

**TENDER CLARIFICATIONS: TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF TWO (2) SETS OF QUALITY OF SERVICE MEASUREMENT SYSTEM FOR PUBLIC CELLULAR SERVICE**

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**Q1. With regard to Clause 6. software requirement No.11. Please explain the meaning of ESA and the formula.**

ESA is 'end point service availability' for public cellular service. It is defined under Determination 2 of 2002 and it is available at SKMM website <http://www.skmm.gov.my/registers/cma/comdeter/pdf/d2.pdf>.

There are two measurements used to measure the quality of public cellular service, ESA must not fall below 90% and dropped calls must not be more than 5% of total calls.

The cellular operator has failed to meet the mandatory standard if either of these criteria has not been met.

**Q2. What is the purpose of the directional antenna?**

The directional antenna is used to locate the direction of monitored transmitters.

**Q3. What is Google Earth Software?**

Google Earth software is available at <http://earth.google.com/> . This software is similar to Mapinfo. The map is constantly updated and it is free. It is good for presentation because it shows actual view from the top rather than a plain map.

**Q4. Can you explain item No. 13 of Clause 7?**

The compartment may alternatively be used to **either** store the four test mobile phones **or** to store the scanner.

We would like the suitcase to be compact to facilitate ease of use in the field.

**Q5. Please explain Item No. 16 of Clause 7. Are you looking at external interferences?**

Item No. 16 of Clause 7 allows the user to identify a transmitter's owner (operator). A combination of directional antennae is used to identify external interference (for example: cross-border interference) or to check for illegal transmitters.

**Q6. For the statement of compliance for technical specification, can we use "partial comply"?**

**For e.g.: under additional requirement, clause 8, the scanner can support GSM 900 (925 to 960 MHz), GSM 1800 (1805 to 1880 MHz) and WCDMA 2100 (2110 to 2170 MHz) but not the 1915 to 2025 MHz. Can we use "Partial Comply"?**

**Or we can just use comply as we support all the 3 mentioned freq. bands (GSM900/1800 and WCDMA 2100).**

Answer: "Complied except for (state the bands or systems)....."

**Q7. For Chapter 5: Hardware Requirement: Clause 5.1 - 4**

**The system must also have car (DC) and AC Power kits for any emergency power failure. Question: Does this involve additional car battery or an AC/DC converter with cigarette lighter power outlet)?**

The system requires two (2) modes of power supply via;

- i. Alternating Current (AC) from 3-pin wall plug
- ii. Direct Current (DC) from car battery

In the event of emergency power failure, the user can choose either mode of power supply.

**Q8. Clause 21.1: The Tenderer shall deposit with SKMM a sum of Ringgit Malaysia Ten Thousand only (RM 10,000) in the form of a Cashier's Order or Bank Draft.....**

**Q: i) Would it be possible if we would like to propose to provide Bank Guarantee as the Tender Deposit instead of Cashier's Order or Bank Draft?**

**ii) How long the validity period of the Tender Deposit?**

No. SKMM will only accept a Bank Draft or Cashier's Cheque as tender deposit.