

Tender Clarifications - Tender for the Provision of Consultancy Services for the Performance and Security Audit for Short Messaging Services for Mobile Content

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- Q1. For mobile origination (MO) and mobile termination (MT), is the scope of audit limited to the Public Cellular Service providers (PCS) or includes all private content provider and the general public?

The audit is to do verification for on all SMS mobile content service, both provided by both PCS providers and CPs.

- Q2. We wish to reproduce the forms under the appendices section following back its original content and formatting. Are there any restrictions for this?

No.

- Q3. The 'Preventive System' - The system referenced to point 3.7, purely process based or involving IT/Application System/Technology or a combination of both?

Include both process and system, refer to item 4.3.2.

- Q4. Duration of assignment (assuming 5 day work week) referenced to point 6.1- According to the table provided, the total number of days required is:-

Total = a+b+c+d+e = 69 days

- a. Project setup - 5 days
- b. Fieldwork in 3 selected Telcos (Field work 10 days+ Preliminary report 5 days + Discussion on result 2 days = 17 days per telco) - 51 days
- c. Preparation of final report - 10 days
- d. Presentation - 1 day
- e. Preparation of Exec Summary Report - 2 days

This conflicts with point 7.1 - The entire work package, from Project Setup to Final Report submission, must be completed within 52 days. Kindly clarify the duration period.

The duration shall only refer to clause 6 and not the clause 7.1.

- Q5. Is it possible for us to arrange for a face to face meeting to further discuss the scope of work and expectation?

Discussion will be arranged only after the project has been awarded, to be fair to all tenderers.

- Q6. Upon award of contract, how many days of preparation period is provided to the successful Tenderer?

Currently, the project set up is 1 week but normally prior to finalization of contract, there is window for preparation.

- Q7. In reference to point 3.7 and 3.8, there has been instructions issued by SKMM to the major PCS to install a "Preventive System" and to take action to prevent SMS Spoofing. Is it possible for SKMM to share these instructions and/or directives with us?

Yes, it is a letter issued to all PCS basically to implement a system that will automate the compliance with the Guidelines for mobile content service through the content provider's platform. The actual letter will be shared after award of project.

Q8. In reference to point 4.3.1:-

To produce a final report on assessment of the legitimacy of SMS sent by general customers vis-à-vis fake MO and MT or MO and MT spoofing. The assessment must verify that the MOs and MTs are technically genuine by examining relevant logs and trails. The audit shall be conducted for transactions made in year 2007.

Just to understand if our audit scope is divided into two main/broad objectives here which are:

- a. To examine transactions made in 2007 to identify spoofing and fraud
- b. To examine the "Preventive System" in place for compliance and effectiveness

If objective 'a' is relevant, is there a recommended sample size or can we adopt our PwC's methodology in determining sample sizes?

Yes, the two scopes above are the main objectives and methodology will be proposed by tenderer.