

## **TERM OF REFERENCE: REQUEST FOR PROPOSAL FOR THE DEVELOPMENT OF THE SME DIGITAL GRANT ONLINE PORTAL**

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### **1. General Information**

This Request for Proposal (RFP) is issued to provide a selection of developers for the **DEVELOPMENT OF AN ONLINE PORTAL** services for the project named above.

Sarawak Digital Economy Corporation Berhad (SDEC) is a company wholly owned by the Sarawak Government through State Financial Secretary Inc. under the Ministry of Finance and Economic Planning which has been entrusted as the implementing agency to drive the Sarawak Digital Economy initiatives.

### **2. Project Description**

To develop an online portal from end-to-end process with the aim to enhance the ease of application of the digital grant for the Micro, Small and Medium Enterprises (MSMEs) throughout Sarawak.

### **3. Scope of Work**

The proposal will take into consideration **all cost related** to the project from start to finish which includes:

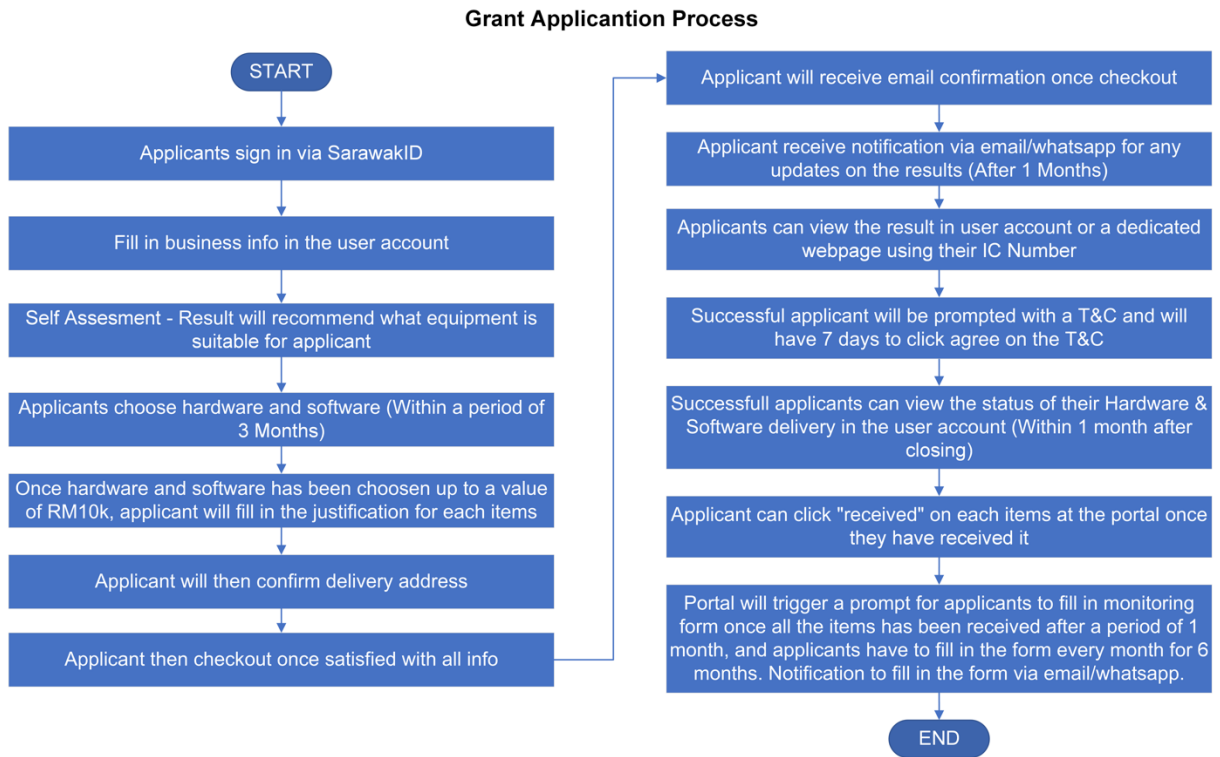
- 3.1. Developing an end to end, multiple language (English and Malay) online grant application portal with ease of use UI/UX and optical character recognition capabilities (OCR);
- 3.2. Multiple access level for different users with a holistic dashboard;
- 3.3. SarawakID and arrangement with SAINS for the API;
- 3.4. A robust and dynamic portal which is able to adapt to increased usage in data and bandwidth as and when needed;
- 3.5. A chatbot with ticketing system;
- 3.6. Providing and managing the maintenance, backup and restoration of the services for the online portal either periodically, automatically or on demand for 2 years;
- 3.7. Securing the information and data on the portal with compliance of Malaysian policy and law regarding data privacy and data protection;
- 3.8. Documentations and reporting of the portal development; and

3.9. Liaising with all relevant authorities and any other parties needed for the completion of the above scope of work.


#### 4. End-to-End Portal Guidelines


End-to-End Portal guidelines serve as the ideal condition which is required for the coordination of the project. However, participating vendors may suggest additional components that is not specified in the guideline that complements or enhances the coordination of the project.

##### 4.1. Applicants Front-End Guidelines



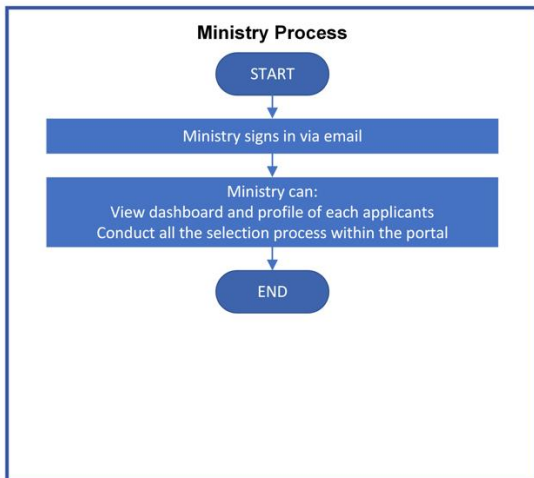
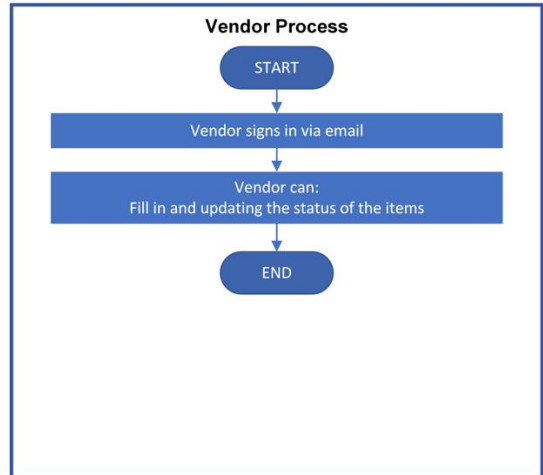
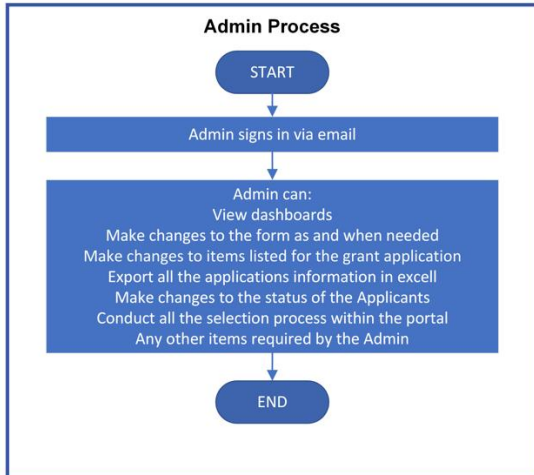
No	Phase	Item	Function
1	Registration Phase	Sign In/Sign Up	Sign In/Sign Up on the platform will only be via SarawakID
2		User Profile	<ul style="list-style-type: none"> <li>▪ Form builder with capabilities to extract information from uploaded any relevant business registration document through Optical Character Recognition (OCR)</li> <li>▪ business documents such as business registration certificate, extract business name,</li> </ul>

			business license, and Form 9 Applicants can edit and change information in their profile until the checkout point
<b>3</b>		Eligibility Self – Assessment	<ul style="list-style-type: none"> <li>Form builder for the applicants to fill in with details about their business.</li> <li>The portal will suggest the type of equipment which is suitable for their type of business as a guidance.</li> <li>On the backend, the self-assessment will be used as a first layer evaluation process for the admins</li> </ul>
<b>4</b>	Application Phase	Choosing items	<ul style="list-style-type: none"> <li>eCommerce style interface for ease of application</li> <li>Applicants can choose whatever items they want with a cap of RM10k.</li> </ul>
<b>5</b>		Justification	<ul style="list-style-type: none"> <li>Applicants will be required to fill in justification for each item.</li> </ul>
<b>6</b>		Checkout	<ul style="list-style-type: none"> <li>Changes and/or confirmation of delivery address</li> <li>Once checkout/apply button is pressed, prompt a confirmation to ensure applicants is sure to apply for the items.</li> <li>No changes to the user profile once application has been made.</li> <li>Send confirmation email to the applicants with regards to their application.</li> </ul>
<b>7</b>		Application Guide	<ul style="list-style-type: none"> <li>Simple design/interface to guide the applicants throughout the process.</li> <li>The portal will also have a save &amp; draft option for applicants.</li> </ul> 
<b>8</b>	Result Phase	Notification of result	<ul style="list-style-type: none"> <li>All applicants will receive an email notifying them that they can view their result through the portal.</li> </ul>

			<ul style="list-style-type: none"> <li>▪ The applicants can view the result in the user profile.</li> <li>▪ or via a specific webpage using their Identification Card Number (<a href="https://bkss.sarawak.gov.my">https://bkss.sarawak.gov.my</a>)</li> </ul>  <p>The screenshot shows the login page for BKSS 6.0. It features the Sarawak State Government logo and the slogan 'SARAWAKU SAYANG'. The main heading is 'MASUKKAN NOMBOR KAD PENGENALAN' (Enter Identification Card Number). Below this is a yellow button labeled 'Semakan Kelulusan BKSS 6.0'. At the bottom, there is a link for 'Sebarang Pertanyaan boleh Dikemukakan Melalui https://talikhidmat.sarawak.gov.my' and the 'TALIKHIDMAT 553999' logo.</p> <ul style="list-style-type: none"> <li>▪ If the applicant is unsuccessful:</li> </ul>  <p>The screenshot shows the unsuccessful login page. It features the Sarawak State Government logo and the slogan 'SARAWAKU SAYANG'. The main heading is 'Anda tidak tersenarai sebagai penerima BKSS B40 2021' (You are not listed as a recipient of BKSS B40 2021). Below this is a blue button labeled 'Anda tidak tersenarai sebagai penerima BKSS B40 2021' and a yellow 'Back' button. At the bottom, there is a link for 'Sebarang Pertanyaan boleh Dikemukakan Melalui https://talikhidmat.sarawak.gov.my' and the 'TALIKHIDMAT 553999' logo.</p> <ul style="list-style-type: none"> <li>▪ If the applicant is successful:</li> </ul>  <p>The screenshot shows the successful login page. It features the Sarawak State Government logo and the slogan 'SARAWAKU SAYANG'. The main heading is 'Semakan Kelulusan BKSS B40 2021'. Below this is a yellow box containing the following information:         <ul style="list-style-type: none"> <li>Name of Successful Applicant</li> <li>Identification card number</li> <li>Name of company</li> <li>Company registration number</li> </ul>         Below this box are two dropdown menus: 'Status' and 'Kelayakan'. Below these is a section titled 'Maklumat Pembayaran' (Payment Information) with a table:         <table border="1"> <thead> <tr> <th>Nama Pemegang Akaun</th> <th>No. Kad Pengenalan Akaun</th> <th>Nama Bank</th> <th>No. Akaun</th> <th>Tarikh</th> </tr> </thead> <tbody> <tr> <td>Dikredit</td> <td>Dikredit</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>         Below the table is a section titled 'List of Items' with a text box for 'Status of items (https://www.tracking.mytrack-button)' and a 'Check button to confirm item is received'. At the bottom, there is a link for 'Sebarang Pertanyaan boleh Dikemukakan Melalui https://talikhidmat.sarawak.gov.my' and the 'TALIKHIDMAT 553999' logo.          <li>▪ A prompt will be shown to successful applicant which requires them to accept the Terms &amp; Condition to proceed with the grant.</li> <li>▪ To include an audit log of activities that reflect the application processes.</li> </p>	Nama Pemegang Akaun	No. Kad Pengenalan Akaun	Nama Bank	No. Akaun	Tarikh	Dikredit	Dikredit			
Nama Pemegang Akaun	No. Kad Pengenalan Akaun	Nama Bank	No. Akaun	Tarikh									
Dikredit	Dikredit												

9	Delivery Phase	Delivery Status	<ul style="list-style-type: none"> <li>▪ The vendor shall update all relevant information with regards to the status of the equipment especially the delivery status and tracking number in the portal.</li> <li>▪ To link with <a href="https://www.tracking.my/track-button">https://www.tracking.my/track-button</a> or any other solutions</li> <li>▪ Once items has been delivered and arrived at the applicants registered address, applicant can then click “received item” on the portal</li> <li>▪ Once all items have been delivered, the system will prompt the monitoring form to the applicant. It will be triggered after one month of last item received.</li> </ul>
10	Monitoring Phase	Monitoring	<ul style="list-style-type: none"> <li>▪ The monitoring will be conducted in 6 months.</li> <li>▪ Form builder for the admin to edit as and when necessary.</li> <li>▪ Each month, the monitoring form will trigger a notification via email/whatsapp to the applicant to fill in.</li> </ul>
12	Aftersales Service	Chatbot	<ul style="list-style-type: none"> <li>▪ Applicants may use the chatbot to query any questions and report any issues.</li> <li>▪ Each question or issues based on specific topics will be directed specific parties (Admin, Vendor and Technical Team).</li> </ul>

#### 4.2. Back-End Guidelines



Three different users:

1. Admin
2. Vendor
3. Ministry

All of which have different access levels and different views/processes.

#### Admin Process

No	Phase	Item	Function
1	Application Phase	Auto filter application	<ul style="list-style-type: none"> <li>▪ Filter multiple application with the same email/SarawakID/IC Number/Company Registration, etc</li> </ul>
2	Selection Phase	Shortlisting	<ul style="list-style-type: none"> <li>▪ Admins are able to conduct the shortlisting process within the portal.</li> <li>▪ Shortlisting will be conducted by the admin.</li> <li>▪ The shortlisting process is based on:                             <ul style="list-style-type: none"> <li>○ Company profile,</li> <li>○ Business registration,</li> <li>○ Business nature,</li> </ul> </li> </ul>

			<ul style="list-style-type: none"> <li>○ Bank Statement</li> <li>○ Items Requested</li> <li>○ Justification of each item</li> <li>○ Others</li> <li>▪ Selection phase will be conducted by the Ministry.</li> <li>▪ Portal will notify the Ministry once the shortlisting has been completed.</li> <li>▪ Admin will have an option to download the shortlisted applications into excel file.</li> <li>▪ Admin will have an option to update the application status by comparing the primary key based on the status of application by the ministry.</li> <li>▪ upload the excel file to the portal to change the status of applicants once the final selection has been made by the Ministry</li> </ul>
<b>3</b>	Reporting Phase	Reporting Form	<ul style="list-style-type: none"> <li>▪ Admin can compile all the monitoring form into a summary and download it as a report with attachment such as pictures, accounting reports etc.</li> </ul>

**Ministry Process**

<b>No</b>	<b>Phase</b>	<b>Item</b>	<b>Function</b>
<b>1</b>	Selection Phase	Selection of Applicants	<ul style="list-style-type: none"> <li>▪ Once company is shortlisted, the Ministry is prompted through the portal to select the successful applicants based on the shortlisted applicants within the portal.</li> <li>▪ Portal will also offer an option to download the shortlisted applicants to excel file for external selection process</li> </ul>
<b>2</b>	Dashboard	Dashboard	<ul style="list-style-type: none"> <li>▪ Ministry can view the summary of:</li> </ul>

			<ul style="list-style-type: none"> <li>○ Number of applicants</li> <li>○ Total Grant Amount Applied</li> <li>○ Percentages of hardware and software applied</li> <li>○ Total approved grant amount</li> <li>○ Total % of each items approved</li> <li>○ Total % of participants location based on division and district</li> <li>○ Overall T&amp;C submission status</li> <li>○ Overall delivery status</li> <li>○ Revenue summary based on monitoring form</li> <li>○ Others</li> </ul> <ul style="list-style-type: none"> <li>▪ View the profile of each participants</li> </ul>
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**Vendor Process**

No	Phase	Item	Function
1	Delivery Status	Tracking Number	<ul style="list-style-type: none"> <li>▪ Vendor will be able to submit the tracking number for all successful applicants</li> </ul>
2	Dashboard	Successful Delivery	<ul style="list-style-type: none"> <li>▪ Vendors will be able to submit the picture of delivery within the portal for approval by Admin</li> </ul>
3	Aftersales Services	Chatbot	<ul style="list-style-type: none"> <li>▪ Applicants can report any issues with their items after delivery directly to the vendors via the Chatbot</li> </ul>



### 4.3. SDECLLOUD

Vendors shall utilise the SDECloud provided by SDEC to host the solution to reduce the cost of the overall portal development as per the spec below:

Item	Specification
Hosting	<ul style="list-style-type: none"><li>• 8 vCPUs</li><li>• 16 GB storage</li><li>• Elastic IP (EIPs) - 300 Mbit/s</li><li>• Linux Platform</li><li>• Image Version: Ubuntu 20.04 server 64bit</li><li>• The application and database shall be in a separate instance</li></ul>
Database	

### 5. Timeline

- 5.1. To propose the development of the portal with its scheduling to be completed within 3 months.
- 5.2. The validity of the proposal/quotation is up to one (1) year from the date of submission.

### 6. Application Programming Interface (API)

The Portal will be able to integrate with other SDEC systems using API for future integrations.

### 7. Other Items

All license and software must be original from the manufacturer/vendor, in the event that the vendor delivers an unlicensed software, they are responsible for any damages occurred and to exchange/replace it with the original items.

### 8. Right of Rejection

SDEC reserves the rights to accept or reject any or all responses to this RFP and to enter into discussions and/or negotiations with one or more qualified Participating Vendors, if such action is in the best interest of SDEC. Furthermore, SDEC has the right, in its sole and absolute discretion, to select the proposal or proposals that is determined best meets its needs.

## **9. Cost of Proposals**

All expenses incurred in the preparation of proposals in response to this RFP are the Participating Vendors sole responsibility. SDEC assumes no responsibility for payment of any expenses incurred by any Proposing Form as part of the RFP process.

**Attachment A**

Proposals submitted must include, but are not limited to the following items:

ITEM	DESCRIPTION	(✓ or X)
<b>1</b>	<b>Company Profile</b>	
	Executive Summary	
	Organization Structure	
	Project Team for the execution of work	
	Number/Experience of Company Staff	
	Company size and capability	
	Financial information: <ol style="list-style-type: none"> <li>1. Latest 3 months bank statement</li> <li>2. Latest Audited Report</li> <li>3. Banker's Report (Optional)</li> </ol>	
	Previous project(s)	
<b>2</b>	<b>Timeline</b>	
<b>3</b>	<b>Proposal</b>	
	UI/UX Design	
	Data Flow Diagram (DFD) (Level 0 and 1) OR Entity Relationship Diagram (ERD) OR Use Case Diagram OR any relevant representation of the online portal structure	
	Technical requirement such as hosting, database, dashboard, development platform (eg: monitoring, bug fixing, system patch) and other relevant requirements	
	Support and Maintenance	
	Proposed workflow that includes action plans and delivery schedules	
	Cost Breakdown	