Request for Information

For (PROJECT MANAGEMENT CONSULTANT FOR PROJECTS AND INITIATIVES UNDER USP)

RFI NO.: RFI202400023

Issue Date: 13-06-2024

Response Date: 24-06-2024, 12:00 PM

SECTION I - GENERAL INFORMATION

A. Purpose

1. The Malaysian Communications and Multimedia Commission (MCMC) is looking for credible and reliable Project Management Consultants (PMC) to submit their interest and proposals for the establishment of a panel of PMC.

2. This RFI aims to establish a panel of qualified PMC to be considered for future projects and initiatives under the Universal Service Provision (USP). Depending on project requirements and availability, the appointed PMC will be engaged as and when required. The PMC is responsible to manage a project from end to end based on the project scope of works specified in **Item D** of this RFI.

3. Interested parties who participate in this RFI will be given a priority and consideration to be selected as panel consultant for MCMC. MCMC in this case reserves the right to appoint a consultant for undertaking a USP project issued by MCMC.

B. Contact Details

The point of contact for any inquiries can be referred to:

Name: Mohamad Anwar bin Mohamed Ibrahim
Designation: Deputy Director
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Contact No.: 03-8688 7969

Name: Safwan bin Abd Aziz
Designation: Deputy Director
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Contact No.: 03-8688 7936

C. Pertinent Dates:

Submission Deadline: **24/06/2024, 12:00PM**

D. Scope

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

a. Project Management Consultancy scope
   i. Strategically planning and strategies
   Steer the initial planning stage of a project, assisting with defining project scope, objectives, undertake on site-survey, propose type of suitable solutions and the strategies to achieve them. Develop a proper project timeline, estimated budget, Bill of Quantity and project resources allocation plans.

ii. Risk Management
Identify potential risks and develop mitigation strategies to minimize their impact on the project. This involves assessing both internal and external factors that could affect project success.

iii. Provide legal advisory
As and when required throughout the project.

iv. Stakeholder Management
Facilitate communication and collaboration among project stakeholders, ensuring alignment with project goals and objectives. Mediate conflicts and resolve issues that arise between stakeholders (e.g. MCMC, Designated Universal Service Providers (DUSP)[1], suppliers, vendors and public).

v. Project Monitoring and Control
Establish monitoring mechanisms to track project progress against established goals and timelines. Analyze project performance metrics and provide regular progress reports to MCMC, making adjustments as needed to keep the project on track.

vi. Quality Assurance
Implement processes and procedures to ensure the quality of project deliverables. This includes conducting quality reviews, establishing standards, and implementing best practices to meet project requirements.

vii. Change Management
Assist in managing changes to project scope, schedule, and resources, assessing the impact of change requests and implementing appropriate adjustments while minimizing disruptions to project progress e.g. rebranding and site relocation.

viii. Continuous Improvement
Identify areas for improvement in project management processes and practices, implementing changes to increase efficiency, effectiveness, and overall project success.

E. Information Requested from Supplier

1. Company profile which must include at minimum the following documents:
   a. Company organizational chart.
   b. Paid-up capital and financial audited report for the past 3 years.
   c. Number of manpower to undertake the consultancy.
   d. Proven track record of vast experience in telecommunications and multimedia industry in Malaysia particularly related to project management consultancy under USP areas.
   e. Project team members who shall fulfil the following requirements:
      i. Certified project manager from recognized project management organizations i.e. PRINCE2, Project Management Professional (PMP) or equivalent;
      ii. Certified Quantity Surveyor by Board of Quantity Surveyor Malaysia (BQSM) or government agencies;
      iii. Certified Professional Engineer by the Board of Engineers Malaysia (BEM);
      iv. Deep knowledge of the telecommunications and multimedia industry; and
      v. Team members experience in managing telecommunications and multimedia projects.
   f. Estimated price range to provide the service as stated herein, lowest estimate to highest estimate; and
   g. Company brochure/literature if available.

[1] DUSP is a licensee under Communication and Multimedia Act 1998 designated by MCMC to undertake USP projects pursuant to Communications and Multimedia (Universal Service Provision) Regulations 2002

2. General proposed costing table as per **Appendix 2**; and
3. Other relevant information (if any).

Interested parties are to respond to the questions listed in **Section III** of this RFI. Interested parties are encouraged to recommend changes to the project if it is determined, based on their experience, that there is a better approach. MCMC is seeking best practices in this area.

F. Supplier Presentations

MCMC may request interested parties to provide a presentation described in this RFI. The interested parties will bear all costs associated with such presentations. Promotional items shall not be provided at these presentations.

G. Confidentiality and RFI Ownership

1. This RFI is confidential and MCMC reserves the right to recall the RFI in its entirety or in part. Interested parties agree that they will not duplicate, distribute, or otherwise disseminate or make available this document or the information contained in it without the express written consent of MCMC's issuing office.

2. Interested parties shall not include or reference this RFI in any publicity without prior written approval from MCMC, which, if granted, shall be granted by the issuing office. Interested parties must accept all of the foregoing terms and conditions without exception. All responses to the RFI will become the property of MCMC and will not be returned to the interested parties.

H. Disclosure of Proposal Contents

1. Cost and price information provided in proposals will be kept confidential and will not be revealed or discussed with competitors, except to the extent required by law.

2. All other material submitted becomes the property of MCMC and may be returned only at the MCMC's option. Proposals submitted may be reviewed and evaluated by any person other than competing bidders at the discretion of MCMC.

3. MCMC has the right to use any or all ideas presented in any reply to the RFI. Where confidential or proprietary information is required, or should the vendor deem it necessary to submit such matter, mark each page/section in large bold type **(PROPRIETARY INFORMATION).**

SECTION II – DESCRIPTION OF THE ORGANIZATION

MCMC is a statutory body that is established by the Malaysian Communications and Multimedia Commission Act 1998 [Act 589] with powers to supervise and regulate the communications and multimedia activities in Malaysia, and to enforce the communications and multimedia laws of Malaysia.

MCMC is also mandated to regulate the postal services industry pursuant to the Postal Services Act 2012 and the digital signature framework under the Digital Signature Act 1997.

For more information on MCMC, please refer to http://www.mcmc.gov.my

SECTION III – GENERAL REQUIREMENTS

A. Project Overview

Details on USP projects requirements as reference are provided under **Appendix 1**.

B. Questions

MCMC requests that interested parties to answer the following questions in their response to this RFI:

1. Experience and Expertise:
   - Can you provide examples of telecommunication projects you've managed end-to-end in the past?
   - What specific expertise do you have in telecommunication project management?
   - Are you familiar with the USP regulation framework?

2. Stakeholder Management:
   - How do you approach stakeholder communication and management throughout the project lifecycle?
   - What strategies do you employ to ensure alignment between project objectives and stakeholder expectations?
   - Do you familiar with the local council and the arrangement to obtain an approval? Provide past project involved with local council jurisdiction.

3. Resource Management:
   - How do you manage resources such as budget, personnel, and equipment throughout the project lifecycle?

C. Response Format

Responses are to be straightforward, clear, concise and specific to the information requested.

In order for submissions to be considered complete, interested parties must provide the following information:

a. Response to Section I-E, Information Requested from Supplier
b. Response to Section III-B, Questions
c. Other: any comments, observations or suggestions that may assist MCMC in drafting a procurement solicitation

APPENDIX 1

Example of project scope (high-level) to be undertaken by the DUSP for reference only (subject to further revision by MCMC from time to time)

1. Deployment of New Communications Towers

a. The implementation of work for the DUSP in respect of the project, shall be for:
   i. The supply, delivery and installation of the new tower structure(s) and its ancillaries, radiocommunications transmitters and links; and power supply for the purposes of provisioning public cellular services under the project;

   ii. To provide the 2G and 4G services at the site(s), and 5G ready if possible;

   iii. The speed for services provided under the project at each site shall be at an average speed of 35Mbps (download), at each location, provided via a single or shared Radio Access Network ("RAN") solution for 6 way MOCN; and

   iv. To be responsible for all relevant costs for obtaining all the necessary approvals from the authorities (where applicable) before commencing the project and any additional costs incurred to comply with the need to obtain the necessary approvals and/or relevant requirements related to the approvals.

2. Upgrading of Transmitters

a. The implementation of work for the DUSP in respect of the project, shall be for:

i. The delivery and installation of the radiocommunications transmitters and its ancillaries for the purposes of the provisioning of public cellular services including and interconnection and integration between network facilities and/ or network service;

ii. To provide the 2G and 4G services at the site(s), and 5G ready if possible;

iii. The speed for services provided under the Project at each site shall be at an average speed of 35Mbps (download), at each location, provided via a single or shared Radio Access Network ("RAN") solution; and

iv. To be responsible to bear all relevant costs for obtaining all the necessary approvals from the authorities (where applicable) before commencing the project and any additional costs incurred to comply with the need to obtain the necessary approvals and/or relevant requirements related to the approvals.

3. Provisioning of Fibre To The Home (FTTH)

a. The implementation of work for the DUSP in respect of the project, shall be for:

i. The planning, design and implementation in providing the services including the interconnection between the network facilities and/ or network service for the purposes of end-to-end fibre optic access network at the site(s) identified in;

ii. The installation of equipment, cabinets and electronics for the provisioning of an end-to-end fibre optic access network and services; and

iii. To be responsible to bear all relevant costs for obtaining all the necessary approvals from the authorities (where applicable) before commencing the project and any additional costs incurred to comply with the need to obtain the necessary approvals and/or relevant requirements related to the approvals.

4. Fiberisation of Tower (FTT)

a. The implementation of work for the DUSP in respect of the project, shall be for:

i. The planning, design and implementation in providing the network facilities and network services, which includes the interconnection between network facilities and network service for the purposes of fiberisation of towers at the site(s);

ii. The installation of equipment and electronics for the provisioning of fiberisation of towers; and

iii. To be responsible to bear all relevant costs for obtaining all the necessary approvals from the authorities (where applicable) before commencing the project and any additional costs incurred to comply with the need to obtain the necessary approvals and/or relevant requirements related to the approvals.

5. NADI (National Information Dissemination Centre)

a. The implementation of work for the DUSP in respect of the project, shall be for:

i. All equipment furnished shall be brand new, and be comprehensively insured with sufficient and adequate insurance coverage by the DUSP. All equipment furnished must have warranty for a minimum of five (5) years;

ii. The DUSP shall subscribe to all software to be provided for a period of five (5) years, and must be updated to include the latest version of the said software;

iii. The DUSP shall provide a minimum of 100 Mbps Internet access services with fibre backhaul and commercial power supply, if feasible. Any variations in the type of backhaul and power supply should be explained and substantiated with evidence;

iv. To be responsible to bear all relevant costs for obtaining all the necessary approvals from the authorities (where applicable) before commencing the project and any additional costs incurred to comply with the need to obtain the necessary approvals and/or relevant requirements related to the approvals.

6. BWA (Broadband Wireless Access)

a. The implementation of work for the DUSP in respect of the project, shall be for:

i. Provisioning of internet access service solutions via satellite connectivity with an average speed of 35 Mbps per user at each location;

ii. A minimum quota of 5 GB per month for each registered end user and if it is exceeded, an additional quota will be available and this additional quota will be made payable by the end user;

iii. Ensure that the bandwidth capacity dimensioning is sufficient for the usage of the population at the said location(s) for 24 hours per day, 7 days a week. The DUSP shall be required to propose and implement a fair usage policy for the population at each location that benefits from this free Wi-Fi service in the draft plans, to ensure the continuous availability of internet access services;

iv. To be responsible to bear all relevant costs for obtaining all the necessary approvals from the authorities (where applicable) before commencing the project and any additional costs incurred to comply with the need to obtain the necessary approvals and/or relevant requirements related to the approvals.

APPENDIX 2

Work instruction: Please propose the consultancy service fees based on the scenarios in (a), (b) and (c) below:

a) The proposed consultancy service fees for total project value of less than RM1,000,000.

No.	Project	Service Fee (RM)	Any other costs which may be necessary (please specify in detail) (RM)	Total (RM)
1	Deployment of New Communications Towers			
2	Upgrading of Transmitters			
3	Fiberisation To The Home (FTTH)			
4	Fiberisation of Tower (FTT)			
5	NADI (National Information Dissemination Centre)			
6	BWA (Broadband Wireless Access)			

*Kindly provide cost breakdown

b) The proposed consultancy service fees for total project value between RM1,000,001 to RM5,000,000.

No.	Project	Service Fee (RM)	Any other costs which may be necessary (please specify in detail) (RM)	Total (RM)
1	Deployment of New Communications Towers			
2	Upgrading of Transmitters			
3	Fiberisation To The Home (FTTH)			
4	Fiberisation of Tower (FTT)			
5	NADI (National Information Dissemination Centre)			
6	BWA (Broadband Wireless Access)			

*Kindly provide cost breakdown

c) The proposed consultancy service fees for a total project value of more than RM5,000,001.

No.	Project	Service Fee (RM)	Any other costs which may be necessary (please specify in detail) (RM)	Total (RM)
1	Deployment of New Communications Towers			
2	Upgrading of Transmitters			
3	Fiberisation To The Home (FTTH)			
4	Fiberisation of Tower (FTT)			
5	NADI (National Information Dissemination Centre)			
6	BWA (Broadband Wireless Access)			

*Kindly provide cost breakdown