

## **SCOPE OF WORK (SOW) FOR AUTHORISED SMART PARTNER (ASP)**

### **A. MANDATORY REQUIREMENTS**

1. Open to local company which registered with SDEC's Vendor Management System (VMS).
2. Experience in troubleshooting, attending faults and performing corrective maintenance for Customer Premises Equipment (CPE).
3. CONTRACTOR must be knowledgeable and have experience in the Wireless RAN technology, devices, functions, connectivity, and protocols.
4. CONTRACTOR to provide adequate, skill full and competent manpower (team inclusive of tester and installer) for each region or any other selected districts/divisions to cover sites and as per timeline given.
5. CONTRACTOR must agree and comply with the Service Assurance (SA) - Trouble Ticket Service Level Agreement (SLA) for operation and maintenance and Service Fulfilment (SF) – Work Order Service Level Agreement (SLA) for installation.
6. CONTRACTOR must comply with the SDEC Standard of Procedure and Guidelines for CPE installation without prejudice and, Relocation and Termination Guideline for CPE.
7. Appointed CONTRACTOR must possess valid CIDB certification, driving license and GDL for commercial vehicle.
8. CONTRACTOR team must have competent electrical personnel with G1, G2 Wireman or L1 chargeman valid certification registered with Electrical Inspectorate Unit (EIU).
9. CONTRACTOR to extend their assistance in regards of maintenance work for 30 days when customer faced issue after installation,

accepted and signed in Form 2. The CONTRACTOR shall return, and conduct rectification works free of charge.

10. CONTRACTOR must be fully equipped with the necessary tools, laptops, GPS device and test equipment with valid SIRIM certification to perform the job scope.
11. CONTRACTOR must provide their own vehicle (minimum double cab 4X4 Four-wheel drive), which is equipped with off-road tyres, winch, spotlights and safe to be driven.
12. The vehicle maintenance, daily fuel expenses and other costs will be borne by the appointed CONTRACTOR.
13. The appointed CONTRACTOR must use consumable item according to SDEC specification when performing troubleshooting, corrective maintenance, and installation at customer premises.
14. CONTRACTOR to ensure that their staff is always wearing appropriate PPE (safety shoes, safety helmet, reflector vest and others) when performing any job at site.
15. CONTRACTOR must adhere to Occupational, Safety and Health Act (OSHA) Regulation and Legislation and SDEC safety policy when performing job at site.
16. CONTRACTOR personnel must be physically fit and without any health issues to perform the work assigned.
17. CONTRACTOR personnel must be free from any drug usage and clear of any criminal records.
18. CONTRACTOR are prohibited from promoting and selling other product or device other than the standard CPE device supplied by SDEC.
19. CONTRACTOR are prohibited from requesting extra charges for standard installation and receive any unauthorised payment from customer.

20. CONTRACTOR personnel must be able to be contacted 24X7 with a valid contact number and to provide their team leader contact number to communicate when not reachable.
21. CONTRACTOR must be responsible to ensure the safety and well-being of their personnel when and during performing any job at site.
22. CONTRACTOR to quote the above requirements accordingly in Bill of Quantity (BOQ).

## **B. SCOPE OF WORKS FOR SERVICE FULFILLMENT (SF) AND SERVICE ASSURANCE (SA)**

1. Customer Premise Equipment (**CPE**) is consisting of Indoor Unit (**IDU**) which is installed in customer's premise and Outdoor Unit (**ODU**) that is located outside of the customer premise.
2. Service Fulfilment ("**SF**") shall include installation of CPE, relocation and dismantling of CPE. The CONTRACTOR shall comply with the Service Fulfilment ("**SF**") - Service Level Agreement ("**SLA**") and to perform all work related to SF at any location within the assigned region as and when required by SDEC.
3. Service Assurance ("**SA**") shall include attending faults and performing corrective maintenance of CPE. The CONTRACTOR shall comply with the Service Assurance ("**SA**") - Service Level Agreement ("**SLA**") and to perform all work related to SA at any location within the assigned region as and when required by SDEC.
4. The CONTRACTOR is expected to be on standby 24x7 to attend trouble ticket, perform troubleshooting and corrective maintenance ("**CM**") for CPE at any location within the assigned region as and when required by SDEC.
5. The CONTRACTOR shall update SDEC's Regional Network Support ("**RNS**") and Network Operation Centre ("**NOC**") team on trouble ticket progress update, rectification, and fault restoration on time based on the Service Assurance ("**SA**") - Trouble Ticket Service Level Agreement (SLA).

6. The CONTRACTOR shall perform SF & SA on the work order request received from SDEC's system i.e. Business Support System ("BSS") and comply to Service Fulfilment ("SF") - Work Order Service Level Agreement ("SLA") for installation.  
\*Business Support System (BSS) is a working level system between CS and CONTRACTOR for any new work order of SF and SA.
7. The CONTRACTOR shall perform all work order(s) instructed by SDEC which includes installation, coverage work and survey, relocation, dismantling, and replacement for CPE Outdoor unit ("ODU"), Indoor unit ("IDU"), Cabling works and all accessories based on the SDEC's Standard Procedure and Guideline on Customer Premise Equipment ("CPE").
8. The CONTRACTOR shall submit the MySRBN User Acceptance Form in BSS System after completing the installation work.
9. The CONTRACTOR shall submit the complete CPE Site Acceptance Test Procedure ("SATP") form for all CPE installation.
10. The CONTRACTOR shall submit Non-Standard Installation (if any) to SDEC after completing the installation work.
11. The CONTRACTOR shall make good of any defect during installation, housekeeping and cleanliness at customer's premise after each activity and visit.
12. The CONTRACTOR shall inform SDEC team via email/WA when entering and leaving customer's premise for attending trouble ticket.
13. The CONTRACTOR shall perform the necessary test not limited to downlink and uplink speed test using SDEC's speed application to ensure the throughput test to be accepted whereby download speed shall be not less than 2.5 Mbps and upload link shall be not less than 1Mbps.
14. The CONTRACTOR shall ensure that any data or information in all forms is accurate, not misleading, completed without any errors and submitted with all required supporting documents for SDEC's approval.

15. The CONTRACTOR shall not collect, use, or disclose customer personal data in contravention of the Personal Data Protection Act 2010. Any data that has been misused by the CONTRACTOR, he/she will be subjected to strict action in accordance with the act.
16. The CONTRACTOR shall be on standby, perform coverage survey for coverage objective area and individual customer's premise as well as assist for any event as and when requested by SDEC.
17. The CONTRACTOR shall provide their own warehouse for the storage of material and equipment in related to CONTRACTOR's work order at their own costs.
18. The CONTRACTOR shall support other department in performing any other related works as per requested by SDEC from time to time.
19. The timeline for the CONTRACTOR to attend escalated work order by Customer Service (CS) will be based on the SLA.
20. The CONTRACTOR shall assist RNS team in managing equipment spares, assets, and miscellaneous inventory including faulty equipment and submit monthly stocktake report to SDEC by first week of the next calendar month.
21. The timeline for the CONTRACTOR to attend escalated trouble ticket by SDEC'S SA PIC will be based on the SLA.
22. Summary of Service Assurance Scope of Work as per Schedule of Rate (SOR).
23. The CONTRACTOR shall educate the customer and ensure subscription to the MySRBN package with a minimum plan of RM 20 for 1TB upon successful completion of the CPE installation. This is to ensure a stable and seamless internet connection.
24. SDEC reserves the right to modify or amend all related documents as necessary, with prior notification via email to the CONTRACTOR.

## **END OF SCOPE OF WORK**

## SCHEDULE OF RATES (SOR) ACCEPTANCE FORM

### VENDOR INFORMATION:

Company Name	:	
Company Registration No	:	
Address	:	
Contact Person	:	
Designation	:	
Email	:	
Phone No.	:	

The new Schedule of Rates are as follows:

Item	Description	UOM	Unit Price	Status
<b>SERVICE FULFILLMENT (SF)</b>				
<b>1</b>	<b>CPE STANDARD INSTALLATION, DECOMMISSIONING and RELOCATION</b>			
1.1	CPE new installation (inclusive cabling work-15m) + Testing + Commissioning + Wifi Access Point with standard installation accessories (Standard Mounting Pole + Brackets, Wiring, outdoor UTP CAT field crimpable cable, L-mounting clamp. inclusive of mobilisation.	EA	RM300.00	Effective – Rate Maintained
1.2	CPE Decommissioning - ODU, IDU, cabling, all accessories and to make good of any defect on dismantling job inclusive of mobilisation	EA	RM200.00	Effective – Rate Maintained
1.3	Supply and Install-IDU Bracket	EA	RM100.00	Void
1.4	Supply and Install-Extension Boom 2 Meter	EA	RM200.00	Void
1.5	Supply and Install-Extension Boom 3 Meter	EA	RM300.00	Void
1.6	CPE Relocation (ODU and IDU) at the same premise (with standard installation) inclusive of mobilisation for decommissioning and commissioning.	EA	RM250.00	Effective – Rate Maintained
1.7	CPE Relocation (ODU only) at the same premise (with standard installation) inclusive of mobilisation for decommissioning and commissioning	EA	RM150.00	Effective – Rate Maintained
1.8	CPE Relocation (IDU only) at the same premise (with standard installation) inclusive of mobilisation for decommissioning and commissioning.	EA	RM150.00	Effective – Rate Maintained
1.9	CPE Relocation (ODU and IDU) different Address Same FWA site (with standard installation) inclusive of mobilisation for decommissioning and commissioning.	EA	RM320.00	Effective – Rate Maintained
1.10	CPE Relocation (ODU and IDU) Different Address Different FWA site Same Region (with standard installation) inclusive of mobilisation for decommissioning and commissioning.	EA	RM380.00	Effective – Rate Maintained
1.11	To supply and Install additional cable beyond 15 meter (outdoor UTP CAT6 cable)	MTR	RM7.00	Void

1.12	To Install extension Power supply cord < 3 Meter, 2 point	EA	RM50.00	Void
1.13	To Install extension Power supply cord < 5 Meter, 2 point	EA	RM85.00	Void
1.1	Plug and Play (PNP) CPE Installation -Minimum of 10 installation	EA	RM5.00	Newly Introduced
1.2	Mobilisation for Plug and Play (PNP) CPE Installation	EA	RM150.00	Newly Introduced
<b>2</b>	<b>CPE NON STANDARD INSTALLATION</b>			
2.1	Conceal Wiring Work (Applicable to the customer, which will be directly billed by the Contractor)	EA	RM180.00	Void
<b>3</b>	<b>COVERAGE CHECK AND SURVEY WORK</b>			
3.1	To carry out coverage survey work for coverage objective area	EA	RM200.00	Effective – Rate Maintained
3.2	To carry out coverage survey work for individual customer premise	EA	RM100.00	Effective – Rate Maintained
<b>4</b>	<b>MOBILISATION</b>			
4.1	Mobilisation Rate for Double/Triple access per trip for multiple Case ID(s) on top of item 5.1	LOT	RM400.00	Void
4.2	Mobilisation rate for double/triple access per trip and/or with a minimum of five (5) Case Codes on top of item 5.2	LOT	RM200.00	Newly Introduced

Item	Description	UOM	Unit Price	Status
<b>SERVICE ASSURANCE (SA)</b>				
<b>5</b>	<b>SERVICE ASSURANCE PER CASE</b>			
5.1	List of Town			Void
	Kuching	≤80KM	RM150.00	Void
	Sri Aman			Void
	Sibu			Void
	Bintulu			Void
	Mukah	≥80KM	RM180.00	Void
	Miri			Void
	Limbang			Void
	Lawas			Void
5.2	Service Assurance rate per case ID inclusive of mobilisation (per case ID)	EA	RM150	Newly Introduced

Remark:

- **Void:** No longer applicable and will not be considered for future engagements.
- **Effective – Rate Maintained:** The rate remains valid and unchanged from previous agreements.
- **Newly Introduced:** A new rate or service added to the SOR.

## ACKNOWLEDGMENT OF SCHEDULE OF RATES (SOR)

1. I/We, the undersigned, hereby acknowledge and confirm our agreement to the proposed Schedule of Rates (SOR) as outlined in the provided document. We understand that:
  - i. Acceptance of these rates does not guarantee the awarding of any contract or work assignment.
  - ii. The final appointment is subject to further evaluation, including background checks and internal approval processes.
  - iii. The company reserves the right to modify or cancel the SOR at any stage without prior notice.
  - iv. The submission of this acceptance form does not establish a binding agreement but indicates our willingness to comply with the proposed rates.
  
2. Please indicate your acceptance of the proposed rates by selecting the appropriate option below:  
  
 We accept the proposed Schedule of Rates (SOR).  
 We do not accept the proposed Schedule of Rates (SOR).

If there are any exceptions or remarks, please specify:

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3. Please indicate the divisions in Sarawak where your company is able to provide coverage. Kindly select all applicable divisions and specify the extent of your coverage for each selected area. Please note that the final placement will be determined through a ballot process.

Divisions Covered:

*(example: Kuching)*

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Authorized Signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company Stamp & Signature:

\_\_\_\_\_

Date: \_\_\_\_\_

## END OF ACCEPTANCE FORM