Briefing to Licensees

Invitation to Register Interest for the USP Community Broadband Library (CBL) Phase 2

Auditorium SKMM, Cyberjaya

21 December 2012

Section I - Background

- The USP projects are designed for widespread availability and usage of network services and applications services through:

  ✓ Installation of network facilities

  ✓ Provisioning for network services and applications services

Objectives of CBL

- Provide rural libraries with collective access to Internet
- Promote e-Learning within the community

Managed by 1 supervisor on contract basis

- Supervisor to promote the facilities to the community.

Refer to Appendix 8 in the RFP

Facilities and Services Provided for CBL

A.	IT Equipment	Qty
1	17" Personal Computer (”Desktop”) for Customer – 3years warranty	6
2	24 ports Network Switch	1
3	Laser Printer “3-in-1”: (“printer”), (“scanner”) and (“copier”) – 3 years warranty	1
4	Uninterruptible Power Supply (UPS)	6
5	Broadband Internet Access	4 Mbps
6	Wireless Internet (WiFi)	1

Facilities and Services Provided for CBL

B.	Safety Equipments	Qty
1	Grill and key for door and windows (if required).	Lumpsum
C.	**Equipment and Fittings**	**Qty**
1	Furnitures - computer table, chair, equipment rack, etc. based on the number of PC.	Lumpsum
2	Standing Fan.	2

Functionalities of CBL

Access to Information	Transactions
e-Learning	Social Networking

Technology

- Licensees may use wired or wireless technology for the attainment of broadband access service requirements such as:
  - **For CBL**:4Mbps (downstream) & 512 Kbps (upstream); and
  - Any other mandatory standards on Quality of Service for Broadband Access Service
- Licensees shall adopt the best international practice
- Licensees shall maximise usage of existing network, infrastructure & facilities to avoid duplication, wastage & unnecessary cost incremental.

Training for Supervisors and Communities

- The universal service providers shall appoint supervisors for CBL projects and provide training in the following areas:

  - Understanding of Universal Service Provision & its local implementation policies
  - Technical support (e.g. call-in telephone lines to peer-support, e-mail lists to onsite computer maintenance)
  - Training courses on community development, grassroots marketing, services, content & technology
  - Support & Coaching on management issues (e.g. basic bookkeeping, developing new social services for the community)
  - Initiate programs for local e-Community competence development

Hosting of Internet Portal

- The universal service provider to undertake:
  - Creation of Internet portal and/or website for CBL; and
  - Hosting of the Internet portal and/or website

Awareness, Promotion & Marketing

- The universal service provider to develop and undertake:
  - The approach to create awareness, promotion, and marketing of CBL

Operation & Maintenance Support

- The universal service provider shall provide operations & maintenance support to ensure that:
  - **Preventive Maintenance**
    - ☑ Includes operational checking and testing as well as cleanliness and tidiness of the equipment.
  - **Corrective Maintenance**
    - ☑ Includes reparation and/or restoration of the faulty hardware or software

Inspection & Audit

- SKMM shall inspect and verify that all obligations fully complied with.

  - **Technical Audit**
    - ☑ Physical verification on Bill of Quantities (BoQ), locations, timelines & specifications

  - **Commercial Audit**
    - ☑ Verifying all relevant supporting documents for USP claims

  - **Performance Audit**
    - ☑ Assessment on the performance of the designated universal service provider upon commissioning of the USP project.

Monitoring & Reporting Requirement

- The universal service provider shall submit the first progress report not later than 3 months from the date of notification of approval of USP Draft Plan(s).
  - The report shall include the following information:
    - ☑ Measurement of the performance of the USP Broadband Community, along the key success indicators
    - ☑ The take up of the broadband services offered to the community, along with the projection.
- The universal service provider shall install online monitoring system for the above

Licence Requirement

- Licence require to participate in the CBL tender (Register Of Interest):
  - ✓ Network facilities Provider; and
  - ✓ Network Service Provider; and
  - ✓ Applications Service Provider.

Section II –Submission of Draft Universal Service Plan

- Licensees should submit one draft (Original & Copy) universal service plan for each cluster (refer to page 12 para 5.6 in the RFP).
- Please take note that the deadline for the submission(s) as follow:

Registration of Interest :
08 January 2013 (Tuesday)
Submission of Draft Plan(s):
17 January 2013 (Thursday)

*Please take note that the submission of Register Of Interest at Appendix 2 at item No.1 of the RFP to be inserted by Cluster not by each Universal Service Target (UST).

*The submission of Draft Universal Service Plan(s) by each Cluster not by each Universal Service Target (UST) as stated at page 12 para no.5.8 of the RFP.

Thank You

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