TENDER FOR SYSTEM SPECIFICATION, DESIGN, SUPPLY, DELIVERY, INSTALLATION, INTEGRATION, TESTING AND COMMISSIONING OF AN INDUSTRY WIDE INTEGRATED COMPLAINT MANAGEMENT SYSTEM (ADUAN SYSTEM)

Questions & Answers

No	Questions	Answers
1	One of the requirement is to interface to third party software/tools such as (Fax server , call centre , sms) it would be great if you could share some details on : - The gateway / protocols / brands / white paper / access methods /write-ups. - Any dll or api will make available for these integrations	Current integration - TCP/IP Protocol, FTP for batch integration, SMS Gateway – 15888. But we require proposal from the Tenderer for better solution for real time integration.
2	Clause 5.2.2 Please share the supported integration API by the Service Providers and Industry Forum system to be integrated to the proposed MCMC ADUAN system.	Currently there's no integration yet. Therefore we require proposal from the Tenderer
3	Clause 5.2.5 a. Is the existing fax and sms system able to provide flat file (csv format) or web services interface for integration? b. What is the objective to achieve for the integration with windows login?	a. Currently there is no integration yet. Therefore we require proposal from the Tenderer. b. The objective for the integration with window login is applicable for internal user authentication or for (Single Sign-ON)
4	Clause 5.2.6 Part of the scope of work is to include integration to CIMS which is MCMC GIS system running on MAPINFO window platform. As the CIMS have already provided the MAP INFO data then this integration would support all location based requirement, why is there additional requirement to integrate to another map data solution? If it is part of the requirement to have another map data should this be part of the scope of delivery as well?	The integration with CIMS is only on the data but not the system functionality, thus we need the mapping function to indicate the complainant location in Aduan system not in CIMS.

No	Questions	Answers
5	Clause 6.2.3 Can we propose other industry standard OS?	**Yes, but we preferred our standard OS as specified in Clause 9.3**
6	Clause 6.3.8 What is the integration API ready for the proposed ADUAN System.	**Current integration - TCP/IP Protocol, FTP for batch integration, SMS Gateway - 15888. But we require proposal from the Tenderer for better solution for batch/real time integration.**
7	Clause 6.4 Please explain in details, what does this requirement meant? a) How many files in placed and prepared for the exercise; b) Who will be preparing the files for the exercise; c) Any samples?	**All data in the current Aduan system to be migrated into the new Aduan system for archiving and continuity of the complaint handling process from old system to new system by the Tenderer. We do not provide any samples.**
8	Clause 6.4.1 What sort of data and structure that is inside those files? What version of MS Office does these files belongs to? What is contained inside the MS Word?	**All type of data to be migrated regardless in what structure.**
9	Clause 6.4.2 Is it conversion? If yes, need more info on "data file" and the structure that are inside their data file.	**Yes, apologize for the typo error. The structure will be discussed to the awarded tenderer only in the user requirement study.**
10	Clause 6.6.2 Please explain in details, what does this requirement meant?	**There are 2 stages of user acceptance test; Partial and Final Acceptance Test. The test is not limited to the above only. Tenderer can use Stress Test tools or any third party performance testing tool.**
11	Clause 6.7.2 Do you need our resource to be on-site (24 x 7) or 8am to 5pm for this 3 months period?	**Resource to be on standby during office hour. However, if any issue occurred support staffs is available to resolve within SLA.**
12	Clause 6.8.1 How many Users/Admin/or 3rd party resources/personnel would be involved in the training session?	**To be determined at the later stage.**
13	Clause 9.8 a. Please share the number of user as per following group:	

No	Questions	Answers
	i. Administrator ii. Operators (users who handle complaint, resolution, approver) b. For this submission now, how many users license shall we quote?	i. **Administrator – (3 to 5 users),** ii. **Operators (50 to 100 users) but not limited to above.** **We do not want quotation based on user licence.**
14	Clause 9.10 Do you require web access capability or native application? Is android required?	**Yes.**
15	Clause 9.14 What are the integrations required to IT monitoring system?	**HP Site Scope.**
16	Clause 9.16 What is the existing user privileges management system?	**Multiple privileges to be defined later in the detail requirement studies.**
17	Clause 9.20.4 a. This requirement meant for User Authentication with WAD/LDAP only or single sign-in? b. Should this be costed in for this current phase of project?	a. **For Tenderer to propose.** b. **Yes.**
18	Clause 9.21.2 Can we have more details on what component does MCMC have for VERITAS Central backup system	**Currently we are using Semantec Net Backup**
19	Clause 10.2 Are the 6 ADUAN modules currently implemented in MCMC?	**Currently we only have 5 modules as below : Administrator, SP, Internal User, Public and User department module**
20	Clause 10.6 a. Is this integration/feature is ready in the existing Service Provider system and CFM/CMCF? b. Any integration required to the industry forum?	a. **No.** b. **Industry Forum will be one of the module in the new Aduan system. No integration required.**

No	Questions	Answers
21	Clause 10.17 Does this means offline map? How details will the map be? For which country/area does this map covers? How up to date must this map be?	**Example Google map/Bing map**
22	What is the purpose of migrating the existing data? For archiving or to trigger the workflow?	**For tracking of the historical records and for continuity of complaint**
23	Does Record Management capability require to comply with Malaysia Standard? For example MS-2223?	**Yes.**
24	Would MCMC consider to implement cloud solution if the cloud data center reside outside malaysia and 100% comply to PDPA?	**No.**
25	If MCMC accepts cloud solution which data center is residing outside Malaysia, can the compliance to the requirement "9.21 The System Backup and Restore" to be treated as an exception (i..e. no impact to the Statement of Compliance's evaluation scoring) since cloud solution will equipped with its own back and recovery system in placed?	**No.**
26	Will there be any exception of not complying to "9.20.4 Ability to integrate with Windows AD or LDAP" if the cloud solution is acceptable (i.e. no impact to the Statement of Compliance's evaluation scoring)?	**No.**
27	Does MCMC backend application support web services for real-time (online) integration (e.g.CIMS, DAPAT etc.)? If it's not, what type of integration method and message type (e.g. XML message type, ASCII file etc) that these systems can support?	**Yes.**
28	We understand that we are required to consider 100 concurrent users for this solution. May you share with us on the maximum number of named user (application users) that the tenderer has to consider for MCMC?	**To be discussed during user requirement study.**
29	What is the MCMC Call Cente System technology brand (e.g. Avaya, Genesys, Alcatel-Lucent, Aspect etc.) that MCMC is currently using?	**Currently we are not using any call center system.**

No	Questions	Answers
30	Whats the maximum reports user for the upcoming system, both the maximum named (application) users and concurrent user?	**To be discussed during user requirement study.**
31	What's the maximum transaction of services requested and complaints created per day, and average per week?	**Unable to provide since this is a new integration system.**
32	Does the scope of the project include the replacement of the existing MCMC Portal (https://aduan.skmm.gov.my) in enabling external users to log new complaint and view complaint information? Or is it acceptable to reuse the existing portal and integrate with the proposed ADUAN system?	**Yes, it will replace the existing MCMC portal. It is not acceptable to reuse the existing portal to integrate with the proposed system.**
33	What is the preferred server Operating System for applicaton server and DB Server?	**WINDOW 2008 for operating system (Clause 9.3) and Oracle or MSSQL for database (Refer Clause 9.6)**
34	Clause 10.24 (a) a. What is the objective of these requirements? b. Supported Integration protocol & DB	**a. For monitoring purpose.** **b. Currently we create view for CIMS to access the Aduan data.**
35	Clause 10.24 (b) a. What is the objective of these requirements? What does it meant by "The integration of incoming/outgoing data with the complaint records is in real time or batch mode"? b. Will this be ready for integration as part of the project scope? What is the system name or supported integration protocol? Is there a dialler system in the call center?	**a. For managing and monitoring calls/complaint received through Call Center.** **b. We are unable to confirm when the Call Center System will be ready. However, please include the integration in the proposal.**
36	Clause 10.24 (e) a. What is the objective of these requirements? Does your Fax system is currently able to provide the integration options/method to 3rd party application. b. What is the current fax system in use? c. What type of Document Management System (DMS) that will be used	**a. For managing and monitoring complaint received. Currently we do not have fax system.** **b. Currently we do not have fax system. However, please include the integration in the proposal.** **c. Currently we do not have fax system.**

No	Questions	Answers
37	Clause 10.24 (f) a. Is this integration required in Real Time mode? b. How many Service Providers would be involved? c. From item (a), does our solution required to obtain and get the information from 3rd party system directly/real-time based on your data format? d. From item (b), does our solution required to send the required information to 3rd party system directly/real-time based on your data format? e. Who are the Service Providers (SP) that we are required to Integrate the ADUAN System to? f. Have MCMC communicated with the SPs involved, and have they assigned a PIC in regard to the Integration Exercise? g. What is the proposed Mechanism in which the Integration to be made with the SP? Will it be a Web-Service model, email model, etc.?	a. **Tenderer to propose the integration solution** b. **To be determined later** c. **Tenderer to propose the integration solution** d. **Tenderer to propose the integration solution** e. **To be determined later** f. **Still in discussion** g. **For the Tenderer to propose**
38	Data Migration: a. What is the volume of data involved (internally from MCMC)? b. Are we to migrate data from SP? What are the method used and volume of data?	**a. 100GB for application and 150GB for database.** **b. There is no data migration but we need to extract and push data from SP database (Refer clause 10.24 (f)).**