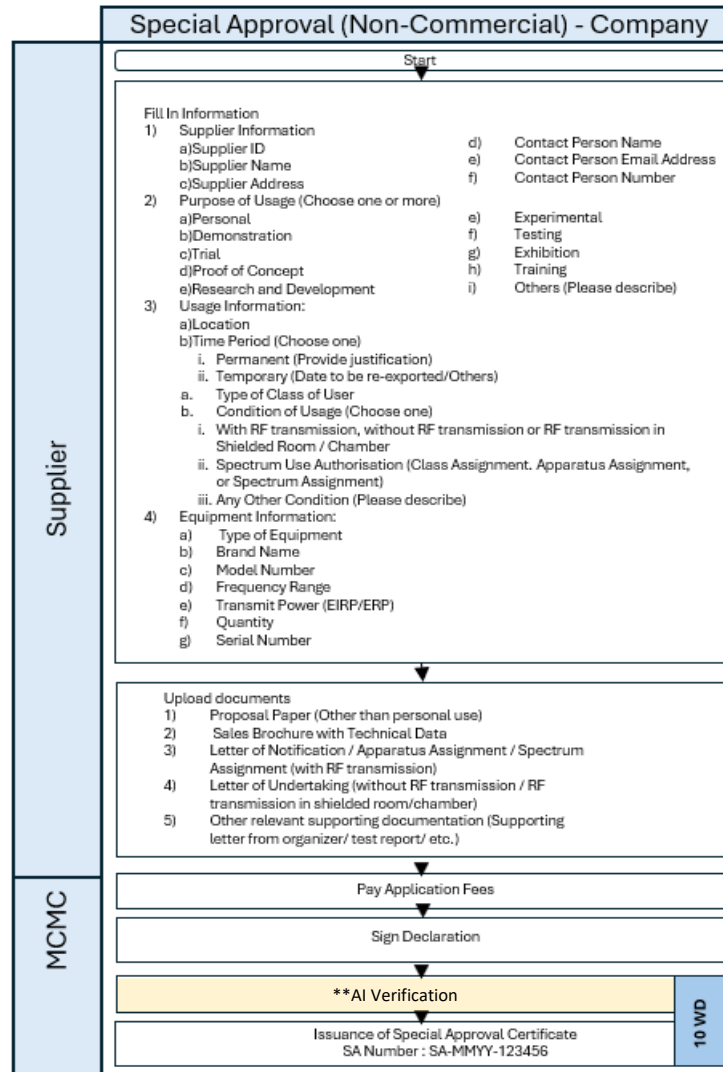
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PROCESS FLOW (4/6)



h. Special Approval



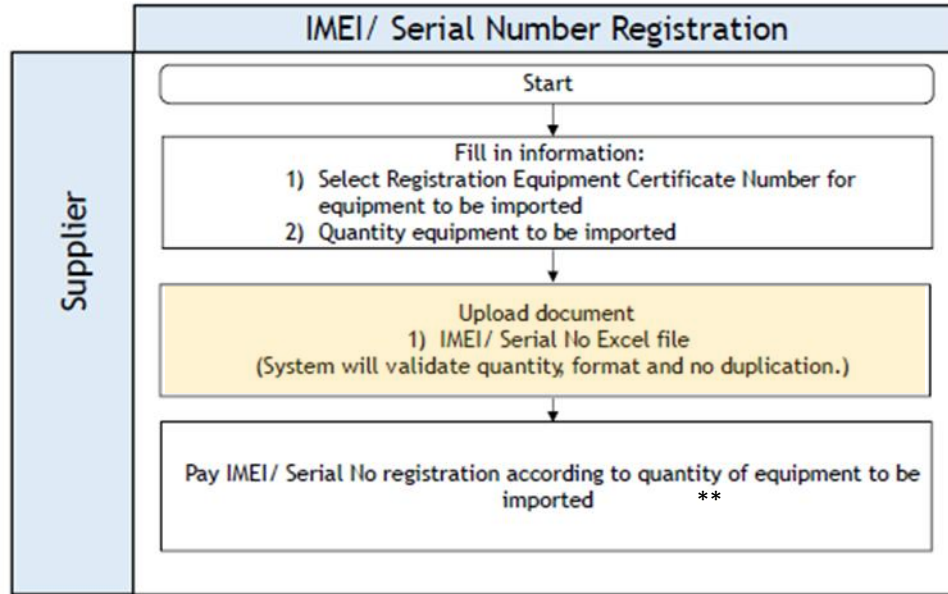
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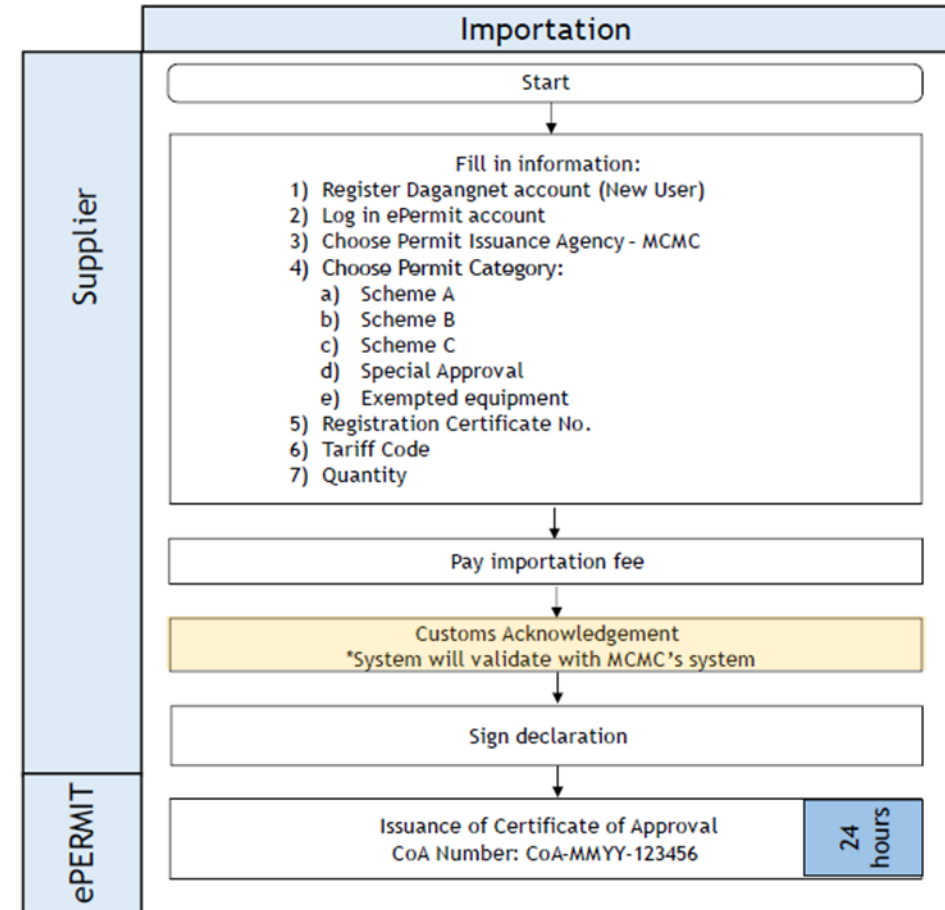
PROCESS FLOW (5/6)



i. Registration of IMEI or Serial Number



j. Importation



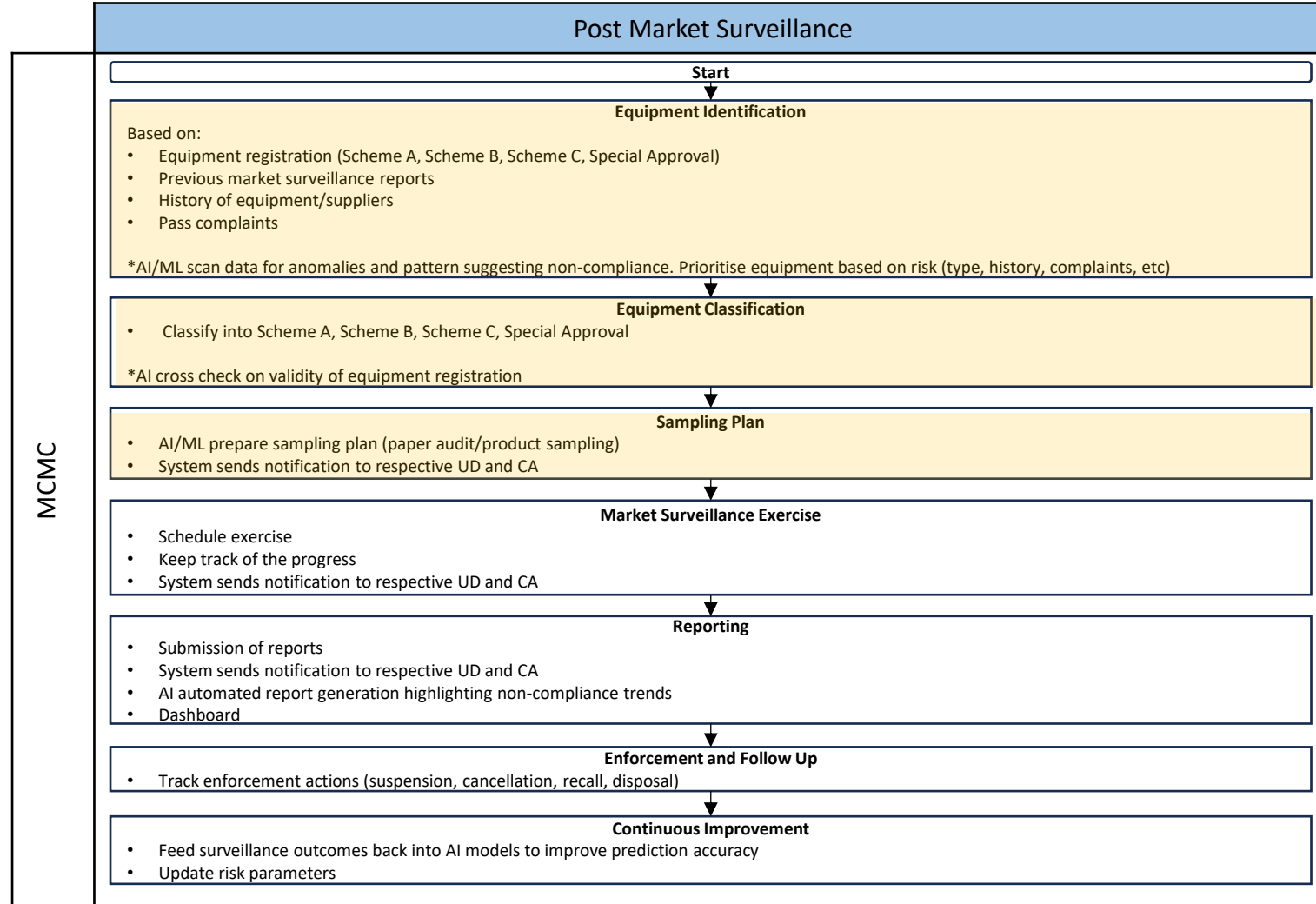
Note:

- Please note that the process flowchart is not final and is subject to changes during the System Analysis and Design phase by the appointed tenderer.

PROCESS FLOW (6/6)



k. Post-Market Surveillance



Note:

- Please note that the process flowchart is not final and is subject to changes during the System Analysis and Design phase by the appointed tenderer.

SCOPE OF WORK

Overview of Deliverables and Outputs



- MCMC intends to develop a secure, efficient, and digitally enabled **NCEF Online Registration System** as a centralised platform to support the operationalisation of the new framework.
- This system will streamline **the registration process for suppliers and communications equipment**, offering a user-friendly portal for stakeholders such as suppliers and consultants to register equipment.
- It will include **document verification tools, automated notifications, advanced search functionality, comprehensive reporting tools, and robust data management and analytics** to support market surveillance.

SCOPE OF WORK

Overview - System Component



Main Modules:

1. Supplier, Principal and Consultant Registration
2. Equipment Registration (Scheme A, B, C and Special Approval)
3. IMEI & Serial Number Registration and Labelling
4. Central Payment
5. Integration with MCMC Payment Gateway, MCMC SIFS, SIRIM eComM, RMCD ePermit System
6. AI Powered Document Validation and Fraud Detection
7. Dashboard and Reporting
8. Public Search Portal
9. Mobile Application

Auxiliary Modules:

1. User Management
2. Content Management
3. Workflow Management
4. Post Monitoring
5. Audit Trail
6. Alert and Notification
7. Data and System Security
8. Search Management

SCOPE OF WORKS (1/6)



1. System Analysis and Design

Conduct workshops with MCMC to gather requirements and develop process flowcharts, SRS, and SDD. Design a scalable, modular, and integration-ready system architecture using sustainable programming languages. Provide GUI mock-up and ensure the system supports at least 250 concurrent users (expandable to 500).

2. System Development

Develop the system using agile or sprint-based methodology with continuous feedback. Ensure business traceability through user stories and acceptance criteria, and implement full bilingual (BM and English) support across all modules.

3. System Modules

a. Core modules, including:

- (i) Registration (New and renewal);
 - Supplier, Principal and Consultant;
 - Equipment (Scheme A, B, C and Special Approval); and
 - IMEI & Serial Number.
- (ii) Payment;
- (iii) Importation;
- (iv) Dashboard and Reporting;
- (v) Public Search Portal; and
- (vi) Mobile Application.

b. Auxiliary features, including:

- (i) User Management;
- (ii) Content Management;
- (iii) Workflow Management;
- (iv) Post Monitoring;
- (v) Audit Trail;
- (vi) Alert and Notification;
- (vii) Data and System Security;
- (viii) Search Management; and
- (ix) Announcement Management.

SCOPE OF WORKS (2/6)



4. System Integration

Integrate the platform with internal (MCMC Pay, MCMC SIFS) and external systems (SIRIM eComM, RMCD ePermit) via secure APIs and Enterprise Service Bus (ESB) to enable seamless, interoperable data exchange and centralized integration with hosted API query services.

5. AI-Powered Document Validation and Fraud Detection

- Implement AI/ML-driven validation using OCR, NLP, and pattern recognition to verify documents, detect inconsistencies, and flag fraud risks.
- Include risk scoring, audit trails, adaptive learning, and cross-referencing mechanisms to enhance accuracy, compliance, and fraud prevention.

6. Security, Database and Compliance

- Implement robust security controls including Role-Based Access Control (RBAC), multi-factor authentication (MFA), encryption, and audit trails.
- Adopt secure coding standards and Secure Software Development Lifecycle (SSDLC) practices to ensure compliance with cybersecurity policies. The database must be cloud-hosted, encrypted, scalable (min. 1TB), and aligned with MCMC's data residency and cloud security requirements.
- MCMC reserves the right to determine whether open cloud services or closed cloud services will be utilized during the project implementation. In the event of any data transfer arising from cloud service migration, all associated costs shall be fully borne by the tenderer, with no additional charges to MCMC.

SCOPE OF WORKS (3/6)



7. System Testing and Acceptance

- Conduct four testing phases, Provisional Testing (PT), User Acceptance Testing (UAT), Performance Load Stress Test (PLST), and Final Acceptance Testing (FAT) to validate performance, functionality, and integration.
- Address all bugs identified during testing within the project timeline to ensure the system meets all operational and performance standards.

8. Penetration Testing

- Conduct comprehensive penetration testing by a certified PENTEST company, covering both blackbox and whitebox approaches, including web application vulnerability, exploit verification, and process flow assessments.
- All findings must be remediated before go-live, with a final signed report detailing vulnerabilities, risk levels, and post-review summaries.

9. Pilot Exercise

Prepare and deliver user manuals and training sessions for end-users, collect feedback, and implement system improvements at no extra cost based on pilot results.

SCOPE OF WORKS (4/6)



10. Change Management

Develop and document change management plans, adhering to approval processes via the Steering Committee during implementation and the Change Advisory Board after go-live.

11. Documentation and Handover

Provide technical and user documentation, conduct administrator training, and hand over all source codes and knowledge transfer materials to MCMC upon project completion.

12. Backup and Restore Requirements

Propose suitable backup storage and procedures, including database sizing and documentation, to ensure reliable backup and restoration of system data.

13. Deployment

Deploy the system across development, staging, production, and disaster recovery environments, ensure web browser compatibility and perform go-live commissioning and final data validation.

SCOPE OF WORKS (5/6)



14. Post Implementation Support

- Provide 36 months of warranty covering defect rectification, performance monitoring, and change requests, with an option for an additional 36-month extension.
- Assign a Resident Engineer for the first year to support 24/7 operations.
- Ensure compliance with SLA standards, minimum 99.44% uptime, defined response times, continuous support, escalation procedures, and monthly performance reporting.
- The Tenderer may propose an improved Service Level Agreement (SLA) that is deemed more suitable for the System.

15. Other Work Requirements

- Appoint a dedicated Project Manager to oversee coordination, documentation, and issue escalation.
- Provide comprehensive training, including a Train-the-Trainer module, and bear all costs related to system migration, integration, and third-party requirements.
- Any functionality gaps or enhancements identified during testing must be rectified at no additional cost within the 3-year warranty period.

16. Personnel

Provide qualified and competent project team members, including at a minimum a Project Manager, Solution Architect, System Analyst, UI/UX Designer, 2–3 System Developers, QA/Test Engineer, and Security/Compliance Specialist, with full CVs submitted for approval.

SCOPE OF WORKS (6/6)

17. Equipment

Supply all necessary licensed software, hardware, testing tools, and infrastructure (including cloud services) required for system development and integration. All associated costs, including cloud migration or service changes, shall be fully borne by the Tenderer without additional charges to MCMC.

18. Past Projects Experience

Provide detailed information on relevant past projects, including years of experience, system development portfolio within the last five years, use of AI technologies, and any awards or certifications related to project delivery.

19. Reports and Presentation

Prepare and submit required reports and presentations for MCMC's internal briefings, stakeholder consultations, and management updates within the specified timeline.

20. Duration

Delivery timeline as below:

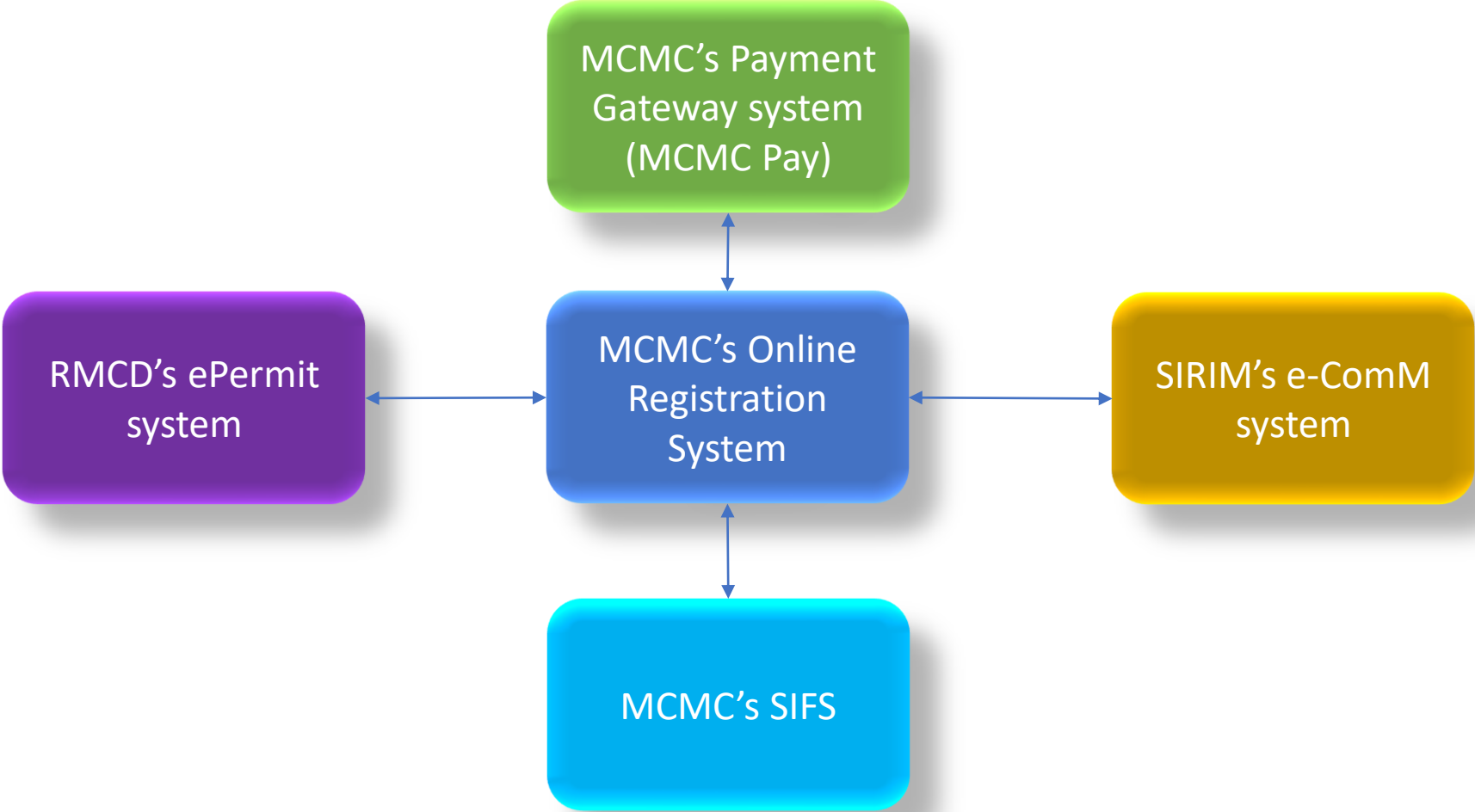
No.	Description	Duration
1.	System Development	9 months
2.	Testing and UAT	3 months
3.	Pilot Program with selected stakeholders	5 months
4.	Warranty Support	36 months
	Total	53 months

Table 2: Delivery Timeline

21. Additional Requirement

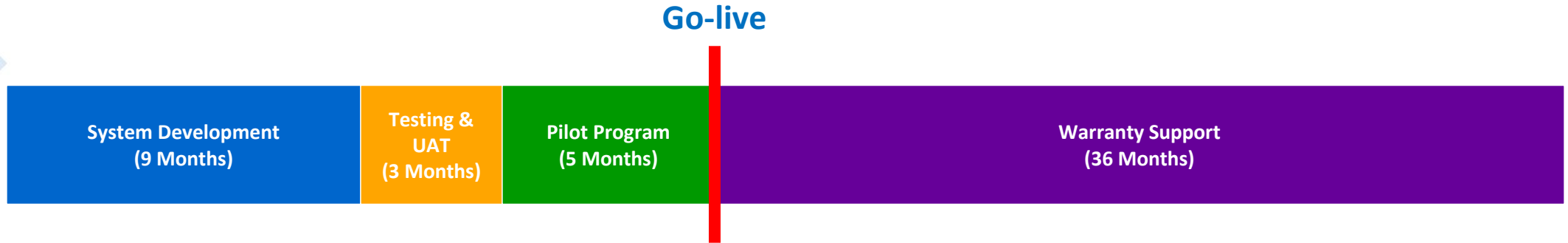
Hold regular project meetings with MCMC, including kick-off, sprint, and progress reviews, and provide timely documentation and reports. Ensure availability to address ad hoc queries and deliver accurate updates promptly as required by MCMC.

SYSTEM INTEGRATION DIAGRAM



— Integration under the scope

TIMELINE



Phase	Duration	Key Activities
System Development	9 months	Requirements, design, coding, and integration
Testing & UAT	3 months	Testing, validation, and UAT completion
Pilot Program	5 months	Pilot run, user feedback, and system enhancements
Warranty Support	36 months	Monitoring, maintenance, and issue resolution throughout the 36-month warranty support period, commencing from the system's live implementation date (post go-live), not after the UAT phase.

TENDER REQUIREMENT



No	Information	Details
1	Mode of Tender	Open Tender
2	Mandatory Requirement	The Tenderer shall be local company that is incorporated in Malaysia and is required to have a valid certificate of registration issued by the Companies Commission of Malaysia.

FINANCIAL



- The indicative price for the Work is **Ringgit Malaysia Three Million Only (RM 3,000,000.00)** inclusive of any duties or taxes imposed by the Government of Malaysia. Tenderer is required to provide details in **Appendix D**. All price quotations shall be made in Ringgit Malaysia.
- The Successful Tenderer shall be subjected to the verification and satisfaction of MCMC before the payment is disbursed according to the payment schedule stipulated in **Table 1—Payment Schedule** refer to Tender Document.
- Performance bond preferably in the form of Bank Guarantee (BG) at 5% of the total contract sum and the validity throughout the Work period and an additional twelve (12) months after the acceptance by MCMC of the Final Acceptance Test (FAT), to the satisfaction of MCMC.

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)



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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

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	Submission of Appendix G <ul style="list-style-type: none">Statement of Compliance To The Terms And Conditions Of Scope Of Work And Specification	Paragraph 9 <ul style="list-style-type: none">Compliance to the scope of work of the tenderTo state every paragraph under section 5Submission of Tenderer's proposal	Failure : May impact your evaluation score
2	Submission of Appendix H <ul style="list-style-type: none">List Of All Personnel That Shall Undertake The WorkList of Experiences	Paragraph 43 <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	Paragraph 8.7 <ul style="list-style-type: none">Prohibited from displaying or including its name in the Technical Submission	Failure : Ground for disqualification

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

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



6 Oct 2025

TENDER ISSUANCE



14 Oct 2025

TENDER BRIEFING
SESSION



22 Oct 2025

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



27 Oct 2025

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



MCMC/SPD/COPD(01)/CMIR2030/TC/10/2024(08)
(Acknowledgement of Submission)

CMIR 2030

TMU/TE-F02



COMPANY PARTICULARS

1.	Company Name :	
2.	Company Address :	
	Tel. No :	
	Fax. No :	
	Email Address :	
3.	Name of representative :	
4.	Contact Persons (Minimum two (2) contact persons to be filled in):	
a.	Name : Designation :	Tel : Email : Signature:
b.	Name : Designation :	Tel : Email : Signature:
c.	Name : Designation :	Tel : Email : Signature:
5.	Details of Submission:	
	No. of Box (Boxes)/ Envelope(s) :	Acknowledged Received : (Day/Date/Time) (MCMC)
	Acknowledged Received : (Day/Date/Time) (Company)	

