



# **TENDER FOR UNIVERSAL SERVICE PROVISION (USP) CLAIMS MANAGEMENT SYSTEM (UCMS)**

**BRIEFING SESSION**

27 JANUARY 2026

# CONTENT

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## **Session 1**

- Briefing on the project
- Q & A

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## **Session 2**

- Briefing on Tender Compliance
- Q & A

# SESSION 1

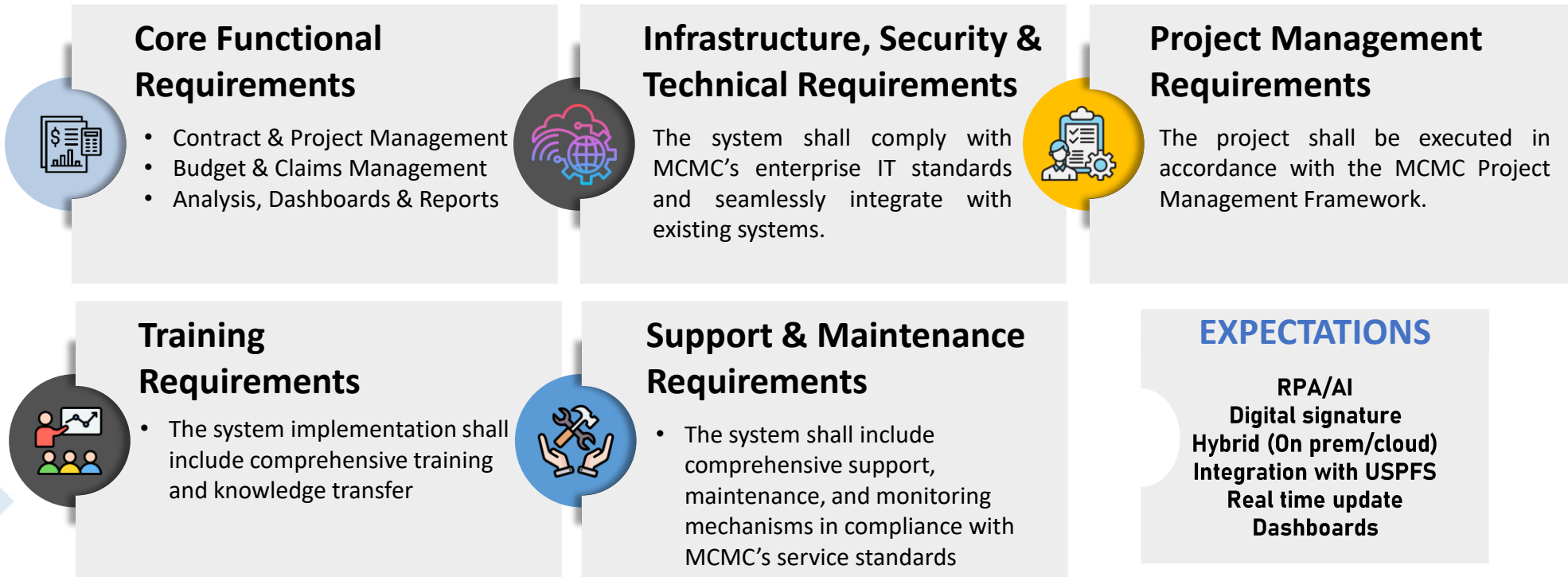
# OBJECTIVES



- The Tender invites proposals for the development and implementation of the MCMC USP Claim Management System (“UCMS”) as MCMC’s centralised platform for managing USP project claims.
- UCMS platform offers essential technical features to support end-to-end claims processing and involve both internal users and external users.
- UCMS shall be Oracle-based and will be fully integrated with the USP Financial System and to be designed to include digital signature, Robotic Processing Automation (“RPA”) and Optical Character Recognition (“OCR”) features as part of the verification process.
- The system will be designed and implemented to support real-time tracking and reporting capabilities.

# SCOPE OF WORK (HIGH-LEVEL)

The Successful Tenderer is required to carry out the scope of work listed below:



# SCOPE OF WORK – CORE FUNCTIONAL (1/4)

Category / Module		Deliverables	Expected Output	Mandate
<b>Core Functional Requirement</b>				
<b>USP PROJECT MANAGEMENT</b>	<b>Contract Management &amp; Project Monitoring</b>	<ol style="list-style-type: none"> <li>1. Customizable workflows for each Work Breakdown Structure (WBS) item, such as preliminaries, civil work and deploying telecommunications infrastructure. This module is able to track project progress based on the project requirements e.g. with project milestone embedded in the workflows.</li> <li>2. Sequential process of recording project bill of quantity, contracts, variations and reallocations across modules for traceability. Hierarchical project structuring and referencing from plan to site level.</li> <li>3. WBS items needs to undergo validation and approval process that will be managed under the Approval Workflow Module before proceeding to the next item and have a checklist for keeping track of the project progress. Validation and approval control for variations, subprojects, and site deliverables.</li> <li>4. Secure documentation repository for project and site progress.</li> </ol>	<ol style="list-style-type: none"> <li>1. Unified project structure for seamless reporting (Plan → Project → Sub Project → Cluster → Site → Bill of Quantity).</li> <li>2. Traceable approvals and integrated project status across modules.</li> <li>3. Enhanced visibility of progress at project, cluster, and site levels.</li> <li>4. Provide monitoring, forecasting, and milestone achievement tracking.</li> <li>5. Centralized and secure repository for all project documentation.</li> </ol>	<b>Mandatory</b>
	<b>Master Data &amp; Integration</b>	<ol style="list-style-type: none"> <li>1. Define data ownership, validation rules, and update workflows.</li> <li>2. Master data referencing across UCMS's project and financial modules.</li> <li>3. Integration between UCMS and USPFS/Oracle EBS to enable automated data exchange for financial and vendor-related processes.</li> </ol>	<ol style="list-style-type: none"> <li>1. Consistent and validated data across all UCMS modules.</li> <li>2. Seamless data flow from UCMS to USPFS/Oracle EBS for updates to USPFS tables (e.g., vendor, banking, claims), ensuring data consistency, accuracy, and timely financial processing.</li> </ol>	<b>Mandatory</b>
	<b>Analysis and Reporting</b>	<ol style="list-style-type: none"> <li>1. Develop automated dashboards for project, financial and claim monitoring.</li> <li>2. Generate performance reports for management on periodic basis.</li> <li>3. Provide analytical tools for trend and variance assessment.</li> </ol>	<ol style="list-style-type: none"> <li>1. Real-time visibility of project and financial performance.</li> <li>2. Data-driven insights supporting management decisions.</li> </ol>	<b>Mandatory</b>

# SCOPE OF WORK – CORE FUNCTIONAL (2/4)

Category / Module		Deliverables	Expected Output	Mandate
<b>Core Functional Requirement</b>				
<b>USP PROJECT FINANCIALS</b>	<b>Approved Capped Cost/Budget Verification &amp; Availability Checks</b>	<ol style="list-style-type: none"> <li>1. Enable automated verification of budget availability before commitment or disbursement.</li> <li>2. Integrate project cost data with financial limits and approval thresholds.</li> <li>3. Provide alerts and reports for budget utilization and variance.</li> </ol>	<ol style="list-style-type: none"> <li>1. Validation of budget availability prior to fund release.</li> <li>2. Real-time visibility of committed and available funds.</li> <li>3. Strengthened financial control and compliance with allocation policies.</li> </ol>	<b>Mandatory</b>
	<b>Approved Capped Cost / Budget Reallocations</b>	<ol style="list-style-type: none"> <li>1. Support verification of capped cost limits before approval or claim processing.</li> <li>2. Enable controlled budget reallocations with proper justification and approval routing.</li> <li>3. Maintain audit records of all reallocations, approvals, and adjustments.</li> </ol>	<ol style="list-style-type: none"> <li>1. Improved compliance with approved project cost caps and funding limits.</li> <li>2. Transparent and traceable budget adjustment process.</li> <li>3. Reduced risk of overspending through controlled and validated reallocations.</li> </ol>	<b>Mandatory</b>
	<b>Periodic Reviews &amp; Reporting</b>	<ol style="list-style-type: none"> <li>1. Establish automated review cycles for project and financial performance evaluation.</li> <li>2. Generate periodic progress and compliance reports for management oversight.</li> <li>3. Consolidate data from various UCMS modules for quarterly and annual reporting.</li> </ol>	<ol style="list-style-type: none"> <li>1. Timely and consistent review of project and fund performance.</li> <li>2. Improved accountability through structured reporting cadence.</li> <li>3. Enhanced decision-making supported by consolidated, data-driven insights.</li> </ol>	<b>Mandatory</b>



# SCOPE OF WORK – CORE FUNCTIONAL (3/4)

Category / Module		Deliverables	Expected Output	Mandate
<b>Core Functional Requirement</b>				
<b>OTHER MODULES</b>	<b>Audit &amp; User Support</b>	<ol style="list-style-type: none"> <li>1. Maintain a comprehensive audit trail for all transactions, updates, and approvals within UCMS.</li> <li>2. Provide monitoring tools for compliance checks and activity review.</li> <li>3. Establish user support channels for issue logging, troubleshooting, and technical assistance.</li> </ol>	<ol style="list-style-type: none"> <li>1. Full traceability of user actions for governance and audit purposes.</li> <li>2. Increased compliance through continuous monitoring and review capability.</li> <li>3. Improved user experience with timely resolution of system-related issues.</li> </ol>	<b>Mandatory</b>
	<b>Management &amp; Operational Reporting</b>	<ol style="list-style-type: none"> <li>1. Generate management-level reports summarizing project, financial, and operational performance.</li> <li>2. Produce operational reports for day-to-day monitoring and decision-making across UCMS modules.</li> <li>3. Consolidate data from various functional areas into structured reporting formats.</li> </ol>	<ol style="list-style-type: none"> <li>1. Improved visibility for management through timely and accurate reporting.</li> <li>2. Enhanced operational oversight supported by reliable daily/weekly insights.</li> <li>3. Better decision-making enabled by consolidated and consistent UCMS data.</li> </ol>	<b>Mandatory</b>
	<b>Variance &amp; Forecast Analysis</b>	<ol style="list-style-type: none"> <li>1. Monitor variance between planned and actual project or financial performance.</li> <li>2. Provide forecasting tools to project future costs, timelines, and resource needs.</li> <li>3. Generate analytical insights to identify trends, deviations, and emerging risks.</li> </ol>	<ol style="list-style-type: none"> <li>1. Early identification of cost or schedule variances for corrective action.</li> <li>2. More accurate projections supporting funding decisions and planning.</li> <li>3. Enhanced strategic oversight through data-driven trend analysis.</li> </ol>	<b>Mandatory</b>
	<b>Entry Point Portal &amp; Enquiry/Data Management</b>	<ol style="list-style-type: none"> <li>1. Provide a centralized entry portal for users to submit enquiries, requests, and project-related data.</li> <li>2. Enable structured capturing, routing, and tracking of enquiries across relevant UCMS modules.</li> <li>3. Support controlled access to retrieve, update, and manage submitted data.</li> </ol>	<ol style="list-style-type: none"> <li>1. Streamlined and standardized user interactions through a single access point.</li> <li>2. Improved visibility and traceability of enquiries and data submissions.</li> <li>3. Enhanced data accuracy and consistency through controlled input and retrieval processes.</li> </ol>	<b>Mandatory</b>

# SCOPE OF WORK – CORE FUNCTIONAL (4/4)

Category / Module		Deliverables	Expected Output	Mandate
<b>Core Functional Requirement</b>				
<b>OTHER MODULES</b>	<b>Historical Data &amp; Traceability</b>	<ol style="list-style-type: none"> <li>1. Maintain historical records of projects, financials, claims, variations, and related documents.</li> <li>2. Ensure complete traceability of changes, updates, and approvals over the lifecycle of each record.</li> <li>3. Provide accessible archival repositories for historical reference and audit needs.</li> </ol>	<ol style="list-style-type: none"> <li>1. Enhanced transparency through clear visibility of historical actions and decisions.</li> <li>2. Robust audit readiness supported by preserved and retrievable records.</li> <li>3. Improved continuity and data reliability for long-term project and fund evaluation.</li> </ol>	<b>Mandatory</b>
	<b>Workflow, Approval and Security</b>	<ol style="list-style-type: none"> <li>1. Design configurable workflows for project, claim, and payment approvals.</li> <li>2. Define approval matrix with role-based access and digital authorization.</li> <li>3. Implement audit trail and system notifications for all approval actions.</li> </ol>	<ol style="list-style-type: none"> <li>1. Streamlined and transparent approval process across UCMS modules.</li> <li>2. Strengthened governance through digital authorization and control hierarchy.</li> <li>3. Enhanced system security, accountability, and traceable user activities.</li> </ol>	<b>Mandatory</b>
	<b>Workflow &amp; Approval Process</b>	<ol style="list-style-type: none"> <li>1. Configure sequential and parallel approval workflows across UCMS modules.</li> <li>2. Implement role-based approval routing and delegation mechanisms.</li> <li>3. Enable digital acknowledgment and notification for each approval stage.</li> </ol>	<ol style="list-style-type: none"> <li>1. Streamlined end-to-end approval process with defined accountability.</li> <li>2. Reduced processing time through automated routing and escalation.</li> <li>3. Improved transparency, governance, and traceable approval actions.</li> </ol>	<b>Mandatory</b>

# SCOPE OF WORK - TECHNICAL 1/5



Category	Deliverables	Mandate
<b>System Analysis &amp; Design</b>	<ol style="list-style-type: none"> <li>1. Conduct requirements gathering workshops (functional &amp; non-functional requirements)</li> <li>2. Develop and validate process flow diagrams for all major modules.</li> <li>3. prepare and submit the SRS and SDD for approval.</li> <li>4. The solution architecture shall be modular, scalable and integration-ready.</li> <li>5. Approval workflows and user interfaces shall be defined and agreed with MCMC.</li> </ol>	Mandatory
<b>System Development (Agile)</b>	<ol style="list-style-type: none"> <li>1. Develop the system using Agile software development methodology, including sprint-based iterations and continuous feedback loops.</li> <li>2. Conduct sprint planning and reviews in collaboration with MCMC.</li> <li>3. Ensure traceability of business requirements through user stories and acceptance criteria.</li> <li>4. The system shall improve the processing efficiency, reducing manual workload, increasing data accuracy, enhancing transparency and ensuring compliance with financial policies.</li> <li>5. The system integrates workflow automation, user-friendly interfaces and real-time monitoring features to support timely and accurate claim handling.</li> </ol>	Mandatory
<b>System Integration</b>	<ol style="list-style-type: none"> <li>1. Integrate the platform with internal system which is USP Financial System (Oracle Platform).</li> <li>2. Secure API-based data exchange and validation shall be implemented.</li> <li>3. Centralized authentication via Active Directory and Digital Signature shall be provided.</li> </ol>	Mandatory
<b>AI-powered Document Validation and Fraud Detection</b>	<ol style="list-style-type: none"> <li>1. Develop and implement an intelligent document analysis engine that uses AI and Machine Learning algorithms to validate supporting documents</li> <li>2. OCR shall be used for automated data extraction and verification.</li> <li>3. The system shall detect document tampering, forgery and duplication.</li> <li>4. Fraud detection models with configurable thresholds shall be provided.</li> <li>5. All AI decisions shall be logged for audit purposes</li> </ol>	Mandatory

# SCOPE OF WORK - TECHNICAL 2/5



Category	Deliverables	Mandate
<b>Security and Compliance</b>	<ol style="list-style-type: none"> <li>1. Implement strong access control such as Azure AD Single Sign-On (SSO), multi-level access control and encryption of data at rest and transit.</li> </ol>	Mandatory
<b>System Testing and acceptance</b>	<ol style="list-style-type: none"> <li>1. To conduct three (3) phases of testing:               <ol style="list-style-type: none"> <li>a) User Acceptance Testing (UAT)</li> <li>b) Final Acceptance Testing (FAT)</li> <li>c) System Integration Testing (SIT)</li> </ol> </li> <li>2. To fix any bugs and errors captured during the UAT and FAT within the agreed project timeline.</li> <li>3. To ensure the application and system meet the requirements, specification, functionality, integration and performance needs.</li> <li>4. Require separate testing team</li> </ol>	Mandatory
<b>Penetration Testing</b>	<ol style="list-style-type: none"> <li>1. Shall perform Pentest by a recognised PENTEST company and remediate all the findings prior to any go-live or production deployment.</li> <li>2. Blackbox &amp; Whitebox testing by certified PENTEST company               <ol style="list-style-type: none"> <li>a) Web Application Penetration Testing (WAPT)</li> <li>b) Remediation of findings before Go-Live</li> </ol> </li> <li>3. Signed final penetration testing report</li> </ol>	Mandatory
<b>Change Management</b>	<ol style="list-style-type: none"> <li>1. To propose and provide change plan documentation, checklist and report.</li> <li>2. To adhere to the change management procedure:               <ol style="list-style-type: none"> <li>a) During Project Implementation – Steering Committee (consisted of MCMC and Successful Tenderer) approval</li> <li>b) After Go-Live – Change Advisory Board (CAB) approval</li> </ol> </li> <li>3. The Successful Tenderer to propose and analyze the as-is and the to-be processes, generate the process mapping and the new structure on resources allocation.</li> <li>4. All changes must be verified via testing, approved, and backend out if unsuccessful.</li> </ol>	Mandatory

# SCOPE OF WORK - TECHNICAL 3/5



Category	Deliverables	Mandate
<b>Deployment</b>	<ol style="list-style-type: none"> <li>1. Deploy the system on staging and production environments compliant with MCMC's hosting policy</li> <li>2. Conduct Go-Live commissioning and final data validation</li> </ol>	Mandatory
<b>Documentation and Handover</b>	<ol style="list-style-type: none"> <li>1. Prepare and deliver technical documentation, user manuals and training materials for the administrator</li> <li>2. Conduct administrator training sessions</li> <li>3. The source code should be handed over the MCMC once the development is completed</li> </ol>	Mandatory
<b>Backup and Restore Requirements</b>	<ol style="list-style-type: none"> <li>1. Shall recommend the backup storage and propose a backup &amp; restore procedure for the system application and database and the dimensioning used for the duration of the backup and restoration process.</li> <li>2. Shall provide comprehensive documentation on backup and restore procedures.</li> <li>3. System backup and restore plan must be comprehensive with daily, weekly, monthly and yearly backup schedules.</li> </ol>	Mandatory
<b>Training</b>	<ol style="list-style-type: none"> <li>1. Prepare and deliver user manuals and training materials for the end-user.</li> <li>2. Conduct end-user training sessions.</li> <li>3. Collect feedback and perform system enhancements during warranty support period with no additional charges if required.</li> <li>4. Must provide sufficient training to ensure effective knowledge transfer, enabling MCMC personnel, service providers, and outsourcing partners to fully maintain, fine-tune, configure, and enhance the solution after the Go-Live date.</li> <li>5. Knowledge transfer must include, but is not limited to, product training (e.g., software, development tools), project team training, helpdesk training/briefing, system administration training, and infrastructure training.</li> </ol>	Mandatory

# SCOPE OF WORK - TECHNICAL 4/5



Category	Deliverables	Mandate
<b>License Management</b>	<ol style="list-style-type: none"> <li>1. Must quote any related software that is part of the UCMS solution (e.g. digital signature license, database license, application server, reporting tool, etc).</li> <li>2. Shall provide UCMS Administrator licenses subscriptions for a minimum of 60 users (internal) and UCMS licenses subscriptions for approximately 180 – 250 users (external) per year.</li> <li>3. <b>Application Server:</b> Specify the application server software needed to host and run the UCMS effectively. Mention any additional licensing or setup costs associated with the application server.</li> <li>4. <b>Reporting Tool:</b> Propose a reporting tool that enables comprehensive and customisable reporting capabilities for UCMS data analysis and decision-making. Provide information on licensing and integration costs, if any.</li> <li>5. <b>Integration Tools:</b> If there are any specific integration tools required for integrating the UCMS with other systems (e.g., USPFS &amp; Digital Signature), the Tenderer should specify them and include relevant pricing details.</li> <li>6. <b>Customisation Services:</b> If any additional customisation or development work is required for the UCMS to meet MCMC's future needs, the Tenderer should be able to specify feasibility details on allowed customisation of the system.</li> </ol>	Mandatory

# SCOPE OF WORK - TECHNICAL 5/5



Category	Deliverables	Mandate												
<b>Post-Implementation Support</b>	<ol style="list-style-type: none"> <li>1. Provide 12 months of warranty and support with defect rectification and performance monitoring continue with the 36 months of extended Support &amp; Maintenance services. The warranty shall commence after Go-Live of the UCMS.</li> <li>2. To assign one (1) Resident Engineer (RE) to be stationed at MCMC Headquarters, who shall act as the first level support to MCMC for all technical issues, system monitoring and operational. The RE shall always be available to support 24/7 operations, including on-call support as required and shall liaise closely with MCMC’s technical.</li> <li>3. Adhere to the following minimum SLA standards throughout the support period:               <ol style="list-style-type: none"> <li>a) System Availability: Minimum 99.9% uptime per calendar month</li> <li>b) Incident Response Time:                   <table border="1" data-bbox="733 639 1781 839" style="margin: 10px auto;"> <thead> <tr> <th>Severity</th> <th>Response Time</th> <th>Resolution Time</th> </tr> </thead> <tbody> <tr> <td>Critical</td> <td>30 minutes</td> <td>4 continuous Hours</td> </tr> <tr> <td>Major</td> <td>30 minutes</td> <td>24 continuous Hours</td> </tr> <tr> <td>Low</td> <td>30 minutes</td> <td>72 continuous Hours</td> </tr> </tbody> </table> </li> <li>c) Support Coverage: 24 hours/ 7 days a week</li> <li>d) Escalation Procedures: Clear process for issue escalation, including points of contact, timelines and tracking</li> <li>e) Reporting: Submit a monthly support performance report detailing system uptime, incidents, response and resolution metrics and improvement actions taken.</li> </ol> </li> </ol>	Severity	Response Time	Resolution Time	Critical	30 minutes	4 continuous Hours	Major	30 minutes	24 continuous Hours	Low	30 minutes	72 continuous Hours	Mandatory
Severity	Response Time	Resolution Time												
Critical	30 minutes	4 continuous Hours												
Major	30 minutes	24 continuous Hours												
Low	30 minutes	72 continuous Hours												

# TENDER REQUIREMENT

Category	Requirement
<b>Mandatory Requirements for Tenderer to Participate</b>	<ul style="list-style-type: none"><li>• Company that is incorporated in Malaysia and is required to have a <b>valid certificate</b> of registration issued by the Companies Commission of Malaysia (hereinafter referred to as "CCM").</li><li>• Must be a member of <b>Oracle Partner Network (OPN)</b> in order to support businesses in leveraging Oracle technology. (Require to provide certificate / letter that issue by Oracle)</li></ul>

# FINANCIAL



- 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 and 2 — 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 Certificate Final Acceptance (CFA), 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

### **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"> <li>To submit on or before 12pm, on specified date</li> </ul>	Failure : Ground for disqualification
2	Submission of Tender Deposit (RM10,000)	Paragraph 12 <ul style="list-style-type: none"> <li>Attach the Tender Deposit to the Form of Tender Document (Appendix B)</li> </ul>	Failure : Ground for disqualification
3	Submission of <b>Appendix A</b> - Statement of Compliance	Paragraph 9 <ul style="list-style-type: none"> <li>Declaration of compliance for terms of condition of the tender and salient terms on contract</li> <li>To state every paragraph under section 3 and Section 4 (para 16 -39)</li> </ul>	Failure : Ground for disqualification
4	Submission of <b>Appendix B</b> - Form of Tender	Paragraph 10 <ul style="list-style-type: none"> <li>Formal undertaking by the tenderer for this tender</li> </ul>	Failure : Ground for disqualification
5	Submission <b>Appendix C</b> – Form for Business Profile (include all attachment)	Paragraph 11 <ul style="list-style-type: none"> <li>Tenderers business profile information and submission of the required attachment</li> </ul>	Failure : Ground for disqualification
6	Mandatory Requirement under paragraph 2 of the tender document	Paragraph 2 <ul style="list-style-type: none"> <li>To shows tenderer’s eligibility and competency for the tender</li> </ul>	Failure : Ground for disqualification
7	<b>Appendix D</b> – Schedule of Price	Paragraph 10 <ul style="list-style-type: none"> <li>To provide detailed price quoted – bill of quantity</li> </ul>	Failure : Ground for disqualification
8	Submission of signed <b>Appendix E</b>	Paragraph 15 <ul style="list-style-type: none"> <li>MCMC Tenderer’s Declaration – on anti bribery</li> </ul>	Failure : Ground for disqualification
9	Submission of signed <b>Appendix F</b>	Paragraph 15 <ul style="list-style-type: none"> <li>Declaration of Interest by Tenderers – to declare on the conflict of interest of the tenderers on this tender</li> </ul>	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 <b>Appendix G</b> <ul style="list-style-type: none"><li>Statement of Compliance To The Terms And Conditions Of Scope Of Work And Specification</li></ul>	Paragraph 9 <ul style="list-style-type: none"><li>Compliance to the scope of work of the tender</li><li>To state every paragraph under section 5</li><li>Submission of Tenderer's proposal</li></ul>	Failure : May impact your evaluation score
2	Submission of <b>Appendix H</b> <ul style="list-style-type: none"><li>List Of All Personnel That Shall Undertake The Work</li><li>List of Experiences</li></ul>	Paragraph 43 <ul style="list-style-type: none"><li>List Tenderer competency and experience</li></ul>	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"><li>Prohibited from displaying or including its name in the Technical Submission</li></ul>	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](mailto:tender@mcmc.gov.my)).**

# TENDER TIMELINE



21 Jan 2026

TENDER ISSUANCE



27 Jan 2026

TENDER BRIEFING  
SESSION



04 Feb 2026

TENDER  
CLARIFICATION ENDS

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



11 Feb 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**