



Tender Document

**Supply, Development, Implementation and Maintenance of Hardware,
Software and Application System**

For

The Board of Valuers, Appraisers and Estate Agents Malaysia

November 2015

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CHAPTER 1

TENDER INSTRUCTIONS AND CONDITIONS

1.1 Tender Statement

1.1.1 Invitation to Tender

This tender document invites proposals from local companies for the Supply, Development, Implementation and Maintenance of Hardware, Software and Application System (collectively named **Board Information System (BIS)**) for The Board of Valuers, Appraisers and Estate Agents Malaysia (hereinafter referred to as 'The Board'). Tenderers are required to comply strictly with the tender procedures stated below. Non-compliance with any of the procedures will result in disqualification.

1.1.2 Tender Document Cost and Purchase Date

The tender document can be downloaded from The Board Website at following URL without any cost from **9 November 2015 to 30 November 2015**.

[Click here to download Final BIS Tender Document](#)

1.1.3 Tender Closing Date

The tender closing date is as follows.

Closing Date : **30 November 2015**

Time : **12.00pm**

Any proposal submitted after the stipulated date and time stated above, regardless of any reason, will not be considered.

1.1.4 Enquiries

Enquiries regarding the tender must be submitted in writing or via fax before the closing date of the tender to the Registrar of the Board through

the following contacts.

Registrar
The Board of Valuers, Appraisers and Estate Agents Malaysia
A-19-13A, Tower A, Level 19, Menara UOA Bangsar
No. 5 Jalan Bangsar Utama 1
Bangsar
59000 Kuala Lumpur
Telephone : 03 – 22888815/16/17
Fax : 03 – 22888819

Enquiries from the Tenderer will not be entertained after the closing date.

1.1.5 Tender Information

All information relating to this tender is confidential and is restricted from being used for purposes other than the purpose of this tender only.

1.2 Instructions and Conditions

1.2.1 Proposal Preparation Cost

All costs incurred by the Tenderer in preparing and delivering the proposal to the Board must be borne by the Tenderer.

1.2.2 Tender Submission Mode

All proposals submitted shall be in English and must be submitted, enclosed and sealed in an bundle addressed to:

Registrar
The Board of Valuers, Appraisers and Estate Agents Malaysia
A-19-13A, Tower A, Level 19, Menara UOA Bangsar
No. 5 Jalan Bangsar Utama 1

Bangsar
59000 Kuala Lumpur

The completed proposal must be submitted in three (3) sealed envelopes/packages labelled as 'COVERING LETTER', 'TECHNICAL PROPOSAL' and 'FINANCIAL PROPOSAL' on the top left of the envelope/package. All the envelopes/packages must be placed together as one (1) sealed bundle and clearly marked and stated as below.

CONFIDENTIAL
TENDER FOR THE SUPPLY, DEVELOPMENT, IMPLEMENTATION
AND MAINTENANCE OF HARDWARE, SOFTWARE AND
APPLICATION SYSTEM FOR THE BOARD OF VALUERS,
APPRAISERS AND ESTATE AGENTS MALAYSIA

The number of copies that must be submitted is as follows.

- a. Proposal Covering Letter - one (1) hardcopy copy;
- b. Technical Proposal
 - i. Five (5) hardcopies - one (1) copy to be marked as 'ORIGINAL' and the remaining copies as 'COPY'; and
 - ii. One (1) CD consisting of all the appendices submitted
- c. Financial Proposal
 - i. Five (5) hardcopies - one (1) copy to be marked as 'ORIGINAL' and the remaining copies as 'COPY'; and
 - ii. One (1) CD consisting of all the appendices submitted

In the event of any discrepancies between the copies, the 'ORIGINAL' shall prevail.

1.2.3 Project Duration

The duration for system development and implementation will not be more than nine (9) months starting from the date of the Letter of Award by the Board to the successful Tenderer. The successful Tenderer must complete

the project as per the contract which shall include the warranty period mentioned in paragraph 1.2.21.

1.2.4 Tender Conditions

This invitation to participate is bounded by the conditions stated in this tender document as well as conditions in the contract which will be agreed between the Board and the successful Tenderer.

1.2.5 Tender Appendices

Tenderer must complete all the tender appendices with the required details. If the space provided for responses is not adequate, Tenderers may submit the remaining information as additional attachments. All additional attachments must be signed by the Tenderer. Incomplete and/or unorganised tender appendices will not be accepted.

1.2.6 Brochures/Catalogues

In order to support the details mentioned in the proposal, Tenderer is encouraged to incorporate brochures/catalogues.

1.2.7 Reminder on Company's Information

The Tenderer must ensure that company's name is not written in any page of Technical Proposal and Financial Proposal.

1.2.8 Validity of the Proposal

Proposals by the Tenderer shall remain valid for a period of at least 6 months from the closing date stipulated in the tender document and such period may by mutual agreement between the Board and Tenderer, be extended as and when necessary.

1.2.9 Correction of Errors

All amendments or cancellation to the proposal must be duly signed by the Tenderer along with its full name and date.

Any calculation discrepancies in the Financial Proposal will be corrected by the Board as follows:

- a. Where there is a discrepancy between amounts in figures and in words, the amount in words shall govern
- b. Where there is discrepancy between the unit rate and the total amount derived from the multiplication of the unit rate and the quantity, the unit rate recorded shall govern

The total amount stated in the Financial Proposal will be amended by the Board according to the above procedures for the purpose of correcting the errors. The Tenderer will be bounded by these amendements.

1.2.10 Proposed Project Pricing

All prices in the proposal must be quoted in Ringgit Malaysia (RM).

Any request to increase pricing within the proposal validity period will not be entertained.

1.2.11 Scope of Work

The detailed scope of work for this tender is stated in Chapter 3 – Board Information System (BIS) Project Background of this tender document.

1.2.12 Demonstration or Proof of Concept

Shortlisted Tenderers may be called to perform demonstration or Proof of Concept if required by the Board. All expenses incurred to perform the demonstration or Proof of Concept are to be borne by the Tenderer.

1.2.13 The Board's Right to Amend Terms of Reference

At anytime before the tender closing date, the Board has the right to amend the terms of reference by preparing addendum for any purposes.

1.2.14 The Board's Right to Accept or Reject Proposals

The Board reserves the right to accept part of or reject any proposal and to annul the tendering process at any time prior to the Letter of Award without incurring any liability to the affected Tenderer(s) or any obligation to inform the affected Tenderer(s) of the grounds for the Board's action.

The Board has the right to expand or reduce the scope of work as per the terms of reference without any change to the terms and conditions of the contract. The total amount will be amended appropriately.

The Board shall not be bounded to accept the lowest or any proposal, nor to assign any reason for the rejection of any proposal.

1.2.15 Letter of Award

Successful Tenderer shall be notified in writing via Letter of Award within the tender validity period or any extended period thereof.

The Letter of Award shall include additional conditions or alterations to the conditions accompanying this tender document whereby the Tenderer cannot be deemed to have agreed unless and until there is a written confirmation from the Tenderer accepting the additional conditions/alterations. If agreed, a contract will be entered into between the Board and the Tenderer. Successful Tenderer must sign a contract with the Board. No other agreement or conditions shall be deemed to have been included in this contract.

1.2.16 Tenderer's Resources in Handling the Project

The successful Tenderer must not change the human resources assigned during the project implementation period unless approved by the Board. All potential human resources involved in the project must sign the Non-Disclosure Agreement.

1.2.17 Payment Schedule

All payments will be in Ringgit Malaysia (RM) and made within fourteen (14) days after receiving and validating the invoice by the Board.

Payment will be based on the contract amount and paid in stages on completed deliverables after the acceptance and acknowledgement has been duly signed by Board. The detailed payment schedule will be decided during the contract negotiation. The suggested payment schedule is as follows.

No.	Payment Stage	Percentage of Payment of the Total Contract Amount
A.	Supply, Development and Implementation of Total System	
1.	On Signing of Contract	10% of Sub Total A
2.	On Completion of Hardware and Software Installation and Commissioning	20% of Sub Total A
3.	On Completion of System Application Development and Final User Acceptance Test	40% of Sub Total A
4.	On Completion of Full System Implementation	20% of Sub Total A
5.	On Expiry of Project Warranty Period	10% of Sub Total A
	Sub Total A	100%

B.	System Maintenance	
1.	Completion of First Quarter Maintenance	25% of Sub Total B
2.	Completion of Second Quarter Maintenance	25% of Sub Total B
3.	Completion of Third Quarter Maintenance	25% of Sub Total B
4.	Completion of Fourth Quarter Maintenance	25% of Sub Total B
	Sub Total B	100%
	TOTAL CONTRACT AMOUNT	SUB TOTAL A + SUB TOTAL B

1.2.18 Performance Bond

Successful Tenderer is required to provide a Performance Bond of five percent (5%) of the total contract amount.

This Performance Bond has to be in the form of Bank Guarantee, in Ringgit Malaysia (RM), issued by any bank registered and approved in Malaysia.

The Performance Bond has to be kept valid for at least twelve (12) months from the expiry date of the contract.

The Performance Bond will be returned to the Tenderer after all the contract conditions are met.

1.2.19 Termination of Contract

The Board has the right to terminate the contract at any time if the successful Tenderer fails to fulfill the contract obligations according to the agreement.

1.2.20 Intellectual Property Rights

All applications and designs which are related to the project, source codes, information, transactions and documentations which are developed in any media (hardcopy/softcopy) within the Board and during integration are the properties of the Board and must be delivered to the Board before the expiry of the contract.

1.2.21 Warranty Period

Warranty period for all hardware, software and application system shall be 12 months from the total system implementation completion date.

During the warranty period, Tenderer must provide support and maintenance for hardware, software and application systems, inclusive of preventive maintenance at least four (4) times a year and corrective maintenance as and when required during the warranty period.

CHAPTER 2

ABOUT THE BOARD OF VALUERS, APPRAISERS AND ESTATE AGENTS MALAYSIA

2.1 Background

The Board of Valuers, Appraisers and Estate Agents Malaysia was set up in 1981 under the purview of the Ministry of Finance Malaysia. The setup and operations of the Board is governed by the provision of the Valuers, Appraisers and Estate Agents Act 1981. Its main objective is to regulate Valuers, Appraisers, and Estate Agents practicing in Malaysia.

The functions of the Board are as follows.

- To keep and maintain the Register of Valuers, Appraisers and Estate Agents; Probationary Valuers and Probationary Estate Agents; and Firms of Valuers, Appraisers and Estate Agents
- To approve and reject applications for registration
- To hold disciplinary proceedings
- To conduct examinations
- To prescribe Scale of Fees
- To regulate the professional Conduct/Ethics of Valuers, Appraisers and Estate Agents
- To award scholarships

The Board operates from its sole office at the following address.

The Board of Valuers, Appraisers and Estate Agents Malaysia
A-19-13A, Tower A, Level 19, Menara UOA Bangsar
No. 5 Jalan Bangsar Utama 1
Bangsar
59000 Kuala Lumpur

For more information about the Board, kindly refer to its web site at www.lppeh.gov.my

2.2 Registered Valuers, Appraisers and Estate Agents

The Valuers, Appraisers and Estate Agents Act 1981 provides the Board with the legislative regulatory control over Valuers, Appraisers and Estate Agents who must all be duly registered by the Board to practice professionally. Following are the roles of registrants of the Board.

a. Valuers

Only a registered valuer can call himself as a Valuer, Land Economist, Property Consultant or Property Manager. He can carry out the practices of valuation, property management or property consultancy. He is educated and trained in all areas of real estate use and development, and is registered only after passing the Test of Professional Competence (TPC) as set by the Board.

The valuation of real estate is needed for the following purpose.

- Financing and credit facilities
- Acquisition and disposal
- Taxation or other statutory purposes
- Investment or other corporate management activities
- Securitisation and other asset valuation purposes
- Market and feasibility studies

In the exercise of his professional practice, the registered valuer is bound by various guidelines and practice directions issued by the Board such as the Manual of Valuation Standards.

b. Appraisers

Appraisers are registered under Part V of the Act because of their long experience and earlier registration under the various Appraisers Acts.

Appraisers can, and are allowed to, practice valuation and property management but unlike the Valuers they are restricted in practice by geographical areas and value.

c. Estate Agents

Only those who are registered with the Board can act as Estate Agents. They provide a service in buying, selling and leasing of properties for clients so that, optimum returns can be achieved.

d. Property Managers

Currently only a registered valuer can practice as a Property Manager. The property manager ensures that the owner gets the best returns of his property investment. He also ensures that the building is well maintained, the building services well looked after and all expenses paid. He is able to optimize usage and enhance the investment in property. He advises on lease renewals, selection of quality tenants and the appropriate tenant mix.

e. Negotiators

Negotiators are salespersons who are not given explicit recognition in the Act or Rules but are informally recognized by the Board as assistants engaged by estate agents in their practice of estate agency under their immediate direction and supervision. Hence, negotiators are not authorized to act independently of the estate agency firm. Negotiators can only work for one estate agent at any one time and on a full time basis only.

As at October 2012, the number of registrants/potential negotiators with the Board is shown in the Chart below.

No.	Type of Registrants	Number of Registrants		
		Active	Non-Active	Total
1.	Valuers (V)	745	170	915

2.	Estate Agents (EA)	1,681	605	2,286
3.	Probationary Valuers (PV)	666	321	987
4.	Probationary Estate Agents (PEA)	305	223	528
5.	Appraisers (A)	17	99	116
6.	Firms (inclusive of Branches)			
	a. Valuation (V)	78	34	112
	b. Estate Agency (E)	931	820	1,751
	c. Appraisal (A)	0	0	0
	d. Property Management (PM)	39	30	69
	e. Valuation & Estate Agency (VE)	321	195	516
	f. Valuation & Property Management (VPM)	0	0	0
	g. Appraisal & Estate Agency (AE)	9	13	22
	h. Estate Agency & Property Management (EPM)	7	2	9
	TOTAL	4,799	2,512	7,311
7.	Negotiators ** (Potential registrants in future)	-	-	20,000

2.3 Organisation Structure of the Board

President of the Board is the Director General of Valuation and Property Services Department, Ministry of Finance Malaysia. The Board comprises of sixteen (16) other members from both the public and private sector. The Board's daily operations is managed and handled by a full-time Registrar assisted by eleven (11) Secretariat staff employed by the Board.

Several Committees with vested executive powers have been formed comprising of selected Board members. These Committees meet regularly to vet/assess and recommend/approve/endorse the various types of application from applicants/registrants with regards to their registration, maintaining validity of registrations/renewals with the Board. Every Committee meeting is assisted by the Registrar and/or Secretariat staff. **Appendix INFO-1** lists all the Committees of the Board, their roles and composition.

2.4 Business of the Board

In the routine execution of its business transactions, the Board uses prescribed forms with the applicable processing and/or application fees as mandated by the provision of the Valuers, Appraisers and Estate Agents Act 1981. The list of prescribed forms and samples of these forms are in **Appendix INFO-2**.

Transactions of the Board are now conducted manually where its clients need to submit applications at its office with payment in cash/cheque/credit card or applications sent in through mail with payment by cheque only. The estimated annual volume of the major business transactions of the Board are as in **Appendix INFO-3**.

Other services provided by the Board include sales of publications/information and searches on registrants of the Board.

2.5 Current ICT Environment

Computerisation was first introduced to the Board in 2004. Applications now functioning at the Board are as follows.

- a. Corporate Evaluator & Real Estate Management System (CEREMS) is the main application of the Board which was developed and implemented by modules in phases over the years. This existing system was built on client

server architecture and operates in Local Area Network (LAN) environment.

b. Negotiator Registration Module is the interim solution for Negotiator registration which was deployed on April 2014. This application was built on web based architecture and configured in Board's server located in HeiTech Padu Center. The Board provide Negotiator Search services through The Board web site.

c. The Board Web Site www.lppeh.gov.my

Development and maintenance of these applications are outsourced to a private entity as the Board does not have any ICT expertise.

The core modules and functionalities of the current CEREMS application are briefly outlined in the table below.

Module	Functionalities
Registration and Renewal	• Registration ○ Firms ○ Valuers ○ Estate Agents ○ Probationary Valuers ○ Probationary Estate Agents • Renewal of registration • Cessation of registration • Reinstatement of registration
Continuous Professional Development (CPD)	• Award of CPD hours for events • Credit CPD hours to individual registrants
Complaints Management	• Filing of complaints • Investigation management
Reporting	• Generation of regular operational reports • Generation of adhoc reports/statistics for sale

Currently there are twenty nine (29) authorised users of CEREMS, that is, twelve (12) staff of the Board who utilises the application daily while the seventeen (17) Board members occasionally access the system.

ICT equipment available at the Board now are listed below.

ICT Equipment	Quantity	Description	Warranty Expiration Date
Server	2	Dell PowerEdge R720 Server (Application Server) - Intel Xeon E5-2609Ghz Processor, - 4*4GB Memory - 600GB 2.5" x 3HDD - 600GB 10K RPM SAS 6Gbps 2.5" - RedHat Enterprise Linux 6.3 - 3 years warranty	Dec 2016
	1	Dell PowerEdge R620 Server (Network Server) - Intel(R) Xeon(R) Processor E5-2609 2.40GHz - 8GB RDIMM, - 300GB 2.5 "x 2HDD - Microsoft Windows Server 2012 R2 Standard Edition - 3 years warranty	April 2017
Tape Drive	1	Dell PowerVault - LTO4 Tape Drive - 1 year warranty	Dec 2014
Network Switch	1	Edge-Core ES 4324 Gigabit 24 Port Switch 1 year warranty	Dec 2014
	1	Edge-Core ECS4210-28T Gigabit SFP 24 ports switch 1 year warranty	Mar 2016
Firewall	1	Fortigate 60D (FG-60D-BDL) - 10 x GE RJ45 ports (Including 7 x Internal ports, 2 x WAN ports and 1 x DMZ ports); - 1 year warranty	April 2015

ICT Equipment	Quantity	Description	Warranty Expiration Date
UPS	1	Right Power SmartUPS SC V9 3K - Capacity : 3KVA / 2700 watts - 1 year warranty	Dec 2014
Personal Computer	16	HP Pro 3330 Microtower Desktop PC - Microsoft Windows 7 - Microsoft Office Standard Edition - Kaspersky EndPoint Security for Business - 1 year warranty	Dec 2014 (15 units) Feb 2015 (1 unit)
Notebook	1	HP ProBook P4440s Notebook - Microsoft Windows 7 - Kaspersky EndPoint Security for Business - 1 year warranty	Dec 2014
Printer	3	HP LaserJet 600 M602N - Print speeds : Up to 52 ppm letter - 1 year warranty	Dec 2014 (1 unit) Feb 2015 (2 units)
ID Card Printer	2	Evolis Primacy Simplex Expert Single Sided Card Printer 1 year warranty	Feb 2015
Scanner	2	HP Scanjet Enterprise 7000 s2 Sheet-feed Scanner 1 year warranty	Dec 2014 (1 unit) Dec 2015 (1 unit)
Barcode Scanner	1	Honeywell Xenon 1900 2D Barcode Scanner	April 2015
WiFi Access Point		Edge-Core EAP 8518 Enterprise Access Point 1 year warranty	Dec 2014
LCD Projector	1	Acer H6510BD Projector 1 year warranty	Dec 2014

Software/Third Party Software/Operating System available at the Board now are listed below.

Items	Quantity	Purchase Date
Anti Virus – Kaspersky EndPoint Security for Business-Select	21	Nov 2014
Kaspersky Endpoint Security For Business Server – Select	1	Nov 2014
Microsoft Office Standard Edition (2013)	16	Dec 2013 (15 units) Feb 2014 (1 unit)
Operating System – Redhat Enterprise Linux 6.3	2	Dec 2013 (Shrink wrap with the Servers)
Database – MySQL v6	1	April 2014 (Shrink wrap with the Servers)
Operating System – Microsfot Windows 8 downgrade to 7		Dec 2013 (Shrink wrap with the Servers)
Microsoft Windows Server 2012 R2 Standard Edition	1	April 2014
Microsoft Windows Server 2012 R2 Standard Edition Client License	35	April 2014

For Wide Area Network connectivity, the Board subscribes to one (1) line of 5Mbps speed provided by UNIFI to facilitate access to the Internet and email.

CHAPTER 3

BOARD INFORMATION SYSTEM (BIS)

PROJECT BACKGROUND

3.1 Board Information System (BIS) Project Objective

Now into its 32nd year since its inception in 1981, the Board is faced with increasing challenges in its business operations/processes and ICT systems which lack end-to-end integration and consolidation; where processes and controls are manually oriented; and technological constraints due to non-currency of ICT infrastructure/architecture/design. These factors impede speed, comprehensiveness, efficiency, effectiveness and accuracy of business delivery

In keeping up with new and growing demands of its clients and stakeholders, there is a need to revamp and replace the existing CEREMS system which has been implemented for almost 8 years to support the Board's business/services. As a replacement, the Board is cognizant of the need to develop and implement a fully integrated ICT solution to continuously improve its business delivery and reach.

3.2 BIS Project Expectations

The Board needs to leverage on leading edge ICT technologies, best practices and business process reengineering for the implementation of a fully integrated end-to-end BIS solution. This BIS solution must be supported on open, robust, flexible, scalable and secure infrastructure. Through BIS the Board aspires to achieve benefits, amongst others:

- Be client-centric by improving ease of doing business with the Board and able to respond quickly to a rapidly changing business environment
- Conduct business transactions/delivery through online, secured and efficient mode

- Monitor and track transaction status promptly and efficiently
- Improve control of the business by providing accurate and timely information to support better decision making

3.3 BIS Project Scope of Work

The high level scope of work for the implementation of a total BIS solution shall include but not limited to the following.

- Supply and commission all necessary hardware
- Data cleansing, conversion and migration of existing data
- Develop and implement a fully integrated application
- Provide maintenance and support for the total BIS solution (hardware, software and application systems)

Following is the detailed scope of work to be covered in this BIS project.

a. Implementation Strategy, Approach and Plan

Tenderer is expected to develop the overall implementation strategy, approach and plan to deliver the project to the Board, within the stipulated time and budget proposed.

b. Application

Tenderer is expected to supply, deliver, install, configure, develop, deploy and commission a complete BIS application. Components of the BIS application must include at least the following minimum requirements of the Board.

- BIS Portal – A web based interface packaged with supporting Single Sign-On (SSO) technologies and ID Management module to provide users and clients with secured and controlled access to multiple modules of the application.
 - The BIS application must cater for both online transactions and offline/manual transactions. As a guide to Tenderers, **Appendix INFO-4** lists generally the high level requirements of the

application by modules for its core business transactions. All of the modules had undergo user requirement study process. The successful Tenderer will be given the User Requirement Specification (URS) document to be used when developing BIS application. Tenderers may propose other improvements/enhancement/ innovation deemed necessary.

- Should the processes and workflow in URS different with current processes and workflow, Tenderer must conduct study and update any necessary document including URS document.
- Tenderer must conduct user requirement study for new module namely Complaint Management Committee (CMC) and update it in URS document. The module must be develop as part of BIS with other modules stated in URS document.
- Enhanced and enriched interactive Board web site including online status enquiry on transactions/business with the Board, online searches of registrants and purchase of the Board's reports/documents/materials by the general public.
- eCommerce – The system must cater for online payment capabilities through multiple modes including online banking, (e.g. Maybank2U, CIMB Clicks etc.) credit and debit card. (However since transactions can still be conducted manually either at the Board's office or transactions received via mail, payment by cash and cheque must also be captured in the system.). Tenderer shall be using MOLPay Payment Gateway services for BIS Online Transaction.
- Electronic Document Management – A filing system or function used for storing, tracking, routing and retrieval of electronic documents and/or images of hardcopy or softcopy documents related to BIS.
- Workflow Processing – The engine that defines the operational processes of the Board and facilitates automated activity sequencing/ routing and status tracking, corresponding to the predefined operational processes.

- Reporting – The functionality that supports generation of periodic/ad-hoc reports/statistics for regulatory, operational, management and sales purposes. As a reference, statistical reports to be provided is as below but not limited to:
 - i. Monthly List of Cases For The Disciplinary Board
 - ii. Monthly List of Cases For The Complaint Management Committee
 - iii. Monthly List of Cases For The Complaints Investigating Committee
- System and Data Backups and Recovery – Regular system and data backups to ensure that fast, accurate and comprehensive recovery/restoration with minimal data loss in the event of disaster or system failure/disruption.

The Tenderer may propose other components/modules as optional items in their Proposal. Such additions or alternatives that can improve efficiency and effectiveness will be given due consideration by the Board.

c. Hardware and System Software

Tenderer is expected to supply, deliver, install, configure and commission all software, database and hardware that are required to support the BIS solution with sufficient capacity to cater for the Board's projected business growth over the next five (5) years. Tenderer must take into account existing hardware and software available at the Board.

Apart from this, the Tenderer is also required to supply and commission one (1) unit of Kiosk for self-service use by walk-in clients.

Where necessary, the Tenderer may propose additional hardware and software as optional items in their Proposal. The Company shall install the application in LPPEH's server located at HeiTech Padu Center and must cooperate with JMobile for any changes to the server configuration.

d. Data Cleansing, Conversion and Migration

Tenderer is expected to perform the activities related to data cleansing, conversion and migration of all data from current system (CEREMS and Negotiator Registration Module) to the new BIS. Data cleansing, conversion and migration shall include but not limited to the following.

- Requirement analysis
- Identify gaps that require data acquisition
- Perform data acquisition
- Develop data mapping tables
- Develop business rules for operational data cleansing
- Perform extraction, transformation and loading of data
- Perform data validation

Tenderer may propose activities other than the listed above based on their implementation strategy or methodology.

e. Testing Services

Tenderer is expected to manage and conduct testing for all systems and applications. Testing shall include, but not limited to the following.

- Unit test
- System integration test
- User acceptance test
- Performance/stress test
- Perform fixes and modifications

f. Training

Tenderer is expected to manage and conduct hands-on end user and system operations/administration training (including modifications/ enhancements that are implemented from time to time). Training manuals must be provided to every training attendee.

g. Support and Maintenance Services

The Tenderer is expected to support and maintain all hardware, software and application systems implemented by the Tenderer in the BIS solution within the one (1) year warranty period and an additional one (1) year post-warranty period. Tenderer must also provide support and maintenance services for existing hardware and software within specified warranty period.

h. Implementation

The Tenderer is expected to implement the total BIS solution, including post implementation reviews and improvements/enhancements from time to time during the entire contract period.

i. Documentation

Tenderer is expected to develop and provide the documentation for all project deliverables of BIS including but not limited to the following.

	Documentation
1. Project Management	Statement of Work
	Project Plan and Milestones
	Regular Status Reports
2. System Design, Development And Testing	User Requirement Specification (updated, if necessary)
	Functional Requirement Analysis
	Technical Requirement Analysis
	System Design
	Hardware and Software Architecture and Configuration
	Test Plans and Reports
	Data Cleansing, Conversion and Migration Plans and Reports

3. System Implementation	Training Strategy and Plan
	Training and User Manuals
	Post Implementation Reviews and Enhancement Reports
4. System Maintenance	Regular Maintenance Reports

3.4 BIS Project Management Office

The Tenderer is expected to propose qualified and experienced Project Management Office (PMO) to regularly monitor and manage the project and to resolve project management issues, risks and scope change; and to ensure the quality and timeliness of deliverables and solution are adequately met. The PMO team is also required to work closely with the Board to ensure smooth and effective project management and coordination during the entire duration of the project.

3.5 BIS Project Team

Tenderer is expected to propose project team leaders and members with the relevant/suitable qualification and experience befitting the proposed solution.

3.6 BIS Development Project Timeline

Tenderer is expected to propose a project timeline with detailed activities and the BIS solution must be implemented within nine (9) months from date of Letter of Award by the Board.

CHAPTER 4

TENDERER'S PROPOSAL INFORMATION AND FORMAT

4.1 Introduction

4.1.1 Objective

The end objective of this tender exercise by the Board is to award a contract to the Tenderer who can propose the best total solution for the supply, development, implementation and maintenance of hardware, software and application system for the Board.

4.1.2 Background Information

Information furnished by the Tenderer must be in response to this tender document. Please provide reasons for any question/appendix/form that may be deemed to be non-applicable. Any additional information shall be provided in a separate section of the proposal with appropriate referencing.

Tenderer must not use any company name, address, logo or other representation of the Tenderer on any page of the Technical Proposal and Financial Proposal except for the proposal covering letter. Non-compliance to this requirement may result in the disqualification of the Tenderer.

4.1.3 Format of Proposal

Submission of the Tenderer's proposal must include the following.

- a. One (1) copy of proposal covering letter as per format in **Appendix 1** and **Appendix 1(a)**;
- b. Part I – Technical Proposal; and
- c. Part II – Financial Proposal

4.2 **PART I – Technical Proposal**

Tenderer must fill and submit all the completed appendices and provide comprehensive information according to the format and order as stated below as part of the Technical Proposal. Non-compliance to this requirement may result in the disqualification of proposal by the Tenderer.

The order and format of Technical Proposal is as follows.

a. Table of Contents

The table of contents must clearly outline the sections, subsections and supporting documents of the Tenderer's Technical Proposal.

b. Executive Summary

The executive summary serves as an overview/synopsis providing highlights of the Tenderer's Technical Proposal.

c. Company Profile

Tenderer to complete information on the company profile as in **Appendix 2**.

d. Scope of Work Compliance Checklist

Tenderer to indicate the components in its total solution proposed to the Board in **Appendix 3**.

e. Experiences in ICT Projects

Tenderer to describe their involvement and experiences in implementing ICT Projects (particularly those that are similar with this BIS project) over the past five (5) years using the format in **Appendix TEC-1**.

f. Overall Project Implementation Strategy and Plan

In the Technical Specification Templates, **Appendices TEC-2(a) to TEC-2(e)**, the Tenderer shall provide detailed information relating to their

proposed solution, including overall implementation strategy, approach/methodology and plan to successfully deliver the project to the Board. The details shall cover both the functional and technical aspects of the solution including conceptual design/framework, architecture, specification, configuration etc. Tenderer shall highlight the salient features of its solution together with the justification. Where necessary, the Tenderer may provide related materials such as brochures or catalogues.

i. Hardware

Tenderer must propose suitable hardware and equipment for the implementation of the proposed total solution. Tenderer is expected to leverage existing hardware available at the Board. The hardware and equipment proposal must be submitted based on the format in **Appendix TEC-2(a)**. Please indicate if the Hardware proposed to be used in the project is the existing or additional Hardware at the Board.

ii. Operating System and System Software

Tenderer must propose suitable software licenses for the proposed solution. Tenderer is expected to leverage existing Software/Third Party Software/ Operating System available at the Board. Tenderers may propose other/additional software deemed necessary.

The list of proposed software must be submitted based on the format in **Appendix TEC-2(b)**. Please indicate if the Operating System and Software proposed to be used in the project is the existing or additional Operating System and Software at the Board.

iii. Application Development and Implementation Services

Tenderer must provide descriptions of the proposed application development and implementation services for the BIS solution.

Proposal must be submitted based on the format in **Appendix TEC-2(c)**.

iv. Training

Tenderer must propose and provide a list of training programs, methods, location, number of training days and training participants based on the format in **Appendix TEC-2(d)**.

v. Support and Maintenance Services

Tenderer must propose and provide descriptions of the type and nature of support and maintenance services provided including information about the scope/coverage and frequency etc. based on the format in **Appendix TEC-2(e)**. Support and maintenance is needed for all hardware, software and application systems. Tenderer must also provide support and maintenance services for existing hardware and software within specified warranty period.

g. Project Implementation Schedule

Tenderer must submit the project implementation schedule in **Appendix TEC-3**. Implementation schedule shall be in the form of a Gantt chart in MS Project or similar format detailing the activities that will be conducted during the entire course of the BIS project.

h. Project Organisation Chart

Tenderer must propose the project organisation chart and clearly explain the roles and responsibilities of each team member in **Appendix TEC-4**.

i. Project Team

Tenderer must provide the list of personnel involved in this BIS project by submitting the project team information based on the format in **Appendix**

TEC-5. Tenderer's project team must have the relevant experience and expertise (qualification/certification) in their assigned role/responsibility in the project.

j. **Project Documentation Compliance Checklist**

Tenderer must indicate their compliance to provide documentation as stated in **Appendix TEC-6** during the course of the project.

4.3 PART II – Financial Proposal

Tenderer must fill and submit all the completed appendices and provide comprehensive information according to the format and order as stated below as part of the Financial Proposal. Non-compliance to this requirement may result in the disqualification of proposal by the Tenderer.

The order format of Financial Proposal is as follows.

a. **Table of Contents**

The table of contents must clearly outline the sections, subsections and supporting documents of the Tenderer's Financial Proposal.

b. **Executive Summary**

The executive summary serves as an overview/synopsis providing highlights of the Tenderer's Financial Proposal.

c. **Company Profile**

Tenderer to complete information on the company profile as in **Appendix 2**.

d. **Scope of Work Compliance Checklist**

Tenderer to indicate the components in its total solution proposed to the Board in **Appendix 3**.

e. Pricing Schedule

All prices submitted must be in Ringgit Malaysia (RM) inclusive of 5% for service tax. The Tenderer must provide information and fill out all the Pricing Schedules as in **Appendices FIN-1(a) to FIN-1(f)** as follows.

i. Hardware

Tenderer must specify the cost of all hardware and equipment for the proposed solution based on the format in **Appendix FIN-1(a)**. Please indicate if the Hardware proposed to be used in the project is the existing or additional Hardware at the Board.

ii. Operating System and System Software

Tenderer must specify the cost of all software licenses for the proposed solution based on the format in **Appendix FIN-1(b)**. Please indicate if the Operating System and Software proposed to be used in the project is the existing or additional Operating System and Software at the Board.

iii. Application Development and Implementation Services

Tenderer must specify the cost of proposed application development and implementation services based on the format in **Appendix FIN-1(c)**.

iv. Training

Tenderer must specify the cost for all types of proposed training, number of days and pax for each training based on the format in **Appendix FIN-1(d)**.

v. Support and Maintenance Services

Tenderer must specify the cost support and maintenance services provided for all hardware, software and application systems based on the format in **Appendix FIN-1(e)**. Tenderer must also specify the

cost support and maintenance services provided for existing hardware and software within specified warranty period.

vi. Price Summary

Tenderer must include a cost summary for the entire BIS solution based on the format in **Appendix FIN-1(f)**, which is a consolidation of cost from Appendices FIN-1(a) until 1(e). Price quoted must not inclusive of 6% GST.