



**MALAYSIAN COMMUNICATIONS AND MULTIMEDIA COMMISSION**

**INVITATION TO REGISTER INTEREST AND SUBMIT  
A DRAFT UNIVERSAL SERVICE PLAN**

**AS A**

**UNIVERSAL SERVICE PROVIDER  
UNDER THE COMMUNICATIONS AND MULTIMEDIA  
(UNIVERSAL SERVICE PROVISION) REGULATIONS 2002**

**FOR THE PROVISIONING OF COLLECTIVE INTERNET ACCESS SERVICE AT THE  
SPECIFIED UNIVERSAL SERVICE TARGETS STATED IN THIS INVITATION**

Ref: MCMC/USPD/IMUD(1)/Pusat Internet/RFP/03/2021(01)

Date: 15 April 2021

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## ABBREVIATIONS

ASP(C)	-	Applications Service Provider Class Licence
BOQ	-	Bill of Quantity
CAPEX	-	Capital Expenditure
CCTV	-	Closed-circuit Television
CD-ROM	-	Compact Disc Read Only Memory
CMA	-	Communications and Multimedia Act 1998
CMS	-	Central Monitoring System
EPF	-	Employees Provident Fund
ICT	-	Information and Communications Technology
ID	-	Identification
IT	-	Information Technology
KKMM	-	Ministry of Communications and Multimedia Malaysia
KPI	-	Key Performance Index
LAN	-	Local Area Network
LAT	-	Latitude
LED TV	-	Light-emitting Diode Television
LONG	-	Longitude
LS	-	Lump Sum
LTE	-	Long Term Evolution
m	-	Metre
Mbps	-	Megabit per Second
MCMC	-	Malaysian Communications and Multimedia Commission
NFP(I)	-	Network Facilities Provider Individual Licence
No.	-	Number
NSP(I)	-	Network Service Provider Individual Licence
OKU	-	<i>Orang Kurang Upaya</i> /People with Disabilities
OPEX	-	Operating Expenditure
PC	-	Desktop/Personal Computer
PID	-	Pusat Internet Desa under the stewardship of the Ministry of Communications and Multimedia Malaysia
PIK	-	Pusat Internet Komuniti under the remit of MCMC
Qty.	-	Quantity
Ref	-	Reference
SOP	-	Standard Operating Policies and Procedures
UPS	-	Uninterruptible Power Supply
USP	-	Universal Service Provision
UST	-	Universal Service Target
VSAT	-	Very Small Aperture Terminal
Wi-Fi	-	Wireless Fidelity

## INTERPRETATION

Any terms or words used in this Invitation shall, unless expressly stated or if the context otherwise requires, have the same meaning as provided in the Communications and Multimedia Act 1998 [(Act 588)], all subsidiary legislation and instruments issued, made or given by the Minister or the Commission.

- a) "Act" means the Communications and Multimedia Act 1998 (Act 588).
- b) "Approved Universal Service Plan" means the Draft Universal Service Plan (as defined herein) that has been approved by the Commission as specified under regulation 8 of the USP Regulations (as defined herein).
- c) "Bill of Quantity or BOQ" means a customised document proposed by the Interested Licensee (as defined herein) to the Commission in which materials, parts, equipment and cost of labour are itemised. The BOQ is to be priced in Ringgit Malaysia and shall be inclusive of any applicable tax imposed by the Government of Malaysia. The sum of the amount shown in the BOQ shall represent the total cost for each site in every cluster.
- d) "Commission" means the Malaysian Communications and Multimedia Commission established under the Malaysian Communications and Multimedia Commission Act 1998 [(Act 589)].
- e) "Completion Report" means a report to be compiled and maintained by the Designated Universal Service Provider on the completion of Work (as defined herein) for each Pusat Internet Komuniti (as defined herein) for at least 7 years from the submission of the Declaration (as defined herein) for Milestone No. 2 as stipulated in **Appendix 7** in this Invitation.
- f) "Declaration" means a self-declaration made by the Chief Executive Officer or a person who holds an equivalent designation in the Designated Universal Service Provider that the scope of work for each stage as stipulated in the claim schedule attached to the Notification of Approval issued to the relevant Designated Universal Service Provider has been delivered in accordance to the Approved Universal Service Plan; and that all representations and information furnished to the Commission in the self-declaration are accurate and true.
- g) "Designated Universal Service Provider" means any Interested Licensee (as defined herein) designated by the Commission under regulation 9 of the USP Regulations pursuant to this Invitation.
- h) "Draft Universal Service Plan" means a draft of the Universal Service Plan submitted by the Interested Licensee as specified under regulation 6 of the USP Regulations.

- i) "Interested Licensee" means any person who holds a valid Network Facilities Provider Individual Licence, a Network Service Provider Individual Licence and an Applications Service Provider Class Licence (providing Internet access service) under the Act, meets the eligibility criteria set pursuant to Subregulation 5(2)(ga) of the USP Regulations, and registers its interest to respond to this Invitation.
- j) "Pusat Internet Komuniti" in the context of this Invitation, means the areas or the universal service targets where the previous PIDs under the stewardship of the Ministry of Communications and Multimedia used to operate, as shown in **Appendix 1** of this Invitation.
- k) "Letter of Intent" means a letter issued by the Commission to the Interested Licensee signifying the intent of the Commission to designate the Interested Licensee as the Designated Universal Service Provider for this Project, for the purposes of outlining the understanding between the Commission and the said Interested Licensee, prior to the formalisation of all terms and conditions for this Project in the Notification of Approval (as defined herein).
- l) "Licensee" means a person who either hold an individual licence, or undertakes activities which are subject to a class licence, granted under the Act.
- m) "Notification of Approval" means a notification issued by the Commission to the Designated Universal Service Provider pursuant to Regulation 9 of the USP Regulations.
- n) "USP Regulations" means the Communications and Multimedia (Universal Service Provision) Regulations 2002.
- o) "Relevant authorities" includes, but is not limited to, the Fire and Rescue Department of Malaysia, Tenaga Nasional Berhad, and all relevant local authorities.
- p) "Universal Service Target or UST" means an underserved area and/or an underserved group within the community.
- q) "USP Regulations" means the Communications and Multimedia (Universal Service Provision) Regulations 2002.
- r) "Scope of Work" means the entire scope of work to be undertaken and completed by the Designated Universal Service Provider pursuant to the Approved Universal Service Plan and the Notification of Approval issued by the Commission.

## SECTION I INTRODUCTION

### 1. BACKGROUND

- 1.1 This Universal Service Provision ("**USP**") initiative is part of the Commission's ongoing efforts to bridge the digital divide between urban and rural areas, as well as between served and underserved communities in Malaysia, in accordance with the objectives as specified in subregulation 3(1) of the USP Regulations.
- 1.2 The Commission has pursuant to subregulation 4(1) of the USP Regulations, specified the Universal Service Targets under Notification Ref. No: NT/USP/2/02, Ref. No: NT/USP/1/04, Ref. No: NT/USP/08/01, Ref. No: NT/USP/01/11 and Ref. No: NT/USP/01/21 respectively.
- 1.3 This Invitation is made pursuant to subregulations 3(1), 5(1) and 5(2) of the USP Regulations ("**Invitation**") to invite Interested Licensees to register their interest to be the Designated Universal Service Provider(s), for the provisioning of Internet access services by way of collective access, at the Universal Service Targets specified in **Appendix 1** of this Invitation.
- 1.4 There are 37 PIDs under the remit of the Ministry of Communications and Multimedia which will cease operations. The Commission has therefore decided to set up and establish PIKs within the said vicinities; and/or adjacent to the said previous PIDs.
- 1.5 The Pusat Internet Komuniti(s) established under this Invitation shall be under the remit of the Commission with effect from a date that shall be specified by the Commission in the Notification of Approval and will be funded by the USP Fund, pursuant to the USP Regulations. All Pusat Internet Komuniti(s) that are set up shall be on par with the PIKs which have been established and maintained by the Commission.

## **SECTION II DESCRIPTION OF SCOPE OF WORK**

### **2. GENERAL DESCRIPTION OF THE FACILITIES AND SERVICES TO BE PROVIDED**

- 2.1 This Invitation is made with respect to the universal service objectives set out in regulation 3 of the USP Regulations of the provision of collective Internet access service.

### **3. SCOPE OF WORK**

- 3.1 This scope of work describes the requirements, timelines and responsibilities of the Designated Universal Service Provider. The Designated Universal Service Provider shall read, understand and fulfil all obligations specified herein. The details of the Scope of Work to be delivered is specified in **Appendix 2** of this Invitation.

- 3.2 The Interested Licensee shall also provide a comprehensive report(s) on the environment and community surrounding the Universal Service Target (within a 5km radius from the proposed Pusat Internet Komuniti), as follows:

#### **3.2.1 Locality of the Pusat Internet Komuniti(s)**

- a) List of villages or areas and approximate population for each village or areas;
- b) Internet facilities provided by the Government if any;
- c) Commercial Internet facilities (such as the existence of pay per usage or entry cybercafes or hotspots for Internet access services); and
- d) Other community facilities (such as schools, community halls, religious buildings etc).

#### **3.2.2 Demographics of the community**

- a) Identify and list out the three main socio-economic activities of the community within a 5km radius from the proposed location of the Pusat Internet Komuniti;

- b) Estimation of the number of students under 18 years of age at the villages or areas listed in paragraph 3.3.1(a) in this Invitation; and
- c) Whether there are any *Projek Perumahan Rakyat* and/or Orang Asli Villages/Settlements within a 5km radius from the proposed locations of the Pusat Internet Komuniti(s).

### 3.2.3 Other facilities

- a) Type of backhaul transmission available, and an assessment of whether fibre backhaul is feasible; and
- b) Type of power supply available; and an assessment of whether commercial power supply power source(s) are feasible.

## 3.3 Infrastructure, Equipment and Ancillaries

- 3.3.1 The Designated Universal Service Provider shall equip and refurbish the premises of all the Pusat Internet Komuniti(s) to be established in this Invitation to have the same interior and exterior design as the PIK.
- 3.3.2 The refurbishment work shall include, but is not limited to the restoration and repair of the premises, paint works and interior design; as well as the installation of air conditioner(s), service counters, projector, screen tables and chairs.
- 3.3.3 The Designated Universal Service Provider shall outfit and provide the Pusat Internet Komuniti(s) with the necessary equipment and backhaul services, which shall include, but is not limited to computers, laptops, servers, backhaul such as microwave or fixed broadband, and relevant and value-added licensed software. Please see **Appendix 2** of this Invitation for the Scope of Work.

## 3.4 Human Resource and Training Modules

- 3.4.1 The Designated Universal Service Provider shall ensure that each Pusat Internet Komuniti is staffed with a Manager and an Assistant Manager;
- 3.4.2 The Manager and Assistant Manager shall be fully trained and have the same competencies and capabilities of the existing Managers and Assistant Managers at all PIKs; and
- 3.4.3 The Designated Universal Service Provider shall develop and implement the relevant training modules for the purposes of developing the knowledge and skills of the Managers and Assistant Managers. The



Designated Universal Service Provider shall develop suitable ICT and entrepreneurship training modules for the targeted segments in the local communities (specifically for students, entrepreneurs and the local populace), which shall be implemented by the Manager(s) and Assistant Manager(s) or any appointed trainer(s) at all the Pusat Internet Komuniti(s). The training modules shall be relevant to the existing socio-economic needs of the communities surrounding the said Pusat Internet Komuniti(s).

### 3.5 Implementation Period

- 3.5.1 The implementation period for the Scope of Work specified in **Appendix 2** of this invitation, excluding operational items, shall not exceed five (5) months from the commencement date that shall be issued by the Commission ("**Implementation Period**") in the Notification(s) of Approval, to the Designated Universal Service Provider(s).
- 3.5.2 The completion date for all Pusat Internet Komuniti shall be on the date of submission of the Declaration to the Head of Universal Service Provision Division or any person who holds an equivalent designation in the Commission ("**Completion Date**").

### 3.6 Operational Period

- 3.6.1 The Designated Universal Service Provider shall undertake the operations and maintenance of the Pusat Internet Komuniti(s) for a maximum period of five (5) years from the Completion Date ("**Operational Period**").

### 3.7 Report to the Commission

- 3.7.1 During the Project Implementation Period, pursuant to regulation 13 of the USP Regulations, the Designated Universal Service Provider shall submit a report on the progress of the implementation of the Approved Universal Service Plan on a **weekly basis** in the form and format specified by the Commission, to the Head of the Universal Service Provision Division or any person who holds an equivalent designation in the Commission.
- 3.7.2 Upon completion of every claim milestone(s) stipulated in the Notification of Approval, the Designated Universal Service Provider shall furnish the Commission with a Declaration signed by its Chief Executive Officer, or a person who holds an equivalent designation in the Designated Universal Service Provider, in the form and format specified by the

Commission in the Notification of Approval issued to the relevant Designated Universal Service Provider.

- 3.7.3 During the Operational Period, the Designated Universal Service Provider shall furnish the Commission with a Declaration for each quarter of the calendar year, prior to any operations and maintenance claim submission(s) being made for the said quarter.

### 3.8 Other Requirements

- 3.8.1 The Designated Universal Service Provider shall comply with the following:

- a) the Communications and Multimedia Act 1998 (“Act”), any subsidiary legislation made under the Act, including but not limited to the USP Regulations, other instruments, plans, mandatory standards, guidelines or regulatory policies issued, made or given under the Act, including any amendment(s) or replacement(s) enacted thereafter;
- b) any other requirements and/or conditions as set forth by any other relevant state authority, local authority or other relevant authorities (“Authorities”) for the implementation of the Project; and
- c) any other requirements and/or conditions that may be imposed by the Commission from time to time.

- 3.8.2 The Designated Universal Service Provider shall be responsible to provide warranties and insurance for the items stipulated below:

#### **Warranty**

- a) The Designated Universal Service Provider shall be responsible for the warranty of the Pusat Internet Komuniti(s), which includes; but is not limited to the premises, network facilities, other infrastructure, equipment and its ancillaries, for the entire tenure of the Operational Period.
- b) The Designated Universal Service Provider is required to provide or take the necessary measures to provide technical support for all software used in the hardware at all Pusat Internet Komuniti(s).

## Insurance

- c) Pursuant to paragraph 18 of the Commission Determination on Universal Service Provision (Determination No. 6 of 2002), the ownership of the Pusat Internet Komuniti(s) and its contents; including all fittings and installations; vests with the Designated Universal Service Provider from the inception of this Project.
  - d) The Designated Universal Service Provider is required to take the necessary measures to plan for contingencies at its own cost, such as the purchase and maintenance of all relevant insurances (this includes, but is not limited to insuring all assets, and having adequate public liability and flood insurance coverage amongst others). The relevant insurances must also be procured and maintained at all times by the Designated Universal Service Provider, both during implementation and during the operational period of this Project. Failure on the part of the Designated Universal Service Provider to comply with this requirement shall result in the Designated Universal Service Provider being solely responsible for any liabilities and/or losses that may arise. The insurances taken must be comprehensive and provide adequate and sufficient coverage.
- 3.8.3 The Designated Universal Service Provider shall immediately repair and replace any faulty items within a stipulated time frame to be specified in the Notification of Approval from the discovery and the reporting of the fault, at its own cost, during the warranty period.
- 3.8.4 In the event of vandalism, the Designated Universal Service Provider shall be responsible to rectify and/or replace any affected facilities at the Pusat Internet Komuniti at its own cost.

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**SECTION III**  
**REGISTRATION OF INTEREST AND SUBMISSION OF THE DRAFT UNIVERSAL SERVICE PLAN**

**4. REGISTRATION OF INTEREST REQUIREMENTS**

- 4.1 The Interested Licensee which wishes to register its interest to become a Designated Universal Service Provider pursuant to this Invitation shall hold the requisite licences with a minimum validity of six (6) months from the closing date, as stated in this Invitation (or has submitted its licence renewal application pursuant to section 34 of the Act to the Commission) to enable it to carry out the scope of work under this Invitation.
- 4.2 The Interested Licensee is required to hold the requisite licences that enables it to carry out the scope of work under this Invitation. The relevant licences issued under the Act for this project are as follows:
- i. Network Facilities Provider (Individual) [NPF(I)] licence;
  - ii. Network Service Provider (Individual) [NSP(I)] licence; and
  - iii. Be registered to provide 'Internet Access Service' under an Applications Service Provider (Class) [ASP(C)] licence.
- 4.3 NFP(I) and NSP(I) Licensees must ensure that the licensed permitted area in their licences allows the Licensees to undertake and fulfil the scope of work specified in the relevant universal service targets for which it submits a draft universal service plan. The coverage area for the NFP(I) and NSP(I) licence shall be Malaysia.
- 4.4 Under this Invitation, the Interested Licensee may register its interest based on:
- i. Any one cluster in its entirety; or
  - ii. All clusters in its entirety.
- 4.5 For the avoidance of doubt, the Commission will not accept any Registration of Interest for part of a cluster, or any combination of clusters which includes two or more parts of different clusters.
- 4.6 The Interested Licensee shall meet the following eligibility requirements:
- i. Must be an existing Designated Universal Service Provider (DUSP) with a good track record for the provisioning of collective Internet access services at existing PIK that are funded by the USP Fund under the stewardship of the Commission;

- ii. Not owe any outstanding fees (licence, spectrum/apparatus assignment and/or numbering assignment) to the Commission;
  - iii. Have duly submitted its Return of Net Revenue (RONR) forms to the Commission for each year without fail; and
  - iv. Have no outstanding USP Fund contribution<sup>1</sup>.
- 4.7 The Commission shall have the right to disqualify the submission of any Interested Licensee which has failed to comply with the requirements stated in subparagraph 4.1, 4.2, 4.3, 4.4, 4.5 and 4.6 in this Invitation.
- 4.8 The Interested Licensee shall register its interest with the Commission by completing the Registration of Interest form enclosed in **Appendix 3** of this Invitation and adhere strictly to the stipulations stated in subparagraphs 7.1 to 7.9 of this Invitation.
- 4.9 Licensees are hereby reminded that pursuant to subregulation 6(1) of the USP Regulations, those who have registered their interest will be legally obliged to submit their draft universal service plan(s) for their chosen universal service target(s). The scope of the draft universal service plan and the manner of submission are specified in Items 4 and 5 of this Invitation. A Licensee who fails to comply with subregulation 6(1) commits an offence under the USP Regulations and shall on conviction be liable to a maximum fine of RM300,000.00 or imprisonment for a maximum term of 3 years or both.
- 4.10 The submission of the duly completed Registration of Interest Form shall be made in accordance with subparagraph 4.1 of this Invitation.

## **5. THE DRAFT UNIVERSAL SERVICE PLAN**

- 5.1 The Interested Licensee's technical proposal in the Draft Universal Service Provision Plan shall be in accordance with the specifications stated in **Appendix 2** in this Invitation. The template for submission of the Technical Proposal is provided in **Appendix 4** of this Invitation.
- 5.1.1 Section A of the Technical Proposal – renting and refurbishment of the premises of the Pusat Internet Komuniti(s), equipment and service deployment.

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<sup>1</sup> This is applicable for the licensees which are legally obliged to contribute to the USP Fund, where its total net revenue for the previous calendar year meets the minimum revenue threshold of RM2 million, from licensable activities specified under the Communications and Multimedia Act 1998.

- a) This includes, but is not limited to the renting of the premises and the refurbishment and renovation of the premises, the installation of all furniture, fittings and ancillaries, the installation of the relevant network facilities and services, power supply, hardware and software; to provide cost effective collective Internet access services at the relevant Pusat Internet Komuniti(s).
- b) The Interested Licensee shall provide fibre as the backhaul transmission, commercial power supply and metered water supply as far as is possible.
- c) The Interested Licensee shall propose a detailed implementation timeline and progress milestone(s) for the purposes of the deployment of the Work in its draft universal service provision plan, outlining when the requisite implementation activities above will be undertaken and completed for items (a) and (b) above.

#### 5.1.2 Section B of the Technical Proposal – Training Modules

- a) The Interested Licensee shall include training modules for the Manager and Assistance Manager; and for the targeted segments of the local communities (specifically for students, entrepreneurs and the local populace) surrounding the Pusat Internet Komuniti(s), including the relevant software(s) to be employed with the training modules (if any). This training modules shall be demarcated clearly by year, during the Operational Period.

#### 5.1.3 Section C of the Technical Proposal – Operations and Maintenance

- a) Each of Pusat Internet Komuniti shall be staffed with a Manager and an Assistant Manager.
- b) The Interested Licensee shall include in the Draft Universal Service Provision Plan information on the operations and maintenance of the Pusat Internet Komuniti(s) during the Operational Period, which includes, but is not limited to the following:
  - i. The development, maintenance and update plans for the web portal for each of the Pusat Internet Komuniti(s); and

- ii. Information on the technical support team (no. of personnel and credentials) and the schedule for preventive and corrective maintenance, including the response time to be taken for different types of hardware, repair and fault rectification, service issues; including the provisioning of hotline numbers and other relevant information.
  - c) The Interested Licensee shall provide information on the management of supplies such as toners and stationaries during the operational period.
- 5.2 The Interested Licensee's financial proposal in the Draft Universal Service Provision Plan shall be in accordance with the template that is provided in **Appendix 5** of this Invitation, and shall reflect clearly the costs in deploying the specifications stated in **Appendix 2** and **Appendix 3** of this Invitation.
- 5.2.1 Section A of the Financial Proposal
- a) The Interested Licensee shall provide all details in a comprehensive and itemised manner, for the work that is categorised as capital expenditure for the relevant Pusat Internet Komuniti(s).
  - b) This capital expenditure information shall include, but is not limited to the cost of items stipulated in subparagraph 5.1.1 in this Invitation.
- 5.2.2 Section B of the Financial Proposal
- a) The Interested Licensee shall also provide all details pertaining to the cost of the training modules in a comprehensive and itemised manner as specified in subparagraph 5.1.2 in this Invitation. The details shall include, but is not limited to the cost of providing and undertaking the training modules and the specific cost(s) for all relevant costs including, but not limited to the software(s) to be employed with the training modules (if any).
- 5.2.3 Section C of the Financial Proposal
- a) The Interested Licensee shall provide comprehensive and itemised details of the operations and maintenance expenditure of each Pusat Internet Komuniti as specified in subparagraph 5.1.3 of this Invitation. The breakdown for the operations and maintenance expenditure shall be for a period of five (5) years from the Completion Date.

#### 5.2.4 Summary of the Financial Proposal

- a) The Interested Licensee shall provide itemised and comprehensive details of the overview and summary of all costs. This shall be provided in the form and format as specified in **Appendix 5** of this Invitation.

### 6. SUBMISSION OF THE DRAFT UNIVERSAL SERVICE PLAN

6.1 The Interested Licensee shall submit a single document in a separate sealed envelope marked as “**LICENSEE’S INFORMATION**”, which shall consist of the following:

6.1.1 Cover letter signed by the Chief Executive Officer or a person who holds an equivalent designation in the Interested Licensee; and

6.1.2 Information of the Interested Licensee and other supporting documents as detailed out in **Appendix 6** of this Invitation.

6.2 The Interested Licensee shall submit the Draft Universal Service Plan based on its Registration of Interest in a separate binding for each cluster as specified in **Appendix 1** of this Invitation. The Draft Universal Service Plan submitted for each cluster(s) bid shall be divided into two (2) separate documents as follows:

6.2.1 Technical Proposal; and

6.2.2 Financial Proposal.

6.3 The Interested Licensee may submit Draft Universal Service Plan(s) for multiple clusters. For the avoidance of the doubt, the Commission will not accept the submission of Draft Universal Service Plan(s) for part of a cluster, or any combination of clusters which includes two or more parts of different clusters.

6.4 The Draft Universal Service Plan shall be submitted and marked as follows:

6.4.1 One (1) hard copy submission to be marked “ORIGINAL”;

6.4.2 One (1) hard copy of the above submission to be marked “COPY”; and

6.4.3 All **pages of the “ORIGINAL” Financial Proposal of the Draft Universal Service Plan shall be duly initialled and affixed with the company rubber stamp of the Interested Licensee.**



- 6.5 In the event of discrepancies, the document marked “ORIGINAL” shall prevail.
- 6.6 Pages for the Draft Universal Service Plan shall be numbered in the following format: <page number> of <total number of pages>.
- 6.7 The submission of the Draft Universal Service Plan shall be enclosed in a separate sealed envelope(s) and super scribed as follows:
- 6.7.1 This Invitation’s reference (**INVITATION REF. NO.: MCMC/USPD/IMUD(1)/Pusat Internet/RFP/03/2021(01)**) at the top left hand corner of the envelope(s);
- 6.7.2 The description “**SUBMISSION OF DRAFT UNIVERSAL SERVICE PLAN – PUSAT INTERNET KOMUNITI – TECHNICAL PROPOSAL (CLUSTER NO. #)**” and “**SUBMISSION OF DRAFT UNIVERSAL SERVICE PLAN – PUSAT INTERNET KOMUNITI – FINANCIAL PROPOSAL (CLUSTER NO. #)**” at the central position of the envelope(s); and
- 6.7.3 “**SUBMITTED BY: <Name of Interested Licensee>**” at the central bottom position of the envelope(s).
- 6.8 In addition to the hardcopy, digital copies of the technical proposals and financial proposals shall be submitted in CD-ROM or thumb drives. The digital copy shall be in PDF format.
- 6.9 The Interested Licensee is **PROHIBITED** from displaying or including its name in the Technical Proposal. Failure to comply with this requirement may result in the disqualification of the Interested Licensee’s submission.
- 6.10 All documents mentioned above, including any appendices annexed thereto, shall be taken as being mutually explanatory of each other.
- 6.11 The Interested Licensee shall be deemed to have examined and understood all information and documents set out in this Invitation.
- 6.12 All costs and expenses associated with and necessary for the preparation and submission of the Draft Universal Service Plan shall be borne by the Interested Licensee, and is not claimable from the USP Fund.
- 6.13 All corrections, changes, alterations and/or any other amendments whatsoever made in the Draft Universal Service Plan shall be initialled and affixed with the Interested Licensee’s company stamp.

6.14 All documents, which form part of the Draft Universal Service Plan(s) shall be properly and securely bound.

6.15 Handbooks and any other literature, if any, shall be bound in separate covers.

## **7. CLOSING DATE**

### **A. Submission of Registration of Interest**

7.1 All Interested Licensees shall submit the duly completed Registration of Interest Form in scanned PDF copy format as enclosed in **Appendix 3** of this Invitation **on or before 12:00pm, 22 April 2021**, via email at [pik.roi@mcmc.gov.my](mailto:pik.roi@mcmc.gov.my)

7.2 The Interested Licensees shall make available the original Registration of Interest form, in hardcopy to the Commission, if required.

7.3 Proof of submission shall take the form of the issuance of an automatic acknowledgment email receipt to the sender from the same email address.

7.4 The Commission shall **NOT ACCEPT** any submission of the Registration of Interest form made by way of physical copy, fax, mail and/or any other means.

### **B. Submission of Draft Universal Service Plan**

7.5 An Interested Licensee shall submit the duly completed Draft Universal Service Plan on or before **12:00pm, 3 June 2021** at:

**Malaysian Communications and Multimedia Commission  
MCMC Centre of Excellence (CoE), Off Persiaran Multimedia  
63000 Cyberjaya, Selangor  
(Attention: Tender Secretariat)**

7.6 **In the event of travel restrictions imposed due to the Movement Control Order, the Commission will issue a public notice to advise all Interested Licensees which have submitted their Registration of Interest, on the locations where the Draft Universal Service Plan submissions are to be made.**

- 7.7 The Commission shall **NOT ACCEPT** any submission of Draft Universal Service Plan made by way of email, fax, mail and/or any other means.
- 7.8 Any submission of the Registration of Interest Form and/or Draft Universal Service Plan, including any amendments made thereto, received after the stipulated closing date and time, shall be rejected. In this respect, the Interested Licensee's proof of postage or other evidence of transmission shall not be accepted as a proof of receipt by the Commission.
- 7.9 In the event that an Interested Licensee submits multiple forms for the Registration of Interest, the Interested Licensee shall be disqualified from participation in this Invitation.
- 8. MATTERS FOR CONSIDERATION IN APPROVING THE DRAFT UNIVERSAL SERVICE PLAN**
- 8.1 The Commission will consider the matters specified in regulation 7 of the USP Regulations and all information included in the Draft Universal Service Plan in deciding whether or not to approve the Draft Universal Service Plan.

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**SECTION IV**  
**PAYMENT FROM THE USP FUND**

**9. CLAIMS FOR PAYMENT**

- 9.1 The Designated Universal Service Provider is entitled to claim the costs undertaken [i.e. capital expenditure (“**CAPEX**”) and operational expenditure (“**OPEX**”)] in respect of this Project pursuant to subregulation 19(2) of the USP Regulations.
- 9.2 Details of the payment schedule, timeline, terms and conditions, and the form and format to submit the claims will be specified in the Notification of Approval issued to the Designated Universal Service Provider by the Commission. The claim schedule is specified in **Appendix 7** of this Invitation.

*(the remainder of this page is intentionally left blank)*

## **SECTION V GENERAL TERMS AND CONDITIONS**

### **10. DESIGN**

- 10.1 The Designated Universal Service Provider shall be solely responsible for the correct design of the network and the Pusat Internet Komuniti(s) including all work, network facilities, equipment, and services offered. If subsequent modifications or changes are necessary to enable the requirements for the Pusat Internet Komuniti(s) to be met, the Designated Universal Service Provider shall bear the additional cost involved for the modification or changes and will not be allowed to claim for the additional cost from the USP Fund.

### **11. DESIGN SPECIFICATION / CONFIGURATION**

- 11.1 It is anticipated that some matters may have to be clarified following the evaluation of the submission and during the early stages of installation of the facilities and equipment. In this respect, Commission reserves the right to require written clarifications to be provided by the Designated Universal Service Provider.

### **12. OPERATIONS, MAINTENANCE AND SUPPORT**

- 12.1 The Designated Universal Service Provider shall be responsible to manage the Pusat Internet Komuniti(s) and to provide maintenance and operational support to ensure that the Pusat Internet Komuniti(s); inclusive of all facilities and services therein to provide collective Internet access service to the community, as well as the Internet portals and websites of the said Pusat Internet Komuniti(s), are continuously available for use. The Designated Universal Service Provider shall adhere to any directive or relevant Standard Operating Policies and Procedures (SOP) which may be imposed and revised by the Commission, from time to time.

### **13. SUPPLIED MATERIALS AND EQUIPMENT**

- 13.1 All items to be used in the provision of collective Internet access service by the Designated Universal Service Provider in the UST shall be fit for the purpose which such items are intended for, and be free from defects arising out of faulty design, faulty and inferior material or faulty workmanship.
- 13.2 All items supplied shall be genuine and brand new.

#### **14. APPROVAL FROM RELEVANT AUTHORITIES**

- 14.1 The Designated Universal Service Provider shall be responsible to obtain the necessary approvals from the local authority, electrical authority and/or all other relevant authorities before the commencement of Scope of Work.
- 14.2 The Designated Universal Service Provider shall be solely responsible for any failure to obtain the necessary approvals including any additional costs to comply with the said authority's requirements.
- 14.3 The Designated Universal Service Provider will be responsible for any additional costs incurred to ensure infrastructure and services continue to be available in the event that a change of site is required as a result of the Designated Universal Service Provider's non-compliance to the said authority's requirements.

#### **15. INSPECTION AND AUDIT**

- 15.1 The Commission and/or its appointed third party agent(s) shall have the right to inspect and verify that all obligations due from the Designated Universal Service Provider are fully complied with. The inspection and verification of the universal services provisioning may include:
  - 15.1.1 Conducting a physical inspection at the site to verify that the items and services are delivered according to the BOQ, timelines and specifications as contained in the Approved Universal Service Plan;
  - 15.1.2 Verifying all relevant supporting documents submitted by the Designated Universal Service Provider in its claims for net universal service costs; and/or
  - 15.1.3 Any other aspects that may be determined as necessary by the Commission.

*(the remainder of this page is intentionally left blank)*

## 16. SAFETY

16.1 The Designated Universal Service Provider shall:

- i. Be responsible to ensure the safety of all Pusat Internet Komuniti(s), its employees and employees of its agents and/or vendors working at the Pusat Internet Komuniti(s) and its vicinity at all times;
- ii. Enforce and take all reasonable steps to ensure compliance of all safety measures for workmen, contractors and all other persons at the Pusat Internet Komuniti(s) as stipulated in all relevant safety-at-work legislation and regulations; and
- iii. Indemnify and keep indemnified, protect and defend at its own cost and expense, the Commission and its authorised officers from and against all actions, claims and liabilities arising out of acts done, omissions or breach of any conditions in this Invitation by the Designated Universal Service Provider, its employees or its agents.
- iv. The Designated Universal Service Provider shall be responsible for ensuring the structural integrity of the Pusat Internet Komuniti(s) and its ancillaries at all times, and ensure compliance with all relevant laws and guidelines.

## 17. PERFORMANCE BOND

- 17.1 The Designated Universal Service Provider is required to submit a performance bond in the form of a Bank Guarantee issued by a local financial institution under the Financial Services Act 2013 ("**Performance Bond**") prior to the implementation of the Approved Universal Service Plan. The Performance Bond shall be twenty percent (20%) of the approved total cost of the Project. The Designated Universal Service Provider(s) shall ensure that the Performance Bond is always maintained at the value of 20% of the total approved cost of the Project.
- 17.2 The Performance Bond shall be kept valid from the commencement date of the Project until the expiry of 12 months after the date of submission of Declaration for the Milestone No. 2 in **Appendix 7** of this Invitation.
- 17.3 Should the Designated Universal Service Provider require an extension of time to complete the Project, it shall be the responsibility of the Designated Universal Service Provider to renew the Performance Bond at least three (3) months prior to the expiry of the said Performance Bond.

- 17.4 In the event that the designation of the Designated Universal Service Provider is revoked pursuant to the USP Regulations, the said Performance Bond or any balance thereof shall be forfeited.

## **18. CLARIFICATION AND ENQUIRIES**

- 18.1 It is inevitable that some matters may have to be clarified following the evaluation of the submission and during the early stages of this project. In this respect, the Commission reserves the right to issue written clarifications on the specifications where necessary, to stipulate any requirements more clearly.
- 18.2 By registering its interest and submitting its Draft Universal Service Plan, the Interested Licensee is deemed to consent to the use of any of the information in the Draft Universal Service Plan or part thereof by the Commission for any purpose whatsoever.
- 18.3 Should there be a need to seek clarification and additional information regarding this Invitation, all enquiries shall be directed to Secretary of the Tender Committee via email at [tender@mcmc.gov.my](mailto:tender@mcmc.gov.my)
- 18.4 All relevant enquiries pertaining to this Invitation should reach the Commission in the following manner:
- i. Enquiries for submission of Registration of Interest on or before **12:00pm, 20 April 2021**; and
  - ii. Enquiries for submission of Draft Universal Service Plan on or before **12:00pm, 10 May 2021**.

## **19. OMISSIONS OR ERRORS**

- 19.1 The Interested Licensee is advised to study all terms, conditions and specifications in this Invitation very carefully, make all necessary site surveys and seek necessary clarification before finalising its Draft Universal Service Plan under the USP Regulations.
- 19.2 The Interested Licensee and the Designated Universal Service Provider shall be solely responsible for all such omissions/errors without any additional costs being chargeable to the Commission.

***\*\*end\*\****



## APPENDIX 1 – LIST OF UNIVERSAL SERVICE TARGETS FOR THE ESTABLISHMENT AND OPERATIONS OF PUSAT INTERNET KOMUNITI(S)

### CLUSTER C01: (Selangor, Negeri Sembilan, Melaka and Johor)

NO.	SITE ID	CLUSTER	STATE	UST	DISTRICT	PREVIOUS PID	LAT	LONG
1	PIK_0874	C01	Selangor	Sepang	Sepang	PID Sungai Pelek	2.643838	101.718659
2	PIK_0875	C01	Selangor	Ulu Langat	Ulu Langat	PID Hulu Langat	3.112326	101.815349
3	PIK_0876	C01	Selangor	Sabak Bernam	Sabak Bernam	PID Sungai Air Tawar	3.843641	100.895563
4	PIK_0877	C01	Selangor	Kuala Langat	Kuala Langat	PID Tanjung Sepat	2.662746	101.557716
5	PIK_0878	C01	Selangor	Hulu Selangor	Hulu Selangor	PID Rasa	3.496856	101.633209
6	PIK_0879	C01	Selangor	Beranang	Ulu Langat	PID Beranang	2.868672	101.869816
7	PIK_0880	C01	Negeri Sembilan	Gadong	Rembau	PID Kota	2.518059	102.158441
8	PIK_0881	C01	Melaka	Tanjung Kling	Melaka Tengah	PID Tanjung Kling	2.222165	102.164733
9	PIK_0882	C01	Johor	Serom	Tangkak	PID Sungai Mati	2.146586	102.563837
10	PIK_0883	C01	Johor	Labis	Segamat	PID Labis	2.381982	103.02019
11	PIK_0884	C01	Johor	Kota Tinggi	Kota Tinggi	PID Bandar Tenggara	1.875925	103.614176
12	PIK_0885	C01	Johor	Jorak	Muar	PID Pagoh	2.148012	102.769981

### CLUSTER C02: (Perlis, Pulau Pinang, Kedah and Perak)

NO.	SITE ID	CLUSTER	STATE	UST	DISTRICT	PREVIOUS PID	LAT	LONG
1	PIK_0886	C02	Perlis	Kayang	Perlis	PID Simpang Empat	6.341923	100.189454
2	PIK_0887	C02	Pulau Pinang	Mukim 6	Barat Daya	PID Balik Pulau	5.348779	100.233306
3	PIK_0888	C02	Pulau Pinang	Mukim 12	Seberang Prai Utara	PID Tasek Gelugor	5.481359	100.494395
4	PIK_0889	C02	Kedah	Yan	Yan	PID Yan	5.795871	100.372902
5	PIK_0890	C02	Kedah	Padang Terap	Padang Terap	PID Kuala Nerang	6.257378	100.612268
6	PIK_0891	C02	Kedah	Baling	Baling	PID Kupang	5.638758	100.844053
7	PIK_0892	C02	Kedah	Sungai Laka	Kubang Pasu	PID Bukit Kayu Hitam	6.502467	100.422379
8	PIK_0893	C02	Perak	Selama	Larut Matang and Selama	PID Selama, Perak	5.219	100.694428

NO.	SITE ID	CLUSTER	STATE	UST	DISTRICT	PREVIOUS PID	LAT	LONG
9	PIK_0894	C02	Perak	Kuala Kurau	Kerian	PID Kuala Kurau	5.016946	100.43206
10	PIK_0895	C02	Perak	Hulu Bernam Timor	Muallim	PID Tanjung Malim	3.683123	101.520826
11	PIK_0896	C02	Perak	Changkat Jong	Hilir Perak	PID Langkap	4.075396	101.149698
12	PIK_0897	C02	Perak	Perak Tengah	Perak Tengah	PID Parit	4.476805	100.909799

CLUSTER C03: (Kelantan, Pahang and Terengganu)

NO.	SITE ID	CLUSTER	STATE	UST	DISTRICT	PREVIOUS PID	LAT	LONG
1	PIK_0898	C03	Kelantan	Jeli	Jeli	PID Kuala Balah	5.44499	101.912432
2	PIK_0899	C03	Kelantan	Kuala Krai	Kuala Krai	PID Kuala Krai	5.542849	102.203352
3	PIK_0900	C03	Pahang	Rompin	Rompin	PID Bandar Tun Razak	2.90635	102.890109
4	PIK_0901	C03	Pahang	Lipis	Lipis	PID Sungai Koyan	4.228685	101.803678
5	PIK_0902	C03	Pahang	Kuantan	Kuantan	PID Bukit Goh	3.912731	103.255946
6	PIK_0903	C03	Terengganu	Besut	Besut	PID Kuala Besut	5.829197	102.551976
7	PIK_0904	C03	Terengganu	Marang	Marang	PID Marang	5.205174	103.204841

CLUSTER C04: (Sabah and Sarawak)

NO.	SITE ID	CLUSTER	STATE	UST	DISTRICT	PREVIOUS PID	LAT	LONG
1	PIK_0905	C04	Sabah	Kota Belud	Kota Belud	PID Kota Belud	6.353263	116.430983
2	PIK_0906	C04	Sabah	Kota Marudu	Kota Marudu	PID Kota Marudu	6.495661	116.771082
3	PIK_0907	C04	Sabah	Tenom	Tenom	PID Tenom	5.124829	115.943233
4	PIK_0908	C04	Sarawak	Song	Song	PID Song	2.008201	112.548111
5	PIK_0909	C04	Sarawak	Mukah	Mukah	PID Mukah	2.900073	112.09113
6	PIK_0910	C04	Sarawak	Bau	Bau	PID Bau	1.41385	110.15701

## APPENDIX 2 – SCOPE OF WORK

1. All equipment furnished shall be brand new, and be comprehensively insured with sufficient and adequate insurance coverage by the Designated Universal Service Provider. All equipment furnished must have warranty for a minimum for five (5) years.
2. All software provided shall be subscribed to by the Designated Universal Service Provider for period of five (5) years; and must be updated to include the latest version of the said software.
3. The Designated Universal Service Provider shall provide a minimum 20Mbps Internet Access Services with fibre backhaul and commercial power supply. Any variations in the type of backhaul and power supply should be explained and substantiated with evidence.

No.	Item / Description
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### SECTION A

#### **1 The Premises**

- 1.1 Rent new premises at the vicinity of the existing Pusat Internet Komuniti or at a distance of 5km from an existing PIK within the same Universal Service Target(s).
  - Minimum size: 900 sqft to 1200 sqft
  - A permanent building that is available for a minimum of five years
  - The premises shall have its own access and enable the Designated Universal Service Provider unimpeded access at all times
  - There shall be no other collective Internet access facilities (any other Government funded Internet access facilities including PIKs) or commercial Internet access centre(s) within a 5km radius from the proposed premises
- 1.2 Renovation undertaken shall be to outfit the premises to replicate the existing concept of the Pusat Internet Komuniti, in substance and form.
- 1.3 Installation of Signage (at the premises and at the road shoulder) in the form and format shown in **Appendix 8**.
- 1.4 Provisioning of security equipment and services
  - CCTV Security System
  - Alarm Security System
  - Door and Window Grilles
  - Lightning Protection System
- 1.5 Provisioning of utilities
  - Commercial Power Supply
  - Metered Water Supply
  - Internet access service and backhaul

No.	Item / Description
<b>2</b>	<b>Furniture and Fittings</b>
2.1	<p>Furniture that is essential to the Pusat Internet Komuniti shall include, but is not limited to the following:</p> <ul style="list-style-type: none"> <li>i. Computer tables and chairs;</li> <li>ii. Tables and chairs for the usage of Pusat Internet Komuniti users that bring their own laptops;</li> <li>iii. Front counter with ancillary furniture and locked file cabinets;</li> <li>iv. Partitions (if necessary);</li> <li>v. Safe box for the purposes of depositing petty cash;</li> <li>vi. Wall-mounted air-conditioners; and</li> <li>vii. Standing fan(s).</li> </ul>
<b>3</b>	<b>IT Hardware and Equipment</b>
3.1	Personal Computers for users, including headphones and speakers
3.2	Laptops for Manager & Assistant Manager
3.3	Server with server rack and accessories
3.4	Uninterruptible Power Supply (UPS) for PCs and server
3.5	Router/Modem
3.6	Projector and Screen
3.7	Laminating and Binding Machine
3.8	LED TV minimum 55"
3.9	Others – please specify
<b>4</b>	<b>Software and Applications</b>
4.1	Microsoft Operating System
4.2	Microsoft Office
4.3	Anti-Virus
4.4	Central Monitoring System – shall be able to facilitate remote viewing by the Commission
4.5	Website development
4.6	Others (please specify)

No.	Item / Description
5	<b>Project Management (Please specify and itemise in detail)</b>
	<b><u>SECTION B</u></b>
6	<b>Training Modules</b>
6.1	Training Modules for the Manager and Assistant Manager
	i. Please specify the training plans, modules and frequency
6.2	Training for Segmented Targets of the local community (students, entrepreneurs and local populace e.g. Orang Asli community)
	i. Basic
	ii. Intermediate
	iii. Advance
	<b><u>SECTION C</u></b>
7	<b>Human Resource</b>
7.1	Manager
	i. Minimum degree holder in any field, preferably in Information Technology, Business, Finance or Marketing
	ii. Basic Salary
	iii. EPF
	iv. SOCSO
	v. Insurance
7.2	Assistant Manager
	i. Minimum diploma holder in any field, preferably in Information Technology, Business, Finance or Marketing
	ii. Basic Salary
	iii. EPF
	iv. SOCSO
	v. Insurance
8	<b>Operations and Maintenance</b>
8.1	Website
	i. Periodical updates in the web portal
8.2	Operational Items
	i. Rental
	ii. Supply of stationaries
	iii. 3-in-1 laser printer and maintenance
	iv. Air conditioner – maintenance

No.	Item / Description
	<ul style="list-style-type: none"> <li>v. Fire Extinguisher – maintenance</li> <li>vi. Comprehensive Insurance</li> <li>vii. Others (please specify)</li> </ul>
8.3	Scheduled Maintenance
	<ul style="list-style-type: none"> <li>i. Annual schedule</li> <li>ii. Scope of maintenance</li> <li>iii. Servicing team information</li> </ul>
8.4	Corrective Maintenance
	<ul style="list-style-type: none"> <li>i. Detailed response time</li> <li>ii. Detailed corrective plan (May be represented by category that based on severity or type of corrective to be done)</li> <li>iii. Servicing team information</li> </ul>
8.4	Utilities (projection of annual bill)
	<ul style="list-style-type: none"> <li>i. Electricity</li> <li>ii. Water</li> <li>iii. Internet Services</li> </ul>

## APPENDIX 3 – REGISTRATION OF INTEREST FORM

*[To be printed on Interested Licensee's Letterhead]*

### REGISTRATION OF INTEREST

To: **MALAYSIAN COMMUNICATIONS AND MULTIMEDIA COMMISSION**  
MCMC Centre of Excellence (CoE), Off Persiaran Multimedia  
63000 Cyberjaya, Selangor  
**(Attention: Tender Secretariat)**

Date:

Dear Sirs,

#### **REGISTRATION OF INTEREST TO BE UNIVERSAL SERVICE PROVIDER FOR THE PROVISIONING OF INTERNET ACCESS SERVICE AT THE AT THE SPECIFIED UNIVERSAL SERVICE TARGETS IN THIS INVITATION**

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Reference is made to the above and to the "Invitation to Register Interest as a Universal Service Provider – Ref. no. MCMC/USPD/IMUD(1)/Pusat Internet/RFP/03/2021(01) ("Invitation") issued by MCMC.

We hereby register our interest to be the Universal Service Provider pursuant to Regulation 5(1) of the Communications and Multimedia (Universal Service Provision) Regulations 2002 ("USP Regulations") in the Universal Service Targets specified below:

- a) Cluster No. xx
- b) Cluster No. xx
- c) Cluster No. xx

We are also aware that pursuant to regulation 6(1) of the USP Regulations, we are legally obliged to submit the Draft Universal Service Plan(s) for the Universal Service Target on or before the time frame specified in the Invitation.

Signed for and on behalf of

.....  
by *[to be signed by the Chief Executive Officer or a person who holds an equivalent designation in the Interested Licensee]*

## APPENDIX 4 – TECHNICAL PROPOSAL

- The Interested Licensee is required to provide a checklist confirming the provisioning of all equipment and services specified in **Appendix 2** above.

ITEM	DESCRIPTION	UNIT	QTY	PROVIDED / NOT PROVIDED (✓ or X)	REMARKS
<b>SECTION A</b>					
<b>A</b>	<b>INFORMATION ON PREMISES, LOCALITY OF THE INTERNET CENTRE(S), DEMOGRAPHIC OF THE COMMUNITY AND OTHER FACILITIES</b>				
1	Details of premises identified for operations of PIK (must be an existing building e.g. shoplot, <i>dewan</i> etc)		LS		
	Brief and clear description of the premises identified i.e. owner, condition of building, cost of lease per month, size and layout per PIK proposed.				
	Corroborate with photographs as far is possible				
2	Information required pursuant to paragraph 3.2.1, 3.2.2 and 3.2.3 of this Invitation per PIK proposed		LS		
<b>B</b>	<b>SITE PREPARATION</b>				
1	Site survey, requisition, approval from relevant authority		LS		
2	Design, drawing and documentation		LS		
3	Site clearing and mobilisation		LS		
<b>C</b>	<b>SIGNAGE &amp; DECOR</b>				
1	To supply and install signboard "Pusat Internet Komuniti"	No.	1		
2	Road signage	No.	3		
3	Wall decor: Stripe Feature Wall - surfing room	No.	1		
4	Door Stripe: 1Malaysia (6' x 1') Both sides - surfing room	No.	1		
5	3 Panel Frame - surfing room	No.	3		
6	Wall decor: Stripe Flag - training room	No.	1		
7	Frame 1: Negaraku (8' x 4')	No.	1		
8	Frame 2: Rukun Negara (8' x 4')	No.	1		



ITEM	DESCRIPTION	UNIT	QTY	PROVIDED / NOT PROVIDED (✓ or X)	REMARKS
<b>D</b>	<b>INTERNAL RENOVATION</b>				
1	Flooring Tiles (Size 2' x 2') . Agatha White / Cream.	sqft	1200		
2	Standard dry wall gypsum plastering partition and relevant finishing	sqft	400		
3	Ceiling and relevant finishing	sqft	1200		
4	Single leaf aluminium full glass door for training room incl. lock, clear glass and relevant finishing	No.	1		
5	Single leaf solid wood door for emergency exit incl. lock and relevant finishing	No.	1		
6	Double Leaf aluminium full glass swing door incl. lock, clear glass and relevant finishing	No.	1		
7	Vertical Blinds for training room and surfing area	sqft	400		
8	Wall Painted - Color White, Red, Blue incl. labours	sqft	3400		
9	Aluminium partition glass for partition	No.	1		
<b>E</b>	<b>SECURITY</b>				
1	Supply and install CCTV System (8 cameras) and Alarm System	No.	8		
2	Door Bell	No.	1		
3	Magnetic Lock for main door c/w switch button at door and counter	No.	1		
4	Fire Extinguisher	No.	2		
5	Safety Box (55kg)	No.	1		
6	Metal Grill (doors and windows)		LS		
<b>F</b>	<b>ELECTRICAL / CABLING SYSTEM</b>				
1	Supply, install & terminate Fire retardant type Distribution Point Box (DP)		LS		
2	Cabling, Wiring, Earthing incl. earth chamber and copper		LS		
3	DB Box (Change existing, upgrade, register & deposit to TNB/SESCO/ SESB) for new 3-phase power supply		LS		
4	Install & terminate switch socket outlets (S/S/O) according to technical specifications & drawing		LS		
5	LED Emergency Light	Unit	2		
6	Supply, install, terminate and test one (1) unit Distribution Board c/w Main switch, Surge Protection Device, RCCB & MCB (3 Phase)		LS		
7	Panel board timer for air conditioners in training room (for network equipment)		LS		
8	LED Exit Signage lamp		LS		

ITEM	DESCRIPTION	UNIT	QTY	PROVIDED / NOT PROVIDED (✓ or X)	REMARKS
<b>G</b>	<b>FURNITURE</b>				
<b>1</b>	<b>Counter area</b>				
	Counter Table	No.	1		
	Side table for counter	No.	1		
	Low Cabinet with swing door	No.	1		
	Printer Table	No.	1		
	Heavy duty mesh chair (Black)	No.	2		
<b>2</b>	<b>Surfing area</b>				
	Surfing Table	No.	2		
	Heavy duty mesh chair	No.	8		
<b>3</b>	<b>Workstation area</b>				
	Computer Table - 700mmD x 1000mmW	No.	10		
	Medium back chair	No.	10		
	Standup table	No.	3		
<b>4</b>	<b>Training room area</b>				
	Heavy duty mesh chair	No.	10		
	Computer Table - 700mmD x 1000mmW	No.	10		
	Table for instructor	No.	1		
	Heavy duty mesh chair for instructor	No.	1		
<b>5</b>	<b>Visitor area</b>				
	Display Cabinet	No.	1		
	Brochure Cabinet	No.	1		
<b>H</b>	<b>HARDWARE (PLEASE PROVIDE DETAILS FOR EACH ITEM)</b>				
1	Computer for end user incl. 5 years manufacturer warranty	No.	20		
2	Laptop for Manager & Assistant Manager incl. 5 years manufacturer warranty	No.	2		
3	Server with accessories (with 5 years manufacturer warranty)	No.	1		
4	Server Rack and its ancillaries	No.	1		
5	Wireless AP (WiFi) - indoor	No.	1		
6	Binding Machine	No.	1		
7	Laminating Machine	No.	1		
8	LED TV min 55"	No.	1		
9	2hp air conditioners	No.	4		
10	Standing Fan	No.	2		
11	LCD Projector (inclusive of accessories and installation)	No.	1		
12	Fixed White Screen	No.	1		
13	Router	No.	1		

ITEM	DESCRIPTION	UNIT	QTY	PROVIDED / NOT PROVIDED (✓ or X)	REMARKS
<b>I</b>	<b>SOFTWARE APPLICATIONS (PLEASE PROVIDE DETAILS FOR EACH ITEM)</b>				
1	Microsoft Office Pro incl. 5 years subscription	No.	22		
2	Adobe Photoshop Creative Suite incl. 5 years subscription	No.	12		
3	Operating System for Server incl. 5 years subscription	No.	1		
4	Anti Virus incl. 5 years subscription	No.	23		
5	Web Site & Local Content Development incl. 5 years subscription	No.	1		
6	Control Monitoring System incl. bandwidth management system		LS		
<b>J</b>	<b>UTILITIES</b>				
1	Commercial power supply		LS		
2	Metered water supply		LS		
3	Commercial Internet connection		LS		
<b>K</b>	<b>RESTORATIVE WORKS</b>				
1	Repairing the building (if necessary, must be itemised)		itemise		
<b>L</b>	<b>PROJECT MANAGEMENT</b>				
1	Project Management Cost (if necessary, must be itemised)		itemise		

ITEM	DESCRIPTION	UNIT	QTY	PROVIDED / NOT PROVIDED (✓ or X)	REMARKS
<b>SECTION B</b>					
<b>A</b>	<b>TRAINING MODULES - PLEASE PROVIDE DETAILS</b>				
1	Training modules for Manager	No.	1		
2	Training modules for Assistant Manager	No.	1		
3	Training modules for Students (basic, Intermediate, advance)	No.	3 x 6		
4	Training modules for Entrepreneur (basic, Intermediate, advance)	No.	3 x 6		
5	Training modules for local populace (basic, Intermediate, advance)	No.	3 x 6		

ITEM	DESCRIPTION	UNIT	QTY	PROVIDED / NOT PROVIDED (✓ or X)	REMARKS
<b>SECTION C</b>					
<b>A</b>	<b>HUMAN CAPITAL</b>				
1	Manager				
	Basic salary	Month	12		
	EPF	Month	12		
	Socso	Month	12		
	Insurance	Month	12		
2	Assistant Manager				
	Basic salary	Month	12		
	EPF	Month	12		
	Socso	Month	12		
	Insurance	Month	12		
<b>B</b>	<b>OPERATIONAL ITEMS</b>				
1	Rental of the premises (per PIK)	No.	12		
2	Supply of stationaries (please provide details)				
3	3-in-1 laser printer rental & maintenance	No.	12		
4	Fire Extinguisher	No.	2		
5	Scheduled Maintenance				
	Building maintenance	No.	4		
	Hardware maintenance	No.	4		
	Air conditioner maintenance	No.	4		
6	Corrective Maintenance				
<b>C</b>	<b>UTILITIES</b>				
1	Managed Internet Services with NMS maintenance/monitoring/reporting	No.	12		
2	On-site support, Monitoring & Comprehensive Maintenance	No.	4		
3	Electricity	No.	12		
4	Water	No.	12		
5	Internet connectivity	No.	12		
<b>D</b>	<b>SOFTWARE /WEBSITE / LOCAL CONTENT MAINTENANCE</b>				
1	Central Monitoring System Maintenance	No.	12		
2	Website & Local Content Maintenance	No.	12		
<b>E</b>	<b>INSURANCE</b>				
1	Comprehensive Insurance		LS		

## APPENDIX 5 – FINANCIAL PROPOSAL

1. Provide detailed cost information to design, supply, install, test, commission and operate each of the Pusat Internet Komuniti(s) (for CAPEX and OPEX). OPEX information and detailed breakdown shall be provided by month and year.
2. All prices shall be inclusive of any applicable tax imposed by the Government.
3. The table in Appendix 4 in this Invitation shall be replicated
4. All sites must have a project signages erected during the implementation of the Pusat Internet Komuniti(s). The signage should specify the details of the service provider, a hotline number and the expected timeline for project delivery. The cost for the signage at each site shall be borne by the Designated Universal Service Provider (not claimable from the USP Fund).
5. The Interested Licensee shall submit the following tables:

i. Section A - Summary of Capital Expenditure (CAPEX)

Cluster: \_\_\_\_\_

No.	Internet Centre	General and preliminaries (RM)	Renovation & Security (RM)	Equipment & Fitting (RM)	Hardware & Software (RM)	Backhaul (RM)	Power Supply (RM)	Any other relevant cost (RM)	Total (RM)
Please provide detailed and complete breakdown of all items*									

\*Each category above, for example, General and Preliminaries, must be itemised explicitly and clearly for each Pusat Internet Komuniti. The itemisation will be treated as the Bill of Quantity of the Pusat Internet Komuniti. The Interested Licensee shall ensure that the information provided in Appendix 4 in this Invitation is captured clearly and itemised in this table.

ii. Section B - Summary of Capital Expenditure (CAPEX)

Cluster: \_\_\_\_\_

No.	Internet Centre	Training Category	Basic (RM)	Intermediate (RM)	Advance (RM)	Any other relevant cost (RM)	Total (RM)
Please provide detailed and complete breakdown of all items*							

\*Each category above, for example training or any other relevant cost, must be itemised explicitly and clearly for each Pusat Internet Komuniti. The itemisation will be treated as the Bill of Quantity of the Pusat Internet Komuniti. The Interested Licensee shall ensure that the information provided in Appendix 4 in this Invitation is captured clearly and itemised in this table.

iii. Section C - Summary of Operational Expenditure (OPEX)

Cluster: \_\_\_\_\_

No.	Pusat Internet Komuniti	Manager (RM)	Assistant Manager (RM)	Web Portal (RM)	Stationaries (RM)	Scheduled/ Corrective Maintenance (RM)	Backhaul (RM)	Power supply (RM)	Any other relevant cost (RM)	Total (RM)
<i>Please provide detailed and complete breakdown of all items*</i>										

*\*Each category above must be itemised explicitly and clearly for each Pusat Internet Komuniti. The itemisation will be treated as the Bill of Quantity of the Pusat Internet Komuniti. The Interested Licensee shall ensure that the information provided in Appendix 4 in this Invitation is captured clearly and itemised in this table.*

iv. Total of CAPEX and OPEX

Cluster: \_\_\_\_\_

No.	Pusat Internet Komuniti	Section A (RM)	Section B (RM)	Section C (RM)	Total (RM)

6. The four (4) tables above are not exhaustive and **shall be accompanied by a detailed Bill of Quantity for each Pusat Internet Komuniti**. The Bill of Quantity shall be clearly itemised and provide clear descriptions of items where necessary.
7. The Financial Proposal shall be signed by the Chief Executive Officer or a person who holds an equivalent designation in the Interested Licensee.

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## APPENDIX 6 – LICENSEE’S INFORMATION

*Instructions: The submission shall be arranged in the following manner:*

- A. Folder 1**      **All items (1 to 9) listed below**  
**B. Folder 2**      **Items 10 without the name/logo of the Interested Licensee. Failure to comply with this requirement may result in the disqualification of the Interested Licensee’s submission**

1. A certified true copy of NFP(I), NSP(I) AND ASP(C) licence(s)
2. A certified true copy of the latest corporate information issued by the Companies Commission of Malaysia namely SSM e-info, which includes, but is not limited to the following information:
  - a) Company name and company registration number;
  - b) Date of incorporation;
  - c) Registered and business address;
  - d) Total issued capital (RM);
  - e) Directors and shareholders; and
  - f) Summary of financial information.
3. Website
4. Date of commencement of operations
5. Identity of professional managers (third party, if any, to manage the Pusat Internet Komuniti(s))
6. Number of employees of professional managers (third party, if any to manage the Pusat Internet Komuniti(s)).
7. Financial details
  - a) Assets (RM):
  - b) Liabilities (RM):
  - c) Net Worth (Assets – Liabilities) (RM):
8. A certified true copy of bank statements for the past three (3) consecutive months
9. A certified true copy of audited accounts for the past five (5) consecutive financial years
10. A brief write-up of the Interested Licensee’s track record in handling previous USP projects (please specify the projects, scope of work and delivery timelines, if relevant) as shown in the table below:

No.	USP project	Role played	Scope of work	Delivery timeline
1.		<i>e.g: Designated Universal Service Provider / subcontractor</i>		

## APPENDIX 7 – CLAIM SCHEDULE

All claims shall be made pursuant to the USP Regulations and shall be based on the relevant percentage of progress and the fulfilment of the conditions stipulated below:

Milestone No.	Claim (%)	Description	Conditions
<b>Capital Expenditure (“CAPEX”)</b>			
1.	15	Advance Claim	Submission of a written claim(s) shall be in the form and format specified by the Commission, and shall be made upon: a) Receipt of Designated Universal Service Provider’s acceptance of the Notification of Approval; and b) Acceptance of the Performance Bond by the Commission.
2.	75	First Progress Claim	Submission of a written claim(s) shall be in the form and format specified by the Commission and shall be made when the Pusat Internet Komuniti is available for use by end users (general public), which shall be signified through the submission of the Declaration of the completion of work for <b>Milestone No. 2</b> for the relevant Pusat Internet Komuniti.
3.	10	Final Claim	Submission of a written claim(s) shall be in the form and format specified by the Commission and shall be made 12 months <b>AFTER</b> the submission of the Declaration of the site being available for use by the end user, is received by the Commission.  The submission of the final claim(s) shall also be accompanied by a declaration of an external licenced auditor appointed by the Designated Universal Service Provider to certify that the Scope of Work has been delivered and that all claims made have been verified to be accurate and true.
<b>Total</b>	<b>100</b>		



Milestone No.	Claim (%)	Description	Conditions
<b>Operational Expenditure (“OPEX”)</b>			
4.	100	Quarterly Payment Claim [throughout the period of five (5) years Operational Period]	Submission of the quarterly claim(s) shall be in the form and format specified by the Commission and accompanied by a Declaration made by the Designated Universal Service Provider.

**Note:**

The submission of yearly claim(s) pursuant to regulation 20 of the USP Regulations shall be accompanied by an audited income and expense statement for the Project, based on the International Standards on Auditing (ISA).

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## APPENDIX 8 – SIGNAGE

### Specifications of the New Signboard and Road Signage for Pusat Internet Komuniti

#### A. Design, dimension and installation of Signboard

- i. Design 1: for Pusat Internet Komuniti located in all the states except Sabah and Sarawak.

##### DIMENSION

Signboard: Pusat Internet Komuniti



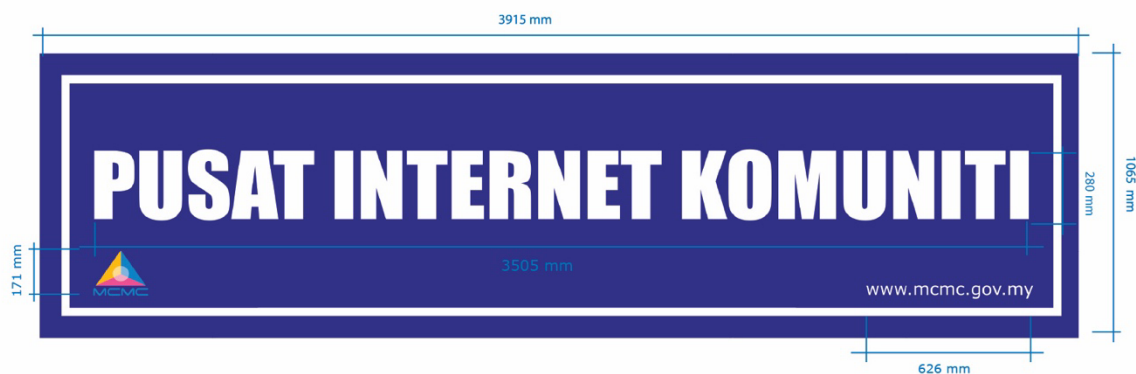
##### Font

PUSAT INTERNET KOMUNITI (Jawi) - Sakkal Majalla  
PUSAT INTERNET KOMUNITI (Roman) - Impact  
www.mcmc.gov.my - Myriad Pro

- ii. Design 2: for Pusat Internet Komuniti located in Sabah and Sarawak.

##### DIMENSION

Signboard: Pusat Internet Komuniti



##### Font

PUSAT INTERNET KOMUNITI (Roman) - Impact  
www.mcmc.gov.my - Myriad Pro

iii. Installation of Signboard



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- B. Design, dimension and installation of Road Signage for 500m, 1km and 2km. The road signage with Jawi and Roman font is applicable for all the states except Sabah and Sarawak.



The image displays two sets of technical drawings for a community internet center sign. Each set includes a front elevation and a side elevation, accompanied by a human figure for scale.

**Arabic Sign (Left):**

- Front Elevation:** The sign is rectangular with a blue background and white text. It reads "فوست اينترنيت كومونيتي" (Fost Internet Community) and "PUSAT INTERNET KOMUNITI". Below the text is a white arrow pointing left with "500 m" written next to it. The sign is mounted on two poles. Dimensions include a total width of 1000 mm, a sign height of 1200 mm, and a pole height of 63.5 m. A 2.5" round metal tube is used for the pole, and a 2.5" round metal tube is used for the base.
- Side Elevation:** Shows the side profile of the sign and pole. It indicates the mounting channel tube, metal channel, and metal frame. A note states: "CONTRACTOR TO ADVISE ON NECESSARY WELDING REQUIREMENTS".

**English Sign (Right):**

- Front Elevation:** The sign is rectangular with a blue background and white text. It reads "PUSAT INTERNET KOMUNITI" and "فوست اينترنيت كومونيتي". Below the text is a white arrow pointing left with "500 m" written next to it. The sign is mounted on two poles. Dimensions include a total width of 1000 mm, a sign height of 1200 mm, and a pole height of 63.5 m. A 2.5" round metal tube is used for the pole, and a 2.5" round metal tube is used for the base.
- Side Elevation:** Shows the side profile of the sign and pole. It indicates the mounting channel tube, metal channel, and metal frame. A note states: "CONTRACTOR TO ADVISE ON NECESSARY WELDING REQUIREMENTS".

PUSAT INTERNET KOMUNITI (Jawi) - Sakilaj Majalla  
PUSAT INTERNET KOMUNITI (Roman) - Impact  
www.mcmc.gov.my - Myriad Pro

**\*\* end \*\***