

SECTION I -GENERAL INSTRUCTION

1.0 INTENT OF INVITATION

YAWAS wishes to appoint of vendor for implementing YAWAS Redemption Management System (hereinafter referred to as the “Works”).

2.0 SCOPE OF WORK

The scope of work includes provision of a competent deemed necessary to execute and perform the works all in accordance with the Scope of Work and Works specification. The scope of work shall include the execution and completion of the Works all in accordance with the following: -

1. SECTION I - GENERAL INSTRUCTION
2. SECTION II - SCOPE OF WORK
3. SECTION III - COMMERCIAL PROPOSAL

3.0 VENDOR TO INFORM HIMSELF FULLY

3.1 The vendor shall be deemed to have read and fully understood the Request for Proposal (RFP) documents as well as the Scope of Work and design necessary for the satisfactory execution of the Works, and in general the vendor shall obtain all necessary information regarding to risk, contingencies and other circumstances which may influence or affect the vendor’s quotation.

3.2 It is especially emphasized that it shall be the responsibility of the vendor to be fully self- informed of the RFP Documents and have familiarized with the prevailing working conditions. No claims relating thereto for additional payments or adjustments of the quoted price on the grounds of ignorance of the vendor’s contractual obligation will be entertained.

3.3 Should the vendor find any discrepancy or omission in the RFP Documents or should the intent or meaning appear to be obscure or ambiguous, the vendor shall at once forward to YAWAS a request for interpretation, clarification or correction thereof before submitting the quotation.

3.4 Any expenses incurred in connection with the site visit(s) (if any) and any expense incurred incidental to or arising from the preparation and submission of the Tender shall be borne by the Tenderer.

4.0 CLARIFICATION/ADDITIONAL INFORMATION

4.1 Should the Tenderer require any clarification/additional information with regard to any portion of the RFP Document, the Tenderer shall forward his request to YAWAS tendering representatives as per Item 3 Appendix F.

4.2 Such clarification/information shall be requested in writing not later than three (3) days prior to the closing date of the submission of Tender Proposals. YAWAS shall not be bound by any oral clarification/information which may be made by YAWAS or any of its representatives unless such oral clarification/information is confirmed in writing by YAWAS.

4.3 It must be understood that YAWAS will not be responsible for any delay arising out of the above account which may result in the Tenderer's inability to meet the deadline for the submission of his Tender Proposal.

5.0 VALIDITY OF RFP

The quotation submitted shall be valid for a period of ninety (90) days from the closing date of the RFP. YAWAS shall have the right to extend the validity period in the event that the award decision could not be made within that period.

6.0 EQUALITY OF SUPPLY OF INFORMATION

Information contained in this document shall be the sole basis for the Tender Proposal. All general information which YAWAS gives to one Tenderer, at his request, will be passed on immediately to other Tenderers in order for them to tender on a comparable basis. At the sole and absolute discretion of YAWAS, an exception will be made in cases of requests of confidential nature, which a Tenderer may make to enable him to consider incorporation of special features in his Tender Proposal.

7.0 PRICE QUOTATION

7.1 The Contractor shall be a Sales & Services Tax (SST) registered company.

7.2 The Contractor shall price every item in the Summary of Quotation in Ringgit Malaysia and quote all-inclusive and non-escalating fixed prices including the import duties, transportation, fee and all other related charges necessary for the Works (exclusive SST). Any item left without a price shall be deemed to have been covered in the price of the other items. No claim for payment in respect of the items without the price shall be entertained.

8.0 GOVERNING LAW

8.1 The Contract shall be governed by and construed in accordance with the laws of Malaysia.

8.2 This Contract shall inure to the benefit of and binding upon the legal Representatives and successors of the Parties hereto.

9.0 CONFIRMATION OF PARTICIPATION AND PROPOSAL SUBMISSION

Supplier shall notify YAWAS by email **one (1)** day before the RFP closing date to confirm its intention to quote to the address stated in the RFP document.

Supplier shall submit the proposal on **RFP closing date** in two (2) copies i.e. **"one (1) marked "Original" and one (1) marked "Duplicate"**. In the event of discrepancy between the original and duplicate, the original shall prevail. The respective proposal package shall be marked "Confidential" and clearly labeled as follows: -

YAWAS ONLINE REDEMPTION MANAGEMENT SYSTEM

10. PAYMENT TERMS

Payment shall be made by the end of the thirtieth (30th) days after receipt of correct invoice and all appropriate supporting documents by YAWAS.

- i) Delivery Order (DO) with acknowledged receipt from Customer
- ii) Any bug detect during delivery, will be borne by vendor and debug it with the according to the service level.

11. LIABILITIES AND INDEMNITIES

11.1 The Tenderer shall be liable for and shall indemnify and hold YAWAS, its Director, Officers and Employees, and any of its subsidiaries or related companies harmless from and against all claims, losses, court proceedings, suits, actions, injuries, damages and cost in respect of personal injury including death and/or damage to property arising out of the Contractor's willful act of negligence in carrying out the Scope of Work under this Agreement.

11.2 In no event whatsoever shall either party be liable to other party for any special, indirect, incidental, special or punitive loss, damage or expenses (including but not limited to any loss arising from business interruption, loss of business, loss of revenues, loss of profit or loss of savings) even if it has been advised or is aware of the possibility of such loss, damage or expenses occurring.

12. RFP SUBMISSION

- a. The RFP must be submitted to the following address: -

Tender Secretary,
YAYASAN WARISAN ANAK SELANGOR
Aras 5, Kompleks Generasi Muda & Sukan Negeri Selangor, Lot 4, Jalan Platinum
7/52, Persiaran Kayangan, Seksyen 7, 40000 Shah Alam, Selangor.

Attn: : Tender Secretary
Tel:

- b. The RFP submission shall be deposited into **Tender Box 1** located at the above address. The vendor may submit his quotation through registered post or courier service but YAWAS will not accept proof of posting as proof of receipt. If the vendor wishes to do so, the vendor shall label “To be received by addressee before (the RFP closing date)” and shall ensure that this submission is sent in good time to be received before the RFP closing time. All risk of delay shall be borne by the vendor.

13. CLOSING DATE OF RFP

The closing date for submission of the RFP is not later than **4.00 pm Friday, 30 April 2021**

14. ACCEPTANCE OF RFP

14.1 YAWAS at its sole and absolute discretion may reject any or all of the Tender Proposal and to select a Tender Proposal of its choice either in whole or in part without assigning any reason thereof. YAWAS is not obliged to accept the lowest tender. Tenderers shall not in whatever circumstances be entitled to claim any compensation for any cost incurred or spent in the preparation of this Tender.

14.2 YAWAS shall issue a Letter of Award to the successful Tenderer upon acceptance of his Tender Proposal. The successful Tenderer shall be required to acknowledge receipt of the award.

14.3 Unsuccessful Tenderers would be notified once the successful Tenderer has confirmed receipt of the award and has submitted the Performance Bond and Insurance required (if any) under the Tender. Nothing herein shall be construed to impose on YAWAS, an obligation to justify or explain reasons for its decision of

selecting successful Tenderer.

15.0 COMPLETION PERIOD

It envisaged that the works must be completed as per scope of work.

16.0 CONFIDENTIALITY

The Tenderer (whether or not he submits a Tender Proposal) shall treat the details of Tender Document as strictly confidential. The Tenderer shall not publish nor release any information, drawings or photographs relating to the Works, except with the prior written consent of YAWAS. On the event of any breach of this confidentiality, the Tenderer hereby agrees to indemnify YAWAS against any loss, cost, expense, claim or liability arising thereof.

17.0 STATEMENT OF COMPLIANCE

17.1 Where Tenderer's Tender Proposal contains no specific mention of qualifications, it shall be conclusive evidence that the Tenderer has accepted to fulfill all the requirements of the Tender Document.

17.2 The Tenderer shall sign the Form of Compliance as per Appendix A of Section I, and submit the same with the Tenderer's Proposal. Failure to submit the completed form duly signed shall indicate non-compliance, and may result in the disqualification of the Tender.

18.0 PROOF OF CONCEPT/DEMONSTRATION

If necessary, YAWAS has the right to request vendor to present their proposal upon request, vendor has no right to reject YAWAS request.

Vendors need to prepare for a proof of concept / demonstration session for the proposed solution at a date to be advised later. If required, during this session. Attendees of this session from each Vendor is limited to five (5).

Vendors are to demonstrate functionalities based on the scope of work described in this RFP, with emphasis on areas highlighted within:

The proposed agenda for this proof of concept / demonstration is as follows:

Agenda	Duration	Remarks
Introduction and Company Background	5-10 min	
Proposal	10-20 min	Key highlights, functionality and timeline
Credentials	5-10 min	References to similar engagements
Demonstration / POC	15-30 min	
Questions and Answers	5-10 min	

APPENDIXES OF SECTION 1**1.0 SCHEDULE OF TIMELINE LIST**

Tenderer to provide the below implementation schedule.

No	Activity	YAWAS's Plan Date	Tenderer's Commitment Number of days	Tenderer Proposed Date
1.	Issue Letter of award	26/6/2021		
2.	User Requirements Gathering			
3.	User Requirement Spec Preparation			
4.	Functional Requirements Specification Preparation			
5.	Software Customization & Development			
6.	System Installation & Configuration			
7.	User Acceptance Test			
8.	System Cut-Live	31/8/2021		
9.	Program Starting Date	1/9/2021		

2.2 Please provide current or previous project name, URL address and some sample screen.

No.	Project Name	URL Address	Sample Screen

3.0 FINANCIAL STANDING

No	Item	Please Provide
1.	Company Profile	
2.	Audited report <ul style="list-style-type: none">• Latest 3 to 5 years	
3.	Bank statement <ul style="list-style-type: none">• Latest 6 months	
4.	Bank guarantee <ul style="list-style-type: none">• Utilize• unutilized	
5.	Forms <ul style="list-style-type: none">• Form 9• Form 13 (if applicable)• Form 24• Form 49• Memorandum Article of Association• SST registration	

SECTION II - SCOPE OF WORK

1.0 Software Warranty

1.1 All system specified in this specification shall be provided with a standard warranty of one (1) year from the completion date.

2.0 YAWAS Redemption Management System (RMS)

2.1 Scope

2.1.1 This specifies the requirement for YAWAS Redemption Management System (herein after known as RMS).

2.1.2 The RMS software shall belong to the Government. Any source code associated with the development of the software shall be handed over to the Government upon its completion and successful commissioning.

2.2 YAWAS Redemption Management System (RMS) Software

2.2.1 Requirements Highlight:-

- Mobile Responsive Backend Web based application and integrated with Mobile Apps.
- Backend System must comply with high logical security features
- To centralize and standardise the redemption records and processes at all dedicated Service/Redemption Centre
- To keep track of redemption items and its inventory of each redemption centre
- To reduce the lost or double claim of redemption items at Service/Redemption Centre
- To use Mobile Apps for quick and easy redemption process
- To generate/consolidate insight reports of redemption on various scheme operated by YAWAS
- Optional to integrate with YAWAS Backend to synchronize the database and entitlement records
- Simplify information storage and maintenance of records in a systematic way, avoiding loss of information.
- Allows management to produce performance analysis reports in order to be a benchmark for future planning
- Secure and reliable database using Microsoft SQL Database
- Price must include integration with Payment Gateway, SMS Gateway and Sendgrid e-Mail Gateway

2.2.2 Functionalities of RMS Backend:-

- Support 3-Tier System Architecture that is Web, Application and Database Server
- Dashboard to display all daily or selected date range on transactional Data and Graphic
- Unlimited User Creation and Management
- Unlimited Roles Creation and Management or Flexible User Access Matrix that can be applied to User creation
- Backend High Security Features
 - Block/Unblock User
 - User ID and Password Authentication
 - Password Age
 - Alphanumeric Case Sensitive Password
 - Invalid Password Attempt
 - Invalid Concurrent Login
 - Reset Password
 - Password History
- Unlimited Service Centre Creation and Management
- System should allow User of Service Centre to login to perform online redemption
- Full Content Management to manage the creation and modification of digital content of Member Portal and Mobile Apps
- Campaign/Scheme Creation and Management
 - Each Campaign/Scheme shall have its own Start-Date and End-Start and it's type of Products for Redemption
 - Multiple Campaign/Scheme can be created or operating at the same time
- Complete Product, Product Category and Sub-Category Management
- Production Distribution Management to distribute/deliver the product(s) to each Service Centre
- Online Redemption function to be provided at the backend system and Mobile Apps
- Should allow YAWAS to upload the list of member profile and the redemption entitlement into database
- Mobile Apps Inbox, SMS & e-Mail Gateway are fully integrated. Template can be easily created for broadcast or triggered via system configuration.
- Reports are easily downloaded and can be export to Excel.
- Audit Trails, Login Session Log and Application Log must be equipped in backend system.

2.2.3 Functionalities of RMS Service Centre Apps(Native Mobile App):-

- Support either iOS or Android OS
- Dashboard to display daily or selected date range on Service Centre's transactional Data and Graphic only
- User Login using User ID and Password
- My Information
 - User/My Profile
 - Service Centre Information
- To receive News Announcement from YAWAS Backend
- Products Listing and Inventory
 - Goods Receive Acknowledgement: To acknowledge the total product quantity received from YAWAS.
 - Product Redemption: To scan Member's QR Code/search from the list of entitlement member to redeem the products.
- Full Content Management download from YAWAS Backend
- Inbox Management to receive or send email to YAWAS
- Display of all Service Centre contacts and its address
- Service Centre reports are easily retrieve.

2.2.4 Functionalities of RMS Member Apps(Native Mobile App):-

- Minimum Support iOS and Android OS
- Dashboard to display daily or selected date range on its transactional Data and Graphic
- Member Application & Registration
- User Login using User ID and Password
- My Information
 - My Profile with QR Code
 - My Entitlement and Redemption Centre (Auto retrieve from YAWAS Backend)
 - Redemption History
- Service Centre Contact and Address
- Full Content Management from YAWAS Backend
- Inbox Management to receive or send email to YAWAS

SECTION III - COMMERCIAL PROPOSAL

Please provide the complete costing for all necessary modules or components as detail as possible including project management or other miscellaneous.

No.	Descriptions	Qty	Unit Price (RM)	Total Amount (RM)
	TOTAL AMOUNT			
	SST			
	TOTAL AMOUNT AFTER SST			