

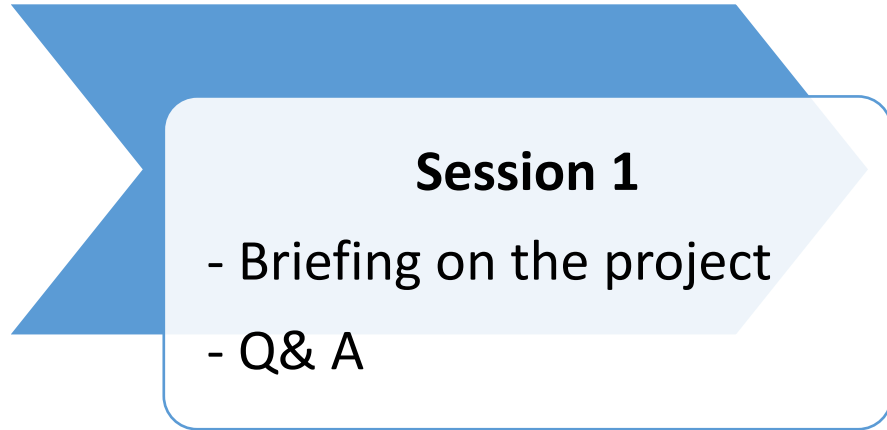


**TENDER FOR THE PROVISION OF SUBSCRIBING TO TOTAL SOLUTIONS ON
THE NETWORK-RELATED DATA FROM CROWDSOURCED DATA PROVIDER
(CDP)**

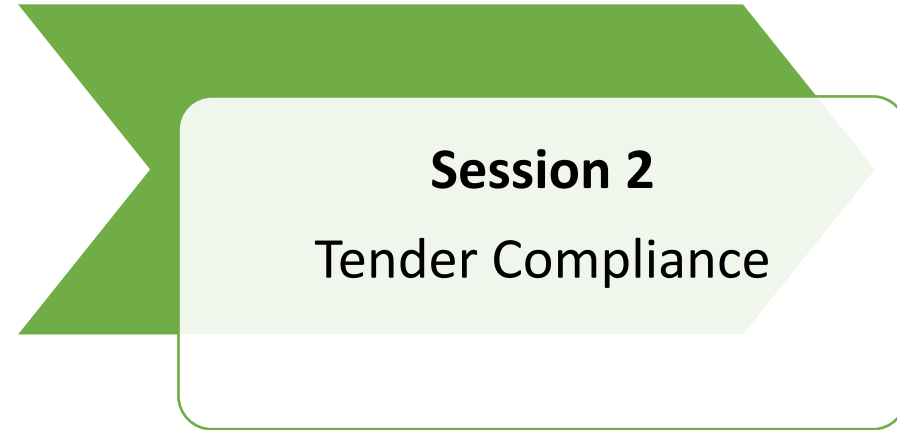
Tender Briefing

27 March 2024

OBJECTIVE

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Session 1
- Briefing on the project
- Q& A

A green arrow-shaped graphic pointing to the right, containing a white rounded rectangle with a green border.

Session 2
Tender Compliance

BACKGROUND

- ❑ MCMC has embarked to adopt a crowdsource approach as a method to measure national average broadband speed.
- ❑ Access to a dedicated crowdsourcing platform is beneficial for MCMC in terms of assessing the state of connectivity on speed and coverage, providing feedback to questions from the stakeholders as well as the public, and planning for quality improvement.
- ❑ The crowdsourcing platform also allows MCMC to deep dive on the speed and coverage issues, hence indirectly contribute to the improvement of Quality of Services (QoS) via consistent engagements and reminders to the Service Providers (SPs).
- ❑ MCMC desires to have a crowdsource data provider who offers solutions with big data (data collected 24/7 nationwide), readily available platform, ease for data reporting, ability for instant data analysis for planning, benchmarkable with other countries, data collected from users nationwide, and can guide to identify locations for on-site measurement.

TENDER REQUIREMENTS



No.	Para/Item	Tender Requirement	Remarks
1.	2.1	The Tenderer is required to have a valid certificate of registration issued by the Companies Commission of Malaysia (CCM) OR	Mandatory
2.	2.2	If the Tenderer is not incorporated/established in Malaysia and is foreign entity, the Tenderer is required to have a valid certificate of registration from the relevant authority (similar to CCM) in its country of origin.	

SCOPE OF WORK



This provision is to have a total solution which includes network data (QoS and QoE), dashboard analytics solution (“platform”) for visualization and other customization features to the platform.

TECHNICAL SPECIFICATIONS 1/8



No	Description
SUBSCRIPTION TO CROWDSOURCING DATA PLATFORM	
1	<p>a) The Successful Tenderer shall provide the telecommunication crowdsource raw (processed) data (user initiated or background scanning) to MCMC. <u>Tenderer to provide justification or evidence i.e. screenshot for each items proposed.</u></p> <p>The raw (processed) data shall include the following:</p> <ul style="list-style-type: none">i. QoS and QoE data<ul style="list-style-type: none">a) Mean and median for Upload and Download speedb) Latencyc) Jitterd) Packet Losse) Differentiate between fixed, mobile, Wi-Fi servicesf) Device modelsg) Network availability.
	<p>b) The Successful Tenderer shall provide the telecommunication crowdsource raw (processed) data (user initiated or background scanning) to MCMC. <u>Tenderer to provide justification or evidence i.e. screenshot for each items proposed.</u></p> <p>The raw (processed) data includes the following but not limited to:</p> <ul style="list-style-type: none">i. Coverage<ul style="list-style-type: none">a) Coverage (SS-RSRP, RSRP, RSCP, Rx-Level, etc.)b) Quality (SS-RSRQ, RSRQ, SINR ,EcNo, RxQual, etc.)c) SNRd) Indoor and outdoor.e) Spectrum and technology used.f) Cell sites.g) Binned size at least 20m x 20m.h) Video streaming experiencei) Online Gaming experiencej) HTTP (Web Browsing) experience.

TECHNICAL SPECIFICATIONS 2/8



No	Description
SUBSCRIPTION TO CROWDSOURCING DATA PLATFORM	
	<p>c) All data shall be broken down by Mobile Network Operator, Latitude and Longitude, All Technology, 2G, 3G, 4G, 5G, daily with timestamp. <u>Tenderer to provide justification or evidence i.e. screenshot for each items proposed.</u></p> <p>d) The Successful Tenderer shall provide the data up to Mukim layer. Tenderer to provide the number of Mukims that have been covered based on the 1,831 current numbers of Mukim in Malaysia. <u>Tenderer to provide justification or evidence i.e. screenshot for each items proposed.</u></p> <p>e) MCMC will have a perpetual right of retention and use of the raw (processed) data. The data is for MCMC's analysis, validation and reporting.</p>
2	Raw (processed) data to be provided to MCMC via API based integration and must be readable in tabular format i.e. CSV file. Tenderer to only provide the API documentation to MCMC.
3	The Successful Tenderer shall provide in detail its methodology(s) of collecting the crowdsourcing data e.g. user initiated/background scanning/network drive test.
4	The methodology shall comply with ITU standards related to QoS and QoE parameters and measurements, as defined by the ITU-T, as well as enforcement mechanisms.

TECHNICAL SPECIFICATIONS 3/8



No	Description
DASHBOARD ANALYTICS SOLUTION	
1	The dashboard shall apply the latest release of Malaysia's administrative boundaries from the authority provider i.e. Department of Survey and Mapping Malaysia (JUPEM) and must be broken down by Nationwide, State, District, Parliamentary, Dewan Undangan Negeri (DUN), and Mukim.
2	The Successful Tenderer shall provide the multiple ready-to-view dashboard or customizable dashboard analytics solutions for local use which allows live insight into the network related data including: <ul style="list-style-type: none">a) service and performance i.e. download speed, upload speed, latency, jitter etc.b) site location.c) predicted coverage dashboard.d) Mean and Median speed insight (by technology, operators, boundaries, mean, median, daily with timestamp)e) Mean and Median speed for top 20 and bottom 20 by boundaries i.e., Parliamentary, DUN, District, Mukim
3	a) The Successful Tenderer shall provide customizable mapping visualisation analysis for mobile coverage and throughput for local use which includes: <ul style="list-style-type: none">a) Able to select indoor, outdoor and both.b) Able to toggle in binned and gradient format.c) Frequency band information based on International Mobile Telecommunications (IMT) band.d) Selectable duration (i.e. weekly-monthly-quarterly-yearly-any dates)e) Within selectable or drawn polygon.f) Shall be broken down by Operator and Technology.

TECHNICAL SPECIFICATIONS 4/8



No	Description
DASHBOARD ANALYTICS SOLUTION	
	b) The dashboard analytics solution shall have capability to visualize the data via upload function, and must support various formats of GIS data, and telecommunication data. Example as below: <ul style="list-style-type: none">i. GIS Format (SHP, TAB, KMZ, KML, GeoTIFF)ii. Telecommunication data format (NMF, NMFS, CSV)
4	The coverage visualization granularity of the data shall be at the minimum of 20m x 20m* binned size for the below requirements: <ul style="list-style-type: none">a) Speedb) Signal Strength <p><i>*Tenderer to propose whether more granular binned size is available</i></p>
5	The dashboard analytics solution shall have the capability to visualize the mapping solution with location search function for map navigation and data visualization. The search function shall be capable to read, or search based on the location name or coordinate (Longitude/Latitude) input.
6	The dashboard analytics solution shall be on web based or Software as a Service (SaaS). No installation requirement to the MCMC machine

TECHNICAL SPECIFICATIONS 5/8



No	Description
DASHBOARD ANALYTICS SOLUTION	
7	<p>a) The dashboard analytics solution shall have the function of data extraction in many ways which includes:</p> <ul style="list-style-type: none">i. Technologyii. Operatorsiii. Boundariesiv. Date-time with capability to select within rangev. QoS/QoEvi. Coveragevii. Polygon <p>b) The dashboard analytics solution shall have the capability to download the data which include:</p> <ul style="list-style-type: none">i. attribute file format (i.e. CSV, Excel)ii. GIS format (i.e. SHP, TAB, KMZ, KML, GeoTIFF)
8	The dashboard shall support at least 100 user access including 6 admin roles must be granted to MCMC.
9	From the date of appointment, the Successful Tenderer should be able to visualize the data for the previous year on the dashboard analytics solution.

TECHNICAL SPECIFICATIONS 6/8



No	Description
PROJECT MANAGEMENT	
1	The Successful Tenderer shall provide all documentations and user manual for the dashboard, data dictionary for the crowdsource data, etc.
2	The Successful Tenderer should have local representative(s) in Malaysia.
3	<p>The Tenderer should dictate the average of daily dataset for the raw (processed) data as highlighted in Page 6 which includes as follows:</p> <ul style="list-style-type: none">a) Total instancesb) Total size of file <p>Note: The Tenderer may solicit a sample of daily data as an integral component of the document submission.</p>
4	The Tenderer to provide the information on their client based on the organisation, as per Appendix H of the Tender Document.

TECHNICAL SPECIFICATIONS 7/8



No	Description
IT INFRASTRUCTURE	
1	The platform should run 24x7 for Governance & Monitoring across platform.
2	Shall be full web-based application system which is in compliance with the latest Internet browser software; Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox, Safari, etc.
3	The platform shall comply with MCMC IT Network securities or any other recognised international IT securities standard.
4	The Successful Tenderer shall provide the source code (to dictate the formula on data processing to visualization). The source code shall retain in MCMC for analysis and validation.

TECHNICAL SPECIFICATIONS 8/8



No	Description
CHANGE MANAGEMENT	
1	The Successful Tenderer shall provide all relevant trainings that are required for MCMC Officers to be competent and self-reliant to operate the dashboard analytics solutions within 2 month after the solutions go live. The training provided shall emphasize on the practical hands-on usage of each module in the dashboard analytics solutions including its features. The training shall also include module on Train-the-Trainer for the trained MCMC officers to be able to share the knowledge to new MCMC officers.
2	The Successful Tenderer is required to provide the training that can accommodate all 100 users.
3	The Successful Tenderer should propose the training module, training duration, and venue for the training. The Tenderer should submit training topics and provide complete set of training materials including the Train-the-Trainer module in softcopy and hardcopy to all participants on the training day(s). Successful Tenderer shall propose schedule of the training to the MCMC for consent at least one (1) month before the training. The Successful Tenderer shall handle all training arrangements and bear all costs related to venue, food and beverages.
4	The Successful Tenderer to provide certification to all MCMC personnel at the end of the training.
5	The Successful Tenderer shall adhere to the MCMC Service Level Agreement (SLA) as mentioned in Page 14 or alternatively, the Tenderer may propose an equivalent or better SLA, incident, and request escalation flow.
6	Provide support and maintenance throughout the subscription period based on MCMC SLA.

SERVICE LEVEL AGREEMENT



- The Tenderer shall provide support and maintenance during the period of one (1) year upon subscription.
- The Tenderer shall provide support and maintenance to users at 24 x 7 days (offsite/onsite) with agreed Service Level Agreement (SLA) and to follow MCMC working days and local time zone (Malaysia Time).
- The following table describes the support days and hours:

Support days and hours	
Telephone, Email, SMS Support	: 24 hours x 7 days
Other Support (On-site)	: 8.00 am to 6.00 pm (Monday to Friday)

- The Tenderer shall respond to the MCMC's request for support and complete the Services within the timeframe stipulated in table below from the time of the MCMC's request:

	Severity Level	Response Time	Resolution Time	Hours of Service
Critical	1	Thirty (30) minutes	Five (5) hours	All days and round the clock
Moderate	2	Thirty (30) minutes	Twenty-four (24) hours	Support Days and Hours only
Low	3	Thirty (30) minutes	Forty-eight (48) hours	Support Days and Hours only

PROPOSE PROJECT DEVELOPMENT TIMELINE



- The Work (platform customization) shall be completed within 60 days unless the timeline is further extended by MCMC accordingly.

- In this respect, the Work may be subjected to milestones which may have specific timelines that need to be complied with by the Successful Tenderer.

SCHEDULE OF PAYMENT



No	Payment Schedule	Payment (%)
1.	Upon execution and stamping of the Agreement, AND upon receipt of Performance Bond	10
2.	Upon completion of User Requirement Study (URS), User Acceptance Test (UAT), and Final Acceptance Test (FAT). The required documents to be provided along with original invoice: a. Project tracker with proposed and actual date of task completion. b. URS, UAT and FAT sign off duly stamped and signed by the MCMC Official.	40
3.	Upon successful and completion of system integration with MCMC internal system via Application Programming Interface (API), subject to verification by the Commission.	40
4.	Upon completion of training session, subject to verification by the Commission.	10
TOTAL		100

TENDER COMPLIANCE

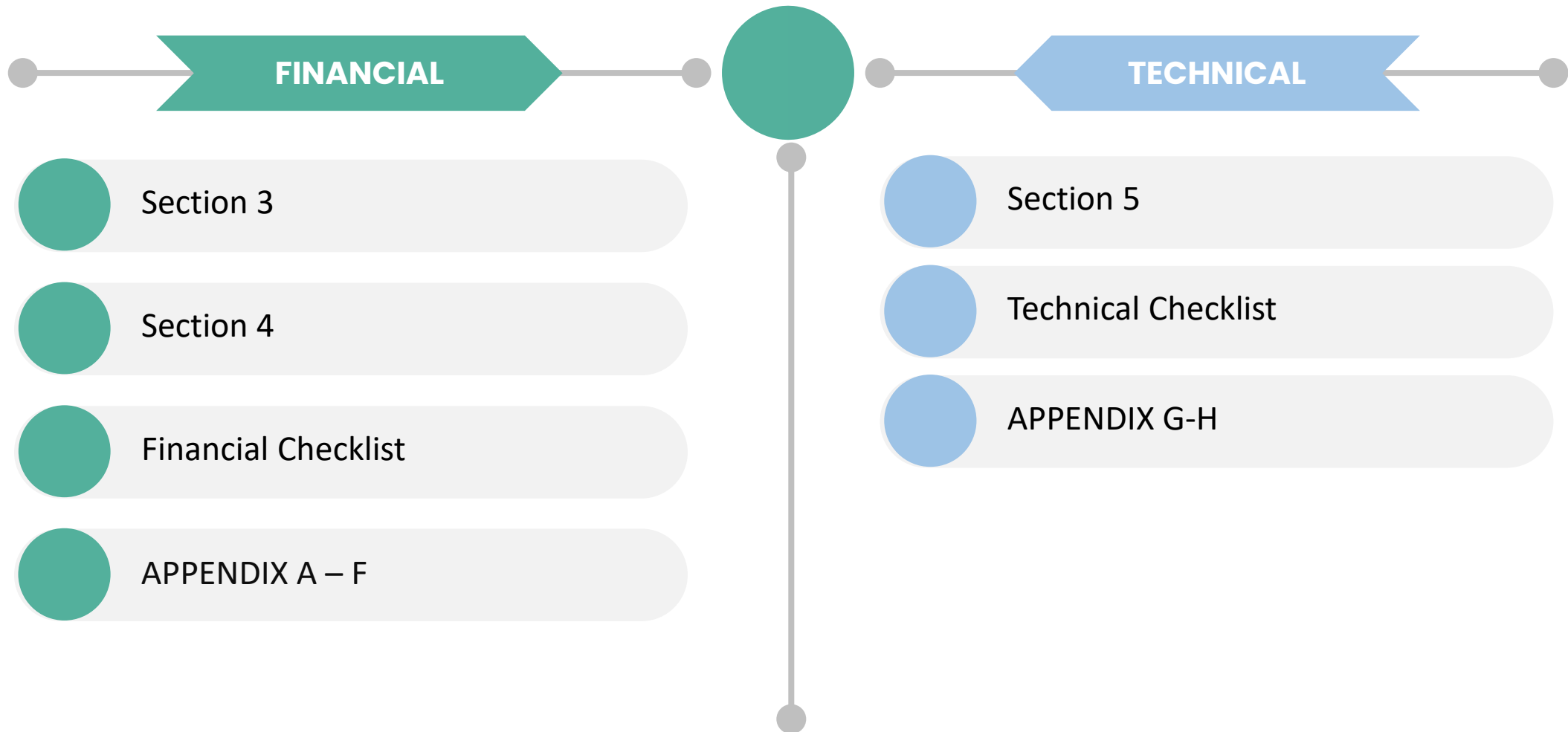
HOW TO PURCHASE TENDER DOCUMENT

[URL : https://msmart.mcmc.gov.my/web/index.php](https://msmart.mcmc.gov.my/web/index.php)



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TENDER SUBMISSION



Financial Submission:

1 Original (hardcopy) + 1 Copy (hardcopy)
+ 1 digital copy of scanned documents in
pdf format (USB flash drive)

Technical Submission:

1 Original (hardcopy) + 1 Copy (hardcopy)
+ 1 digital copy of scanned documents in
pdf format (USB flash drive)

IMPORTANT NOTES

1. All information and updates will be on MCMC website.
2. Attach the Tender Deposit to the Form of Tender Document (Appendix B). **Tender submissions without the Tender Deposit shall be disqualified.**
3. 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.
4. **No company name/info/logo in the Technical Submission (redact).** Failure to comply with this may invalidate the Tenderer's tender submission. This is including the evidence sent in the technical submission.
5. The MCMC Tender Secretariat will be the only point of contact for this project (tender@mcmc.gov.my).

TENDER TIMELINE



21 March
2024

TENDER ISSUANCE



27 March
2024

**TENDER BRIEFING
SESSION**



4 April 2024

**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



16 April 2024

**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