REQUEST FOR QUOTATION (RFQ)

DIGITAL LIFESTYLE MALAYSIA (DLM) PROOF OF CONCEPT (POC) PROJECTS IN RELATIONS TO INTERNET OF THINGS (IoT) AND DIGITAL APPLICATIONS & SERVICES DEVELOPMENT

RFQ NO: 201800185-M

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SECTION 1: INTRODUCTION

1. **PURPOSE**

   1.1 The purpose of this RFQ is to invite interested suppliers to submit proposal for the development of Internet of Things (IoT) and Digital applications & services to support DLM initiative in the following focus ecosystems, which are seen to have the most potential: -
   1.1.1 Transportation;
   1.1.2 Healthcare;
   1.1.3 Retail & Payment;
   1.1.4 Track & Trace;
   1.1.5 Agriculture; and
   1.1.6 Blockchain IoT

2. **DEFINITION**

   2.1 "MCMC" shall mean the Malaysian Communications and Multimedia Commission;

   2.2 "RFQ" shall means this closed invitation for prospective Auditor to submit their respective proposals for the appointment of External Auditor;

   2.3 "RFQ Documents" shall mean this RFQ document including its accompanying schedules and appendices;

   2.4 "DLM" shall mean the Digital Lifestyle Malaysia initiative;

   2.5 "IoT" shall mean Internet of Things technology.

3. **BACKGROUND**

   About Digital Lifestyle Malaysia (DLM)

   3.1 The Malaysian Communications and Multimedia Commission (MCMC) is the regulator, promoter and developer of the communications and multimedia industry. Among one of its developmental role, MCMC is actively driving the growth of the industry through the development

of IoT and Digital applications & services under its Digital Lifestyle Malaysia (DLM) Initiative.

3.2   DLM is an MCMC initiative in relations to IoT and Digital applications & services development for industries and communities' ecosystems. Main objective is to create ecosystems to promote the use of digital applications to enhance competitiveness and social lifestyle – focusing on industries and communities, linking the Internet of Things (IoT) to the Internet of People (IoP).

3.3   The DLM initiative aims to facilitate, catalyze, and promote the development and implementation of IoT and Digital applications and services through industry cross-facilitation in the form of partnerships between the Government, businesses and society with the ultimate goal of transforming lifestyle for the benefit of citizens.

3.4   The DLM initiative aspires to achieve the following objectives:
3.4.1   To create a better quality of life within a dynamic set of Digital Lifestyle ecosystems;
3.4.2   To compete internationally through increased productivity and sustainability using information and communications technologies (ICT); and
3.4.3   To boost and sustain the economic growth and to enable higher income for the population.

Project Summary

3.5   The DLM initiative is targeted to accelerate the adoption of a connected digital lifestyle and the IoT, thus provides a strategic platform with industries and communities to exteriorise IoT benefits to end users.

3.6   In order to realise the initiative, DLM team is inviting collaboration with interested parties from industries, universities or any research institutions to develop the IoT and Digital applications & services by virtue of call for proposals which would best promote innovative digital lifestyle solutions to the industries and communities. The proposal will be evaluated and must fulfil four major characteristics in the conceptualisation, design and implementation phases: -
3.6.1   Long term sustainability;
3.6.2   Touch the heart of the end user, community and industry;
3.6.3   Leverage upon existing resources or infrastructure; and

3.6.4 Give high impact values to socio-economic, jobs opportunity, industry, community, etc.

3.7 MCMC will establish smart partnerships with the industries with commitment to develop applications and services which will bring the best values and benefits to the end users.

SECTION 2: SCOPE OF WORKS

4. SCOPE OF WORKS

4.1 User Requirements

4.1.1 Cognizant of the various ICT-based infra / infostructural programme and projects already being implemented by MCMC, the prospective suppliers are required to conceptualize, design, develop and deploy their proposed IoT and Digital applications & services, i.e. from creation of ideas to proof of concept (POC) and early phase of commercialization pilot with a host/anchor/main user for the target ecosystems along the following principles namely:

4.1.1.1 To leverage upon existing Infrastructures / Infostructures;

4.1.1.2 To deliver applications / services which would yield high economic impact;

4.1.1.3 To ensure that the applications / services being developed would benefit the public; and

4.1.1.4 To ensure sustainable modality for continuous operationalization of the applications / services.

4.2 The interested supplier could submit two project proposals, but MCMC is not obliged to select both projects from the same technology partner.

4.3 The Scope of Works to be undertaken by the successful supplier shall include, but is not limited to the following:

SCOPE OF QUOTATION	
SEGMENT	**DESCRIPTION**
Company Profile	To provide background of the company which to include in minimum the following information: • Company Registration – SSM Certificate or equivalent • MOF Bumiputera Certificate (if any) • Company financial information • Company Organizational Structure • Other relevant credentials • List of clienteles/ Projects implemented • Other importation information
Executive Summary	To provide an Executive Summary of the proposed IoT and Digital applications & services development which describe the objective, solution to meet user requirement and expected features.
Development Approach	To propose the design and development approach to meet the requirement and specification. This involves the process of conceptualizing, designing, developing and commissioning of the applications and services.

Technical Proposal	• Details of the solutions/systems being proposed.
	
	• Details of the technology being proposed.
	
	• Project Management and Implementation Team.
	  - Provide the name, address and contact numbers of the Project development team.
	
	• Project Implementation Schedule.
	  - Deliverables schedule indicating concept design, development, deployment, testing and commissioning covering the duration of Project rollout.
	  - Final version of the applications and services must be ready one year after Contract Agreement or earlier. Applicant with the shortest development timeline will have slight advantage.

Financial Proposal	• Breakdown of CAPEX and OPEX costs in detail, inclusive of the following but not limited to:
	- Capital cost for the hardware and software, but excluding developmental hosting on DLM Cloud Server (at no charge) throughout the project period.
	- Operational cost for manpower, training, professional services
	- Breakdown of the main equipment and components that will be required for the applications and services development.
	- Breakdown of costing table to be applied to the applications and services development: -

IoT or Digital Applications and Services: (Please specify)

No	Items	Price	Quantity	Price
1	Application Development (to provide details)			
2	Application Testing (to provide details)			
3	Application Commissioning (to provide details)			
4	Documentation (to provide details)			
5	Training (to provide details)			
6	One year warranty/maintenance (to provide details)			
7	Others (to provide details)			
	TOTAL			

Reporting	To prepare scheduled progress report on the status of the Project.
Others	To furnish any other information which MCMC may require from time to time.

5.   DELIVERABLES AND TIMELINES

5.1   The table below outlines the proposed work program to be undertaken and the timescales for implementation.

NO.	ACTIONS	DURATION	TIMELINE
1	Kick-off meeting	1 day	Within 1 week after

			acceptance of Contract Agreement
2	Site Survey (if applicable)		
3	Concept design and technical study		
4	Procurement – hardware and software		
5	Engineering development – hardware and software	Subject to the proposed project timeline by supplier and to be agreed by the Commission – must be within 1 year after Contract Agreement signed.	
6	Device/Equipment setup, coding and installation		
7	Site visit – system installation		
8	System integration – hardware, software, cloud & mobile dashboard and mobile app		
9	System testing		
10	Pre-SAT, UAT and FAT		
11	Site visit – pre-commissioning		
9	Commissioning		
10	Warranty	12 months	One year from commissioning date

5.2 The supplier is required to provide a project timeline chart indicating all details of the audit service. The supplier shall then be required to perform the Work according to the Scope of Works and corresponding timelines as indicated below:

No.	Task Name	Durations	Remarks
1	Issuance of Contract Agreement	-	Issuance Date
2	Acceptance by the successful supplier	3 days	**Acceptance Date** is within 3 days after the Issuance Date
3	Commencement of Work	Acceptance Date	Commencement Work starts on the Acceptance Date
4	Deliverable of Work	12 months	As per agreed Scope of Work
5	Submission of monthly report	In the 1st week of the	As per agreed Scope of Work

No.	Task Name	Durations	Remarks
		following month	
6	Submission of progress reports and invoices for payment disbursement based on agreed project milestones	As and when necessary based on project progress	As per agreed Scope of Work
6	Site visits	As and when necessary based on project progress	As per agreed Scope of Work
7	System testing - Pre-SAT, UAT and FAT	As and when necessary based on project progress	As per agreed Scope of Work
8	Submission of deliverables after project commissioning: - Complete working solution - Data hosting at DLM Cloud Server, AIMS KL - Live dashboard display at ELS, MCMC - User manual - Materials for showcases – video clip, brochure and bunting - One year warranty of the solution	2 weeks after commissioning date	As per agreed Scope of Work

5.3   The expected duration of each task as outlined in the table above is expected to remain constant even though the date of commencement may be subsequently changed.

SECTION 3: SERVICE REQUIREMENTS

6.   SERVICE REQUIREMENTS

6.1   Qualifications

6.1.1 The project team members shall comprise of highly qualified and experience personnel for project requirement as below:-
a.   Project Manager
b.   Technical Engineer
c.   Quality Assurance Engineer
d.   Data Analytics Engineer
e.   Mobile Application Developer / Programmer
f.   Website Developer / Programmer

6.2   Experience, dedication and references of the service team

6.2.1 Names of the core service team that will be assigned to MCMC and their relevant experience.

6.2.2 References for each senior member of the team and how they will be involved in the engagement.

6.3   Service process overview

6.3.1 Processes for delivering the services that are customised, responsive and aligned with MCMC's specific business needs.

6.3.2 Processes that your firm will employ to address matters related to client satisfaction, performance measurement and continuous improvement.

6.4   Quality assurance

6.4.1 Describe the internal processes used for quality assurance.

6.4.2 Describe the firms approach to resolving accounting and financial reporting issues.

SECTION 4: TERMS AND CONDITIONS

7. TERMS AND CONDITIONS

7.1 This RFQ is subject to the following terms and conditions:

7.1.1 MCMC may engage the successful supplier to provide the services required covering the whole or any part of the Scope of Works proposed;

7.1.2 MCMC shall not liable for any cost incurred, or work done, in relation to the Quotation and any report submitted to MCMC;

7.1.3 This RFQ Document is not to be constructed as a legal document, does not constitute an offer by MCMC and has no legal effect whatsoever; and

7.1.4 The receipt of the supplier's submission of proposal by MCMC or any clarification session held, if deemed necessary, should not give rise to any expectation whatsoever on the part of the Auditor that they shall be engaged.

8. FEES

8.1 The supplier shall propose an attractive and workable pricing which **shall not exceed in total of RM200,000.00 (including any tax, if applicable) for one project.**

8.2 The fees shall include any duties or taxes imposed by the Government of Malaysia and all anticipated disbursement (please give details).

8.3 The successful supplier need not be the one who quoted the LOWEST price. Evaluation of the supplier's proposal shall be based on other matters such as adherence to the Scope of Work, deliverable and timelines, administrative and procedural requirement of the RFQ, the supplier's prior experience and track record other important related information.

8.4 MCMC will not be responsible and will not compensate for any losses incurred in the failure of the appointed supplier in recovering expected total investment.

9. PERFORMANCE BOND

9.1 The selected supplier is required to submit a Performance Bond in the form of Bank Draft of Bank Guarantee issued by a local licensed financial institution under the Financial Services Act 2013 prior to the implementation of the project. The Performance Bond is equivalent in value of ten (10%) of the approved total cost.

9.2 The Performance Bond shall be kept valid from the Commencement Date until three (3) months after the Completion Date of the project.

10. TERMS OF PAYMENT

10.1 All payments shall be made in Ringgit Malaysia (RM).

10.2 The payment of fee shall be made after work deliverables are complete and MCMC are satisfied with the deliverables of the project as defined in Section 2: Scope of Works.

10.3 The Contract sum shall be paid to the Supplier in the following manner:

No.	Payment Schedule	Payment (%)
1.	Upon proper execution and stamping of the Agreement, kick-off meeting and on receipt of the Performance Bond.	10
2.	Upon satisfactory completion for 30% of the mutually agreed milestones, subject to verification and sign-off by the Commission.	25
3.	Upon satisfactory completion for 60% of the	25

No.	Payment Schedule	Payment (%)
	mutually agreed milestones, subject to verification and sign-off by the Commission.	
4.	Upon commissioning of the project to the satisfaction of MCMC and upon issuance of the Certificate of Final Acceptance.	25
5.	Upon completion of the warranty period, subject to verification and sign-off by the Commission.	15
	TOTAL	**100**

11. QUOTATION SUBMISSION RECEIVED AFTER THE CLOSING DATE

11.1 Any quotation received after the stipulated closing date and time shall be rejected. The supplier's proof of posting or other evident of transmission shall not be accepted as a proof of receipt by MCMC.

12. ACCEPTANCE OF QUOTATION

12.1 MCMC reserves the right to accept the whole Quotation submission or such part or parts thereof made by the supplier as MCMC may at its absolute discretion decide.

12.2 MCMC shall not bound to provide any reasons for the rejection of the Quotation.

13. OMISSION AND ERRORS

13.1 No oral, written, fax or otherwise transmitted information, modification or variation of the submission received after the quotation submission is closed will be considered.

13.2 The supplier shall be solely responsible for all such omission and errors without any additional cost chargeable to MCMC. MCMC shall not entertain any request for variation of prices or submission of

additional quotes for items left out in the original submission on the grounds of lack of knowledge, etc.

14. QUOTATION CLARIFICATION

14.1 The suppliers are advised to study all terms, conditions and requirements carefully and to make all necessary clarification, etc., before finalizing their offers for submission. Clarification can be sought by sending email to procurementoperations@cmc.gov.my

15. QUOTATION SUBMISSION

15.1 Quotation submission shall be sent by using a sealed envelope(s) marked with MCMC's RFQ reference no. (as indicated in this RFQ Document) at the top of right hand corner of the envelope

15.2 All submissions shall be type written and in the **English language.**

15.3 All submission shall be deposited in the Quotation Box marked with the RFQ Number, which is provided on the Ground Floor of the office of the MCMC and addressed to:
Chairman
Malaysian Communications and Multimedia Commission
MCMC Tower 1
Jalan Impact, Cyber 6
63000 Cyberjaya
Selangor Darul Ehsan
(Attn.: Chairman of Quotation Evaluation Committee)

15.4 Handbooks and other literature shall be bound in separate covers. The covers shall be marked clearly with the title of submission on the cover sheets.

15.5 Failure on the part of the supplier to comply with the requirements specified herein may invalidate the supplier's offer.

16. CLOSING DATE

16.1 All quotation submission shall be prepared in the manner prescribed and submitted at the place stipulated in clause 15 herein specified**, on or before 12 pm on 12 October 2018.**

16.2 Late submission **shall be rejected**.

17. CONFIDENTIALITY

17.1 Except with prior written consent of MCMC, the supplier shall not at any time communicate to any person or body or entity any confidential information disclosed for the purpose of the project, nor shall the supplier make public any information as to the recommendations, assessments and opinions formulated in the course of or as a result of the provision and performance of the Service.

17.2 Pursuant to the above, the successful supplier may obliged to partake into the Non-Disclosure Agreement (NDA) provided MCMC for the purpose of protecting the confidential information.

18. PRESENTATION, DEMONSTRATION OR TRIAL

18.1 The supplier may be required to give a presentation, demonstration or trial on their proposal to MCMC. This may provide an opportunity for the supplier to clarify and elaborate on their proposal but shall in no way change the original submission.

18.2 The supplier will be informed of the date, time and location of these presentations, demonstrations or trials. Failure on the part of the Auditor in complying with this condition may render its quotation submission invalid.

18.3 The supplier shall bear all expenses related to the above-mentioned activities.

19. PROPRIETARY RIGHTS OF MCMC IN REPORTS AND RECORDS

19.1 All reports and relevant data and supporting records or materials compiled or prepared by the successful supplier in the course of providing the service shall be kept confidential by the supplier and

shall be the absolute property of MCMC throughout their preparation and at all times thereafter.

19.2 The successful supplier shall deliver all these materials to MCMC upon completion or prior termination of the Contract. The supplier may retain a copy of such data for its own record but shall not use the same for purposes unrelated to the Contract without the prior written consent of MCMC.

19.3 For avoidance of doubt it is agreed that the copyright of the reports prepared by the supplier for the purposes of the Consultancy shall be vested in MCMC.

20. INDEMNITY

22.1 The supplier shall indemnify and keep indemnified, protect and defend at its own cost and expense, the Commission, its employees and its agents from and against all actions, claims and liabilities arising out of acts done by the supplier or its Personnel in the performance of the Work Services.

21. REGISTRATION OF SUPPLIER

21.1 If the appointed supplier is not a MCMC Registered Supplier, the consultant is required to submit its registration to become MCMC Registered Suppliers immediately. Submission can be made through MCMC Supplier Management and Relation System (MSMART) at https://msmart.mcmc.gov.my.

21.2 Non successful suppliers are also welcomed to submit its registration to become MCMC Registered Suppliers through the provided link.

21.3 MCMC reserves the right to approve or not approve application to become MCMC Registered Suppliers and submission of complete documentation does not guarantee the approval to become MCMC Registered Supplier

APPENDIX 1

PROPOSED SCHEDULE OF FEES

Item	Description	Cost (RM)
1	Hardware / Software Cost	
2	Application Development (to provide details)	
3	Application Testing (to provide details)	
4	Application Commissioning (to provide details)	
5	Documentation (to provide details)	
6	Training (to provide details)	
7	One year warranty/maintenance (to provide details)	
8	Others (if applicable)	
9	Sales & Service Tax (x%, if applicable)	
Total Cost		

Note:

Supplier is required to provide costing breakdowns

APPENDIX 2:

RELEVANT INFORMATION

1. Profile of the Firm's (to be sent together with the experience of the company).

LIST OF EXPERIENCE

(Please provide the list of experiences with brief description on previous related projects)

No	Previous Client(s)	Brief Description	Duration (Month/Year)	Current Status of the Project	Manpower