Strategic Studies: Demand-Supply Study on Talent for the Malaysian ICT Industry
Request For Proposal

Strategic Studies: Demand-Supply Study on Talent for the Malaysian ICT Industry

(Ref: MDeC 8/2008)
Multimedia Development Corporation
CYBERJAYA,
MALAYSIA

CLOSING DATE: 13 June 2008

DOCUMENT SUMMARY:
This document details the Request for Proposal information that Multimedia Development Corporation (MDeC) will utilize to evaluate and select a vendor to provide professional services of conducting, analysing and reporting on a comprehensive study of the demand and supply of talent for the Malaysian ICT industry.
# TABLE OF CONTENTS

1. Instruction to Responding Organisation ........................................... 1
   1.1. RFP Briefing ............................................................................. 1
   1.2. Submission of Proposal ......................................................... 2
       1.2.1. Time and Date ............................................................... 2
       1.2.2. Mode of Delivery and Address ...................................... 2
       1.2.3. Marking ......................................................................... 2
       1.2.4. “Borang Tender” and “Keterangan Mengenai RO” .............. 2
       1.2.5. Number of Copies and Separation of Sections of Proposals .. 2
   1.3. References .............................................................................. 3
   1.4. Schedule ................................................................................ 3

2. Terms and Conditions .......................................................................... 4
   2.1. Responding Organisation’s Responsibility .................................. 4
   2.2. Mandatory Requirements ....................................................... 4
   2.3. Request for Proposals ............................................................. 4
       2.3.1. Amendments to the RFP ............................................... 4
   2.4. Proposal .................................................................................. 4
       2.4.1. Language ....................................................................... 4
       2.4.2. Currency ....................................................................... 4
       2.4.3. Prices ............................................................................ 4
       2.4.4. Contract Price Variation ............................................... 4
       2.4.5. Cost of Proposal ............................................................ 5
       2.4.6. Contents ....................................................................... 5
       2.4.7. Validity of the Proposal ............................................... 5
       2.4.8. Amendments to the Proposal ....................................... 5
       2.4.9. Correction of Errors ....................................................... 5
       2.4.10. Advertisement .............................................................. 6
       2.4.11. Performance Bond ....................................................... 6
       2.4.12. Process To Be Confidential ......................................... 6
       2.4.13. Notification of Award ............................................... 6
   2.5. Failure of Negotiation ............................................................. 6
   2.6. Contract ............................................................................... 7
   2.7. Rights of MDeC ................................................................. 7
2.7.1. Governing Law ...................................................... 7
2.7.2. Ownership ......................................................... 7
2.7.3. Non-Liability ....................................................... 7
2.7.4. Confidential Information ........................................ 7
2.7.5. Acceptance and Rejection of Any or All of The Proposal ..... 8
2.7.6. Withholding Tax ................................................... 8

3. Overview of the Project .................................................. 9
   3.1. About MSC Malaysia ............................................... 9
   3.2. Background of KDI ............................................... 10

4. Project Background: Strategic Studies .................................. 11
   4.1. Overview of the Project .......................................... 11
   4.2. Objectives ......................................................... 11

5. Scope of Services .......................................................... 12
   5.1. Project Implementation ........................................... 12
   5.2. Project Deliverables .............................................. 12
   5.3. Timeline of Project ............................................... 17
   5.4. Value Added Services ............................................ 17

6. Implementation Requirements ............................................. 18
   6.1. Project Management Methodology ................................ 18
       6.1.1. Project Team Management Structure ..................... 18
       6.1.2. Point of Contact .......................................... 18
       6.1.3. Implementation Programme / Schedule .................. 19
   6.2. Project Monitoring and Reporting ................................ 19
       6.2.1. General .................................................... 19
       6.2.2. Programme Report ........................................ 19

7. Capabilities of the Responding Organisation .......................... 20
   7.1. Capabilities of RO ............................................... 20
   7.2. Project Management Capabilities ................................ 20
       7.2.1. Project Management Methodology ....................... 20
       7.2.2. Project Management Experience ......................... 21
   7.3. Technical Capabilities .......................................... 21
   7.4. Financial Capabilities .......................................... 21
7.5. Other unique capabilities as applicable................................. 21

8. Format of Response................................................................. 22

8.1. General................................................................................. 22

8.2. Technical Proposal............................................................... 22
   8.2.1. Table of Contents............................................................ 22
   8.2.2. Cover Letter.................................................................. 22
   8.2.3. Management/Executive Summary................................. 22
   8.2.4. Project Deliverables...................................................... 23
   8.2.5. Implementation Requirements...................................... 23
   8.2.6. Schedule and Timeline.................................................. 23
   8.2.7. Project References.......................................................... 23
   8.2.8. Capabilities................................................................. 23

8.3. Financial Proposal.............................................................. 23
   8.3.1. Table of Contents............................................................ 23
   8.3.2. Cover Letter.................................................................. 24
   8.3.3. Management/Executive Summary................................. 24
   8.3.4. Fees and Costs............................................................... 24
   8.3.5. Terms and Conditions.................................................... 24
   8.3.6. Form of Bank Guarantee................................................ 24

8.4. Appendices........................................................................... 25

8.5. Schedules............................................................................ 25

Glossary....................................................................................... 26

Appendix 1  “Borang Tender”
Appendix 2  Keterangan Mengenai Pentender
Appendix 3  Form of Bank Guarantee for Performance Bond
Appendix 4  Surat Setujuterima Tender
Schedule A  Project Schedule
Schedule B  Project Manager
Schedule C  Project Deliverables
Schedule D  Programme Report
Schedule E  Project Experience
Schedule F  Capabilities
Schedule G  Fee Schedule
Schedule H  Value Added Services
1. Instructions to Responding Organisation

Multimedia Development Corporation (MDeC) invites proposals from qualified Responding Organisations (RO) to participate in the "Strategic Studies: Demand-Supply Study on Talent for the Malaysian ICT Industry" ("Project").

The Request for Proposal (RFP) outlines the high-level functional requirements expected in the proposal to be submitted by the Responding Organisations. Specifically, the RFP details:

- Instructions for ROs
- Terms and Conditions
- Scope of Services
- Implementation Requirements
- Format of Proposals.

1.1 RFP Briefing

Date: 30 May 2008 (Friday)
Time: 10:30 am
Venue: Bunga Raya Auditorium
Multimedia Development Corporation
MSC Headquarters
2360 Persiaran APEC
63000 Cyberjaya
Selangor Darul Ehsan
Malaysia

Enquiries regarding the RFP can be submitted in writing by mail, fax or e-mail to:

KWD (Strategic Studies)
MSC Headquarters
2360 Persiaran APEC
63000 Cyberjaya
Selangor Darul Ehsan, Malaysia
(Attn: K-Workers Development Department)
E-mail: kdi@mdec.com.my
Fax: 03-8318 9216

Contact Persons:
1) Allan Cheah
Phone: 03-8315 3154
Email: allan@mdec@com.my

2) Azmar Hisham
Phone: 03-8315 3034
Email: azmar@mdec.com.my
1.2 Submission of Proposal

1.2.1 Time and Date
Proposals shall be submitted during office hours not later than 1700 hours Malaysian Time, 13 June 2008. Proposals submitted after this time shall not be considered.

Office hours are:
- Monday-Thursday: 0900 – 1200, 1400 – 1800
- Friday: 0900 – 1200, 1445 – 1800

No questions, written or verbal, shall be entertained after 1700 hours, Malaysian Time, 13 June 2008.

1.2.2 Mode of Delivery and Address
Proposals shall be delivered by hand and placed in Tender Box No.: MDeC 8/2008 located at:
- MSC Headquarters
- 2360 Persiaran APEC
- 63000 Cyberjaya
- Selangor Darul Ehsan
- Malaysia

1.2.3 Marking
Proposals shall be sealed and clearly marked:
- MDeC 8/2008
- "Strategic Studies: Demand-Supply Study on Talent for the Malaysian ICT Industry"

1.2.4 “Borang Tender” and “Keterangan Mengenai RO”
Proposals shall be submitted with the following documents:
(a) “Borang Tender” - Appendix 1
(b) “Keterangan Mengenai Pentender” - Appendix 2

1.2.5 Number of Copies and Separation of Sections of Proposals
The RO shall deliver one softcopy (MS Word) and five hard copies of each proposal, which shall be bound, sealed and labelled separately as:
- TECHNICAL PROPOSAL (RFP MDeC 8/2008)
- FINANCIAL PROPOSAL (RFP MDeC 8/2008)

The Appendices and Schedules may be submitted as separate sections.
1.3 References

ROs are required to submit a listing of client references for which work has been performed. Please provide the following information:

a) Provide company name;
b) Contact person, address;
c) Contact telephone number;
d) Name of project;
e) Scope of services provided;
f) Amount of professional fees received for services provided and year in which work was performed and status of the project.

1.4 Schedule

Following is the key milestone event of procurement process:

<table>
<thead>
<tr>
<th>Milestone Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP advertisement issue date</td>
<td>23 &amp; 24 May 2008</td>
</tr>
<tr>
<td>RFP Briefing date</td>
<td>30 May 2008</td>
</tr>
<tr>
<td></td>
<td>10.30 am</td>
</tr>
<tr>
<td>Deadline for receiving completed RFPs</td>
<td>13 June 2008</td>
</tr>
<tr>
<td></td>
<td>5.00 pm</td>
</tr>
</tbody>
</table>

(The remainder of this page is intentionally left blank)
2. Terms and Conditions

2.1 Responding Organisation’s Responsibilities
It is the RO’s responsibility to understand the RFP, including the requirements therein and to make all examinations necessary in order to ascertain all factors, enquiries and questions, which might affect the RO’s proposal.

2.2 Mandatory Requirements
ROs are required to comply with the RFP’s instructions, procedures, terms, conditions and training specifications described in this document. Failure to do so may cause the proposal to be disqualified and rejected.

MDeC considers the ability of the ROs to provide an experienced project team as being of paramount importance.

2.3 Request for Proposal

2.3.1 Amendment to the RFP
MDeC reserves the right to amend or delete any part of this RFP or any document forming part of this RFP at any time without prior notice in order to give effect to any change in policy or to correct any error, omission, ambiguity or inconsistency that may arise after the issue of this RFP.

In the event of any amendments to this RFP document, all ROs will be notified accordingly.

2.4 Proposal

2.4.1 Language
All proposals shall be in English. The appendices can be submitted in Bahasa Malaysia or English.

2.4.2 Currency
Currency in the proposal shall be quoted in Ringgit Malaysia (RM).

2.4.3 Prices
Prices shall be on per item basis. The schedules of prices shall be inclusive of all duties and taxes.

2.4.4 Contract Price Variation
The proposed price is to be firmed over the whole Contract Period. Any contract price variation thereafter shall be mutually agreed upon.
2.4.5 Cost of Proposal
The MDeC shall not be liable for any payment or costs incurred in the preparation and submission of the proposal in response to the RFP. All expenses incurred by the RO in providing the proposal shall be borne by the RO.

2.4.6 Contents
Proposals shall contain specific and detailed replies to all responses, requirements, terms and conditions set out in the RFP.
These responses shall be in the order in which the sections and paragraphs appear in this RFP and make reference the section and paragraph numbers in this document.

2.4.7 Validity of the Proposal
All proposals and prices shall remain valid for a minimum period of twelve (12) months from the closing date. The RO is required to state period of validity for their proposal.
In exceptional circumstances, prior to expiry of the original validity period, the MDeC may request the RO for a specified extension to the period of validity. The request and responses thereto shall be made in writing or by fax.
The RO agreeing to the request will not be required nor permitted to modify his proposal but will be required to extend the validity of his proposal correspondingly.

2.4.8 Amendments to the proposals
No amendment shall be made to the proposal after its submission.

2.4.9 Correction on Errors
Proposals will be checked by the MDeC for any arithmetic errors in computation and summation. Errors will be corrected by the MDeC as follows:
i) Where there is a discrepancy between amounts in figures and in words, the amount in words shall govern.
ii) Where there is a discrepancy between the unit rate and the total amount derived from the multiplication of the unit rate and the quantity, the unit rate as quoted will govern, unless in the opinion of the MDeC there is an obviously gross misplacement of the decimal point in the unit rate, in which event, the total amount as quoted will govern and the unit rate will be corrected.
iii) The amount stated in the proposal will be adjusted by the MDeC in accordance with the above procedure for the correction of errors and with the concurrence of the RO, shall be considered as binding upon the RO. If the RO
does not accept the corrected amount, the proposal shall be rejected.

2.4.10 Advertisement
No advertisement or press release regarding this proposal shall be published in any newspaper, magazine or any other form of media, electronic or otherwise.

2.4.11 Performance Bond
The successful RO shall furnish MDeC within fourteen (14) days from the date of the Letter of Award (LOA), a performance bond in the form of a Bank Guarantee or Insurance Guarantee issued by a Bank or an Insurance Company registered in Malaysia and carrying on business in Malaysia and approved by the Government, to an amount equal to five percent (5 %) of the total Contract Sum. The Bank Guarantee or Insurance Guarantee shall be kept valid from the date of issue to the date not earlier than twelve (12) months after the expiry date of the contract period. Failure of the successful RO to comply with this stipulated requirement shall constitute sufficient grounds for the annulment of the award. The Performance Bond shall be made payable to “Multimedia Development Corporation” as compensation for any loss and damages resulting from the RO’s failure to complete its obligations under the Contract.

The Bank Guarantee for Performance Bond shall be substantially stated in the form as set out in Appendix 3.

2.4.12 Process To Be Confidential
After the issuance of the RFP, information relating to the contents, examination, evaluation and comparison of proposals and recommendations concerning the award of contract shall not be disclosed to the RO or other persons not officially concerned with the process.

MDeC is not obliged to inform or provide the details of the selection process to either the successful or unsuccessful RO in this bid.

2.4.13 Notification of Award
The successful RO (if any) shall be notified by letter (referred to as “Surat Setujuterima Tender”) as an Appendix 4 within the RFP validity period or any extended period thereof.

2.5 Failure of Negotiation
It shall be agreed and understood that in the event that the negotiation fails and a contract is not signed, there shall be no cause of action
against MDeC, nor shall it be possible to pursue a cause of action against MDeC for any action howsoever arising.

2.6 Contract

The successful RO shall be required to enter into a formal contract with MDeC during the length of this programme defined in the Scope of Services. Pending the formalisation of the contract agreement, the “Letter of Acceptance” together with the successful RO’s acknowledgement thereto shall constitute a binding contract between MDeC and the RO notwithstanding whether such a contract agreement is or is not subsequently prepared or executed. The successful RO should at its own risk carry out the contract in accordance with the conditions, specifications and schedules forming part thereof and in doing so shall comply with the provisions of any statute, regulations or by-laws, and the requirements of any local or other authority with regard thereto.

2.7 Rights of MDeC

2.7.1 Governing Law

This RFP and any contract executed pursuant to this RFP shall be governed by and construed in accordance with the laws of Malaysia. MDeC and all ROs responding to this RFP and parties to any contract executed pursuant to this RFP shall submit to the exclusive jurisdiction of the Malaysian Courts.

2.7.2 Ownership

All data, statistics about such data and data stored on any systems forming part of the project, which originated from the Government, destined for Government or derived from such data, is owned by the Government.

The RO agrees that all rights to the documentation belong solely to the owners.

2.7.3 Non-liability

Whilst care is taken to ensure that the facts and information contained in this RFP are correct at the time it is presented, MDeC hereby makes no representation as to the accuracy or adequacy of such facts and information contained in the RFP. MDeC shall not be held liable for any inaccuracy or inadequacy of such facts and information.

2.7.4 Confidential Information

All information of a confidential nature whether generated in Malaysia or overseas, shall be subjected to Malaysian...
Laws and Regulations. Without prejudice to the right of MDeC under any law, a breach by the RO may entitle MDeC to terminate dealings with the organisation without prior notice to the RO.

2.7.5 Acceptance or Rejection of Any or All of the Proposal

MDeC reserves the right to accept or reject any proposal, to annul the tendering process and reject any ROs at any time prior to the award of Contract without thereby incurring any liability to the affected RO(s) or any obligation to inform the affected RO(s) of the grounds of the MDeC action.

MDeC reserves the right at the time of Contract to increase or decrease the services specified in the Technical Specifications, without any changes to other terms and conditions. The contract sum will be adjusted accordingly after mutually agreed upon.

The decision of MDeC is final and MDeC is not obliged to give any reason for the non-acceptance or rejection of any proposal.

2.7.6 Withholding Tax

The RO is hereby informed that MDeC shall deduct tax, at the rate prescribed under the withholding tax laws of Malaysia, from all payments for services rendered by any RO who signs a contract with MDeC if it is applicable.

(The remainder of this page is intentionally left blank)
3. Overview of the Project

This section introduces Malaysia’s vision and goals for the Multimedia Super Corridor Malaysia ("MSC MALAYSIA"), and contains an overview of the Project.

3.1 About MSC Malaysia

The MSC Malaysia is part of the Government’s strategy to establish Malaysia as a global hub for information and communications technology ("ICT"), as well as to drive the growth of a knowledge-based economy in Malaysia. The creation of a conducive physical, business and legal environment within the MSC Malaysia in order to attract and grow world-class ICT companies is at the heart of the Malaysian Government’s efforts in realising its vision of the MSC Malaysia.

Consistent with the commitment made by the Government under the MSC Bill of Guarantees to become a regional leader in Cyberlaws and Intellectual Property ("IP") protection, Malaysia has enacted a set of IP laws, Cyberlaws and related legislation.

Some of the unique features of the MSC Malaysia are as follows:

- **Best possible physical infrastructure**, including the Kuala Lumpur City Centre, a new world-class airport and integrated logistics hub, rapid rail links to Kuala Lumpur, a smart highway, and two intelligent garden cities.

- **New laws, policies, and practices** designed to enable and encourage electronic commerce, facilitate the development of multimedia applications, and position Malaysia as the regional leader in Cyberlaws and IP protection.

- **High capacity global telecommunications infrastructure** built on MSC Malaysia’s 2.5-gigabit-to-10-gigabit digital optical fibre backbone and using Asynchronous Transfer Mode ("ATM") switches to provide fibre to the building. This network shall have a 5-gigabit international gateway with direct links to the US, Europe, and Japan, as well as the other nations in Southeast Asia.

- **MDeC** is a one-stop shop created to manage and market the MSC Malaysia. MDeC’s mission is to create the best environment in the world for private sector companies to pursue multimedia and to facilitate their investment in the MSC Malaysia.

Please refer to [www.msc.com.my](http://www.msc.com.my) for further information and progress update on the MSC Malaysia related initiatives.
3.2 Background of KDI

MSC Malaysia KDI will contribute to the Malaysian Government's drive to stimulate the development of the MSC Malaysia and ICT industry through its provision of intellectual and human capital. In all, it will focus on developing a broad stream of ICT k-workers by providing them with high level and in-demand ICT skills and application of knowledge in information and communication technology (ICT). It will also ensure that there is sufficient supply of quality k-workers to meet the needs of local and global investors in MSC Malaysia and the ICT industry.

Apart from identifying and coordinating training programmes that are available for the development of k-workers, it will also complement and work with other peer programme providers such as the Graduate Training Scheme by the Pembangunan Sumber Manusia Berhad (PSMB) under the Ministry of Human Resources and the Industrial Skills Enhancement Programme (INSEP) under the State Skills Development Centres. It will also work with the Ministry of Higher Education to align the curriculum of the IHLs to the needs of the industry.

MSC Malaysia KDI derives its mandate as a national strategic initiative from the Prime Ministers’ address at MSC IAP meeting in 2005, where the concept for a MSC ICT Talent Development Institute was first announced:

“We will plug the gaps in the supply of knowledge workers by setting up an MSC ICT Talent Development Institute while strengthening the funding landscape by ensuring adequate and affordable funding for those who wants to invest in the MSC Malaysia”

YAB Dato’ Seri Abdullah bin Haji Ahmad Badawi
Prime Minister of Malaysia
MSC Malaysia International Advisory Panel Meeting

Multimedia Development Corporation (MDeC) was given the responsibility to be the central driving force for implementing and administering this national strategic initiative. Up until now, the KDI exists as a virtual institute that collaborates with partner training providers and MSC Malaysia Status companies to provide last mile skills training and industrial attachment to undergraduates, fresh graduates and existing k-workers.

MSC Malaysia KDI already has a strong core of existing activities aligned to national imperatives. Trainings and development projects are currently done through various knowledge worker development programmes. These programmes operate on the premise of putting qualified talents through skills enhancement courses. The skills include technical skills, language and communication skills, as well as other relevant soft skills.

Additional information on KDI can be found on our website at http://kdi.msc.com.my
4. Project Background: Strategic Studies

4.1 Overview of the project

In view of the critical role that will be played by knowledge workers in the development of the MSC Malaysia within the next few years, it would be critical for MDeC to conduct an extensive study to study the strengths and opportunities of knowledge workers in Malaysia.

The end result of the study is to produce a comprehensive and highly informative handbook containing key statistics related to the supply and demand of knowledge workers in the Malaysian ICT industry, with special emphasis on MSC Malaysia.

Some of the uses of this handbook are as follows:

- As a quick and accurate reference in responding to numerous queries from foreign investors as well as parliamentary questions about knowledge worker availability in MSC Malaysia.
- As an accurate reference or guide on knowledge workers for relevant Government ministries (eg. MOSTI, MOHR, etc.) and other agencies
- Assist in the coordination and planning of training programs for all relevant parties.
- Providing adequate knowledge worker information in MSC Malaysia, including manpower strength from the past, current and forecast.
- To instil investor’s confidence in Malaysia’s human capital and to encourage them to invest in our country
- For the universities and schools to plan for the talent requirement

4.2 Objectives

Through the implementation of this Project, MDeC hopes to achieve the following objectives:

- Obtain comprehensive and important supply and demand data related to talent in the Malaysian ICT industry
- Match needs of top 20% employers / suppliers
- Identify specific gaps to match demands of MSC Malaysia Status Companies
- Benchmark Human Capital Development Initiatives
- Provide an economic analysis and forecast of the Malaysian ICT industry
- Recommend Strategic Plans to develop future talent
5. Scope of Services

This Request for Proposal is for the RO to provide professional services of conducting the said study effectively and satisfactorily. The target sample of respondents to the Study is around 3,000 ICT companies, out of which about 1,000 would be MSC Malaysia Status. For the Supply portion, it is estimated that the data would be gathered from about 200 Institutions of Higher Learning (IHLs), which could be sourced from MOHE’s existing database. Therefore, the scope of services requested would require the RO to primarily possess a good track record and experience of providing similar consultancy or market research studies previously.

The scope of work to be covered by the RO throughout the duration of this Project should cover the following areas:

i) An Executive Summary that will highlight all key findings of the Study

ii) Statistics and analysis on industry demand for Malaysian ICT industry’s knowledge workers and the total supply that has been employed in all industries, with added emphasis on MSC Malaysia. The analysis will be based on parameters such as vacancies for fresh graduates, experienced professionals, job descriptions, CGPA, skills, level of study, etc.

iii) Statistics on existing skills of Malaysian ICT industry workforce, with added emphasis on MSC Malaysia.

iv) Statistics and analysis showing the current and forecast demand and supply of knowledge workers in Malaysia for 2009 to 2015.

v) Statistics and analysis on the IHL supply data with detailed report on the breakdown of the above statistics, including other information, such as industry relevant experience, industry relevant skills, education skills, language skills and soft skills.

vi) An analysis on the attrition risk, HR benefits and other market trends in Malaysia’s ICT industry for investment in MSC Malaysia

vii) A regional/international comparison report on the current quality and in-demand quality of knowledge workers in the future, based on similar factors, such as industry relevant experience, industry relevant skills, education skills, language skills and soft skills.

viii) Analysis on the current and future availability on foreign knowledge workers in Malaysia’s ICT industry and MSC Malaysia.

ix) To recommend measures for MDeC to enhance the competitiveness of human capital development in Malaysia.

x) Identification of top or critical skills in demand by each cluster, job description, fresh graduate vacancies, experienced vacancies, etc.

xi) Provision of economic analysis and forecast of Malaysian ICT industry and MSC Malaysia.

xii) Identification of preferred universities of hiring fresh graduates from Malaysian ICT industry and MSC Malaysia.

xiii) Matching analysis of supply and demand data collected; eg. Matching preferred recruitment channels of industry and IHLs.

xiv) Other analysis that would be relevant and useful for all relevant stakeholders.

xv) Printing and publishing the complete Study results in the form of a Handbook/Report
5.1 Project Implementation

MDeC seeks to appoint one RO to conduct the Project, provide professional analysis on the data collected, and finally presenting the findings in the form of a comprehensive handbook or report.

The RO must comply with the data collection from satisfactory sample of about 3,000 ICT companies and 200 IHLs. Under the advise from MDeC, some of the data for the Supply portion may also be obtained from the database of Ministry of Higher Education (MOHE).

5.2 Project Deliverables

The following deliverables would be expected from the RO upon completion of the Project:

i) Detailed Demand for 2009 of the 3,000 ICT companies for specific skill sets required. Deliverables would also include the hard copy report, database of data collected and a presentation format (eg. Powerpoint). This will include statistics of skill sets in the existing Malaysian ICT Workforce.

ii) Projected Demand of specific skill sets of the 3,000 ICT companies for the next 3 – 5 years, i.e. 2010 – 2015.

iii) Current and projected Supply Data from around 200 Institutions of Higher Learning. Data will be sourced with co-operation from the Ministry of Higher Education. Final deliverables will also include database of supply and presentation format (eg. Powerpoint)

iv) Analysis on the characteristics, behaviour and pattern of the available talent to get an indicative pulse of the Malaysian ICT industry. Some examples of areas to be analysed include:

- Average starting salaries across clusters, location, etc.
- Duration of stay of a fresh or experienced hire across clusters
- Length of time taken to hire a fresh graduate
- Attrition rate across clusters, location, etc.
- Percentage of foreign KWs employed/to be hired
- Preferred IHLs to hire fresh graduates

In the proposal, please include suggested questions in the sample survey questionnaire that will enable the capture of such data for analysis.

v) Gap Analysis report between supply and demand findings. Eg. What is lacking in the current supply of talent from the IHLs?
Are the existing demands of the industry in line with the talents that are being produced? Are the channels of hiring between supply and demand consistent with one another?

vi) Recommendations of strategic short term and long term action plans and solutions to address any gaps discovered in the findings. These would be highlighted in the final hardcopy report and presentation format.

Overall Proposal Requested

| A. Reporting Format | • Provide sample reporting formats based on the Scope of Services listed above.  
                    | • Provide sample graphs and illustrations to reflect how the final publication will be developed.  
                    | • Provide samples of past reports conducted by the same project team. |
| B. Methodology | • Detail the methodology that will be employed in the conduct of this survey.  
                 | • Describe the procedures involved in conducting the survey (eg. field work, questionnaire, tele-survey, online, etc.)  
                 | • Provide sample questionnaire with suggested questions on data to be captured. |
| C. Project Tools | • Details of tools used for data collection  
                 | • Details of tools used for data analysis and report generation |

Financial Quotation:
Total cost of the entire project, with detailed breakdown of all items and activities related to the project. It must also include all other operation related expenses (eg. Traveling expenses, accommodation, etc.). Use the Fee Schedule as a guide for this portion.

5.3 Timeline of Project
The Project will take place between 1 August 2008 – 30 November 2008 ("Project Period")

Successful ROs of this tender may be eligible for a contract extension of another year based on the satisfaction of MDeC on the RO’s performance during the Project Period.
Please provide the proposed implementation schedule for the project following sample provided in Schedule A.

5.4 Value-Added Service

ROs are encouraged to propose additional value-added services to strengthen the value proposition of their proposals. These value-added services shall not incur any additional costs to MDeC.

(The remainder of this page is intentionally left blank)
6. Implementation Requirements

6.1 Project Management Methodology

The RO shall describe the project management methodology to be undertaken in the project in order to meet the schedule as well as the quality requirements of the project. In addition to the implementation activities, the project management methodology shall include the tasks and activities involved in the other areas of the implementation requirements namely:

- Project Team Management Structure
- Point of Contact
- Implementation Programme/Schedule
  - Key Milestone Dates
  - Key Deliverables
  - Workday and Staffing Estimates

6.1.1 Project Team Management Structure

The RO shall also propose organisational chart depicting the relationships between the various functions of the organisation, accompanied by a description of each function shall be provided to enable MDeC to understand the activities and responsibilities that the function has towards accomplishing the work. In addition, the RO shall identify the resources, roles, responsibilities and skills needed to execute the activities and tasks identified.

MDeC must be informed of any substitution of team members or personnel. However, it is expected that the project principal and project manager will both remain fully involved in this project from start to finish to ensure the client's goal are achieved.

6.1.2 Point of Contact

The RO shall nominate a project manager within its organisation, whom shall be a full-time employee of the Organisation. This person shall be the single formal point of contact between the RO and MDeC (Refer Schedule B).

The project manager shall be the sole addressee for the receipt of correspondence and data from MDeC and shall be the sole originator of correspondence and data from the RO.

Similarly, MDeC will appoint a sole point of contact who shall be the recipient and originator of correspondence between the RO and MDeC.
6.1.3 Implementation Programme/Schedule
The implementation programme shall indicate how ROs plan to implement the Project.

The RO shall develop, implement and maintain an integrated and detailed implementation programme based on key priorities and project datelines. This should show all tasks and activities, their timing and duration, inter-relationships with other tasks and deliverables, and the resources responsible for each task.

6.2 Project Monitoring and Reporting

6.2.1 General
Throughout the duration of the Project, the RO shall prepare and submit reports that will enable MDeC to monitor the progress of the project.

The reports identified below are the status updates required from the RO:

- Activity Report

The RO shall propose the appropriate approach for project monitoring and reporting processes that will meet the project objectives.

6.2.2 Programme Report
The RO shall submit a programme report (Refer Schedule D – Sample programme report) to MDeC on a monthly basis to monitor the progress of the Project. The programme report shall have:

- Updates on percentage of responses to study questionnaire
- Document progress of the overall project
- Highlight key areas of concern
- Changes to the project plans

The RO shall propose the appropriate format and content for the programme report for the project.
7. Capabilities of the Responding Organisation
The RO shall include the following in its company profile in the proposals.

7.1 Capabilities of RO

Submissions must include but not limited to:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Background</td>
<td>• Profile of company</td>
</tr>
<tr>
<td></td>
<td>• Current CEO/head/director of company</td>
</tr>
<tr>
<td></td>
<td>• Company registration date</td>
</tr>
<tr>
<td></td>
<td>• Years in operation</td>
</tr>
<tr>
<td>Track Record</td>
<td>• List of past projects with similar scope</td>
</tr>
<tr>
<td></td>
<td>• Testimonials from previous clients</td>
</tr>
<tr>
<td>Project Team</td>
<td>• Total manpower in project team</td>
</tr>
<tr>
<td></td>
<td>• Qualification/experience of project head and team</td>
</tr>
<tr>
<td></td>
<td>• Estimation of number of man hours designated to each member of project team</td>
</tr>
<tr>
<td>Others</td>
<td>• Any other additional information or value-added services</td>
</tr>
</tbody>
</table>

7.2 Project Management Capabilities
The RO shall be required to provide information in respect of the following major areas of project management:

7.2.1 Project Management Methodology
The RO shall describe the proposed project management methodology, which is used to manage the scope of work or provide the relevant services.

7.2.2 Project Management Experience
The RO shall describe relevant previous provision of training experiences, or relevant previous project management experiences of nominated project managers who shall be involved in the management and implementation team.

7.3 Technical Capabilities
The RO shall provide information on its technical capabilities. The RO shall specifically provide information on its capability and expertise to provide professional marketing and survey services of similar nature,
including equipment and support that is required for this Project. The RO shall also describe specialised experience and technical competence as related to the project. Where the RO is recognised as a leader in particular area, the RO shall describe its area(s) of expertise.

7.4 Financial Capabilities (to be included in Financial Proposal)
As this is initially a short-term project, the RO should have the financial capabilities to undertake the project. The RO should provide statement of the firm and its team's financial capabilities to execute this project. As a proof of financial fitness, the RO are required to provide a certified copy of its last two (2) years audited accounts.

7.5 Other unique capabilities as applicable
The RO shall provide any additional information that may assist its response.

(The remainder of this page is intentionally left blank)
8. Format of Response

8.1 General

The information furnished must be in response to this RFP. Answers shall be provided to specific questions in a clear and precise manner and must refer, where appropriate, to the page or paragraph number in supporting manuals, documentation or brochures. For questions deemed not applicable, please state so and indicate why. Any additional information considered necessary shall be provided in a SEPARATE section of the proposal with appropriate referencing. MDeC wishes to provide every opportunity to the ROs to present their services to the best advantage.

Where there is no response to any condition of the RFP Specifications, the RO shall be deemed not to comply with the stated requirement. Where the RO is unwilling to accept certain conditions of the RFP Specifications, this non-acceptance must be clearly stated in the proposal.

Proposals must be submitted in the format outlined below.

8.2 Technical Proposal

8.2.1 Table of Contents
There must be a table of contents outlining the sections and sub-sections in the Proposal including supporting documents and literature.

8.2.2 Cover Letter
The cover letter must include the following:

- Company name, address, telephone number, fax number and e-mail address
- Name of person(s) who will be the principal contact (Project Manager) authorised to make commitments for the RO – Refer Schedule B
- Statement declaring the accuracy and completeness of ALL information provided in the RFP including commitments and compliance of conditions and terms by the RO

8.2.3 Management/Executive Summary
A summary of the Proposal with emphasis on the following:

- A Gantt chart highlighting the major work tasks and milestones proposed to ensure successful implementation of the project
- Short summary of company profile (not more than 2 pages)
8.2.4 Project Deliverables

- Please refer Schedule C. Information required include reporting format, methodology and project tools.

8.2.5 Implementation Requirements

Refer to RFP Clause 6.0. Include information required for clause 6.1 (Project Management Methodology) and clause 6.2 (Project Monitoring and Reporting- refer Schedule D for sample of Programme Report)

The RO shall describe specifically the methodology approach and implementation programme for the project.

8.2.6 Schedule and Timeline

A Gantt chart highlighting the major work tasks and milestones proposed to ensure successful implementation of the project.

8.2.7 Project References – Refer Schedule E

- Include references as indicated clause 1.3.
- Statement of your recent and current workload including project names, scope of services, client name and contact details, amount of contract and status of project.
- Statement of each firm’s experience of similar projects within the past 5 years, including a detailed breakdown of each project.

8.2.8 Capabilities

Refer to clause 7.1. Include information required – Schedule F:

- RO Capabilities
- Project Management Capabilities
- Technical Capabilities
- Financial Capabilities
- Others

8.3 Financial Proposal (to be separated from Technical Proposal)

8.3.1 Table of Contents

There must be a table of contents outlining the sections and sub-sections in the Proposal including supportive documents and literature.

8.3.2 Cover Letter

The cover letter must include the following:
• Company name, address, telephone number, fax number and e-mail address

• Name of person(s) who will be the principal contact (Project Manager) authorised to make commitments for the RO – Refer Schedule B

• A statement declaring the accuracy and completeness of ALL information provided in the RFP including commitments and compliance of conditions and terms by the RO.

8.3.3 Management/Executive Summary

A summary of the Proposal with emphasis on the following:

• Cost of professional fees for services provided for Project has to be clearly listed out in a fee schedule. It must also include all other operation related expenses (eg. Traveling expenses, accommodation, etc.). Refer Schedule G.

8.3.4 Fees and cost

• As this project is on fast track time line, we request you to provide details on how you plan to finance and cash manage the project. We also require a certified copy of you at last two (2) years audited accounts as well as a statement of your authorized capital and paid up capital. (Financial Capability – as per Clause 7.4)

• You are required to include, in addition to the hard copy financial proposal, a 3.5-inch floppy disk or CD containing the details of your financial proposal in Microsoft Excel format.

All financial information provided by ROs will be treated with commercial confidence.

8.3.5 Terms and Conditions

If the terms and conditions are in accordance with those stated in the RFP, please indicate so. Should deviations arise, state the differences.

8.3.6 Form of Bank Guarantee (Appendix 3)
8.4 Appendices
Each proposal (Technical and Financial) must be submitted together with a copy of Appendices 1 – 3.

8.5 Schedules
Schedule A : Proposed Project Schedule (Technical Proposal)
Schedule B : Project Manager (Technical & Financial Proposal)
Schedule C : Project Deliverables (Technical Proposal)
Schedule D : Sample of Programme Report (Technical Proposal)
Schedule E : Project Experience (Technical & Financial Proposal)
Schedule F : Capabilities (Technical Proposal)
Schedule G : Fee Schedule (Financial Proposal)
Schedule H : Value-Added Services (Technical Proposal)

(Softcopies of the Appendices and Schedules are available upon request)

(The remainder of this page is intentionally left blank)
<table>
<thead>
<tr>
<th>Terms &amp; Acronyms</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closing Date</td>
<td>13 June 2008, being the closing date for the submission of the Proposal</td>
</tr>
<tr>
<td>Contract</td>
<td>Contract to be entered into between MDeC and the successful RO, for the Project</td>
</tr>
<tr>
<td>Contract Sum</td>
<td>Contract sum to be paid to the successful RO for the Project</td>
</tr>
<tr>
<td>Deliverables</td>
<td>Main deliverables for the Project</td>
</tr>
<tr>
<td>Government</td>
<td>Government of Malaysia</td>
</tr>
<tr>
<td>ICT</td>
<td>Information and communications technology</td>
</tr>
<tr>
<td>IP</td>
<td>Intellectual property</td>
</tr>
<tr>
<td>LOA</td>
<td>Letter of award to be issued by MDeC to the successful RO</td>
</tr>
<tr>
<td>MDeC</td>
<td>Multimedia Development Corporation Sdn Bhd (Co. No. 389346-D)</td>
</tr>
<tr>
<td>MSC</td>
<td>Multimedia Super Corridor</td>
</tr>
<tr>
<td>Performance Bond</td>
<td>Performance bond to be furnished by the successful RO to MDeC, which shall be payable to MDeC as compensation for any loss or damages resulting from the RO’s failure to complete its obligations under the Contract</td>
</tr>
<tr>
<td>Project</td>
<td>Strategic Studies: Demand-Supply Study on Talent for the Malaysian ICT Industry</td>
</tr>
<tr>
<td>Project Manager</td>
<td>An executive of the RO, nominated by the RO and approved by MDeC, to be the manager of the Project</td>
</tr>
<tr>
<td>Project Period</td>
<td>1 August 2008 – 30 November 2008</td>
</tr>
<tr>
<td>Proposal</td>
<td>Proposal in relation to the Project, to be submitted by the RO</td>
</tr>
<tr>
<td>RFP</td>
<td>Request For Proposal</td>
</tr>
<tr>
<td>RO</td>
<td>Responding Organisation - a firm / company submitting a Proposal in response to this RFP</td>
</tr>
<tr>
<td>Scope of Services</td>
<td>Scope of Services to be delivered by the successful RO, as set out in section 5</td>
</tr>
<tr>
<td>Validity Period</td>
<td>Period of validity of the Proposal</td>
</tr>
</tbody>
</table>
Appendix 1: Borang Tender

Kepada

Chief Executive Officer
Multimedia Development Corporation
MSC Malaysia Headquarters
2360 Persiaran APEC
63000 Cyberjaya

YBhg. CEO,

Request For Proposal for "Strategic Studies: Demand-Supply Study on Talent for the Malaysian ICT Industry"

Mengikut syarat-syarat Tawaran yang dikembarkan bersama, Syarikat kami ........................................................... bersetuju menawarkan peralatan /perkhidmatan seperti yang telah dicatat dan diterangkan dalam penentuan yang akan dihantarkan dan disempurnakan dengan harga-harga seperti tercatat dalam Jadual Harga yang dikembarkan bersama-sama ini. Jumlah harga tawaran adalah RM ......................
(Ringgit:..........................................................................................................................)

2. * Kami telah menyemak dan bersetuju mematuhi butir-butir penentuan dengan lengkap mengikut seperti yang dikehendaki.

ATAU

* Kami tidak dapat mematuhi penentuan tuan dengan lengkap tetapi kami berminat untuk menyerat tawaran dengan butir-butir perubahan seperti lampiran berasingan berkembarn.

3. Jika tawaran kami disetujuterima kami akuanji bahawa semua pembekalan, penghantaran, pemasangan dan pengujian dan perkhidmatan akan disempurnakan dalam tempoh selepas Surat Setujuterima Tender diterima oleh pihak kami.

4. Kami bersetuju bahawa tuan berhak menerima atau menolak mana-mana tawaran sama ada tawaran itu rendah, tinggi atau sama dengan lain-lain tawaran yang dikemukakan. Kami bersetuju bahawa tawaran ini sah selama 12 bulan dari tarikh tutup Tender dan bersetuju melanjutkan tempoh sah tawaran jika dipohon secara bertulis oleh MDeC.

5. Sekiranya tawaran ini disetujuterima, kami bersetuju mengikat kontrak
dengan MDeC dan mengemukakan cagarana keselamatan seperti yang dinyatakan dalam Notis Tender dalam masa 14 hari daripada tarikh penerimaan Surat Setujuterima Tender.


Tandatangan Pentender:
Nama:
Alamat:
Cop Resmi Syarikat:
Tarikh:                                Telefon:

Tandatangan Saksi:
Nama:
Alamat :
Tarikh : __________________________

* Potong yang tidak berkenaan
APPENDIX 2: KETERANGAN MENGENAI PETENDER

1. NAMA PENTENDER:

2. ALAMAT PEJABAT:

3. ALAMAT TEMPAT LATIHAN:

4. NO. TELEFON:
   NO. FAX:

5. NO. PENDAFTARAN SYARIKAT:

6. NO. PENDAFTARAN KEMENTERIAN KEWANGAN:
   (Sertakan Salinan)

7. MODAL:
   MODAL DIBENAR:
   MODAL DIBAYAR:

8. LATIHAN DALAM MALAYSIA
   Sebutkan samada pelatih kemahiran adalah dari tempatan atau negara asing.

9. PELATIH-PELATIH:
   Beri peratus pembahagian pelatih dari segi ras yang
digunakan oleh Firma tuan bagi menjalankan tender ini:

   1) Warganegara:
      a) Melayu : .......% 
      b) Cina : .......% 
      c) India : .......% 
      d) Lain-lain : .......% 

    2) Bukan Warganegara: .......%
10. PENGALAMAN

Beri butir mengenai pengalaman tuan dalam memberi perkhidmatan latihan kemahiran teknikal spesifik dalam pelawaan tawaran ini kepada MDeC dalam tempoh sepuluh tahun yang terakhir.

11. KONTRAK DENGAN KERAJAAN:

Pada Masa Yang Lalu : Jika Pentender pernah mengikat Kontrak dengan mana-mana Jabatan Kerajaan/ Badan Berkanun, nyatakan samada Firma tuan pernah mengalami penggantungan atau penamatan kontrak dengan Kerajaan oleh kerana perlanggaran syarat-syarat Kontrak.

12. TEMPOH PEMBEKALAN

Tempoh penyempurnaan latihan kemahiran.

Nyatakan :

13. LAIN-LAIN KETERANGAN MENGENAI PENTENDER

Saya perakui bahawa segala keterangan di atas adalah benar.

<table>
<thead>
<tr>
<th>Tandatangan:</th>
<th>Tandatangan:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pentender</td>
<td>Saksi</td>
</tr>
<tr>
<td>Nama Pentender::</td>
<td>Nama Saksi:</td>
</tr>
<tr>
<td>No. K/P:</td>
<td>No. K/P:</td>
</tr>
<tr>
<td>Jawatan:</td>
<td>Jawatan:</td>
</tr>
<tr>
<td>Tarikh:</td>
<td>Tarikh:</td>
</tr>
<tr>
<td>Cop Syarikat:</td>
<td></td>
</tr>
</tbody>
</table>

28
Appendix 3: Form of Bank Guarantee for Performance Bond (To be included in the Financial Proposal)

In consideration of the Contract [no. ] between Multimedia Development Corporation, hereinafter referred to as “MDeC” and the “Company”, for the [ ], hereinafter referred to as the “Contract”, we the undersigned, at the request of the Company, irrevocably undertake to guarantee MDeC the due performance of the Contract in the manner hereinafter appearing.

We hereby agree to undertake the following.

1. On the MDeC’s first written demand stating that there has been a breach by the Company of its obligation under the Contract, we shall forthwith pay to the MDeC the amount specified in such demand, notwithstanding any contestation or protest by the Company or by us or by any other third party and without proof and conditions. Provided always that the total of all demands so made shall not exceed the sum of Ringgit [ ] (RM ), hereinafter referred to as the “Guaranteed Sum”, and the total amount recoverable against us under this Guarantee shall not exceed the said Guaranteed Sum.

2. The MDeC reserves the right to make any partial demands, if it shall so desire, and the total of all such partial demands so made shall not exceed the Guaranteed Sum and our liability to pay MDeC as aforesaid shall correspondingly be reduced by the amount of any payment of partial demands made by us.

3. We shall not be discharged or released from this Guarantee by any arrangement between the Company and MDeC, with or without our consent, or by any alteration in the obligations undertaken by the Company or any indulgence whether as to payment, time, performance or otherwise.

4. This Guarantee given by us is a continuing guarantee. This Guarantee shall be irrevocable and shall initially remain in force and effect for twelve (12) calendar months from the Effective Date of the Contract, namely [date ], hereinafter referred to as the “Initial Expiry Date”. We shall, upon written request of MDeC, extend the Initial Expiry Date of this Guarantee, for a further period as notified by MDeC to us from the Initial Expiry Date of this Guarantee (hereinafter referred to as the “Extended Expiry Date”), and this Guarantee shall be so extended.

5. All our obligations and liabilities under this Guarantee shall cease automatically, and this Guarantee deemed null and void, upon the determination of this Guarantee on the Initial Expiry Date or Extended Expiry Date, as the case may be, whether this Guarantee is returned to us for cancellation or not, save to the extent that MDeC shall previously have called upon us in writing to pay specified amount which is payable under the Contract then remaining outstanding prior to the determination
of this Guarantee. MDeC shall return the Guarantee to us upon its expiry.

6. All claims, if any, in respect of this Guarantee must be received by us during the validity period of this Guarantee.

Given under our hand and seal the day and year first above written.

Signed for and on behalf of the Guarantor
in the presence of:

Name: Name:
Designation: Designation:

Date:

Banker's Stamp:

Sekian.

"BERKHIDMAT UNTUK NEGARA"

Tandatangan:
Nama :

Dengan ini yang bertandatangan di bawah ini mengaku penerimaan surat yang tersebut di atas dan salinannya telah disimpan.

Tandatangan Pentender Tandatangan Saksi

Nama Penuh Nama Penuh
No. Kad Pengenalan No. Kad Pengenalan
Jawatan Jawatan
Alamat: Alamat:

Di dalam sifat dan dibenarkan menandatangani untuk dan bagi pihak: .................................................................

Cop Rasmi Syarikat:

Tarikh: Tarihk:
Schedule A: Proposed Sample Project Schedule (To be included in the Technical Proposal)

**PROCESS**
- Developing questionnaire; finalising operational details; identification of targets
- Study is launched; Questionnaire emailed to targets; Telephone follow-up
- Progress monitoring every month; Deploying field workers where necessary
- Finalising data collection from companies and IHLs; liaising with MOHE on Supply data
- Analysis of data and report generation; finalising findings
- Publication and launching of handbook/report

**DELIVERABLES**
- Study Questionnaire finalised; Online collection system live; field workers briefed
- Target responses from 3,000 ICT companies and 200 IHLs
- Monitoring on responses from companies and IHLs
- Satisfactory return of responses to be met: 3,000 ICT companies and 200 IHLs
- Comprehensive data analysis and report generated
- Published report of key findings of study

**TOOLS**
- Online system
- MS Project
- Documents
- PC, software, telephone, tech. support
- Online system
- MS Project
- Online system
- Crystal Report
- MS Access
- MS PPT

<table>
<thead>
<tr>
<th>Jul '08</th>
<th>1 Aug '08</th>
<th>End Oct '08</th>
<th>30 Nov '08</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 weeks</td>
<td>3 weeks</td>
<td>2 weeks</td>
<td>3 weeks</td>
</tr>
<tr>
<td>2 weeks</td>
<td>2 weeks</td>
<td>9 months</td>
<td>3 weeks</td>
</tr>
</tbody>
</table>
Schedule B: Project Manager (To be included in both Technical & Financial Proposal)

<table>
<thead>
<tr>
<th>Staff name</th>
<th>Current Position/Title</th>
<th>Contact details</th>
<th>Yrs With Firm</th>
<th>Employment History Provide in Reverse Chronological Order &amp; include job description and projects worked. (not more than 1 page)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>- email</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- mobile</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- direct line</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- direct fax</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- mailing address</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Schedule C: Project Deliverables (To be included in the Technical Proposal)

| A. Reporting Format | • Provide sample reporting formats based on the Scope of Services (Item 5) and specifically the project Deliverables (Item 5.2) in the RFP above.  
| | • Provide sample graphs and illustrations to reflect how the final publication will be developed.  
| | • Provide links or sample actual reports generated from previous projects by the same project team. |

| B. Methodology | • Detail the methodology that will be employed in the conduct of this survey.  
| | • Describe the procedures involved in field work, questionnaire, tele-survey, online, etc.  
| | • Provide sample questionnaire with suggested questions on data to be captured. |

| C. Project Tools | • Details of tools used for data collection  
| | • Details of tools used for data analysis and report generation |
Schedule D: Sample of Programme Report (To be included in the Technical Proposal)

1. Study Response Updates
   - Percentage response from companies and IHLs
   - Brief analysis on response from specific clusters, etc. (eg. Which cluster has a better response rate, etc.)

2. Overall Project Progress Documentation
   - Report on overall implementation of project thus far

3. Key Areas of Concern
   - Identifying any challenges faced during data collection

4. Suggested Changes to the Project Plans
   - Propose any immediate actions to resolve challenges in the project, if necessary
**Schedule E: Project Experience (To be included in both Technical & Financial Proposals)**

Company Project Experience (list only projects within the past 5 years)

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Programme Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Public study</td>
</tr>
<tr>
<td></td>
<td>- Customised study</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scope of services provided</th>
<th>Client name, address and contact details</th>
<th>Status of project</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Date of commencement:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date of completion:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Ongoing/Completed)</td>
</tr>
</tbody>
</table>

Value of project (RM/000)

(The remainder of this page is intentionally left blank)
Schedule G: Fee Schedule (To be included in the Financial Proposal)

1. Total Professional Fees for Project: RM __________
2. Detailed Breakdown:

<table>
<thead>
<tr>
<th>No.</th>
<th>Item/Activity</th>
<th>Cost (RM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:
All fees inclusive of:
- Travel related expenses, accommodation and meals (where necessary) for field work exercises
- Taxes/service charges
- Administrative fees
- Progress Monitoring reports
Schedule H: Value-Added Services (To be included in the Technical Proposal)

<table>
<thead>
<tr>
<th>Value-Added Services</th>
<th>Description</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>