



Tender Document

**The Supply, Delivery, Installation,
Testing , Commissioning of Software for the Implementation of an
Enterprise-Wide Financial Management Information System (EFMIS) for
Penang Development Corporation**

FOR :
PENANG DEVELOPMENT CORPORATION
(TENDER NO. : PPPP/ICT/T1/2012)

Closing Date: 12 Noon, 23, July 2012

“Sebarang tawaran yang berbentuk rasuah atau lain-lain dorongan yang boleh
mempengaruhi kedudukan Pentender akan menyebabkan Tender tersebut ditolak
serta-merta”

Contents

1	ABBREVIATIONS AND GLOSSARY OF TERMS	5
1.1	ABBREVIATIONS	5
1.2	GLOSSARY OF TERMS	6
2	Executive Summary	9
2.1	Background	9
2.2	About This Request For Tender	11
2.2.1	<i>Objective of the Tender</i>	11
2.2.2	<i>The Tender Document</i>	11
3	TENDER INSTRUCTIONS	13
3.1	TENDER CONDITIONS	13
3.2	Completion and Submission of Proposal	15
3.2.1	<i>Mode of Delivery and Address</i>	15
3.2.2	<i>General Structure</i>	15
3.2.3	<i>Number of Copies, Sealing and Marking of Tender Documents</i>	16
3.2.4	<i>Format of Tender Proposal</i>	17
3.2.5	<i>Tender Document Briefing</i>	18
4	TERMS AND CONDITIONS	19
4.1	TENDER DOCUMENT	19
4.1.1	<i>Bidder's Responsibilities</i>	19
4.1.2	<i>Statement of Compliance</i>	19
4.1.3	<i>Meeting and Enquiries</i>	19
4.1.4	<i>Amendments to the Tender Document</i>	20
4.1.5	<i>Non-Liability</i>	20
4.2	RIGHTS OF PDC	20
4.2.1	<i>Governing Law</i>	20
4.2.2	<i>Advertisement</i>	20
4.2.3	<i>Confidential Information and Process</i>	20
4.2.4	<i>Process to be Confidential</i>	21
4.2.5	<i>Details of the Selection Process</i>	21
4.2.6	<i>Notification of Acceptance</i>	21
4.2.7	<i>Failure of Negotiation</i>	21
4.2.8	<i>Acceptance or Rejection of Any or All of the Proposal</i>	21
4.2.9	<i>Change of Scope</i>	22
4.2.10	<i>Ownership</i>	22
4.3	ADMINISTRATION OF PROPOSAL	22
4.3.1	<i>Contractual</i>	22

4.3.2	Validity of the Proposal.....	22
4.3.3	Language of Tender Submission	22
4.3.4	Documentation	23
4.3.5	Currency and Pricing.....	23
4.3.6	Amendments to the Proposals	23
4.3.7	Correction on Errors.....	23
4.4	DEMONSTRATIONS AND PRESENTATIONS.....	24
4.4.1	Demonstration and Presentation.....	24
4.5	SCHEDULE OF IMPLEMENTATION	24
4.5.1	Schedule of Implementation	24
4.5.2	Project Mobilisation Period.....	25
4.6	CONTRACTING PROCESS	25
4.6.1	Contract.....	25
4.6.2	Contract Period.....	25
4.6.3	Maintenance Contract.....	26
4.6.4	Termination of Contract.....	26
4.7	PERFORMANCE BOND.....	26
4.7.1	Performance Bond.....	26
4.8	LIQUIDATED AND ASCERTAINED DAMAGES	27
4.8.1	Successful Bidder Subject to Liquidated and Ascertained Damages	27
4.8.2	Cause of Delay Beyond the Reasonable Control of Successful Bidder.....	27
4.9	USAGE OF LOCAL PRODUCTS/SERVICES.....	27
4.9.1	General.....	27
4.9.2	Locally Produced Products.....	28
4.9.3	Imported Products.....	28
4.10	WARRANTY OF PRODUCTS	28
4.10.1	Warranty	28
4.10.2	Product must be New and Still a Current Product line.....	29
4.10.3	Commencement of Warranty Period.....	29
4.10.4	Provide Full Details of Any Warranties.....	29
4.10.5	Products Performance Degraded.....	29
4.10.6	Helpdesk (after-sales support) Services.....	29
4.10.7	Relocation	30
4.10.8	Post Warranty Period.....	30
4.11	PAYMENT SCHEDULE	31
4.11.1	Payment Schedule	31
4.12	DELIVERY AND INSTALLATION	32
4.12.1	Delivery and Installation.....	32
4.13	SOFTWARE DEVELOPMENT CONDITIONS	32
4.13.1	Ownership / Intellectual Property Rights.....	32
4.13.2	Transfer of Technology and Expertise to PDC	33

4.14	ACCEPTANCE TEST AND HAND OVER	33
4.14.1	<i>Acceptance Test Components.....</i>	33
4.14.2	<i>Standard Bidder Acceptance Test</i>	33
4.14.3	<i>User Acceptance Test</i>	33
4.14.4	<i>Handing Over.....</i>	34
4.14.5	<i>Commissioning of the Products.....</i>	34
4.14.6	<i>Final Acceptance of Products (FAP)</i>	34
4.15	TRAINING	35
4.15.1	<i>Training.....</i>	35
4.16	DOCUMENTATION	35
4.16.1	<i>Documentation</i>	35
4.17	OTHER CONSIDERATIONS	36
4.17.1	<i>Compliance</i>	36
4.17.2	<i>High Standards of Work Performance</i>	36
4.17.3	<i>Additional 30 Man Days</i>	36
5	TENDER REQUIREMENTS.....	37
5.1	SCOPE OF WORK	37
5.2	EFMIS REQUIREMENTS	37
5.2.1	<i>Functional Requirements</i>	37
5.2.2	<i>Technical Requirements</i>	40
5.2.3	<i>EFMIS WAN (Wide Area Network).....</i>	41
5.2.4	<i>Integration of other systems with EFMIS.....</i>	42
5.2.5	<i>Server</i>	43
5.2.6	<i>Application Architecture</i>	44
5.2.7	<i>Data Migration.....</i>	45
5.2.8	<i>Implementation Timeframe</i>	45
5.2.9	<i>Training and Documentation</i>	45
5.2.10	<i>Support and Maintenance</i>	46
6	CURRENT ENVIRONMENT	48
6.1	CURRENT TECHNICAL ENVIRONMENT	48
6.2	SIZING INFORMATION	48
7	FORMAT OF TECHNICAL PROPOSAL.....	49
8	FORMAT OF FINANCIAL PROPOSAL	53
9	WORKSHEETS, APPENDICES AND INFOSHEETS	55



1 ABBREVIATIONS AND GLOSSARY OF TERMS

1.1 ABBREVIATIONS

Throughout this Tender Document, the interpretation of the following abbreviations shall apply except where the context otherwise requires.

Abbreviation	Description
CIF	Cost, Insurance and Freight
CV(s)	Curriculum Vitae
DCA	Debt Collection Agency
EFMIS	Enterprise-wide Financial Management Information System
FOB	Free On Board
LAN	Local Area Network
WAN	Wide Area Network
MyEGIT	Malaysia Electronic Government Information Technology Policy and Standards
MyMIS	Malaysia Public Sector Management of ICT Security Handbook
PDC	Penang Development Corporation, including PDC Premier Holdings Sdn Bhd, PDC Properties Sdn Bhd, PDC Consultancy Sdn Bhd, PDC Setia Urus Sdn Bhd and PDC Nusa Bina Sdn Bhd
PMO	Project Management Office
RM	Ringgit Malaysia



1.2 GLOSSARY OF TERMS

Throughout this Tender Document, the interpretation of the following terms shall apply except where the context otherwise requires.

Term	Description
Contract Price	The price in Ringgit Malaysia (RM) payable to the Bidder under the Contract for the full and proper performance by the Bidder of obligations under the Contract. It shall be the total contract price comprising of the price for Products and other deliverables including services, e.g. training.
Bidder	The person(s), company or corporation who responded to this document, and who/which is the main Bidder of the project.
Customisation	Alterations made to systems/application to cater to specific functionalities required by PDC where the standard package/application cannot provide for these functionalities.
Date of Final Acceptance	The date PDC acknowledges in writing that the Products and other deliverables inclusive of training are given Final Acceptance.
Date of Installation	The date on which the Products is completely installed in good working order and handed over to PDC for provisional testing.
Date of Project Completion	The date PDC acknowledges in writing that the Products and other deliverables inclusive of training are accepted as completed.
Final Acceptance	Acceptance of the Products if they function and perform to the satisfaction of the designated users after a trial period (as specified in Section 4.14.6), and other deliverables inclusive of training.
EFMIS Application	The new Enterprise-Wide Financial Management Information System proposed by the Bidder. This includes application software, web-based interface and business intelligence and/or report writing tools.
EFMIS	Refer to the combined terms for “Hardware and Software” and “EFMIS Application.”
Hardware	Hardware, equipment and peripherals including servers, communication and network equipment (switches, racks, patch panel, etc.), cable, operating system, software and any devices where applicable in respect of this Tender.
Integrate	A boundary across which EFMIS and any internal/external system(s) meet and act or communicate with each other.
Interface	A boundary across which EFMIS obtains input from systems or flat files where integration could not take place.



Term	Description
Inter Operability Tools	The ability of software and hardware on multiple machines from multiple vendors to communicate.
Installation Sites	The sites where the Products are to be installed, tested and maintained during subsequent operational used by PDC.
Licensors	The person or company who owns the licence or product.
Maintenance Contract	The set of conditions which the Contract agrees to follow, for continuing maintenance and repair of the Products after the Warranty period as provided in accordance with the resultant Contract.
Minor Modification	Minor change or work-around solutions with no customisation.
Major Modification	Requires customisation or bolt-on which requires additional coding/integration with 3 rd party system.
Operating System	Includes all assemblers, compilers, library routine, macros, utility programmes, network operating system, procedures and all other operating system proposed by the Bidder in their Proposal.
Preventive Maintenance	Refers to activity relating to providing software patches to rectify software bugs, adding features as part of the subscription, upgrading capability of the software to the next version, or checking the configurations or performance of the software to ascertain that it working as designed.
Products	Refer to the components required to implement "EFMIS Application." Also referred to as "EFMIS."
Remedial Maintenance	Diagnosing and rectifying problems reported by PDC.
Retention	The percentage amount of the Contract to be retained subject to acknowledgement by PDC in writing for release to Vendor for successful fulfilment of the Contract.
Software	The programmes, routines, and symbolic languages that control the functioning of the application system and hardware and direct its operation. Includes operating system and database, development tools and utilities, anti-virus and other licensed software proposed by the Bidder.
Successful Bidder	The person(s), company or corporation with whom a contract is entered with PDC (Penang Development Corporation) to carry out the Project.



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Term	Description
Tender Specification Condition(s)	The Terms and Conditions of this Tender Document.
Tender Document	Refers to this document.
Tender Proposal/ Proposal	Refers to the document submitted by the Bidder in response to this Tender Document.



2 Executive Summary

2.1 Background

The Penang Development Corporation (PDC) was established under the Penang Development Corporation Enactment 1971 with the following objectives:-

- (i) To spearhead Penang's socio-economic development
- (ii) To assist in eradicating poverty and creating employment opportunities
- (iii) To improve the quality of life for the people of Penang

The principal activities of the PDC, a self-funding statutory body, and its subsidiaries are:

- (i) Land Development
 - Land acquisition and reclamation
 - Industrial park development
 - New township development
 - Residential and commercial development
 - Urban renewal
 - Tourism product development
- (ii) Investment
 - Education
 - Consultancy Services (Engineering and Architectural)
 - Property Development
 - Construction
 - Events and Advertising
 - Property Management
 - Telecommunication facilities provider

More details about PDC and its subsidiaries can be accessed from www.pdc.gov.my.



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Penang is a rapidly developing state with an increasing IT savvy population. With this development, growing economy and an increasing IT savvy population in Penang, it is vital for Penang Development Corporation to look into transforming their environment to cater for the growth. With this in mind, PDC has embarked on initiatives to streamline and automate the current business environment through the development and implementing of an Enterprise-Wide Financial Management Information System (EFMIS) to help PDC in their quest to becoming the, "...premier State agency in making Penang a better place for all through sustainable socio-economic development." This software should also leverage on industry standard technology and commit toward supporting business needs for PDC for the next 10-15 years.



2.2 About This Request For Tender

2.2.1 Objective of the Tender

The primary objective of implementing EFMS is to have a streamlined, automated and centralised business environment within PDC and the subsidiaries with the main aim of increasing the productivity levels as well as to increase the level of working efficiency within PDC as well as its subsidiaries, thus providing better services to all stakeholders.

2.2.2 The Tender Document

This Tender Document outlines the high-level requirements expected in the Proposal to be submitted by the Bidder. Specifically, the Tender Document details include:

- Executive Summary
- Tender Instructions
- Terms and Conditions
- Tender Requirements
- Current Environment
- Technical Proposal
- Financial Proposal
- Glossary of Terms
- Worksheets, Appendices and Infosheets

This Tender Document specification and description is not to be accepted as a final exhaustive source of information. It serves as a guide for Bidders for the purpose of understanding the requirements scope and depth for due consideration. Therefore, Bidders are required to make concerted effort to study the requirements in detail and all attachments provided in preparing the Tender Proposal.

The **supply of hardware is not included** in this tender. The Bidder is expected to provide a comprehensive list of hardware type and specifications in Worksheets 14a and 14b - Hardware Requirement Specifications and TMS Hardware Costing Breakdown, and estimated costing. PDC will purchase the required hardware as per Bidder's stated



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hardware requirements separately, except the time management system scanner device (e.g. fingertec, palm recognition, or other device) which are supplied by the Bidder in this tender.



3 TENDER INSTRUCTIONS

3.1 TENDER CONDITIONS

Bidders are required to comply strictly with the tender procedures stated below. Non-compliance with any of the procedures will result in disqualification.

- Bidders **MUST be registered with the Ministry of Finance** under the following categories:

- 210102 – Small to Large Multi User System and Services; OR
- 210104 – Software Products and Services; OR
- 210105 – Other Computer Related Services

and are **required to use the Penang State's ePerolehan system** for the following:

- The supply, delivery, installation, testing and commissioning of software for the Implementation of an Enterprise-Wide Financial Management Information System (EFMIS) for Penang Development Corporation.
- The Tender Document can be downloaded on **20 June 2012** through e-Perolehan. Bidder **MUST register with e-Perolehan** to download the Tender Document.
- All Bidders **MUST attend the briefing session**. Please refer to point 3.2.5, for the date and time of the briefing session. All interested Bidders are advised to download and read the tender document, especially the Functional and Technical Requirements before attending the compulsory briefing session.
- Interested Bidders are required to register their interest to participate with PDC immediately after the briefing session stated above.
- The relevant appendices and worksheets in softcopy can be purchased after the compulsory briefing session on 29 June 2012 at a cost of **Ringgit Malaysia Nine Hundred (RM900.00)** only, which is NOT refundable, using Bank Draft payable to "Penang Development Corporation" or by paying cash to PDC cashier at ground floor of PDC office. Please take note that the interested Bidder is required to furnish the



above 'e-Perolehan' receipt before the Bidder is allowed to purchase the relevant appendices and worksheets in softcopy.

- Bidders must submit Form 24, 44 and 49 as confirmed as the latest copy by their existing company secretary to show that the company has at least paid-up capital of **Ringgit Malaysia One Hundred Thousand (RM100,000)**.
- Companies or individuals must possess a good track record with a minimum of **5 years experience** in property and related industries including system implementation of Financial Management System and Property Development and Management System of similar projects for the public and private sectors;
- Shortlisted Bidder(s) must conduct a demonstration of their proposal to the evaluation committee at a date that would be notified later; and
- Bidders must have the capability to **complete the implementation of EFMIS within a period of 12 months** followed by a 6 month Final Acceptance of Product(s) period.
- Bidders are required to submit a letter from all principal suppliers stating their full support to the distributor / authorised dealer / agent in terms of expertise and technical knowledge during the development, installation, testing, commissioning and implementation of the proposed system.
- Proposals must be submitted before or at the latest by **12:00 noon on 23 July 2012**. **LATE PROPOSALS WILL NOT BE ACCEPTED.**
- Proposals must be submitted in **one (1) ORIGINAL and three (3) COPIES** and related **softcopies** in accordance with the Section 3.2.3.
- The Bidder **MUST propose ONE definitive total integrated solution** in the Proposal. **Bidders proposing a variety of options for PDC's selection will not be considered.**
- All Proposals and prices must remain valid for a minimum period of **six (6) months** from the closing date of the tender.



3.2 Completion and Submission of Proposal

3.2.1 Mode of Delivery and Address

All Proposals must be delivered **by hand** to:

Perbadanan Pembangunan Pulau Pinang
Bangunan Tun Dr Lim Chong Eu
Bahagian Khidmat Pengurusan, Paras 3,
No. 1, Pesiaran Mahsuri, 11909
Bayan Baru, Pulau Pinang, Malaysia

3.2.2 General Structure

The information furnished must be in response to this Tender Document. Answers must 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, state so and indicate why. Any additional information considered necessary shall be provided in a SEPARATE section of the Proposal with appropriate referencing. PDC wishes to provide every opportunity to the Bidders to present their solutions to the best advantage.

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

The Bidder must submit the tender in two (2) separate Proposals:

- Technical Proposal
- Financial Proposal

The Technical Proposal **MUST NOT CONTAIN ANY NAMES OF THE BIDDER AND/OR COSTING**. All costing information shall only be incorporated in Financial Proposal. Non-adherence to this requirement will result in the disqualification of the Proposal.



3.2.3 Number of Copies, Sealing and Marking of Tender Documents

The Bidder must deliver the Tender Documents in two (2) separate packages duly marked as TECHNICAL PROPOSAL and FINANCIAL PROPOSAL placed in one parcel. Each package and the parcel must be properly bound, sealed and clearly marked as stated below:

“TENDER PPPP/ICT/T1/2012”

The Bidder must submit one (1) original hard copy and three (3) hard copy copies documents clearly marked “ORIGINAL” and “COPY” as appropriate. In the event of discrepancies between copies, the Original shall govern.

The Bidder must also number the copies accordingly. For example, “Copy 1 of 4”, “Copy 2 of 4”, etc.

The Bidder will be provided with a softcopy of the following:

- Worksheet 1 - Functional Requirements
- Worksheet 2 - Technical Requirements
- Worksheet 3 - Additional Functional Requirements
- Worksheet 4 - Additional Technical Requirements
- Worksheet 5 - Additional Training Information
- Worksheet 6 - Additional Support And Maintenance Information
- Worksheet 7 - Customisation And Enhancement Information
- Worksheet 8 - Relevant Project Experiences And Credentials
- Worksheet 9 - Project Team Curriculum Vitae
- Worksheet 10a - Compliance of Terms and Conditions (Technical Proposal)
- Worksheet 10b - Compliance of Terms and Conditions (Financial Proposal)
- Worksheet 11 - Additional Documentation Information
- Worksheet 12 - SAGA Requirements
- Worksheet 13 - Overall Costing Summary



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- Worksheet 14a - Hardware Requirements and Costing Breakdown
 - Worksheet 14b – TMS Hardware Costing Breakdown
 - Worksheet 15 - Software Costing Breakdown
 - Worksheet 16- Application Software Costing Breakdown
 - Worksheet 17 - Implementation Services Costing Breakdown
 - Worksheet 18 - Integration Costing Breakdown
 - Worksheet 19 - Costing of Additional Customisation
 - Worksheet 20 - Rate Per Man Day Costing Breakdown
 - Appendix 1 - Borang Tender (Tender Form)
 - Appendix 2 - Company (Bidder) Profile
 - Appendix 3A - Summary for Technical Proposal
 - Appendix 3B - Summary for Financial Proposal
 - Appendix 4 - Letter of Declaration
 - Appendix 5 – Proposed 18 Months Timeline for Implementation
 - Infosheet 1 – Number of Users
 - Infosheet 2 – Data Migration Information

In addition to the hardcopy, the Proposal must also be submitted in softcopy. The format of the aforementioned worksheets (“Worksheets”) and Appendices must be in MS Word and MS Excel format as attached. In the event of discrepancies between hardcopy and softcopy, the hardcopy marked “ORIGINAL” document will prevail. Softcopy should be submitted via two (2) Compact Discs (“CD”). The softcopy of the Financial Proposal and Technical Proposal must be in separate CDs.

3.2.4 *Format of Tender Proposal*

The Bidder’s Proposal must be prepared in the format as stated in Tender Document Section 7 and Section 8. **ALL INFORMATION REQUESTED IN THIS DOCUMENT MUST BE SUPPLIED.**



3.2.4.1 Worksheets

The Bidder must respond to all the worksheets provided in this Tender Document. Both **hardcopy and softcopy** must be submitted. Bidders may, due to the length of their responses, extend the worksheets (except for worksheets 1 and 2) and Forms, but the format, content and style of the Worksheets and Forms must remain.

The Bidder must also **comply** with the additional instructions and clauses as stated in the respective sections and worksheets of this Tender Document.

3.2.4.2 Tender Form, Company (Bidder) Profile and Proposal Summary

Tender Form (Refer to Appendix 1), Company (Bidder) Profile (Refer to Appendix 2) and Summary for Financial Proposal (Refer to Appendix 3B) must be completed and submitted together with the **Financial Proposal**.

Summary for Technical Proposal (Refer to Appendix 3A) must be completed and submitted together with the **Technical Proposal**.

3.2.5 Tender Document Briefing

There will be a briefing on **29 June 2012, 10.00 a.m.** to address questions from Bidders.

The venue for this briefing is:

Perbadanan Pembangunan Pulau Pinang
Bangunan Tun Dr Lim Chong Eu
Bilik Persidangan, Paras 2
No. 1, Pesiaran Mahsuri, 11909
Bayan Baru, Pulau Pinang, Malaysia

No queries from the Bidder will be entertained after 6 July 2012.

A maximum of **Two (2)** representatives from each Bidder, who are involved in the tender, are allowed to attend the briefing. All interested Bidders are advised to download and read the tender document, especially the Functional and Technical Requirements before attending the compulsory briefing session.



4 TERMS AND CONDITIONS

4.1 TENDER DOCUMENT

4.1.1 Bidder's Responsibilities

- 4.1.1.1 It is the Bidder's responsibility to understand the Tender Document, including the requirements therein and to make all examinations necessary in order to ascertain all factors, enquiries and questions, which might affect the Bidder's Proposal.
- 4.1.1.2 The Bidder must ensure that the Proposal specifically responds to every condition, statement of requirements and queries raised in the Tender Document in a clear and precise manner and must refer, where appropriate, to page or paragraph numbers in supporting manuals, documentations or brochures. This response is to be in the order in which the sections and paragraphs appear in the Proposal Formats of Sections 7 and 8. All supporting manuals, documentation or brochures must be attached in the Proposal. Failure to comply with this requirement may result in rejection of the Proposal.
- 4.1.1.3 The Bidder must ensure that the facts and information presented in the Proposal are correct at the time it is presented. Failure to comply with this requirement will result in the disqualification of the Bidder.

4.1.2 Statement of Compliance

- 4.1.2.1 PDC will not accept responsibility for any misunderstanding arising from the failure by the Bidder to comply with Section 4. In this regard, indefinite responses such as "noted" will not be accepted in the Statement of Compliance. Where compliance is offered, response must be "complied". Where a response is non-compliance, the extent of the "not complied" must be fully stated. For a response on 'To comply', the extent of the 'modification/enhancement' must fully be stated. Full details of any alternatives must be furnished.
- 4.1.2.2 Where there is no response to any Tender Specification Conditions, the Bidder shall be deemed not to comply with the stated requirement. Where the Bidder is unwilling to accept certain Tender Specification Conditions, this non-acceptance must be clearly stated in the Proposal's Worksheet 10a and 10b - Compliance of Terms and Conditions (Technical and Financial). Prominence must be given to the statement. It is not sufficient that the statement should only appear as part of an attachment to the Proposal, or be included in a general statement of the Bidder's usual operating conditions and terms.
- 4.1.2.3 It is in the Bidder's best interest to comply with the Tender Specification Conditions, as the extent of compliance with these conditions will be an important factor in the selection criteria.

4.1.3 Meeting and Enquiries

- 4.1.3.1 **Verbal enquiries** will **NOT** be entertained. In any case, verbal replies given will not bind PDC.



- 4.1.3.2 All costs incurred by the Bidder in preparing the Proposal and attending briefings with PDC must be borne by the Bidder.
- 4.1.3.3 Enquiries regarding this Tender Document must be submitted before 12.00 noon, **6 July 2012** to clarify details relating to the Tender Document to obtain information necessary in formulating the proposal in e-mail to:

efmis@pdc.gov.my

- 4.1.3.4 No queries from the Bidder will be entertained after the date stated in 4.1.3.3 above.
- 4.1.3.5 Bidders are not allowed to contact any personnel of PDC involved in this Tender for the purpose of obtaining any unofficial information.
- 4.1.3.6 Any information obtained without a written request to PDC shall not be used as supporting material for the Proposal.

4.1.4 Amendments to the Tender Document

- 4.1.4.1 PDC reserves the right to amend or delete any part of this Tender Document or any document forming part of this Tender Document 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 issuance of this Tender Document. In the event of any amendments to this Tender Document, all Bidders will be notified accordingly via the principal contact appointed by the Bidder.

4.1.5 Non-Liability

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

4.2 RIGHTS OF PDC

4.2.1 Governing Law

- 4.2.1.1 This Tender Document and any contract executed pursuant to this Tender Document shall be governed by and construed in accordance with the Malaysian Laws and Regulations.

4.2.2 Advertisement

- 4.2.2.1 No advertisement or press release regarding this Proposal and the Project thereafter shall be published in any newspaper, magazine or any other form of media, electronic or otherwise, without the prior written permission of PDC.

4.2.3 Confidential Information and Process

- 4.2.3.1 All information of a confidential nature whether generated in Malaysia or overseas, must be subject to Malaysian Laws and Regulations. Without prejudice to the rights of



PDC under any law, a breach by the Bidder will entitle PDC to terminate dealings with the Bidder without prior notice.

- 4.2.3.2 All information contained in this Tender Document and its Attachments is confidential. Likewise, all information submitted by the Bidders in their Proposals will be treated in confidence.

4.2.4 Process to be Confidential

- 4.2.4.1 After the issuance of the Tender Document, information relating to the contents, examination, evaluation and comparison of Proposals and recommendations concerning the award of contract must not be disclosed to any person not officially concerned with the process.

4.2.5 Details of the Selection Process

- 4.2.5.1 PDC is not obliged to inform or provide the details of the selection process to either the successful or unsuccessful Bidders in this bid.

4.2.6 Notification of Acceptance

- 4.2.6.1 The Successful Bidder (hereinafter known as “the Successful Bidder”) shall be issued with a Letter of Award within the validity period of the Proposal or any extended period thereof.
- 4.2.6.2 The Successful Bidder shall be issued with an official Letter of Award upon successful negotiations of the terms and conditions of the contract with PDC.
- 4.2.6.3 The Letter of Award may include any additional conditions or alterations to the conditions accompanying this Tender Document and if so, the Successful Bidder cannot be deemed to have been in agreement unless and until there is a written confirmation from the Successful Bidder accepting the additional condition(s)/alteration(s).
- 4.2.6.4 When agreed upon, a Contract will be entered into between PDC and the Successful Bidder in accordance with the accompanying conditions (inclusive of the additional and altered conditions). No other agreement or conditions shall be deemed to have been included in this Contract.

4.2.7 Failure of Negotiation

- 4.2.7.1 In the event that the negotiation fails and a Contract is not signed, there shall be no cause of action against PDC, nor shall it be possible to pursue a cause of action against PDC for any action arising.

4.2.8 Acceptance or Rejection of Any or All of the Proposal

- 4.2.8.1 PDC reserves the right to accept or reject any Proposal, to annul the tendering process and reject any Bidders at any time prior to the award of Contract without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for PDC’s action.



- 4.2.8.2 PDC does not bind itself to accept the lowest tender or any tender received. The decision of PDC is final and PDC is not obliged to give any reason for the non-acceptance or rejection of any Proposal.
- 4.2.8.3 PDC has the right to accept the tender submitted either in its entirety or in parts thereof. PDC may also increase or decrease the quantity of products tendered in the Technical Specifications.
- 4.2.8.4 The acquisition of hardware shall be done separately. However, the Bidder is required to specify the hardware requirements based on some prerequisite technical requirements as mentioned in 5.2.2.

4.2.9 Change of Scope

- 4.2.9.1 PDC reserves the right at the time of Contract to vary the services specified in the Scope of Work, without any changes to other terms and conditions. The contract sum shall be adjusted accordingly at the sole discretion of PDC.

4.2.10 Ownership

- 4.2.10.1 All data, statistics about such data and data stored on any systems that arises from the Project, which originated from PDC, designated for PDC or derived from such data, shall be the sole property of PDC.
- 4.2.10.2 The maintenance and support of all supplied software shall be the responsibility and obligation of the Successful Bidder during the contract and warranty period.

4.3 ADMINISTRATION OF PROPOSAL

4.3.1 Contractual

- 4.3.1.1 The Proposal forms part of the Contract. The Successful Bidder is legally bound by the responses in the Proposal.

4.3.2 Validity of the Proposal

- 4.3.2.1 All Proposal and prices must remain valid for a period of six (6) months from the closing date of the Tender.
- 4.3.2.2 In exceptional circumstances, prior to expiry of the original validity period, PDC may request the Successful Bidder for a specified extension to the period of validity. The request and responses thereto must be made in writing or by fax.
- 4.3.2.3 The Bidder agreeing to the request will not be required nor permitted to modify Proposal but will be required to extend the validity of the Proposal correspondingly.

4.3.3 Language of Tender Submission

- 4.3.3.1 All documentation in the Bidder's proposal including the appendices, supporting documents, and all correspondence and documents relating to the Tender, must be written and submitted either in Bahasa Malaysia or English Language.
- 4.3.3.2 The Bidder shall be responsible for any translation costs incurred (if any) with regards to the submission of the documentation required by this Tender Document.



4.3.4 Documentation

- 4.3.4.1 All documents submitted to PDC will become the property of PDC and will not be returned to the Bidder under any circumstances.
- 4.3.4.2 PDC reserves the right to reproduce all or part of the Proposal submitted by the Bidder for internal use.
- 4.3.4.3 All documentation must represent the as-built final configuration. The Bidder shall be responsible for notifying any changes or modification to the system hardware or software via written notice to PDC.

4.3.5 Currency and Pricing

- 4.3.5.1 All prices in the Proposal must be quoted in Ringgit Malaysia ("RM"), nett of any discounts offered.
- 4.3.5.2 Prices for imported Products being tendered in Ringgit Malaysia ("RM") must not be subjected to adjustment in the event of variation in the exchange rate.
- 4.3.5.3 The price must include the full cost of supplying, delivering, installation, testing, training commissioning, implementation and maintenance of the EFMIS at Installation Sites.
- 4.3.5.4 Any request to increase the price of any software or service within the Validity Period of the Proposal will not be entertained.
- 4.3.5.5 All software quoted on Cost, Insurance and Freight ("CIF") basis, including all government taxes.
- 4.3.5.6 For non-imported equipments, the Bidder must include the costs of the delivery of the Products to the Installation sites as part of the total tendered price.
- 4.3.5.7 Prices must be broken down on a per item basis and according to the format provided in Worksheet 13 - 19. Prices should not be on leased price basis.
- 4.3.5.8 Pricing schedule must comprise total pricing, supported by pricing of each individual programme.
- 4.3.5.9 All price schedules/worksheets must be signed and stamped. Any erasures, deletions or amendments in the Proposal must be initialled.
- 4.3.5.10 The proposed price is to be firm over the whole Contract Period. Any contract price variation thereafter must be mutually agreed upon.

4.3.6 Amendments to the Proposals

- 4.3.6.1 No amendment shall be made to the Proposal after its submission.

4.3.7 Correction on Errors

- 4.3.7.1 Proposals will be checked by PDC for any arithmetic errors in computation and summation. Errors will be corrected by PDC as follows:
 - Where there is a discrepancy between amounts in figures and in words, the amount in words shall govern;



- 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 PDC 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;
 - Where there is a discrepancy between the printed and electronic copies of the proposal, the printed copy shall govern; and
 - The amount stated in the Proposal will be adjusted by PDC in accordance with the above procedure for the correction of errors and with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Proposal shall be rejected.
- 4.3.7.2 Any amendments or cancellations made to the pricing or costing in the proposal must be duly authorised (signed, dated and accompanied by company stamp) by the Bidder.

4.4 DEMONSTRATIONS AND PRESENTATIONS

4.4.1 Demonstration and Presentation

- 4.4.1.1 The Bidders may be called for demonstration and presentation during the period of evaluation. A notice of one week will be given.
- 4.4.1.2 The demonstration of the proposed solution shall be run on a computer system as tendered. In the event this is not possible, the demonstration will be run on a system as similar as possible to the system tendered.
- 4.4.1.3 All expenses incurred to develop and run the demonstration of the proposed solution are to be borne by the Bidder.
- 4.4.1.4 The objective of the demonstration and presentation is to provide the Bidder with a platform to present key features and functions of the proposed solution. The Bidder must also highlight key security features of the proposed solution. The Bidder may also be requested to present their approach and methodology for this project. Details of the demonstration and presentation will be provided prior to the date of demonstration and presentation.
- 4.4.1.5 The Bidder's demonstration **MUST be conducted by the assigned project manager** or/and project leader for the EFMIS project.
- 4.4.1.6 The Bidder may be called back to perform a second demonstration of its proposed solution at the final stage of the tender evaluation.

4.5 SCHEDULE OF IMPLEMENTATION

4.5.1 Schedule of Implementation

- 4.5.1.1 Bidders are required to prepare a detailed proposed schedule of implementation for the task(s) of the tendered products and services (including deliverables).



- 4.5.1.2 The detailed schedule of implementation should include information on the activities, number of days and/or months required, the number of personnel/staff that will be involved for each activity and any other information.
- 4.5.1.3 The Bidder must have the ability and resources to perform the Task(s) of all the Components simultaneously and to be completed within the stipulated time frame.
- 4.5.1.4 The implementation of the entire project is to be completed within a period of eighteen (18) months, beginning from the effective date of the Contract, i.e. fourteen (14) days after the date of acceptance of the Letter of Award.
- 4.5.1.5 The implementation schedule must account for dependencies within and between the various projects' activities.
- 4.5.1.6 The Bidder is required to provide an implementation schedule using Gantt Chart to show important or key milestones, target dates, deliverables and activities for each stage or phase of the implementation plan. The Bidder shall use Appendix 5 as a guide for preparing the Gantt Chart.
- 4.5.1.7 PDC reserves the right to extend/reduce the duration of all or any of the phases of the project or reschedule the deliverables by phases or functions as deemed fit.

4.5.2 Project Mobilisation Period

- 4.5.2.1 The Project shall commence within fourteen (14) days from the acceptance date of Letter of Award issued by PDC.

4.6 CONTRACTING PROCESS

4.6.1 Contract

- 4.6.1.1 The Successful Bidder shall be required to enter into a formal Contract with PDC to supply, deliver, install, test and commission the EFMIS.
- 4.6.1.2 Pending the formalisation of the Contract agreement, the Letter of Award, together with the Successful Bidder's acceptance (to be given within fourteen (14) days upon issue of letter of award) thereto shall constitute a binding Contract between PDC and the Successful Bidder notwithstanding whether such a Contract agreement is or is not subsequently prepared or executed.
- 4.6.1.3 The Successful Bidder 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 there to.

4.6.2 Contract Period

- 4.6.2.1 The contract shall be effective fourteen (14) days after the acceptance date of the Letter of Award and shall remain in full force for a period of eighteen (18) months, unless extended or terminated in accordance with the terms and conditions contained herein.



4.6.3 Maintenance Contract

- 4.6.3.1 The Successful Bidder is required to supply PDC with sample copies of the "Maintenance Contract" for the Products implemented at the Installation Sites. Such Maintenance Contract shall be valid and agreed by PDC for duration of twelve (12) months or more after the end of the warranty period. The warranty period of the Products shall be provisioned in accordance to the Section 4.10.
- 4.6.3.2 The Successful Bidder shall be required to enter into a formal letter of undertaking or non-disclosure agreement to uphold confidentiality of information that the Successful Bidder is privy and obtained/received as a result of this appointment.

4.6.4 Termination of Contract

- 4.6.4.1 The contract is effective upon signature of both parties and will remain in effect until terminated as hereinafter provided.
- 4.6.4.2 PDC after giving written notice to the Successful Bidder shall have the right to terminate forthwith this contract if the Successful Bidder:
- Fails to commence or to proceed at a rate of progress strictly in accordance with the contract;
 - Assigns its rights or obligations under, or sub-lets in the whole or any part of the contract without PDC consent in writing;
 - Goes into liquidation or a receivership manager is appointed in respect of the Successful Bidder;
 - Makes default in the performance or observance of any covenant, condition or stipulation contained in the contract;
 - Abandons or refuses to proceed with the work after having commenced the same; or
 - Any other reason deemed fit by PDC.
- 4.6.4.3 The termination of the contract by PDC will not discharge the Successful Bidder from any of his obligation under the contract or from payment of any sum then already due.

4.7 PERFORMANCE BOND

4.7.1 Performance Bond

- 4.7.1.1 The Successful Bidder must furnish to PDC within fourteen (14) days from the acceptance date of the Letter of Award a performance bond ("Performance Bond") in the form of a Bank Guarantee issued by either a bank or finance company or insurance company registered in Malaysia and carrying on business in Malaysia and approved by PDC, for the sum equivalent to two point five percent (2.5%) of the total Contract Sum.
- 4.7.1.2 The Performance Bond must be kept valid from the date of issue to the date not earlier than twelve (12) months after the expiry of the warranty period.
- 4.7.1.3 Failure of the Successful Bidder to comply with this stipulated requirement shall constitute sufficient grounds for the annulment of the award.



- 4.7.1.4 The performance bond must be made payable to PENANG DEVELOPMENT CORPORATION as compensation for any loss and damages resulting from the Successful Bidder's failure to complete its obligations under the Contract.

4.8 LIQUIDATED AND ASCERTAINED DAMAGES

4.8.1 Successful Bidder Subject to Liquidated and Ascertained Damages

- 4.8.1.1 The Successful Bidder shall be subjected to Liquidated and Ascertained Damages in the event that the Successful Bidder failed in any of the phases for the Installation of the Product and other tasks as stated in the scope of work in the stated contract period. This includes any delay in the EFMIS implementation, according to deadline as agreed upon by both parties for the phases of implementation as stipulated in 4.11.1.3 (i), (ii), (iii) & (v). The Liquidated and Ascertained Damages shall be point one percent (0.1%) per working day of the Contract Sum for the respective delayed deliverable or phase up to maximum of twelve percent (12%) after which period PDC, at its sole discretion, may terminate the Contract. The Liquidated and Ascertained Damages quantum mentioned above will be carried forward on an accumulated basis to the next phase of the project.
- 4.8.1.2 If the Successful Bidder has not installed all items of Products ready for use on or by the Date of Installation, PDC may, by written notice to the Successful Bidder, terminate the right of the Successful Bidder to install the remaining items of Products involved, and PDC will obtain substitute Products, in which event the Successful Bidder shall be liable for Liquidated and Ascertained Damages as specified above, until the remaining items of Products have been installed ready for use or on expiry of the agreement pertaining to the substitute Products whichever is the longer.

4.8.2 Cause of Delay Beyond the Reasonable Control of Successful Bidder

- 4.8.2.1 If the cause of the delay is beyond the reasonable control of the Successful Bidder such as but not limited to hostilities, invasion, armed conflict, act of foreign enemy, riot, insurrection, strikes, resolution or usurped power, act of terrorism, sabotage or criminal damage, natural disasters, including, earthquakes, lightning, volcanic eruptions, hurricanes, tempest, fires and floods, PDC will grant the Successful Bidder such further period of time as is reasonable under the circumstances. In the event of this happening, all accepted contractual dates would be rescheduled accordingly.
- 4.8.2.2 The Successful Bidder must give one (1) month notice in writing to PDC stating the cause of the delay and the request for extension of time.

4.9 USAGE OF LOCAL PRODUCTS/SERVICES

4.9.1 General

- 4.9.1.1 The Successful Bidder must utilise local products/services in fulfilling the procurement requirements of the Tender. Procurement through imports would be considered only after it has been ascertained that the products/services are not available locally.



- 4.9.1.2 The acquisition of hardware shall be done separately. However, the Successful Bidder is required to specify the hardware requirements based on some prerequisite technical requirements as mentioned in 5.2.2.

4.9.2 *Locally Produced Products*

- 4.9.2.1 The Successful Bidder must utilise products listed in Locally Produced Construction Materials and Goods List from IKRAM QA Services Sdn Bhd or Locally Produced Materials and Goods List from SIRIM QA Services Sdn Bhd, whichever applicable. Failure to comply with this requirement will result in a penalty being imposed on the Successful Bidder and/or the rejection of materials/goods supplied.
- 4.9.2.2 Products which are not listed in the manner described above may also be considered if prior testing and certification has been performed by IKRAM QA Services Sdn Bhd or SIRIM QA Services Sdn Bhd, whichever applicable. If the products cannot be tested and certified by IKRAM QA Services Sdn Bhd or SIRIM QA Services Sdn Bhd, then the Successful Bidder may request, subject to the approval of the authorities, for the testing and certification with other agencies.

4.9.3 *Imported Products*

- 4.9.3.1 Procurement of products through imports would be considered only after it has been ascertained that:
- the specific grade/class of product or services are not produced domestically;
 - the above-mentioned products cannot be substituted with other locally manufactured products; or
 - shortages in the supply of the products have occurred at the national level.
- 4.9.3.2 Products exceeding Ringgit Malaysia Two Hundred Thousand (RM200,000.00) in value per contract for which approval to import have been granted must be imported on a "free-on-board" basis.

4.10 WARRANTY OF PRODUCTS

4.10.1 *Warranty*

- 4.10.1.1 The Successful Bidder shall provide PDC with the following services throughout the warranty period (as defined in 4.10.3 and 4.10.4):
- Helpdesk (after-sales support) Service;
 - Preventive Maintenance; and
 - Remedial Maintenance.
- 4.10.1.2 The Successful Bidder must provide support services, including onsite and helpdesk (after-sales support) services on the complete EFMIS:
- software for twelve (12) months during the warranty period; and
 - EFMIS application for twelve (12) months during the warranty period.



4.10.1.3 During the Warranty Period, the Successful Bidder must provide all repair and maintenance services.

4.10.2 Product must be New and Still a Current Product line

4.10.2.1 The Products proposed must be NEW, TESTED and LEGALLY LICENSED for EFMIS (whichever is relevant), and should form part of the manufacturer's current product line and the Bidder shall warrant that there is no intention of discontinuing their production within the warranty period stipulated in Section 4.10.1.2.

4.10.2.2 The Successful Bidder will continue to be in a position to support the Products for at least the warranty period as stipulated in Section 4.10.1.2 after Final Acceptance or Project Completion, whichever is the later.

4.10.3 Commencement of Warranty Period

4.10.3.1 The Successful Bidder will be required to warrant the Products including services for not less than the warranty period as stipulated in Section 4.10.1.2 from the Date of Final Acceptance or the Date of Project Completion, whichever is later.

4.10.4 Provide Full Details of Any Warranties

4.10.4.1 The Bidder shall provide full details of any warranties, which apply to each of the items of the Products tendered. Where individual items have different warranties, specific details shall be provided for each item.

4.10.5 Products Performance Degraded

4.10.5.1 The Successful Bidder will be liable, without prejudice to its other liabilities, for difficulties arising from omission of any item in its Proposal, defective workmanship, use of sub-standard materials, or inadequate design or implementation of the software either during the warranty period stipulated in Section 4.10.1.2 following the Date of Final Acceptance / Date of the Project Completion or during the Warranty Period whichever is the longer. If performance is degraded as a result of these difficulties the Successful Bidder at his/her sole cost shall be wholly responsible for restoring the operation of the Products, without delay, to the satisfaction of PDC. Should the Successful Bidder fail to do so, PDC may remedy or cause to be remedied the defect and deduct that cost from any payments that are due, or which may become due to the Successful Bidder under this, or any other contract with PDC or recover the cost from the Successful Bidder as a debt.

4.10.6 Helpdesk (after-sales support) Services

4.10.6.1 The Successful Bidder shall provide the Helpdesk services during the Warranty Period. The users shall contact the Helpdesk services via the telephone, facsimile, email or the website. For telephone support, the users shall be given toll-free number(s) (1-800 number) or local telephone number(s) (1-300 number) to contact the Helpdesk services.



4.10.6.2 The Successful Bidder shall provide monthly and yearly statistical and management reports of the Helpdesk to PDC during the Warranty Period.

4.10.6.3 Should there be a complaint that the EFMIS System is not usable, the Successful Bidder shall remedy and restore the EFMIS system within four (4) hours of receiving the complaint from PDC.

4.10.7 Relocation

4.10.7.1 In the event PDC decides to relocate to a new location/premise/office during the warranty period, the Successful Bidder shall ensure that the warranty is still valid at the new location.

4.10.7.2 The Successful Bidder shall provide maintenance and support services for the Products within the Warranty Period at no cost to PDC.

4.10.8 Post Warranty Period

4.10.8.1 Following the Warranty Period, the Successful Bidder shall, if so requested by PDC, to provide such maintenance and support services as may be agreed between the Parties for a period of 10-15 years



4.11 PAYMENT SCHEDULE

4.11.1 Payment Schedule

4.11.1.1 The following Payment Schedule will be applied based on installed basis and staggered in accordance to the timing of each component's rollout at respective phases as determined in the implementation plan.

4.11.1.2 Payment of the Contract Price for **SOFTWARE** component shall be paid as follows:

No	Phase	Percentage from total amount
(i)	Upon Contract Signing	5%
(ii)	Installation	30%
(iii)	Upon Software Acceptance Test	50%
(v)	Final Acceptance (Upon EFMIS Application Go Live)	15%

4.11.1.3 Payment of the Contract Price for **EFMIS** component shall be paid as follows:

No	Phase	Percentage from total amount
(i)	On Mobilization/Installation	10%
(ii)	Upon User Acceptance/Conference Room Pilot (CRP), covering - User requirements, - Technical Design & Systems Configuration, - Data Transfer From/To Front End/Legacy Systems, - Customisation.	20%
(iii)	Upon successful commissioning and 'Go Live', covering - End User & System Admin Training, - EFMIS acceptance testing - Final Data Conversion, - System Security Set-up.	40%
(iv)	Upon completion of Final Acceptance of Products (FAP)	10%
(v)	Final Delivery of Documents	15%
(vii)	On Expiry of Warranty Period	5%

4.11.1.4 PDC reserves the right to revise the above schedule of payment prior to the signing of the Contract.



- 4.11.1.5 The Successful Bidder shall invoice PDC for each payment (“Invoice”) and PDC shall make all such payment within fourteen (14) days of the date of the Invoice.
- 4.11.1.6 It should be noted that the Contract Price pertaining to the Products includes training, delivery and installation.

4.12 DELIVERY AND INSTALLATION

4.12.1 Delivery and Installation

- 4.12.1.1 The Successful Bidder shall ensure the site preparation is completed before the proposed EFMIS is delivered and installed at the Installation Site.
- 4.12.1.2 PDC reserves the right to arrange with the Successful Bidder for delivery and installation at the Installation Site to take place in stages.
- 4.12.1.3 PDC reserves the right to accept or reject any extension of the period required for the delivery and/or completion of the Task(s).
- 4.12.1.4 The Successful Bidder will be responsible for:
- arranging the packing of the equipment at the factory whether located overseas or in Malaysia, in a manner which ensures its safe carriage;
 - arranging the insurance of the Products from the time of its departure from the factory to the Installation Site until “Go Live”;
 - unpacking and installing the Products at the Installation Site.
- 4.12.1.5 The Successful Bidder shall provide a delivery plan/schedule indicating the time for the delivery and installation of each item of Products. The delivery plan shall also state the times required to duly install the related software ready for use from the respective time of awarding the Contract.
- 4.12.1.6 The Bidder shall provide a detailed list of all software supplied (including serial numbers of all components in servers, etc.).

4.13 SOFTWARE DEVELOPMENT CONDITIONS

4.13.1 Ownership / Intellectual Property Rights

- 4.13.1.1 PDC shall have the full right to use all software during the life span of the Products either for Software or application development to all software programmes developed as a result of this project and any related utility programmes for PDC.
- 4.13.1.2 The Bidder shall not reveal or disclose any information regarding work done in the project including but not limited to system modification or customisation to any other third parties for any purpose or circumstances without the written consent from PDC.
- 4.13.1.3 The Successful Bidder or the Licensor of the software package, where applicable, shall escrow the source code of the application system to a neutral third party (herein referred to as the “escrow agent”). The escrow agent shall allow PDC to access the source code of the software package in the event where the Successful Bidder or the



Licensor of the software package fails to provide support as a result of abandonment, cessation of business or bankruptcy.

4.13.2 Transfer of Technology and Expertise to PDC

4.13.2.1 The Successful Bidder must train EFMIS users so that they shall be competent and conversant in the installation, configuring, operation and trouble shooting of software programmes of EFMIS.

4.14 ACCEPTANCE TEST AND HAND OVER

4.14.1 Acceptance Test Components

4.14.1.1 Acceptance tests will be carried out for the following components of the proposed EFMIS.

- Software
- EFMIS Application

4.14.2 Standard Bidder Acceptance Test

4.14.2.1 In the course of installation, the Successful Bidder shall carry out the standard acceptance test as generally applied by the Successful Bidder to the Products in question and provide a quality assurance report to PDC upon completion of the test.

4.14.2.2 Details of such tests shall be submitted in advance to PDC for review and shall be carried out in the presence of and to the full satisfaction of representatives of the users.

4.14.3 User Acceptance Test

4.14.3.1 The conditions for the acceptance tests will be as follows:

- The Successful Bidder shall be represented during the user tests.
- The date and time of starting the acceptance tests for any Products will be decided by PDC within a reasonable time based on the project schedule.
- The Successful Bidder shall rectify all faults or deficiencies in the performance of the Products occurring or discovered during acceptance tests and shall furnish a written explanation to PDC not later than twenty-four (24) hours after the rectification of a fault for each and every fault.
- If after restarting a test following malfunction caused by the item under products item tests, a further malfunction occurs during that test due to the same item, then the test will be deemed a failure.

4.14.3.2 Software

- Technical tests will be run to demonstrate that each item of the proposed and software (excluding the EFMIS Application) operates in conformity with its specification.
- The Successful Bidder is required to demonstrate that the configuration runs satisfactorily when various devices are operating simultaneously.



4.14.3.3 EFMIS Application

- In order to demonstrate the performance of the EFMIS Application, the Successful Bidder will be responsible for providing suitable test programmes acceptable to PDC.
- PDC reserves the right to prepare selected programmes for inclusion in testing EFMIS Application.

4.14.3.4 Test Schedule

- Upon being notified by the Successful Bidder of its readiness to commence the acceptance tests, PDC shall do all that is necessary to enable the acceptance Tests to commence in order that they be completed by the date of handing over.

4.14.4 Handing Over

- 4.14.4.1 Successful completion of the tests in Section 4.14.3 will enable handing over to PDC. This handing over will be acknowledged in writing by PDC. However, this in no way constitutes acceptance of the Products.

4.14.5 Commissioning of the Products

- 4.14.5.1 The commissioning of the Products will be subject to the successful completion of the Final Acceptance test, which will be conducted after installation, loading of all necessary data and programme files and documentation. This includes recompilation of programmes and data conversion where applicable.

4.14.6 Final Acceptance of Products (FAP)

- 4.14.6.1 The users shall operate the products for a further test period of Six (6) months from EFMIS go live. FAP comprises of Software and the EFMIS applications. Hence, the Successful Bidder must fulfil the test periods of these two components.
- 4.14.6.2 During this period, the users will have free and unrestricted use of the Products or any part thereof, appropriately supported by the Successful Bidder but without hindrance.
- 4.14.6.3 During this period, the Successful Bidder shall be responsible for any failure of the Products under proper use. The Contractor shall remedy such failures when called upon to do so.
- 4.14.6.4 The Successful Bidder must conduct all relevant training programmes as proposed before Final Acceptance is given.
- 4.14.6.5 The Successful Bidder must provide all relevant and complete documentation as proposed before Final Acceptance is given.
- 4.14.6.6 If during this period between EFMIS going live and Date of Final Acceptance the Products perform with a system down time of not greater than one percent (1.0%), the Products will be given Final Acceptance.
- 4.14.6.7 If the Products fails to meet the functional specifications and the standard of performance (system down time of not greater than one percent (1.0%)) after thirty (30) days of EFMIS go live, then PDC at its option request a replacement or terminate



the order. In the event that the Products has to be remedied by the Successful Bidder, the Successful Bidder shall bear all costs involved.

4.14.6.8 The Date of Final Acceptance will be acknowledged in writing by PDC. Final Acceptance will be given after PDC is satisfied with the work performed covering software, system capabilities, quality of work, documentation and support provided.

4.14.6.9 PDC reserves the right to extend this period should any fault due to defective workmanship, materials or design be detected or the recurrence of any fault indicates the likelihood of some inherent weakness.

4.15 TRAINING

4.15.1 Training

4.15.1.1 The Successful Bidder shall arrange training to relevant personnel to familiarise and operate the tendered systems based on the time schedules proposed by the Successful Bidder and agreed by PDC. The principal of the respective Products proposed shall provide training required.

4.15.1.2 Educational or training programmes are to be given to the relevant personnel during normal working hours at times and places agreed to by the staffs. The Successful Bidder shall arrange the training venue.

4.15.1.3 All user training must cater for either Bahasa Malaysia or English. The Successful Bidder shall be responsible for any translation cost incurred (if any).

4.15.1.4 The Successful Bidder shall ensure that the training covers the transfer of knowledge to the relevant personnel to enable them to operate, maintain and support the tendered systems after the warranty period.

4.16 DOCUMENTATION

4.16.1 Documentation

4.16.1.1 The Bidder shall **provide a complete documentation** of the proposed EFMS.

4.16.1.2 All documentation, handbooks, manuals, drawings, and integration or interface diagrams of the proposed system shall be incorporated into the implementation cost.

4.16.1.3 Other documentation required to be furnished by the Successful Bidder are as follows but not limited to

- functional requirements documentation, and
- systems design and configuration documentation.

4.16.1.4 All functional, technical and training manuals (including operation, configuration and training manuals) shall be in English or Bahasa Malaysia. The Successful Bidder shall be responsible for any translation cost incurred (if any). All systems manuals shall be in Bahasa Malaysia or English.

4.16.1.5 All documentation shall be delivered in softcopy (e.g. CD-ROM).



- 4.16.1.6 All documentation forming part of the project deliverables and containing information and data originated or derived from PDC, is owned by PDC and must not be disseminated to any third party by any means without written approval by PDC.

4.17 OTHER CONSIDERATIONS

4.17.1 Compliance

- 4.17.1.1 The system MUST, as a minimum requirement, comply with the Malaysia Public Sector Management of ICT Security Handbook ("MyMIS") (<http://ict.um.edu.my/images/ict/doc/pdf%20ict/1.MyMIS-15jan-2002.pdf>) and Malaysia Electronic Government Information Technology Policy and Standards ("MyEGIT") (http://www.moe.edu.my/btp/wp-content/uploads/2011/04/ELE_00061.pdf).
- 4.17.1.2 The system MUST comply with Standard Accounting System for Government ("SAGA") requirements as stipulated in Pekeliling Kemajuan Pentadbiran Awam Bil. 1 Tahun 2011: Pelaksanaan Sistem Perakaunan Standard bagi Agensi Kerajaan. Please refer to Worksheet 12 for further information.

4.17.2 High Standards of Work Performance

- 4.17.2.1 All persons employed by the Successful Bidder under the contract must exhibit high standards of work. Should any person's conduct or work be unsatisfactory, the Successful Bidder will be required at the option of PDC to either assign that person to another area of the project or remove that person from the project entirely. The Successful Bidder shall promptly replace any person so removed or redeployed or initially rejected, with a person of similar skills and experience.

4.17.3 Additional 30 Man Days

- 4.17.3.1 The Successful Bidder may be requested to provide for an additional 30 Man Days as a contingency sum for which activities will be specified by PDC. The Bidder is required to state the quoted rate per man day in the EFMS financial proposal (refer to Worksheet 20 – Rate Per Man Day By Designation)



5 TENDER REQUIREMENTS

5.1 SCOPE OF WORK

The Successful Bidder will be responsible for performing the following tasks:

- i. Supply, delivery, installation, testing, commissioning of software for implementation of the Enterprise-wide Financial Management Information System (EFMIS) for PDC;
- ii. Provide adequate training in operating the proposed software;
- iii. Provide support services for software and EFMIS application within the warranty period of one (1) year from the date of issuance of the Final Acceptance certificate;
- iv. Complete all tasks as stated in the contract satisfactorily within eighteen (18) months, from the date of issuance of the tender acceptance approval Letter.
- v. Provide resources, including labour, and assist in migrating PDC's existing data both in softcopy and hardcopy form into EFMIS.
- vi. Assist and ensure the EFMIS system complies with SAGA requirements as stipulated in Pekeliling Kemajuan Pentadbiran Awam Bil. 1 Tahun 2011: Pelaksanaan Sistem Perakaunan Standard bagi Agensi Kerajaan. Please refer to Worksheet 12 for further information.
- vii. Provide 30 man days for work to be specified by PDC, if required.

5.2 EFMIS REQUIREMENTS

5.2.1 Functional Requirements

The proposed EFMIS solution must cater for the automation of streamlined property, finance and human resource management processes within PDC and the following subsidiaries:

- PDC Premier Sdn. Bhd.,
- PDC Properties Sdn. Bhd.,
- PDC Consultancy Sdn. Bhd.,
- PDC Setia Urus Sdn. Bhd., and
- PDC Nusa Bina Sdn. Bhd.

The processes cover front-end services that include Construction & Project Management, Tenancy & Property Management, Sales & Marketing as well as Customer Relationship Management. Back-end solutions should include Finance and Human Resource Management.

The EFMIS system should have the capability to allow the users to perform, but not limited to, the following functions:

5.2.1.1 Property

- *Sales and Marketing*



- i. Sales and Lease
- ii. Marketing and Sales
- *Helpdesk Management*
 - i. Customer Complaint Management
 - ii. Customer Satisfaction Survey
- *Tenancy & Property Management*
 - i. Upgrading and Repair Works to Property
 - ii. Property Management
- *Construction and Project Management*
 - i. Pre Contract
 - ii. Site Possession
 - iii. Contract Stage
 - iv. Construction Project Management
 - v. Post Construction Management

5.2.1.2 Finance

- *General Ledger*
 - i. Closing
 - ii. Journal Entries – Posting, Period & Year End Closing, Account Balances & Line Items and Financial Reporting & Online Inquiry Function
 - iii. GL Maintenance (Chart of Accounts)
- *Accounts Payable*
 - i. Supplier/Contractor Management and Sourcing Strategy
 - ii. Invoice/Bills/Ad Hoc Purchases Processing
 - iii. Vendor Master File
 - iv. Progress Claim Processing and Invoice / Claim Payments
 - v. Pricing Master File Maintenance
 - vi. Accounts Payable Accounting
- *Procurement*
 - i. Purchase Requisition
 - ii. Purchase Order
- *Billing*
 - i. Sales / Rental / Service Order Entry



-
- ii. Billing
 - *Accounts Receivable*
 - i. Remittance Processing / Deposit
 - ii. Customer Inquiry / Adjustments
 - iii. Accounts Receivable Accounting
 - *Credit and Collections*
 - i. Credit Approval
 - ii. Customer Reporting and Monitoring
 - iii. Debt Collection Agency (DCA) / Legal Action
 - iv. Collections
 - *Consolidation and Reporting*
 - i. Consolidation
 - ii. Financial Reporting
 - iii. Management Reporting
 - *Inventory*
 - i. Goods/Services Receipt Processing and storage of Inventory
 - ii. Staff Requisition
 - iii. Inventory Management
 - iv. Work in Progress
 - v. Inventory for Properties
 - vi. Inventory Accounting
 - *Fixed Assets*
 - i. Fixed Assets Receipt Processing
 - ii. Storage of Fixed Assets
 - iii. Depreciation
 - iv. Retirement
 - v. Impairment
 - vi. Transfer of Fixed Assets
 - vii. Fixed Assets Accounting
 - *Treasury*
 - i. Cash Management
 - ii. Debt Issuance and Payment



iii. Equity Management

- *Budgeting*

i. Budget Guidelines, Budget Preparation and Review

ii. Budgeting Reporting and Analysis

5.2.1.3 Human Resource Management

- *Compensation and Benefits*

i. Loans

ii. Allowance

iii. Claims

iv. Leave

- *Manpower*

i. Planning

ii. Recruitment

iii. Resignation/Termination

- *Payroll*

i. Payroll Creation

ii. Adjustment/Increment

iii. Payment

iv. Accounting

- *Performance Management*

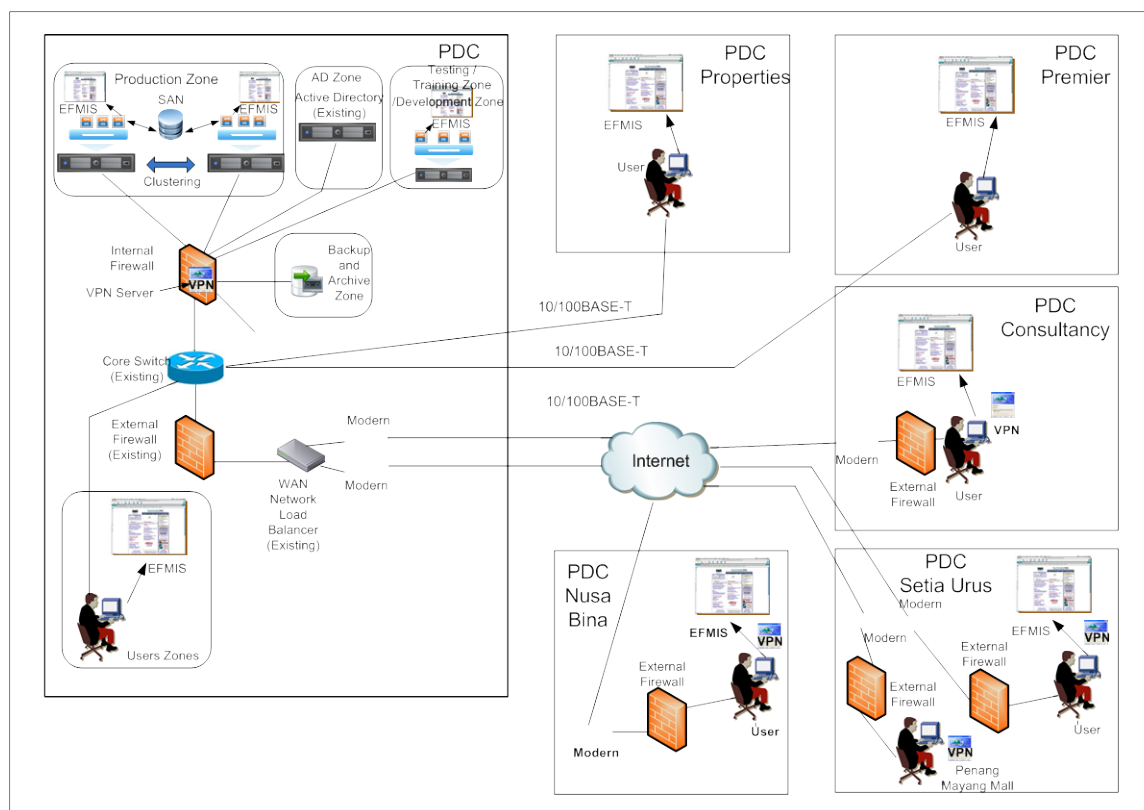
- *Training Management*

- *Time Management System*

The EFMS system should have the capability to allow for alerts and triggers for pre-defined processes requiring actions, approvals and reminders. EFMS should also have the capability to enable users to convert data into reports. Detailed functionalities of EFMS are covered in Worksheet 1.

5.2.2 Technical Requirements

This section discusses the technical aspect of EFMS infrastructure design. The technical requirement has been listed in Worksheet 2. However, the list is not exhaustive and the Bidder is welcomed to introduce additional features. The figure below depicts the EFMS network design, where the production servers will be located at PDC premises and PDC subsidiaries will connect remotely to EFMS servers.



EFMIS Network Diagram

The Bidder must supply, deliver, install, test and commission of the software for the implementation of EFMIS including:

- i. All necessary customisation for requirements or features not readily available in the proposed EFMIS base system; and
- ii. All necessary products, tools, utilities and programs required for the EFMIS, remote access, data conversion and interface requirements.
- iii. Complete Worksheet 2, Technical Requirement specifications;

5.2.3 EFMIS WAN (Wide Area Network)

As the EFMIS would be integrated with various systems from divisions within PDC and with external PDC subsidiaries, thus EFMIS should be able to support data consolidation that allows the monitoring of data extraction, data profiling and data quality. This includes providing remote access for PDC subsidiaries and integration of EFMIS with time management system ("TMS").

The Bidder must provide PDC subsidiaries remote access to EFMIS implementation services including (but not limited to) the following:

- i. Supply, develop, install, test and implement all the proposed remote access components including software/tools/utilities/programs (Refer to bill of quantity table for the EFMIS infrastructure); and



- ii. Ensure that the performance of the remote access is within the system documented performance parameters

Remote access of EFMIS by PDC subsidiaries

In the Technical Proposal, Bidders must describe details of providing remote access to PDC's subsidiaries as depicted in the EFMIS network diagram above.

- i. Integration strategy and approach
- ii. Types of hardware/software/tools/utilities/programs to be used
- iii. Estimated bandwidth requirements
- iv. Error and exception handling strategy and approach
- v. Data confidentiality and security management

The Bidder MUST include the above points as part of their technical proposal.

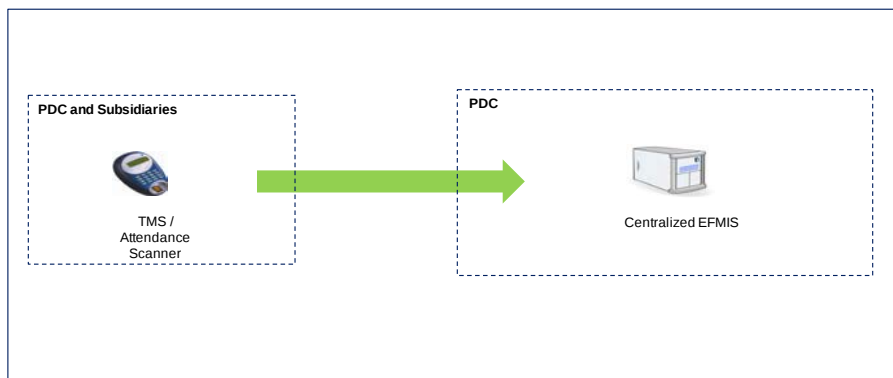
The Successful Bidder will be required to supply the necessary software and EFMIS programs on top of the existing LAN and WAN connections at PDC to enable an efficient yet secure remote access using the proposed EFMIS. The following table shows minimum equipment required to provide remote access for PDC's subsidiaries. Successful Bidder is welcomed to provide alternative suggestion for the quantity of device.

Devices\Company	PDC	Nusa Bina	Setia Urus	Premier	Properties	Consultancy
Firewalls	1	1	2	0	0	1
Servers	1. Production 2. Training & Testing & Development	0	0	0	0	0
Internet Modem	0	1	1	1	1	1
TMS Terminal	2	1	3	0	0	0
Storage	SAN for storing large number of scanned schematic diagrams and documents					

Bill of Quantity for EFMIS Infrastructure

5.2.4 Integration of other systems with EFMIS

- a. PDC's Time Management System (e.g. Fingertec or palm recognition) as shown in the figure below. The Bidder must provide details on how to best achieve the following:
 - i. Integration of time management system (including the time management system terminal units) with EFMIS
 - ii. Types of hardware/software/tools/utilities/programs to be used



Integration of time management system with EFMS

- b. The Bidder must provide details on how it will integrate EFMS with PDC's corporate website.
 - i. Strategy and approach on how to integrate PDC's corporate website with EFMS.
- c. The Bidder will provide an approach to interface with AutoCAD. Following are details of the AutoCAD software currently in use at PDC:

Software Name / Type	Operating System
AutoCAD 2000	Windows XP Pro 32 bit.
AutoCAD Map 5	Windows XP Pro 32 bit.
AutoCAD LT 2006	Windows XP Pro 32 bit.
AutoCAD LT 2007	Windows XP Pro 32 bit.
AutoCAD LT 2008	Windows XP Pro 32 bit.
AutoCAD LT 2012	Windows XP Pro 32 bit and 64 bit
AutoCAD Architecture	Windows 7 64 bit.
AutoCAD MAP 3D 9	Windows 7 64 bit
AutoCAD 2012 Full Version	Windows 7 64 bit
AutoCAD 3D Max	Windows 7 64 bit

5.2.5 Server

Bidder must describe in detail how the servers deployed for EFMS will meet the following:

- i. Segmentation by purpose of servers

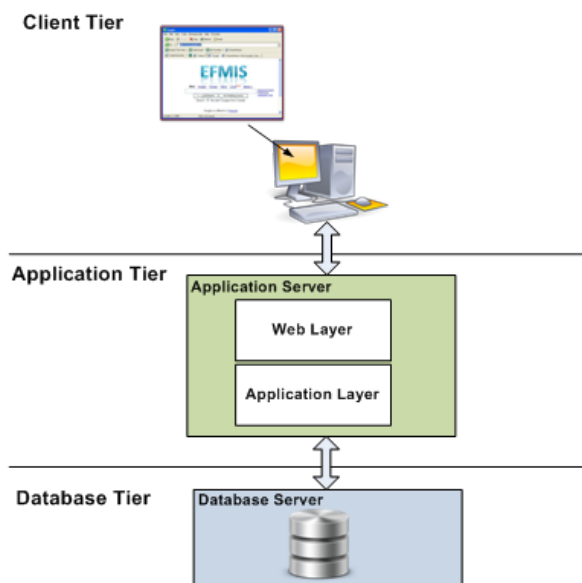
There are three main segments a. Production, b. Development c. Testing and training

- a) Integration Strategy and approach
- a)
- b) Types of hardware/software/tools/utilities/programs to be used
- ii. Server Clustering
To reduce downtime of EFMIS, the production will deploy clustering of servers.
 - b) Integration strategy and approach
 - c) Types of hardware/software/tools/utilities/programs to be used
- iii. Virtualization
EFMIS will operate in a virtualization environment to reduce physical servers
 - a) Integration strategy and approach
 - b) Types of hardware/software/tools/utilities/programs to be used
 - c) Provide detail plan for cloud computing migration in the future

5.2.6 Application Architecture

The Bidder must provide approach on how to achieve 3-tier approach as show in the following figure.

- i. Integration strategy and approach
- ii. Detail plan on how to achieve the 3-tier approach
- iii. Types hardware/software/tools/utilities/programs to be used



3-tier approach Diagram



5.2.7 Data Migration

The Bidder must provide resources, including labour, and assist in migration of PDC's existing data both in softcopy and hardcopy form into EFMIS. The Bidder must provide the following:

- i. Proposed detail plan of data migration strategy.
- ii. Types of hardware/software/tools/utilities/programs to be used
- iii. Based on past experience, provide a timeline and resources needed

Further information regarding data migration can be found in Infosheet 2.

5.2.8 Implementation Timeframe

The implementation and rollout of the EFMIS to must be completed within eighteen (18) months. The implementation of the EFMIS will comprise but not limited to the following steps of systems implementation, which includes: -

- i. Systems installation;
- ii. User requirements confirmation;
- iii. Systems design and configuration;
- iv. Customisation and integration;
- v. End user and system administrative training;
- vi. Systems testing or conference room pilot (CRP);
- vii. Data migration;
- viii. User authorisation setup
- ix. Systems documentation'
- x. 'Go live'; and
- xi. Post implementation activities.
- xii. Final acceptance of product(s)

Bidder shall use Appendix 5 as a reference for preparing the implementation timeline Gantt Chart.

5.2.9 Training and Documentation

The Bidder must address the following with regards to training and documentation:

- i. Provide complete set of documentation covering, at a minimum, the User Manual, Technical Manual for proposed EFMIS design, System Administration Manual, data dictionary, database design and source code. These manuals must cover all work processes in the EFMIS to ensure that the users have sufficient understanding and knowledge required to operate the system.
- ii. Identify training requirements and prepare a comprehensive training programme to enable users to have the skills necessary to operate, monitor and administer the EFMIS.
- iii. The training programme provided must be conducted by trainers with the expertise, qualifications and knowledge in the relevant fields.
- iv. List all types of training required and approach taken in implementing the training program and technology transfer.



- v. The training for the purpose of this Tender requirement shall be categorised as follows:

Technical Training

- a) Technical Training must be provided for each software proposed;
- b) Training must be given to a minimum of officers, to be determined by PDC.

User Training

- a) Training for users must be implemented for the EFMIS to ensure that they have the necessary skills to operate and maintain the application;
 - b) Use “on the job” training approach to ensure that the EFMIS is properly operated and in accordance with established procedures;
 - c) User Training must also cover Basic User Maintenance to allow the EFMIS to be properly maintained by users;
 - d) Training must be given to a minimum of staff, to be determined by PDC.
- i. Present a proposal (clearly indicating the implementation schedule and costs) for conducting awareness program in form of seminars and Introductory workshops; and
- vi. In addition, the Bidder must also complete Worksheet 5 and comply with the format and requirements of Section 7 with regards to the Technical Proposal.

5.2.10 Support and Maintenance

The Bidder must address the following with regards to services required during the Warranty:

- i. Provide support and maintenance services of EFMIS and equipment tendered during warranty, which is at least one (1) year starting from the date of Final Acceptance Certificate issuance. Where the Bidder is the agent or representative, the Bidder must submit a letter from the principal suppliers guaranteeing the provision of support and maintenance services.
- ii. The Successful Bidder is required to bear all cost relating to the provision of maintenance services and supply of replacement parts during the warranty period.
- iii. Propose plan for the provision of support services during and after expire of the Warranty Period. The Bidder shall explain in detail the types of support service, location of suppliers’ offices, number of personnel involved in providing support services and operating hours of the support centres.
- iv. Provide details of charges for the provision of support and maintenance services after the end of the period of the Warranty Period.

In providing the support and maintenance services, the Successful Bidder must cover the following:

- i. Ensure the EFMIS can be operated and accessed at least during office hours (8 am to 6 pm)
- ii. Provide helpdesk service operated by a dedicated team.



-
- iii. Provide a web-based system for recording and management of problems relating to the EFMS as reported by PDC. The system shall record the following information, as a minimum:
 - a) Sender of the report;
 - b) Date and time of report;
 - c) Recipient of report;
 - d) Type of problem and explanation;
 - e) First action taken;
 - f) Second action taken;
 - g) Third action taken; and
 - h) Date of problem resolution.
 - i. Periodic reporting (daily, monthly or yearly) of problems reported and status of resolution.
 - ii. Provide facility for up to five (5) users from PDC to allow easy monitoring of the progress for problem resolution.
 - iii. Provide inventory list complete with information regarding and serial number, duration of warranty period and location of software installed. This information must be uploaded into helpdesk system specified above.

In addition, the Bidder must complete Worksheet 6, Additional Support And Maintenance Information.



6 CURRENT ENVIRONMENT

6.1 CURRENT TECHNICAL ENVIRONMENT

Broadly, the technical environment can be characterised as follows:

- Mix of manual and semi-automated processing environment;
- Legacy systems, if any, were custom developed in-house or by external bidders;
- Systems were developed on a piece-meal basis driven by operational needs, priorities and budget availability; and
- Limited integration/interface between modules within the legacy systems as well as other existing front-end/legacy systems have resulted in duplicated data entry and the need for manual reconciliation.

6.2 SIZING INFORMATION

The Bidder should factor in a five percent (5%) per year increase in number of users and transaction volume for the next 3 years.

Company	Transaction Volume (no. of invoice, renting billings, PO etc.)
PDC	1,000 per month
PDC Premier	100 per month
PDC Properties	500 per month
PDC Consultancy	100 per month
PDC Setia Urus	34,000 per month
PDC Nusa Bina	100 per month



7 FORMAT OF TECHNICAL PROPOSAL

(1) Table of Contents

There must be a table of contents outlining the sections and subsections in the proposal including supporting documents and literature.

(2) Executive Summary

The executive summary must provide a complete picture of the tender proposal by highlighting important points about the whole proposal.

(3) Technical Proposal Content

The Bidder must follow the following structure:

(i) Introduction or Background Information

(ii) Objectives

(iii) Proposed Scope of Work

Refer to section 5.1 for details on scope of work and the rest of section 5 for details of project requirements.

(iv) Proposed Solution

(a) Functional

Explain how proposed solution will meet functional requirements. Refer to section 5.2.1 for details of functional requirements.

(b) Technical

Explain how proposed solution will meet technical requirements. Refer to section 5.2.2 for details of technical requirements.

(c) Integration

Explain how proposed solution will meet integration requirements. Refer to section 5.2.4 for details of remote access requirements.

(v) Proposed Approach and Methodology

(a) Overall system implementation strategy and approach including supply, delivery, installation, testing and commissioning of the EFMIS

The Bidder must explain how it or its contingent will implement the EFMIS including (but not limited to) the following activities:

- supply of the EFMIS application as well as the required hardware and software
- delivery and installation
- system testing and acceptance testing
- deployment including backup and recovery

(b) Development and/or Customisation



If solution cannot readily meet all requirements, explain how additional development and/or customisation will be undertaken. In addition, Bidders must complete Worksheet 7, Customisation and Enhancement Information.

(c) Integration

Refer to section 5.2.4 for details of Integration requirements.

(d) Training

Refer to section 5.2.9 for details of Training requirements.

(e) Support and Maintenance

Refer to section 5.2.10 for details of Support and Maintenance requirements.

(vi) Proposed Documentation

The Bidder must provide a complete set of documentation covering, at a minimum, the User Manual, Technical Manual for proposed EFMIS design, System Administration Manual, data dictionary, database design and source code. These manuals must cover all work processes in the EFMIS to ensure that the users have sufficient understanding and knowledge required to operate the system.

(vii) Proposed Project Timeline and Resource Plan

The Bidder must provide a detailed estimated timeline encompassing key priorities, key milestones, major tasks together with their activities and deliverables as well as their timing and duration, interrelationships and interdependencies.

The Bidder must also provide the estimated number of staff with number of man-days, type of expertise, expected start date and end date that are required from both the Bidder and PDC to complete all the tasks.

Refer to section 5.2.8 for details of required Implementation Timeframe. Bidder shall prepare a Gantt Chart using details in Appendix 5.

(viii) Project Organisation Structure & Team Members

The Bidder must propose the project team structure and the relationship between the various functions in the structure. For each of the functions proposed in the structure, names of team members proposed and description on scope of activities and responsibilities should be provided.

The Bidder must provide the CVs of the proposed team members in Worksheet 9, Project Team Curriculum Vitae

Where applicable, the Bidder must describe the evolution of the project team structure as the project progresses.

(ix) Relevant Experiences and Credentials Requirements

The Bidder must comply and include the following information as well as complete Worksheet 8.



(a) Public Sector Experience;

The Bidder must provide information in respect of its previous and/or relevant public sector experience. The Bidders shall include experiences in projects anywhere in the world including Malaysia.

(b) Implementation Experience in Public Sector Solutions; and

The Bidder must describe relevant previous experience in implementation of the proposed solutions.

(c) Technical and Functional Knowledge and Other Capabilities.

The Bidder must provide information on its technical and functional knowledge and other capabilities. Where the Bidder is recognised as a leader in a particular technology or services, the Bidder is advised to highlight these areas of leaderships and area(s) of expertise.

The Bidder is advised to provide any additional information and/or added value that may assist its response and Proposal.

(4) Worksheets

The Bidder must respond to and include the following Worksheets in the Technical Proposal. Both softcopy and hardcopy have to be submitted.

(5) The Worksheets are:

Worksheet 1 - Functional Requirements

Worksheet 2 - Technical Requirements

Worksheet 3 - Additional Functional Requirements

Worksheet 4 - Additional Technical Requirements

Worksheet 5 - Additional Training Information

Worksheet 6 - Additional Support And Maintenance Information

Worksheet 7 - Customisation And Enhancement Information

Worksheet 8 - Relevant Project Experiences And Credentials

Worksheet 9 - Project Team Curriculum Vitae

Worksheet 10a - Compliance of Terms and Condition (Not to include 10b, which is for the Financial Proposal)

Worksheet 11 - Additional Documentation Information

Worksheet 12 - SAGA Requirements

(6) Appendices

The Bidder must provide the following information as appendices. All appendices shall be labelled appropriately. The appendices must include the following:

(i) Summary for Technical Proposal (as per format in Appendix 3A);

(ii) Technical Architecture Design Diagram;



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- (iii) Data Architecture Design Diagram;
 - (iv) Proposed 18 Month implementation timeline (including Gantt Chart as per detailed in Appendix 5))
 - (v) Any other related diagrams (if applicable).

(7) Attachments

This Section is to incorporate samples of brochures, reference materials/literature of ALL equipment, application systems, hardware and software proposed. All attachments shall be labelled appropriately.

Both the Financial and Technical proposals must be submitted in separate CDs. Technical Proposal shall **NOT** contain any name of the Bidder and/or Consortium and costing information. All costing information must be provided in the Financial Proposal only.



8 FORMAT OF FINANCIAL PROPOSAL

(1) Tender Form

Refer to Appendix 1.

(2) Table of Contents

There must be a table of contents outlining the sections and subsections in the Proposal including supporting documents and literature.

(3) Executive Summary

The executive summary must provide a complete picture of the tender proposal by highlighting important points about the whole financial proposal including the following:

- Bidder and Consortium Partner(s) Company Profile and previous relevant experience.
- If a consortium is formed, states clearly the prime Bidder's and each consortium partner's roles and responsibilities.
- Proposed solution and a summary of prices, payment terms and the total price for the whole project.

(4) Worksheets

Bidders must respond to the following Worksheets in the Financial Proposal. The Worksheets are:

- Worksheet 10b –Compliance of Terms and Conditions (Financial);
- Worksheet 13 - Overall Costing Summary;
- Worksheet 14a - Hardware Requirements and Costing Breakdown;
- Worksheet 14b – TMS Hardware Costing Breakdown;
- Worksheet 15 - Software Costing Breakdown;
- Worksheet 16 - Application Software Costing Breakdown;
- Worksheet 17 - Implementation Services Costing Breakdown;
- Worksheet 18 – Integration Costing Breakdown;
- Worksheet 19 - Costing of Additional Customisation; and
- Worksheet 20 - Rate Per Man Day Costing Breakdown;

(5) Bidder Eligibility

The Bidder must include the following:

- Copy of Bidder's registration with Kementerian Kewangan Malaysia (Ministry of Finance).



-
- Letter or certified copy of a letter from the relevant manufacturer(s)/distributor(s) of the Equipment(s), Operating System and Software Package proposed confirming their right as distributor / authorised dealer / agent.
 - Form 24, 44 and 49 as confirmed as the latest copy by the Bidder's existing Company Secretary

(6) Appendices

The Bidder must provide the following information. All appendices must be labelled appropriately. The appendices must include the following:

- Company (Bidder) profile (as per format in Appendix 2)
- Summary for Financial Proposal (as per format in Appendix 3B)
- Last three (3) years of audited financial statements. In addition, provide the annual payroll cost.
- Letter of declaration (as per format in Appendix 4)



9 WORKSHEETS, APPENDICES AND INFOSHEETS

Worksheet 1 - Functional Requirements

Worksheet 2 - Technical Requirements

Worksheet 3 - Additional Functional Requirements

Worksheet 4 - Additional Technical Requirements

Worksheet 5 - Additional Training Information

Worksheet 6 - Additional Support And Maintenance Information

Worksheet 7 - Customisation And Enhancement Information

Worksheet 8 - Relevant Project Experiences And Credentials

Worksheet 9 - Project Team Curriculum Vitae

Worksheet 10a - Compliance of Terms and Conditions (Technical Proposal)

Worksheet 10b - Compliance of Terms and Conditions (Financial Proposal)

Worksheet 11 - Additional Documentation Information

Worksheet 12 - SAGA Requirements

Worksheet 13 - Overall Costing Summary

Worksheet 14a - Hardware Requirements and Costing Breakdown

Worksheet 14b – TMS Hardware Costing Breakdown

Worksheet 15 - Software Costing Breakdown

Worksheet 16 - Application Software Costing Breakdown

Worksheet 17 - Implementation Services Costing Breakdown

Worksheet 18 - Integration Costing Breakdown

Worksheet 19 - Costing of Additional Customisation

Worksheet 20 - Rate Per Man Day Costing Breakdown

Appendix 1 - Borang Tender (Tender Form)

Appendix 2 - Company (Bidder) Profile

Appendix 3A - Summary for Technical Proposal

Appendix 3B - Summary for Financial Proposal

Appendix 4 -Letter of Declaration

Appendix 5 – Proposed 18 Months Timeline for Implementation

Infosheet 1 - Number of Users

Infosheet 2 – Data Migration Information

WORKSHEET 1 – FUNCTIONAL REQUIREMENTS

Legend:

- A – Requirements can be fully met
- B – Requirements can be fully met with some modification
- C – Requirement cannot be met

Note: Please use Worksheet 7 to further elaborate if requirements can be fully met with some modification.

Please state any arising cost in Worksheet 16.

Finance Module:

No	Features	Comply (A/B/C)	X ref	Comments
Overall Requirements				
1.	Ability of the General Ledger module to be a part of an Integrated Financial Module using a single platform and single user-interface.			
2.	Ability to support multi division and multi cost centre, corporate group level or company level			
3.	Ability to record all business transactions in a software system that is fully integrated with all the other operational areas of a company.			
4.	The module should provide context sensitive on-line help capabilities at the field, module, and application level and will include error messages, corrective actions, field description, hypertext links, and field or screen functions.			
5.	The module must provide for the consolidation of multiple entities and multi-business units with system generated inter-entity eliminations, to provide whole of government reporting and financial management			

No	Features	Comply (A/B/C)	X ref	Comments
6.	Ability to support both accrual and cash accounting methods			
7.	Ability to keep record of audit trail automatically (E.g. Record user ID, PKI (Public Key Infrastructure), time and date of transaction).			
8.	Able to extract data for the purpose of auditing.			
9.	Ability to provide activity based audit trail for the system and database for all users.			
10.	Ability to maintain concurrently one set of accounting records on cash basis and a separate set of accounting records on accrual basis.			
11.	Ability to support accrual basis of accounting and reporting using both accrual and cash bases of accounting.			
12.	Ability to support Good and Services Tax functions.			
13.	Ability to support multi-language requirement			
14.	Ability to setup alerts and notifications based on user's defined pre-set conditions			
15.	Ability to construct online workflow as per user requirements to automate existing processes that includes management approval routing and user notifications			
16.	Ability to support document depository with easy search and retrieval functions			
17.	Ability to support multi-companies setup that includes private and statutory bodies			
18.	Ability to support multi-currencies capabilities			
19.	Ability to provide web based interface at user end			
20.	Ability to integrate or exchange data with external applications e.g. e-Perolehan, HRMIS.			
21.	Ability to move project cost to inventory and fixed assets. (e.g. Land)			
22.	Ability to support MFRS (Malaysian Financial Reporting Standards) and IFRS (International Financial Reporting Standards)			
23.	Ability to provide automatic log off of user ID after the user is idle for certain time period.			

No	Features	Comply (A/B/C)	X ref	Comments
24.	Ability to perform backup and restoration of data to and from external media, for example cartridge, tape or optical disk.			
25.	Ability to expand or reduce the size of the segment codes for chart of accounts			
26.	Ability to zero-rise income statement account for yearly account closing			
27.	Ability to accommodate future expansion of modules according to PDC's future needs.			
28.	Ability to support EFT (Electronic Fund Transfer) payment method for both payment and fund received.			
29.	Ability to provide reporting tools to extract, collate and transform user defined data and customize reports for business analysis purposes			
30.	Ability to load and store bank statements from multiple sources (example, Compact Disk (CD), desktop banking, etc) into the module.			
31.	Ability to permit system administrator to perform the following: a) Administer and set user access profile based on user's job descriptions.			
	b) Set user's access levels.			
	c) Set user's authority.			
32.	Ability to store data in database for a minimum period that is not less than 7 years.			
33.	Ability to permit user to view and extract data at any point in time			
34.	Ability of the module to support the following single point of entry concept: a) Able to use single-point of data entry for every transaction.			
	b) Able to update transactions to relevant accounts automatically.			
	c) Able to integrate with other modules in the module.			
35.	Able to bring forward balances from previous year's accounts to the following year's Balance Sheet.			

No	Features	Comply (A/B/C)	X ref	Comments
36.	Ability to allow for report escalation to a higher authority in case where action is not taken within a user defined time period.			
37.	Ability to calculate tax requirements			
38.	Ability to capture gain and lost in the currency related transactions			
39.	Ability to set automatic closing date for accounts (e.g. cut off date at 25th of every month for sales)			
40.	Ability to portion long overdue Account Payable items to unclaimed account			
41.	Ability to support the round-up or round-down figures feature			
42.	Ability of the system to support attachment of maps or documents			
43.	The module must provide for tracking and monitoring the status of each legal case coupled with regular online updates from the respective lawyers who undertake the legal cases			
General Ledger - Closing				
44.	Ability to close time periods (including supporting daily closing of accounts) in General Ledger (G/L) module.			
45.	Ability to close account through the following methods:			
	a) Manual method			
	b) Automatically at designed time			
	c) Both manual and automatic			
46.	Ability to re-open time periods by authorised users (including rolling over to the following day's date after the closing of the accounts) in G/L module.			

No	Features	Comply (A/B/C)	X ref	Comments
47.	Ability to notify users of Open Items before performing daily closure of accounts			
48.	Ability to automatically and simultaneously post all sub-ledger items in the appropriate general ledger accounts			
49.	Ability to perform simultaneous updating of general ledger and cost accounting areas			
50.	Ability to automatically roll all Profit and Loss (P&L) accounts into retained earnings at year end.			
51.	Ability to store year-end adjustments in a separate time period (e.g. "period 13").			
52.	Ability to drill down from G/L journal entries to source modules and view source module detail.			
53.	Ability to run a trial balance for any business unit.			
54.	Ability to run an account activity report (opening balance, all transactions, and closing balance) for a date range.			
55.	Ability to restrict inquiry to certain subsidiaries, business units, accounts, etc.			
56.	The module will provide automatic period end roll over procedures for different classes of accounts such as income accounts, asset accounts, etc			
57.	Provides reports upon period close (e.g. Journal entries reports, balance audit trail, accounting reconciliation, account balances, open item list)			
General Ledger – Journal Entries				
58.	The module must be able to cater for user defined Journal Header Information			
59.	Ability of module to enable users to save and process a journal entry at a later time.			
60.	The module must have the ability to provide:			
	a) Recurring journals, with amounts unchanged.			
	b) Standard journals, where amounts change each period.			
	c) Copy journals previously processed.			

No	Features	Comply (A/B/C)	X ref	Comments
61.	Ability for module to provide a report listing of all recurring journals to be processed before period end processing.			
62.	Ability for module to provide flexibility in terms of number assignment of journal processing			
63.	Ability to provide a real-time validation of accounts during the entry of transactions			
64.	Ability to allow to have control totals of each batch keyed in.			
65.	Ability for module to create Journal in foreign currency			
66.	Ability for module to store the amount in both local currency and foreign currency in each line item in the Journal			
67.	Ability for module to support cross-company code transactions and provide alert to accounted party to update their accounts accordingly.			
68.	Ability for journals transactions to be imported into General Ledger from internal and external source			
69.	Ability to put descriptions on journal entries			
70.	Ability not to accept unbalanced entries			
71.	Ability to handle accruals and automatic reversals of journal entries			
72.	Ability to edit listing prior to posting.			
General Ledger – Posting				
73.	On-line processing must be available for:			
	a) Definition of application controls (e.g. calendars).			
	b) Code creation, amendment, and deletion.			
	c) Definition of code structures.			
	d) Journal input and validation.			
	e) Journal posting.			

No	Features	Comply (A/B/C)	X ref	Comments
	f) Allocation of funds to budget institutions.			
	g) Requesting reports.			
74.	Ability for on-line transactions to be stored and be forwarded for processing at a later point in time.			
75.	Ability to allow simulated posting to enable viewing of double entries			
76.	Ability of the module to support posting to past period to reflect adjustment with authorisation.			
77.	Ability for the balance to be transferred according to effective dates within the same calendar year/prior month			
78.	Ability to support posting of recurring entries - business transactions that are repeated regularly, such as rent or insurance.			
79.	Ability to post for future period with authorisation.			
80.	Ability to perform reverse entry and void batches or entries with authorisation.			
81.	Ability to post a Journal in foreign currency, the module stores the amount in both local currency and foreign currency in each line item.			
General Ledger – Period and Year End Closing				
82.	There must be standard procedures for end-of-period closing. The module will provide automatic period end roll over procedures for different classes of accounts such as income accounts, asset accounts, etc			
83.	Provides the following reports upon period close :			
	a) Journal entries reports			
	b) Balance audit trail			
	c) Accounting reconciliation			
	d) Account balances			
	e) Open item list			

No	Features	Comply (A/B/C)	X ref	Comments
General Ledger – Account Balances and Line Items				
84.	Ability for module to automatically update account balances once users post transactions from sub-ledgers or within the General Ledger module to an account			
85.	Is the module able to display specific line items directly from the aggregated account balance display?			
86.	There must be controls to prevent deletion of any account without authorisation, and for the following:			
	a) It has a current balance.			
	b) It has a zero balance but current period/year activity.			
	c) If there is pending / current legal action.			
	d) It is used by another module of an integrated system (e.g. Account Payable, Account Receivable).			
General Ledger – Financial Reporting and Online Inquiry				
87.	Ability to retrieve and zoom to all source module inter linked with General Ledger for e.g. Purchase Order, Asset Management, Accounts Payable, etc			
88.	Ability to analyse data at multiple levels of detail across the subsidiaries and divisions.			
89.	Various kind of report under the General Ledger scope can be easily generated such as the Trial Balance, Balance Sheet and Profit & Loss (P&L) report, Cash Flow Statement,			
90.	Ability to generate report before and after month-end adjustment.			
General Ledger – General Ledger Maintenance (Chart of Accounts)				
91.	Ability to provide structure of Chart of Accounts (CoA) to cater for government and private organisation requirements			
92.	Ability to support accrual basis of accounting and reporting using both accrual and cash bases of accounting.			

No	Features	Comply (A/B/C)	X ref	Comments
93.	Ability for module to provide all code elements in alphanumeric. The account could be accessed by searching facility by text description or other associated field.			
94.	Ability for module to support a flexible user-defined account code with a minimum of 20 characters. (including spaces and special characters i.e. - /)			
95.	Ability for module to provide a model chart of accounts that can be copied.			
96.	Ability to cater for individual rollup (i.e. tree) for natural accounts and structure of other objects such as funds hierarchy, cost centre hierarchy			
97.	Ability for module to provide a chart of accounts that is structured and could cater for both financial and management accounting.			
98.	Ability to maintain alternate account descriptions			
99.	Ability to request and route for approval of new account setup.			
100.	Ability to set up account statuses (open, closed, chargeable, non-chargeable) using an 'as-of' date			
Accounts Payable – Supplier, Contractor Management, Sourcing				
101.	Ability to set vendor duplication prevention including double payments to vendor and able to prompt PDC if the invoice numbers, amount and description are almost similar.			
102.	Ability to net off payments to a vendor who is also a customer and vice versa.			
103.	Ability to support multiple bank accounts and multiple payment methods.			
104.	Ability to highlight discounts for items in account payable that will expire.			
105.	Ability to support one-time vendor			
106.	Ability to setup vendor discounts including providing multi-level discounts.			
107.	Ability to display vendor's net balances online which is account payable sum minus account receivable sum			
108.	Ability to display user defined line items (e.g. unpaid, paid, unapproved, pending approval, approved)			
109.	Ability to support balance confirmation to vendors.			
110.	Ability evaluate and blacklist contractor/vendor/supplier			

No	Features	Comply (A/B/C)	X ref	Comments
111.	Ability to establish KPI (Key Performance Indicator) for vendors' performance			
112.	Ability to monitor performance of vendors, including producing monthly reports			
113.	Ability to track and monitor government utility bills, including (but not limited to):			
	a) Electricity			
	b) Water			
	c) Telephone			
114.	Ability to generate reports on government utility bills, such as total payments, total usage.			
Accounts Payable – Purchase Requisition				
115.	Ability to allow for the capture of purchase requisition details such as requisitioner, item requisitioned, quantity.			
116.	Ability to support automatic generation of purchase requisition numbers in sequential order.			
117.	Ability to generate the accounting entries for reversal of any changes to the commitment made, either under or over. (Note: only Purchase Order will update commitment. PR is allowed to allocate/block the budget temporarily.) Allow amendment to the PR such as amount.			
118.	Purchase requisition is checked against available budget at the approval process.			
Accounts Payable – Purchase Order				
119.	Ability to convert purchase requisition information into purchase order according to user defined criteria.			
120.	Ability to consolidate several Purchase Requisitions to one (1) Purchase Order by:			
	a) Item no.			
	b) Supplier			
	c) Required by date			
121.	Ability to support automatic generation of purchase order number in sequential order.			
122.	Ability to print Purchase Order selectively by Purchase Order number.			

No	Features	Comply (A/B/C)	X ref	Comments
123.	Ability to provide facility for contract payment or Variation Order without PO and allow the updating of budget and accounts accordingly.			
124.	Ability to support multiple line entry of purchase items for each purchase order. Also provide option for printing of the first page as the Purchase Order (with total and limited initial number of line items) and subsequent pages of line items as an appendix to the Purchase Order.			
125.	Ability to show on screen for supplier number, supplier name and item number during Purchase Order entry.			
126.	Ability to allow for entry/amendment of unit cost on a line-by-line basis.			
127.	Ability to change, delete and add an entire Purchase Order line.			
128.	Ability to cancel an entire Purchase Order before and after authorisation			
129.	Ability to enter comments or remarks for printing on a Purchase Order.			
130.	Allow for vendor details (e.g. supplier's name, address, unit price) to be extracted from the vendor master file.			
131.	Ability to support automatic generation of purchase orders for distribution to vendors.			
132.	Ability to generate Goods Received Reports upon receipt of goods.			
133.	Ability to capture goods received for purchase order with multiple delivery address and multiple delivery dates.			
134.	Ability to maintain cross-reference of vendor item number.			
135.	Ability to provide the facilities to perform Purchase Order, invoice and goods received matching.			
136.	Ability to provide functionality to Force Complete Purchase Order which is not fulfilled by Suppliers. Also provide function to cancel the outstanding balance if not delivered.			
137.	Ability to provide facility to have user definable fields (attributes).			
138.	Ability to support purchase order limits through authorised person.			
139.	Ability to support multi currencies purchasing.			
140.	Ability to capture historical purchase prices and view the lowest price.			

No	Features	Comply (A/B/C)	X ref	Comments
141.	Ability to allow for “budget availability” check and creation of Purchase Commitment during Purchase Order entry.			
142.	Ability to allow the splitting of 1 Purchase Requisition into several Purchase Orders.			
143.	Able to maintain supplier quotation and pricing by quantity break and delivery point (e.g. Cost, Insurance & Freight (CIF), Free on Board (FOB)).			
144.	Ability to support the creation of purchase order for delivery of goods in the subsequent financial year (prior to the availability of the following year’s budget allocation), with authorised manual override of budget availability check.			
145.	Ability to permit to save or hold partially entered Purchase Requisition or Purchase Order prior to posting of the documents.			
146.	Ability to support Goods & Services Tax.			
147.	Ability to capture partial receipt of goods.			
Accounts Payable – Invoice / Bills / Ad Hoc Purchases Processing				
148.	Integrated with Inventory, General Ledger and Fixed Assets modules.			
149.	Ability to track and monitor the processing of an invoice/bill from start to the stage where cheque is issued			
150.	Ability to allow for electronic approval of invoices/document.			
151.	Ability for EDI (Electronic Data Interchange) invoices or imported invoices into Accounts Payable module			
152.	Ability to create debit memos & credit invoices.			
153.	Ability to support recurring invoice transactions for items such as rents due each month.			
154.	Ability to offer automatic assignment of sequential numbers to payment voucher.			
155.	Ability to support three-way invoice matching (Invoice, PO, Goods Receipt).			
156.	Ability to charge invoices to multiple business units or other subsidiaries when entered into the module for payment.			

No	Features	Comply (A/B/C)	X ref	Comments
157.	Ability to hold payment to contractor at individual transaction level.			
158.	Ability to charge other subsidiaries budget for bulk purchasing when the PO is created.			
159.	Ability to park invoices/credit memo before posting.			
160.	Ability to support instalment payments.			
161.	Ability of module to generate automatic postings for the following :			
	a) Input and output tax postings			
	b) Cash discount gains and losses			
	c) Exchange rate differences			
Accounts Payable – Vendor Master File				
162.	Ability to store Vendor Master File for Procurement and Accounts Payable.			
163.	Ability to store following vendor attributes: ID, name, remit-to address, ship-from addresses, bank payment details, standard terms, etc.			
164.	Ability to specify multiple ship-from addresses for a vendor.			
165.	Ability to group related vendors (e.g., branches of a national vendor).			
166.	Ability to separately control user access to vendor set-up functionality.			
167.	Ability to run vendor master file inquiries for a range of selection criteria, based on location, name, products supplied, most recent activity, levels of activity (such as Top 25), etc.			
168.	Ability to group vendor master records by criteria. (eg. By product, services, amount, vendor)			
169.	Does the module support the following functions for processing vendor master records:			
	a) Create			
	b) Change			
	c) Display			
	d) Block/unblock			
	e) Blacklist			
	f) Mark for deletion/remove mark			

No	Features	Comply (A/B/C)	X ref	Comments
170.	Ability to support dual control for changing master records , e.g. if when an authorised accounting clerk changes a sensitive field in the customer or vendor master record (such as Alternative payee), the relevant account is automatically blocked for the payment run.			
171.	Ability to support a “master vendor” capability with a “parent/child” relationship to subsidiary vendors.			
172.	Ability to archive vendor account master records that you no longer need.			
173.	Ability to maintain an audit trail by user ID of changes to the vendor master file.			
174.	Vendor master data is stored centrally and shared across subsidiaries to ensure data consistencies			
175.	Ability to capture Vendor Master Data based on user defined fields.			
176.	Vendor master records can be customised from the general data to cater for each subsidiary and each purchasing unit.			
177.	Ability to restrict access to master records in order to prevent unauthorised changes.			
178.	Ability to setup the vendor master to allow the payment program to make payment to a vendor other than the one to which the invoice was posted.			
179.	Ability to run vendor master file maintenance reports indicating vendors with similar ship to addresses, bill to addresses or names (to assist in minimizing duplication).			
180.	Ability to prevent the creation of new creditor code for existing creditor record. Allow adding of additional license information			
181.	Ability to view current status of vendor.			
Accounts Payable – Progress Claim Processing / Invoice / Claim Payments				
182.	Ability to schedule vouchers for payment based on invoice due dates and terms.			
183.	Ability to process various types of claims, advances and refund from Human Resource module			
184.	Ability to manually schedule due dates.			
185.	Ability to set vendors or individual vouchers to "payment hold".			
186.	Ability to view scheduled cheque runs prior to cheque printing (on screen and printed reports by business unit and vendor, with \$ amounts, subtotals, and total cash requirement).			

No	Features	Comply (A/B/C)	X ref	Comments
187.	Ability to exclude scheduled payments from a cheque run (vendor and/or item hold).			
188.	Ability to define starting cheque number for a check run.			
189.	Ability to retract and reprint selected cheques (to account for print failures) with authorisation.			
190.	Ability to consolidate voucher payments on a single cheque.			
191.	Ability to print remittance advice for inclusion in cheque mailing.			
192.	Ability to integrate with cheque printer and restrict authority for cheque printing.			
193.	Ability to choose multiple payment methods e.g. combination of cheques and direct bank deposit			
194.	Ability to add many cheques to a single voucher			
195.	Ability to create multiple cheques for bank payroll payments			
196.	Ability to enter manual payments or electronic fund transfers (EFT).			
197.	Ability to calculate and withhold tax due if there is a need to do so			
198.	Ability to cancel a cheque.			
199.	Ability to track and reverse entries of cancelled cheques			
200.	Ability to reinstate a voucher if a cheque is cancelled with authorisation.			
Accounts Payable – Maintain Pricing Master File				
201.	Ability to create, view and update a single Pricing Master File.			
202.	Ability to connect the Pricing Master File to the Vendor Master File			
Accounts Payable – Accounts Payable Accounting				
203.	Ability to report labour metrics by Account Payable user and rolled up by business unit, including time "on system", total # invoices processed, average # processed per hour, and average invoice correction percentage.			
204.	Ability to calculate the days taken to process invoice in the current month from the date PDC receives the bill to when the cheque will be issued			
205.	Ability to report high level matching success statistics by business unit, vendor, and Account Payable operator			

No	Features	Comply (A/B/C)	X ref	Comments
206.	Ability to report aged Account Payable totals by business unit and vendor.			
207.	Ability to specify an accounting date prior to current day (to reflect invoices received prior to month end, but not entered until after month end).			
208.	Ability to report sales tax by business unit, time period, vendor, and item type			
209.	Ability to alert and report invoices that have exceeded terms, by business unit and vendor.			
210.	Ability to report all cheques issued, not yet cleared by the bank, by business unit, by vendor with aging (exclude cancelled cheques).			
211.	Ability to automate accrual at goods received note (GRN) (where goods have been received into inventory).			
212.	Automatic creation of General Ledger journal entry lines for voucher entries, vendor payments, debit and credit memos, cancelled or voided cheques, and reinstated vouchers			
213.	Ability to specify degree of detail aggregation when posting to the General Ledger (e.g. Account Payable account rolls to a single journal line, expense accounts maintain voucher detail)			
214.	Ability to provide for the capture and maintenance of creditors' master file details according to user defined fields.			
215.	Ability to support user-defined creditors' codes - alpha-numeric with length of 5-25 characters.			
216.	Ability to support accrual basis of accounting and reporting using both accrual and cash bases of accounting			
217.	Ability to support recurring payments supported.			
218.	Ability to allow additional details for suppliers through attributes function.			
219.	Ability to support multiple bank accounts for payment to creditors.			
220.	Ability to support for alternate payee to be assigned to a particular creditor, e.g. for settlement via Debt Collection Agency (DCA).			
221.	Ability to purge inactive creditor records based on user-specified period. (with authorisation)			

No	Features	Comply (A/B/C)	X ref	Comments
Billing - Sales/Rental/Service order Entry				
222.	Ability to integrate with Accounts Receivable.			
223.	Ability to create an invoice from inventory or fixed asset.			
224.	Ability to create a report indicating invoices by subsidiaries name, invoice number, invoice date, and cost.			
225.	Capability to generate summary and detailed billings in accordance with customer order criteria.			
226.	Payment instructions must be printed along with the invoice. These instructions cannot be modifiable and can be dependent upon the legal entity.			
227.	Ability to view accounting transactions generated as a result of invoicing process.			
228.	Ability to enforce a controlled sequence of transaction numbers.			
229.	Ability to associate sales credits (commissions) with invoices.			
230.	Enter and maintain Invoices with linked Invoicing and Accounting Rules.			
231.	Ability to copy/replicate invoices.			
232.	Ability to classify invoice/bill (sales and purchase) as liabilities (creditor) and asset (debtor)			
233.	Ability to integrate with machine that is able to mass print of invoices/bills			
234.	Ability to process invoices/bills in batches.			
235.	Ability to support Goods & Services Tax requirements.			
Billing				
236.	Support for Fixed or Variable Billing.			
237.	Support Recurring Billing.			
238.	Support third party billing. (e.g. Property manager billing on behalf of property developer).			
239.	Support cash billing.			
240.	Ability to calculate customer discounts, due dates and late payment interest.			
241.	Ability to track returns by customers (e.g. booking fees for sales of properties).			

No	Features	Comply (A/B/C)	X ref	Comments
242.	Ability to provide for automatic segregation of Revenue / Discount / Sales Tax to the General Ledger.			
243.	Ability to calculate discounts and surcharges to be incorporated into the invoice amount.			
244.	Ability to apply computation of quantity and user-defined unit of measurement for billing. Invoices, debit notes, credit notes, reminders to be generated from system.			
245.	Allow both manual and automatic (calculated) entry of tax amount.			
246.	Ability to support Goods & Services Tax requirements.			
247.	Ability to create payment approval workflow tracking.			
Accounts Receivable - Remittance Processing / Deposit				
248.	Ability to accept various payment methods :- a) Cash, cheque, credit card			
	b) Bank draft, money/ postal order			
	c) Telegraphic Transfer			
	d) Electronic Funds Transfer			
249.	Ability to provide flexibility to capture user defined information from the Billing module.			
250.	Ability to issue a payment receipt according to the user format.			
251.	Ability to 'flag'/identify debtors under legal action			
252.	Capability to calculate provision for Bad Debts.			
253.	Ability to reprint/fax/email/EDI invoices or statements upon request.			
254.	Capability to make adjustments to multiple accounts simultaneously.			
255.	Capability to initiate cash posting by entering an Accounts Receivable Customer Number, Policy Number/Reference, Customer name, Partial Customer Name, and EDI identification.			
256.	Ability to apply a single cheque to multiple open items and multiple accounts.			
257.	Ability to identify source and type of payment e.g. lock box, location, cheque, cash, credit card, marketing voucher.			

No	Features	Comply (A/B/C)	X ref	Comments
258.	Ability to process cash in advance payments for deposits and prepayments and automatic reconciliation when the invoice is processed.			
259.	Ability to compute early payment discount terms (--, /%, Net) and "flag" accounts that take unearned discounts.			
260.	Ability to record a reason code for a late payment.			
261.	Allow Invoices to be paid in Instalments without aging the outstanding balance prematurely.			
262.	Ability to inquiries online the status of invoices by integrating with PDC's existing portal			
263.	Ability to apply partial payments.			
264.	Ability to compute at real time interest charges for past due payments.			
265.	Ability to manually process receipts in batches.			
266.	Ability to handle receipts in multiple currencies.			
267.	Ability to send automatic remittances to the bank.			
268.	Ability to associate bank remittances with accounts receivable receipts.			
269.	Ability to clear receipts following the remittance process and confirmation of payee.			
270.	Ability to correctly match receipts against invoices.			
271.	Ability to void receipt if payment is not completed (e.g. Cheques bounce)			
272.	Ability to flag receipts for automatic action.			
273.	Ability to issue and process receipts automatically.			
274.	Ability to maintain automatic receipt batches.			
275.	Ability to approve and print receipts automatically.			
Accounts Receivable - Customer Inquiry / Adjustments				
276.	Capability to search for customer or transaction information based on various criteria (i.e., name, address, post code, invoice number, amount, Purchase Order number, telephone number, cheque number, etc.)			
277.	Research and Resolve Adjustments.			

No	Features	Comply (A/B/C)	X ref	Comments
278.	Generate Credit / Debit Memos.			
279.	Ability to process a refund.			
280.	Ability to calculate interest on delinquent notices.			
281.	Ability to automatically generate and electronically distribute delinquent notices to customers.			
282.	Ability for module to track collection efforts (e.g. telephone calls, reminder letters etc.).			
283.	Ability to create a report indicating invoices by subsidiaries, invoice number, invoice date, and cost.			
284.	Ability to locate a customer account using search engines. Common search fields include I.C. number, name (first name, given name), address, and customer account number.			
285.	Ability to:- a) Analyse customer balance via multiple views – outstanding balances, payment items, statistical items, all paid and unpaid items			
	b) Search, sort by fields, total, sub-total			
	c) Drill down to document details			
	d) Drill down to master data information (includes technical data such as type of meter)			
	e) Inquire payment history, and instalment history			
Accounts Receivable - Account Receivable Accounting				
286.	Ability to prompt if account receivable item is overdue			
287.	Ability to generate multiple aging reports by user defined criteria (e.g. by customer categories, by general ledger account).			
288.	Ability to automatically post cash receipts, invoices, and credit notes with complete reporting and balancing controls.			
289.	Ability of user to set delinquency thresholds			
290.	Ability to write off a receivable amount at the time of cash application subject to user ID limits.			
291.	Ability to accept advance payments			
292.	Ability to write off account receivable items with authorization			

No	Features	Comply (A/B/C)	X ref	Comments
Credit and Collections – Credit Approval				
293.	Credit control functionality to restrict customer credit limits based on defined business criteria			
294.	Ability to create a checklist for evaluating customer's credit-worthiness			
295.	Ability to configure credit limits , time limit and credit limit calculations			
296.	Ability to update customer profile and credit details			
297.	Ability to print offer letter to approved customers			
Credit and Collections – Customer Reporting and Monitoring				
298.	Capability to search for customer or transaction information based on various criteria i.e. name, address, post code, invoice number, amount, Purchase Order number, telephone number, check number, etc.			
299.	Ability to provide a view of outstanding collection activities.			
300.	Review Accounts Receivable customer details, receivables, and credit status on-line by variable criteria (balance, past due, sales).			
301.	Ability to view all customers' credit holdings.			
302.	Ability to monitor payment patterns over time.			
Credit and Collections – Debt Collection Agency/Legal Action				
303.	Provide user-defined and editable reminders based on current policy			
304.	Ability to keep track of the system reminders and provide alert to users on the particular instance of occurrence of a scheduled task through system alerts and e-mail.			
305.	Ability of module to schedule generation of alerts to users upon time-sensitive occurrence of a particular scenario.			
306.	Ability to trigger an alert based on user defined criteria, e.g. aging or amount owed.			
307.	Ability of module to detect accounts that have been dormant / inactive when auto-generating notification to all accounts.			

No	Features	Comply (A/B/C)	X ref	Comments
Credit and Collections – Collections				
308.	Ability to respond to customer correspondence.			
309.	Ability to identify and monitor disputed transactions.			
310.	Ability to generate reminder and note to customers			
311.	Ability to compute amount of payment for debt collection agency			
312.	Ability to set KPI (Key Performance Indicator) for debt collecting agency			
313.	Ability to identify branches that received or collected payments			
314.	Ability to distinguish type of payments e.g. down-payments, financing portion			
Consolidation and Reporting – Consolidation				
315.	The module must provide for the consolidation of multiple entities with module generated inter-entity eliminations, to provide a company-wide consolidated financial statements			
316.	Ability to automatically produce allocation result reports for review, prior to posting of intercompany allocation journals (showing base data and allocation results).			
317.	Ability to automatically calculate consolidating and eliminating entries.			
318.	Ability to take into account intercompany transactions when consolidating financial reports for PDC and its subsidiaries.			
319.	Ability to manually create and consolidate accounts for other PDC subsidiaries or future subsidiaries.			
320.	Ability to restrict access to consolidation functionality.			
Consolidation and Reporting – Financial Reporting				
321.	Ability to produce Balance Sheet, Cashflow Statements and P&L at the consolidated and individual subsidiaries and business unit level for statutory reporting requirements.			
322.	Ability to retrieve and zoom to all source modules inter linked with General Ledger for e.g. Purchase Order, Asset Management, Accounts Payable, etc			

No	Features	Comply (A/B/C)	X ref	Comments
323.	Ability to analyse data at multiple levels of detail across one or multiple subsidiaries, across operating subsidiaries and business units			
324.	Various kinds of reports under the General Ledger scope can be generated such as the Trial Balance, Balance Sheet and P&L report, Cash Flow Statement,			
325.	Ability to state the last transactions entries in each accounts e.g. last AP entry for 2011 is the following.			
326.	Able to generate financial statements at anytime point of time based on user's requirements.			
327.	Ability to generate financial ratios			
328.	Ability to generate report before and after month-end adjustment.			
329.	Ability to produce actual and budgeted versions of reports at both individual business unit level and companywide consolidated level.			
330.	Ability to produce detailed Balance Sheet, Cashflow and P&L Statement reports at the consolidated and individual business unit level			
Inventory - Goods/Services Receipt Processing / Storage of Inventory				
331.	Allow to perform Goods/Services Received, Goods/Services Issued (transfers and sales), and Adjustments for both saleable items and items for internal consumption.			
332.	Integrated to Purchasing module, Goods Received transaction to be automatically generated from the Goods Received function in the Purchasing module.			
333.	Ability to perform partial receipts or over receipts of goods or Purchase Orders and update the inventory level and Purchase Orders accordingly.			
334.	Ability to keep track of inventory items by location.			
335.	Allow the inclusion of completed properties as inventory for sales.			
336.	Allow the issuance of material request form (instead of Purchase Order) for stocks intended for internal consumption.			

No	Features	Comply (A/B/C)	X ref	Comments
Inventory – Staff Requisition				
337.	Provide user defined on-line enquiry for inventory status			
338.	Allow for enquiry and printing of user defined inventory information.			
339.	Allow for partial search on item number, showing inventory status information of all item numbers that meet the search criteria			
340.	Provide for the capture and maintenance of user defined stock and storage details.			
341.	Ability to trigger an alert if the inventory falls below user specified levels			
342.	Ability to impose restrictions on item request and indicate reason.			
343.	Allow for capture and maintenance of purchase cost such as standard, latest, and weighted average			
344.	Allow for inventory analysis and stock ageing analysis.			
345.	Ability to perform calculation on stock turnover period.			
346.	Ability to provide detailed stock balance report			
Inventory – Work In Progress				
347.	Automatically updates the general ledger with the relevant account codes for each inventory or work in progress (WIP) transaction.			
348.	Ability to issue inventory to a project.			
349.	Ability to track detail (account code) on each inventory item including specific percentages of mark-up per customer.			
350.	Ability to view inventory quantities and balances on a daily basis by inventory location and aggregate.			

No	Features	Comply (A/B/C)	X ref	Comments
Inventory – Inventory For Properties				
351.	Ability to allow tracking of property construction progress to indicate to users on the status of the account, inclusive but not limited to:			
	a) Project name			
	b) Property tracking number			
	c) Status (e.g. sold, reserved, available)			
	d) Date & Time			
	e) Cost and Market prices			
352.	Ability to assign status (e.g. sold, reserved, etc) to individual property in the inventory list			
353.	Ability to attach layout or map of inventory			
354.	Ability to integrate with Sales & Marketing module.			
Inventory – Inventory Accounting				
355.	Ability to value inventory at average and actual cost or lower cost than NBV (Net Book Value).			
356.	Provide detailed Inventory Listing by category, inventory type, location, business unit.			
357.	Ability to reflect changes in the inventory on the General Ledger			
Fixed Assets – Fixed Assets and Receipts Processing				
358.	Ability to provide the following features:			
	a) Asset Classification			
	b) Asset Insurer			
	c) Asset Maintenance Schedule			
	d) Asset Lookup Code			
	e) Asset Diary - that is linked up to the main asset record in order to provide additional information for asset modification or enhancement or partial disposal etc.			
	f) Invoice Total			

No	Features	Comply (A/B/C)	X ref	Comments
	g) Asset Cost			
	h) Invoice Number			
	i) Maintain Agreement Number for Contractual Maintenance - license			
	j) Date of Disposal / written off			
359.	Ability to allow for individual asset maintenance according to user defined data fields.			
360.	Ability to attach maps or layout of Fixed Assets			
361.	Ability to facilitate physical stock-take of assets.			
362.	Ability to generate numbers for Fixed Asset tagging			
363.	Ability to search asset based on asset tag's number			
364.	Ability to provide standard entity-wide asset useful lives and depreciation rates for each category.			
365.	Ability to determine depreciation method/parameters at asset sub-category level.			
366.	Ability to switch depreciation methods if there is a policy change.			
367.	Flexibility to revise the useful life of an asset for depreciation purposes.			
368.	Ability to provide option for user-specified start date (including pro-rate convention) for depreciation.			
369.	Ability to create new asset records with reference to existing record to minimise data entry.			
370.	Ability to cater for Capital Investment Expenditure (CAPEX) approval tracking workflow as determined by the user.			
371.	Ability to capture and maintain other user-defined asset details.			
Fixed Assets – Storage of Fixed Assets				
	Ability to process each of the following transactions with authorisation:			
	a) Asset additions			
	b) Asset transfers (partial and full)			
	c) Asset deletions			
	d) Asset retirements (write off)			
	e) Asset disposals (partial and full)			

No	Features	Comply (A/B/C)	X ref	Comments
	f) Assets revaluation			
	g) Assets reclassification			
	h) Assets merging			
	i) Assets splitting			
373.	Ability to support automatic monthly calculation of depreciation using straight line or other methods, reducing balance and units of usage method or leasehold period (for leasehold period).			
374.	Calculation of depreciation must take into consideration the residual value of the asset, if any. For this purpose, depreciable amount is the cost less the residual value. Module should ensure assets are not depreciated more than their depreciable amount.			
375.	Ability to cater for General Ledger account number for each category of asset. Automatic validation with General Ledger account number.			
376.	Ability to provide option for user specification of depreciation start date: a) On a global basis			
	b) On individual asset			
377.	Ability to provide facility for depreciating asset to the minimum value of RM 1.			
378.	Facility to enter asset revaluations, with automatic generation of journals. a) On a global basis			
	b) On individual asset			
379.	Ability to support both automatic and manual generation of asset number. 5-25 characters			
380.	Ability to provide for automatic computation of gain/loss on disposal of fixed assets based on the net book value in the current month of disposal. Upon disposal of asset, no depreciation will be computed for the fiscal period.			
381.	Ability to support allocation of depreciation charges to cost centres or business units.			
382.	Ability to track capital expenditure by components of Fixed Assets i.e. Computer system, CPU, PC, Keyboard.			

No	Features	Comply (A/B/C)	X ref	Comments
383.	Ability to keep track of asset's expenditure, e.g. maintenance, repairs, fuel, license, etc. and record accumulated maintenance cost.			
384.	Ability to allow for record assets as sub-components of other assets. The sub-components may be disposed of separately from the main asset / other sub-components.			
385.	Ability to allow for transfer assets to another location, business unit, entity, etc.			
386.	Maintain record for history of transfers.			
387.	Ability to allow for creation of record for assets acquired through donations and option to specify nominal value of RM1.			
388.	Ability to reclassify assets according to user defined criteria. Based on this change, the module should be able to:			
	a) Update the asset record with the asset life and depreciation rate of the new asset category. b) Generate General Ledger entries to reflect the new asset category and any adjustments due to a change in depreciation rate, where applicable.			
389.	Ability to allow for purchase cost of assets used for projects to be updated in project costing ledger in the General Ledger.			
390.	For each asset record, modules must be able to identify and track any subsequent costs capitalised.			
Fixed Assets – Depreciation				
391.	Ability to record depreciable and non-depreciable assets.			
392.	Ability to record depreciation using the straight-line method.			
393.	Ability to record other depreciation methods such as sum of digit method and declining balance method for future requirements			
394.	Ability to do projections of depreciation based on the assets' useful lives.			
395.	Ability to change the depreciation method of calculation and apply the new method of depreciation retrospectively for specific assets.			

No	Features	Comply (A/B/C)	X ref	Comments
396.	Ability for depreciation data to be integrated with tax software.			
Fixed Assets –Retirement				
397.	Ability to retire any fixed assets as designated by user			
398.	Ability to update the relevant records (e.g. General Ledger) to reflect retirement of fixed assets			
399.	Ability to provide book value of retired fixed assets			
Fixed Assets –Impairment				
400.	Ability to perform calculation of fixed assets impairment			
Fixed Assets –Transfer of Fixed Assets				
401.	Ability to allow for transfer assets to another location, business unit, or subsidiary			
Fixed Assets –Fixed Assets Accounting				
402.	Ability to post fixed assets into General Ledger.			
403.	Ability to generate detailed Fixed Asset report			
404.	Capital allowance calculation			
Treasury – Cash Management				
405.	Ability to generate cash forecast based on various sub-modules (e.g. accounts payable, accounts receivable, etc.).			
406.	Ability to generate rolling cash forecasts for multiple time horizons (e.g. monthly, annually, etc.) for individual companies and group basis.			
407.	Ability to perform electronic and full bank reconciliation.			
408.	Ability to management petty cash			
409.	Ability to prompt an alert if petty cash is low and needs to be replenished			
410.	Ability to issue a message on the current bank or cash book balance when a transaction is performed			
411.	Ability to receive ACH (Automated Clearing House) payments.			

No	Features	Comply (A/B/C)	X ref	Comments
412.	Ability to do daily activity reporting.			
413.	Ability to automatically update the general ledger with transactions.			
414.	Ability to allow transfers between accounts.			
415.	Ability to reconcile cash flow statements to cash flow forecast.			
416.	Ability to analyse clearing patterns on-line.			
417.	Functionality to reconcile front end module sales from a POS (Point of Sale) system.			
Treasury – Debt Issuance And Payment				
418.	Ability to allow capture, define and maintain information in the loans master file for each loan according to user requirements.			
419.	Ability to support user-defined loan terms and allow flexible changes (e.g. period, interest rate, number of instalment per year, etc.) throughout the loan tenure.			
420.	Ability to allow for varying interest rates and repayment periods for specified periods.			
421.	Ability for repayment schedules to be generated by module or manually entered, indicating the fixed instalment payable and principal/interest apportionment.			
422.	Ability to support lease types such as:			
	a) Finance leases			
	b) Cancellable operating leases			
	c) Non-cancellable operating leases			
	d) Hire purchase contracts			
423.	Allow varying lease rental periods (monthly, quarterly, half-yearly and yearly).			
424.	Ability to cater for collateral management.			
425.	Reports to track and perform analysis on loans aging.			
426.	Reports to track and perform future payment projection.			
427.	Ability to cater for user defined exceptional items:			
428.	Periodic confirmation of balances to borrowers / lenders.			

No	Features	Comply (A/B/C)	X ref	Comments
429.	User defined Loans Annuity Payment report.			
Treasury – Equity Management				
430.	Ability to manage and maintain equity investment portfolios.			
431.	Ability to calculate unrealized gain/loss for equity for a specified period and automatic posting to provision account for unrealized gain/loss.			
432.	Ability to generate performance reports for portfolios being managed. Also ability to let users drill down on the performance reports.			
Budgeting - Develop Operating Plan / Budget Guidelines / Budget preparation And Review				
433.	Ability to provide facility for creation of budget parameters and formats (up to 20 characters in length).			
434.	Ability to provide facility to formulate detailed budgets from pre-set budget parameters and formats.			
435.	Ability to set budget from existing accounting data (last year's actual or budget) as basis for current year proposal.			
436.	Ability to provide facility to spread total budgeted figure for an account automatically (evenly or based on user defined percentages) or manually over all periods in a financial year.			
437.	Ability to set budget control according to various levels of the Chart of Accounts.			
438.	Ability to provide for revised, original and last year's budget for each of the 12 accounting periods.			
439.	Ability to allow for entries to be posted to period 13 for budget adjustments.			
440.	Ability to process virement of budget (i.e. to cover budget deficit in an account with excess provision from another account) from one account to more than one account or vice versa. Module must be able to restrict virements to the same fund / project only, otherwise authorisation will be required.			
441.	Ability to provide detail transactions of virement and revised budgets.			
442.	Ability to capture commitment of expenditure via the Procurement module.			
443.	Ability to capture liability via Accounts Payable module.			
444.	Ability to allow for adjustment of commitment due to error or cancellation of commitment.			

No	Features	Comply (A/B/C)	X ref	Comments
445.	Ability to provide on-line check for sufficiency of budget prior to approval of commitment.			
446.	Ability to provide facility to carry forward details of all outstanding commitments to new financial year and also to carry forward the related budgeted figure for this commitment.			
447.	Ability to support status tracking for budget preparation and collaboration with subsidiaries (or PDC as a whole)			
448.	Ability to enable multiple versions of budget plan to be tracked online via version control and status management.			
449.	Ability to distinguish budget items according to the following for budget planning:			
	a) Annual recurring			
	b) New Programmes			
	c) New Projects			
	d) One-off			
450.	Ability to support user-defined budget availability controls to specify which accounts do not allow actual to exceed budget, or otherwise. Alert user if budget will be exceeded and request for authorisation to proceed.			
451.	Ability to convert commitment carried forward to new codes (with proper authorisation) should there be a change in chart of accounts structure.			
452.	Ability to provide a hierarchical set-up and authorisation profile to restrict each level to view up to its own level's budget. Level could be defined as business unit and subsidiaries			
453.	Ability to include comments and detailed notes (e.g. budget justification) for budget items in budgets submitted for approval.			
454.	Ability to provide a graphical representation of the budget hierarchy.			
455.	Ability to provide text facility for narration for changes made within each version of budget.			
456.	Provide for flexible user defined budgeting period e.g. 1 year, 3 years, 5 years, etc			
457.	Ability to lock the original (approved) budget once it has been approved.			
458.	Ability to consolidate budget for all subsidiaries into a single budget			

No	Features	Comply (A/B/C)	X ref	Comments
459.	Ability to consolidate budget for all subsidiaries into a single budget, budget by company and budget by business segment			
460.	Ability to generate budget in two(2) formats, 1) Cash Flow format (cash basis) 2) P&L & Balance Sheet format (accrual basis)			
Budgeting - Budget Reporting And Analysis				
461.	Ability to provide budget performance report - Comparison of current year's budget and actual incurred against the previous year's details.			
462.	Ability for exception report at subsidiary and detailed cost level where 1) actual have exceeded budgets or 2) actual below budget with percentage difference			
463.	Ability to allow user flexibility to select reports, generate and edit reports (create/change/delete) - edit listing.			
464.	Ability to allow for exporting of reports to a different system and download data to office application suite (e.g. spreadsheet)			
465.	Ability to export data based on user selected fields.			
466.	Ability to generate reports at real time/on line basis.			
467.	Ability to generate forecast report based on actual and remaining budget.			
468.	Ability to perform variance analysis in form of P&L format , Cash Flow format, and graphical presentation			

Human Resource Management (HRM) Module:

No	Features	Comply (A/B/C)	X ref	Comments
General Requirements				
469.	Ability to support both Statutory Bodies and Private Companies human resources requirements.			
470.	In compliance with Malaysian Labour Law requirements (e.g. PCB deduction, EPF contribution).			
471.	Ability to setup alerts and notifications based on user's defined pre-set conditions.			
472.	Ability to support multi-companies and multi-department setups.			
473.	Ability to provide work flow to intelligently drive various processes and procedures, e.g. approval, routing, trigger, notification, and exceptions etc.			
474.	Ability to cater for user defined rules, conditions and limitations. (e.g. Medical claims limit)			
475.	Ability to calculate and automatically update information such as age, years of service, etc based on data fields such as birth date, date joined, etc.			
476.	Ability to allow attachment of documents, e.g. academic transcripts, scanned images, photograph, etc., linked to relevant employee.			
477.	Ability to extract, collate and transform desired data to customize reports for the purpose of facilitating business analysis and ad-hoc reporting.			
478.	Ability to interface with internal systems and external systems (e.g. PDC email system, Time Management System, payroll and HRMIS.)			
479.	Ability to have the feature to limit down the access of the staff on confidential data by screen level (e.g. Performance management, competency & skill management, training allocation etc).			
480.	Ability to support Good and Service Tax feature.			
481.	Ability to support multi-currency function.			
482.	Ability to support multi-language requirement.			
483.	Ability to provide web based interface at user's end.			
484.	Ability to indicate status of employment (e.g. Seconded to subsidiary, transferred to another government department, deceased, terminated, resigned, etc)			

No	Features	Comply (A/B/C)	X ref	Comments
485.	Ability to capture staff personal information including but not limited to spouse(s), children and other immediate family.			
486.	Ability to allow escalation of report to a higher authority if there is any delay or delay beyond user-defined time period.			
487.	Ability to generate, update and track man hours of individual staff for assignments and projects.			
Compensation and Benefits - Loans				
488.	Ability to provide for loans to be keyed in and to be approved (e.g. vehicle, computer, housing, etc)			
489.	Ability to track special discount eligibility that will affect loan processing and IRB reporting.			
490.	Ability to calculate and track loan application, approval, disbursement, repayment, settlement, etc.			
491.	Support disbursement processing upon approval.			
492.	Ability to integrate salary deduction for loan with payroll system.			
493.	Ability to support Interest calculation according fixed or variable rates.			
494.	Ability to support monthly repayment by cash / cheque or by way of payroll deduction.			
495.	Ability to support early settlement.			
496.	Ability to alert user of loan maturity / early settlement or apply system rules automatically to stop deductions, and generate Confirmation of Loan Settlement Letter.			
497.	Ability to generate Reminder Letters and Annual Statements for the staffs who have taken loans/advances.			
498.	Ability to support the monitoring of active loans which have repayments in arrears (aging).			
499.	Ability to allow for deferment of loan repayment and rescheduling of loan repayment amount and tenure.			
500.	Ability to ensure borrowers do not have existing loans / advances within user defined period (and other business criteria) prior to the release of new loans/advances. Also alert user if any existing loan.			
501.	Ability to purge settled loan/advances accounts with zero balance exceeding user defined period.			
502.	Ability to track the special entitlement rebates. (e.g. Special Housing Discounts)			

No	Features	Comply (A/B/C)	X ref	Comments
503.	Ability to capture benefits in kind and indicate whether it is taxable or non-taxable, and capture it in the EA form.			
Compensation and Benefits - Allowance				
504.	Ability to update employee's payroll account of approved monthly fixed allowance and indicates whether it is taxable or non-taxable (for statutory body).			
505.	Ability to remove monthly allowance from employee's payroll account.			
506.	Ability to generate letter of fixed monthly allowance award.			
507.	Ability to pay gratuity.			
Compensation and Benefits - Claims				
508.	Ability to provide the capture claimant's detail such as:			
	a) Claimant's staff number.			
	b) Claimant's name.			
509.	Ability to segregate claims into user-defined types, e.g. travel, miscellaneous etc.			
510.	Ability to integrate overtime and other claims with payroll system.			
511.	Ability to integrate with Time Management System to verify the employee's overtime claims.			
512.	EFMIS should have the ability to integrate with Time Management Systems in place including but not limited to Fingertec products, Palm identification or other available products			
513.	Ability to record the overtime claims and time spent by project and employee (for private body), and generate report with list of claims for finance processing.			
514.	Ability to convert and track overtime to time off, which may be converted to leave			
515.	Ability to capture non tax deductible expenses and deductible expenses.			

No	Features	Comply (A/B/C)	X ref	Comments
Compensation and Benefits – Leave				
516.	Ability to allow users to define large number of leave codes (at least double digit codes), example:- a) Annual leave.			
	b) Maternity leave, etc.			
517.	Ability to allow users to define rules on leave entitlement based on: a) Employment type (Permanent, contract, temporary, etc).			
	b) Job grade.			
	c) Years of service			
518.	Ability to pro-rate leave available to staff at a given date on earned basis. Earned basis entitlement calculation can be user configured to be on beginning-of-month or end-of-month.			
519.	Ability to maintain different calendar for different states to cater for public holidays and assign the different calendars to the relevant employees based on the setup in the employee profile.			
520.	Ability to allow HR to key all dates of public holidays into a calendar at any point in the year. These dates will be automatically recurred the following year unless changed.			
521.	Ability to allow HR to view / monitor staff leave information on daily, weekly, monthly and yearly basis.			
522.	Ability to transfer balanced leave to convert to pay and capture 'burnt' leave.			
523.	Ability to integrate with the payroll system for the automatic calculation and deduction amount of unpaid leave including half-pay leave.			
524.	Ability to update the employees' master file on the number and type of leaves taken.			
525.	Ability to track every transferred staff within/outside the group.			
526.	Ability to bring forward unused leave from one calendar year to the next calendar year by updating the employee leaves entitlement.			
Manpower - Planning				
527.	Ability to allow human resources to consolidate manpower planning of different departments to derive an indicative manpower budget based on number of positions and job grade.			

No	Features	Comply (A/B/C)	X ref	Comments
528.	Ability to generate email notification for new joiners, staff transfers or secondment.			
529.	Ability to provide the avenue to capture all recruitment requisition entries into system, with information such as :			
	a) System generated requisition number.			
	b) Requestor Name, Department and Position.			
	c) Date required for vacancy to be filled.			
530.	d) Number of position(s) needed.			
	Ability to generate Manpower reports periodically (system should be able to drill down each of the summary data listed for details.			
	a) Manpower Analysis: Distribution by age, length of service, sex, race, level.			
	b) Manpower Turnover Analysis (yearly report) on Existing, New Recruitment & Resignation and generate the percentage of turnover.			
Manpower - Recruitment				
531.	Ability to capture all applicants' information and select shortlisted applicants for interview.			
532.	Ability to update status of applicants (e.g. successful, unsuccessful).			
533.	Ability to generate email notification upon staff recruitment, transfer or secondment.			
Manpower – Resignation / Termination				
534.	Ability to calculate notice period and last date of service			
535.	Ability to send an email notification to IT personnel to terminate user account in the system when the staff resigns.			
536.	Ability to hold and release final month pay pending check of outstanding matters (e.g. loan, excess leave taken, excess medical claims).			
537.	Ability to capture and create alert if staff has resigned without notice.			
538.	Ability to create report status of employment for staff (e.g. resign, retired).			

No	Features	Comply (A/B/C)	X ref	Comments
Payroll – Payroll Creation				
539.	Ability to provide facility to set-up payroll, example of fields: a) Sistem Saraan Malaysia (SSM) Salary Scheme or sBPA scheme.			
540.	b) Able to set-up salary scale other then SSM / sBPA e.g. Contract Salary			
541.	c) PCB formula table as given by Inland Revenue.			
542.	d) EPF table (to cater for employee contribution in excess of statutory limit).			
543.	e) Pension scheme (for statutory body)			
544.	Ability to group employees into user-defined employee groups (such as manager, executive, non-executive, etc.).			
545.	Ability to group employees into contract or non-contract; temporary or permanent, daily or monthly pay employees.			
546.	Ability to provide calendar for entry of monthly payroll payment dates.			
547.	Ability to offset Zakat contribution from the computed Income tax.			
548.	Ability to create payroll for employees of multi-companies, both private companies and statutory bodies.			
549.	Ability to pay allowance / wages to trainees for practical training / Career Assistance Training (CAT) trainees			
Payroll – Adjustment / Increment				
550.	Ability to generate annual increment for each individual employee and automatically update the employees' master file and include the employee's profile			
551.	Ability to print increment letters.			
552.	Ability to integrate salary increment system with payroll system.			
553.	Ability to print amount and type of increment letter indicating whether it is static, normal or special increment.			

No	Features	Comply (A/B/C)	X ref	Comments
Payroll – Payment				
554.	Ability to cater for the following payment modes:			
	a) Cheques.			
	b) Direct debit via banks.			
	c) Debit list for banks			
555.	Multiple payment of salaries in a month, e.g. Monthly.			
556.	Ability to specify rate for computation of bonus, including paying portions and allowing user-defined fields (e.g. different bonus by categories of staff (professional, supporting, etc), on lump-sum, pro-rata by service, disciplined/suspended staff (no bonus), etc.)			
557.	Support tracking of costs to predefined cost centres according to General Ledger cost centre.			
558.	Support multiple bank codes for direct debit.			
559.	Ability to compute overtime pay based on standard formula or rates.			
560.	Automatic calculation of statutory deductions such as Income tax, EPF, SOCSO pension, insurance, sport club, cooperative body and etc. based on predefined rates.			
561.	Ability to do batch processes for the monthly deductions or allowances.			
562.	Ability to update the constant deduction information through a batch process as well. E.g. Tabung Haji, ASN, insurance, Perumahan Kerajaan and etc.			
563.	Ability to generate monthly pay advice slips for each employee.			
564.	Ability to view or print personal payslip online within user defined timeframe.			
565.	Ability to view total remuneration for year-to-date.			
566.	Ability to send the net salary information to the bank via internet, floppy disk, magnetic tape, etc with additional security such as encryption of data or code.			
567.	Ability to prepare Return of Remuneration from Employment (EA Form) on a yearly basis, when the employee leaves.			
568.	Ability to generate Form CP159 employer annual return.			

No	Features	Comply (A/B/C)	X ref	Comments
	Able to provide statutory report as per Standard statutory format e.g. EPF, PENCEN, SOCSO, INCOME TAX and ZAKAT.			
569.	Ability to generate annual increment and automatically update the employee master file.			
570.	Ability to withhold payment of salary and other benefits depending on the conditions of cessation of employment, e.g. tax clearance, return of government property.			
571.	Ability to allow processing of daily wages for temporary workers separately from that of permanent staff (as information for daily wages may only be available at a later time).			
572.	Ability to accommodate weekly and bi-weekly on-cycle payrolls.			
573.	Ability to process one-time deductions.			
574.	Ability to handle multiple pay rates for one employee (shift differential / skill or position differential / shared employee between a unit and the regional office).			
575.	Ability to provide alerts for intercompany charges due and set reminder to issue billing.			
576.	Ability to allow the following enquiry based on user selection:			
	a) All master file information, including employee's information.			
	b) Employee pays historical records.			
	c) Monthly pay-sheet for checking purposes and verification.			
Payroll – Accounting				
577.	Ability to interface all payroll amounts to the General Ledger, including EPF, taxes, and other payments to Account Payable, Account Receivable and Cash Book.			
578.	Ability to support real-time and batch updates.			
579.	Ability to provide online inquiry by company, selected companies or by all companies.			
580.	Ability to include end user import / export utility.			
Performance Management				
581.	Ability to generate the reports based on user-defined performance criteria (e.g.: bad, fair, excellent)			
582.	Ability to provide the multi-tier performance management approval.			

No	Features	Comply (A/B/C)	X ref	Comments
583.	Ability to assign user-defined performance measures (e.g. Exceeds Standard, Meets Standard, Requires Improvement, etc.).			
584.	Ability to create user-defined rating scales (e.g. 1-10).			
585.	Ability to allow employee and employer commentary on each goal and competency.			
586.	Ability to accommodate user-configurable performance evaluation schedules (e.g. every 6 months, annual, etc.) per employee and by employee groups.			
587.	Ability for the employee to view their own current and historical evaluations for a configurable period of time (including supervisor's comments).			
588.	Ability to make comment fields required (triggered by extreme high or low scores on elements).			
589.	Ability to send notes through email to managers regarding the review.			
590.	Multiple review cycles based on individual divisions or companies.			
591.	Ability to trigger for email notifications based on workflow.			
592.	Ability to provide consistent fields for managers/peers to utilise when adding input into the employees review (drop down box/library).			
593.	Ability to adjust field labels / language based on individuals' role, divisions, units or employee groups.			
594.	Ability to provide multiple levels of approval for the review process (identify number of levels up from employee).			
595.	Ability to provide flexible weighting for individual goals.			
596.	Provide unit, division and organisation-wide Performance & Development scorecards.			
597.	Ability to store performance management resources (e.g., forms, goal-setting guidelines, informal feedback guides) in central repository.			
598.	Query repository for performance management resources by keyword or phase of performance management cycle.			

No	Features	Comply (A/B/C)	X ref	Comments
Training Management				
599.	Ability to keep track of training expenses by individual staff, division or department or at company level and generate corresponding reports.			
600.	Ability to generate list of staff who have attended trainings.			
601.	Ability to provide detailed and summary budget utilization and variance report by individual and dept as at any given date.			
602.	Ability to capture training information of an individual staff such as:			
	a) Date of training / course.			
	b) Total Training Hours			
	c) Venue of training / course.			
603.	d) Parties who conducted the training (internal and external).			
	Ability to provide a training calendar and allows users to search for in-house course content/outline/syllabus, trainer, target audience, etc.			
	Ability to create and maintain training event by course code. Example of information to be captured:			
	a) Course code.			
604.	b) Course title.			
	c) Training to be delivered.			
	d) Scheduled start and end date.			
	Ability to produce user defined reports. The following are example of type of reports:			
605.	a) Summary of identified courses.			
	b) Summary of planned versus actual number of training programs run in a given period.			
	c) Summary of planned versus actual number of trainees impacted in a given period.			
	d) Summary of planned versus actual training costs in a given period.			
	e) Identified course competencies summary by grade.			
	f) Display search results by courses.			

No	Features	Comply (A/B/C)	X ref	Comments
	g) Summary of costs of identified courses by course category and grade.			
	h) Training cost (including accommodation, subsistence, travelling and other related cost) by individual dept that shall be able to filter by dept, unit, grade or level.			
606.	Ability to capture post-evaluation information as well as to track any peer sharing sessions made by the training attendee.			

Property with CRM Module

No	Features	Comply (A/B/C)	X ref	Comments
General Requirements				
607.	Ability to support Malaysian legal and regularity requirements (construction industry) for statutory bodies and private companies			
608.	Ability to setup alerts and notifications based on user's defined pre-set conditions			
609.	Ability to construct online workflow as per user requirements to automate existing processes that includes management approval routing and user notifications			
610.	Ability to support multi division and multi project, corporate group level or company level and to provide for the consolidation of multiple entities and multi-business units with system generated inter-entity eliminations, to generate a complete and single report of properties inventory for PDC and its subsidiaries			
611.	Ability to extract, collate and transform user defined data and customize reports for business analysis purposes.			
612.	Ability to keep general information regarding each property (location, development type)			
613.	Ability to interface with internal systems and external systems (e.g. PDC email system, e-Perolehan)			
614.	Ability to support Goods and Services Tax functionality			
615.	Ability to support billing and collection rounding-up and rounding-down figures.			
616.	Ability to perform file sharing between authorized users.			
617.	Ability to support multi-currency.			
618.	Ability to support audit trail.			
619.	Ability to support multi-language requirement			
620.	Ability to attach digitized documents (e.g. Certifications, Building Plans, Building blueprints, Design Schematics, multiple size documents (A0, A1 etc))			
621.	Ability to track and alert on delays (beyond user defined time period) during multiple stages of documentation(s) requirements.			

No	Features	Comply (A/B/C)	X ref	Comments
622.	Ability to attach and track pre-approved and approved drawings.			
623.	Ability to provide web based interface at user end			
624.	Ability to provide status of transactions at any point of time			
Tenancy and Property Management - Upgrading and Repair Works to Property				
625.	Ability to create and maintain property for rent with user defined attributes e.g. a) Development location b) Type of development (residential, Komtar, industrial or commercial)			
626.	Ability to assign occupancy status of property (e.g. Occupied, available etc)			
627.	Ability to capture, track and maintain information for tenants (Letter of Offer, Agreements, Person in Charged, Contact Information, contact information etc)			
628.	Ability to track tenants activities history (tenants payment history, etc)			
629.	Ability to keep track of tenancy renewal activities (e.g. renewal dates, rates)			
630.	Ability to track and monitor late rent payments and initiate debt recovery procedures			
631.	Ability to calculate and include late fee charges and legal penalty			
632.	Ability to alert users based on user defined parameters e.g. late rental payments			
633.	Ability to alert tenants through SMS / email or via printed media based on user defined parameters. (e.g. Late payments)			
634.	Ability to update rental rates by percentage or by amount for a single and multiple tenants.			
635.	Ability to calculate and generate report maintenance charges per user defined criteria.			
636.	Ability to track and update defect status and also keep maintenance history of facilities and information regarding the 3 rd parties that provided maintenance services to the facility.			
637.	Ability to capture, update, track and monitor progress for upgrading works and to generate scheduled progress reports.			
638.	Ability to create workflow that allow for online approval and quotation/tender preparation			
639.	Ability to track repair works warranty period			

No	Features	Comply (A/B/C)	X ref	Comments
640.	Ability to update, track and monitor, inspection and verification of repairs to property.			
641.	Ability to generate rental units occupancy rates report for user defined time-line (e.g. weekly, monthly or yearly)			
642.	Ability to allow for online approval and quotation preparation (casual purchases)			
Tenancy and Property Management – Property Management				
643.	Ability to include Asset registry covering development details, building details, and Mechanical and Electrical (M&E) services.			
644.	Ability to track Property Management activities, including but not limited to:			
645.	a) Property inspection			
646.	b) Issue reporting and handling			
647.	c) Monitoring of repairing work			
648.	d) Cyclical replacement and upgrading			
649.	Ability to keep critical dates and provide reminders for individual properties. (Licenses payment, fire safety checks by BOMBA, utility bills payment dates, etc)			
650.	Ability to provide online enquiry on statement of accounts to tenants and purchasers.			
651.	Ability to accept and reconcile various payment modes (e.g. cash, cheque, telegraphic transfers, credit/debit card) through various parties (e.g. one stop counters, online banks)			
652.	Ability to be notified of legal cases / black listed cases.			
653.	Ability alert users to take appropriate action in case of an ongoing legal action (e.g. Notice of termination, Effective termination) and to provide relevant reports to be produced as evidence in court.			
654.	Ability to account for various types of deposits received.			
655.	Ability to blacklist non-performing Creditors and defaulter Debtors.			
656.	Ability to generate and track vehicle registration number and car park bays for sticker allocation.			

No	Features	Comply (A/B/C)	X ref	Comments
656.	Ability to support car park fee charges e.g. for additional lot requested by resident, including (but not limited to) price tracking, effective date and validity			
657.	Tracking of handing over of property from Property Manager to Management Corporation.			
658.	Ability to valuate performance of contractors/vendors/suppliers (e.g. cleaners, security guards)			
Construction and Project Management – Pre Contract				
659.	Ability to create and maintain new planned property development with user defined attributes, including but not limited to:			
	a) Development location			
	b) Type of development (residential or commercial)			
	c) Feasibility Template			
	d) Design Brief Template			
	e) Interface with Microsoft Project work program			
	f) Project Team Organisation Chart			
660.	g) Ability to extract cost information to create development cost database.			
	Ability to track the Planning stage which includes, but not limited to:			
	a) Request for Information (RFI)			
	b) Request for change			
661.	c) Preliminary cost estimates			
	d) Tracking of planning and other plan submissions, amendments, approvals, expiry, timeline and Person In Charge			
662.	Ability to attach supporting documents required e.g. building plans, schematics and other documents related to the tender.			
663.	Ability to generate Pre-Tender Estimates.			
663.	Ability to track user defined pre-tender processes from the design stage to the submission stage, including approvals and requirements.			

No	Features	Comply (A/B/C)	X ref	Comments
664.	Ability to create and compile tender information into tender reports which includes, but not limited to, contractor's information with user defined fields e.g. company address, registration number.			
665.	Ability to update and monitor the progress of the entire tender process.			
666.	Ability to track the cost and profit of every project that is under construction.			
Construction and Project Management – Site Possession				
667.	Ability to provide for checklist for kick-off meeting			
Construction and Project Management – Contract Stage				
668.	Ability to manage project milestone.			
669.	Ability to track actual project cost against budget and compute balance to completion and percentage ROW for Attributable Profit.			
670.	Ability to track actual project cashflow and update it to the General Ledger			
671.	Ability to capture input for shared infrastructure costs of the project.			
672.	Ability to keep track of project team information, Bank Guarantees, Insurances & Extension of Time (EOT), Revised/Amendment Plans submission with version control for drawing and plans.			
673.	Ability to monitor project/program payment process			
674.	Ability to provide Work Breakdown Structure (WBS) with timelines, deadlines and allow for exclusion of holidays.			
675.	Ability to monitor actual work progress against project schedule with information such as schedule start and end date, PIC (Person in Charge), weightings, multi-level of activity tasks			
676.	Ability to support revision of project schedule			
677.	Ability to extract user defined data from project management tools (e.g. MS Project, REVIT) for reporting purposes.			
678.	Ability to prepare, include and support computerized Bill of Quantities (BQ).			
679.	Ability to keep track and to view completion/progress in project schedule and to enable alerts for critical milestones.			

No	Features	Comply (A/B/C)	X ref	Comments
680.	Ability to capture and update review and approval status at different stages.			
Construction and Project Management – Construction Project Management				
681.	Tenderer to propose a Project Management Tool for Construction Industry which includes, but not limited to:			
	a) Project Management and monitoring			
	b) Project Implementation			
	c) Post Construction			
	d) Instruction and Variation Order			
	e) Approvals tracking (Pre construction and post construction)			
	f) Defect liability period			
682.	g) Issuance of Corrective Action/Non-conformance.			
	Ability to track SOI, VO creation (update the budget for the project), approval & cost and link to running feasibility cost and contractor claims, capture variation orders and related information			
683.	Ability to impose Liquidated Ascertained Damages (LAD)			
684.	Ability to capture and monitor nominated sub-contractors general information and progress.			
685.	Ability to perform resource scheduling (e.g. Manpower, materials)			
686.	Allow for progress monitoring for the following areas:			
	a) Material delivery schedule			
	b) Machinery and			
	c) Financial cash flow (monthly, cumulative to date & estimated balance to completion)			
	d) Physical Progress			
	e) QA/QC checklist			
	f) Issuance of certificate of non-conformance			
	g) Weather / Site Condition			
	h) Issue Architect's Instructions (AI) / Engineer's Instructions (EI)			

No	Features	Comply (A/B/C)	X ref	Comments
	i) Certify claims by contractors			
	j) Update site diary			
	k) Issuance of EOT (Extension of Time)			
	l) Issuance of certificate Non-completion/LAD			
	m) Weekly site progress report			
	n) Certificate of Practical Completion			
	o) PDI (Pre-delivery Inspection) checklist			
	p) Certificate of compliance and completion (CCC)			
687.	Ability to create workflow to cater for handover of property to include, but not limited to, handover checklist and as-built drawing.			
	Ability to cater for post contract requirements, including but not limited to:			
	a) Insurances for development building and ancillary buildings, security services			
	b) Handover of services and building to authorities			
688.	c) Certificate of making good defects (CMGD)			
	d) Final accounts and release of retention sum			
	e) Closure of HDA (Housing Developer Accounts)			
	f) Claiming back of deposit from authorities			
689.	Ability to create workflow to approve progressive payment and trigger Finance Department to pay contractors			
690.	Ability to evaluate third party vendors and to be integrated with the vendor master list.			
691.	Ability to track property profit and cost on a per user defined criteria.			
Construction and Project Management – Post Construction Management				
692.	Ability to track segregated contract requirements, including but not limited to, Defect Liability Period and Non-Conformance until it is closed or re-tendered.			

No	Features	Comply (A/B/C)	X ref	Comments
693.	Ability to capture and track contractors and purchaser defect liability period and 1 st purchaser SPA due date			
694.	Ability to monitor, track and update status of issues e.g. rectification works, delays, rescheduling for Non-conformance and during DLP till closure			
695.	Ability to track and monitor post construction status.			
696.	Ability to pro rate quit rent, assessment and insurance and generate invoice to purchaser upon vacant possession.			
697.	Ability to cater for handover checklist to Property Manager.			
698.	Tracking of application and issue of strata titles.			
699.	Tracking of BG by third parties for works at site.			
700.	Claiming back of deposits from authority.			
CRM – Sales and Lease				
701.	Ability to keep track all potential client's contact information			
702.	Ability to setup alerts and notifications based on user's defined pre-set conditions			
703.	Ability to support multi division and multi project, corporate group level or company level and to provide for the consolidation of multiple entities and multi-business units with system generated inter-entity eliminations, to generate a complete and single report of properties inventory for PDC and its subsidiaries			
704.	Ability to extract, collate and transform user defined data and to customize reports for the purpose of business analysis.			
705.	Ability to keep general information regarding each property (location, development type)			
706.	Ability to generate and assign a queue number for potential tenancy applicants.			
707.	Ability to retrieve uploaded site or location plans			
708.	Ability to interface with internal systems and external systems (e.g. PDC email system, e-Perolehan)			
709.	Ability to support Goods and Services Tax functionality			

No	Features	Comply (A/B/C)	X ref	Comments
710.	Ability to support multi-currency.			
711.	Ability to support audit trail			
712.	Ability to support multi-language requirement			
713.	Ability to attach digitized documents (e.g. Certifications, Building Plans, Design Schematics etc)			
714.	Ability to provide web based interface at user end			
715.	Ability to track registration of Low Cost (LC)/ Low Medium Cost (LMC) state housing department, applications, approval, expiry and renewal of Developer's Licence ("DL") and Advertisement and Sale Permit ("AP") and prompt opening of HDA Account			
716.	Ability to auto-generate Form 7F reports to Ministry of Housing for appropriate projects.			
717.	Ability to track Sales and Purchase Agreement (SPA) payment.			
718.	Ability to generate exception reports for arrears in SPA payments.			
719.	Ability to generate and issue invoices and to accept scheduled payments based on user defined parameters.			
720.	Ability to track status of debt recovery, debt collection and initiation of legal action.			
CRM – Sales and Marketing				
721.	Ability to perform customer profiling. This includes the customer's history, current activity, products, sales, and services through a single interface.			
722.	Ability of system to act as a Marketing Planner and Sales Planner to users.			
723.	Ability to assign status to property (e.g. Sold, Booked)			
724.	Ability to allow for customer query regarding individual units on the availability and also basic information regarding the unit (e.g. floor space, floor plan)			
725.	Ability to keep track of sales, performance of staff/ sales agent and commission payable			
726.	Ability to update the price of individual units taking into account revised market prices.			
727.	Ability to track deposit taking to SPA signing to stamping.			
728.	Ability to track buyers; loan application, approval and legal documentation and trigger issuance of			

No	Features	Comply (A/B/C)	X ref	Comments
	necessary letters and instructions to lawyers and bankers			
729.	Ability to trigger and issue progress billings e.g. receipt of Architect's Certificate including cases sold during construction.			
730.	Ability to auto-generate reminders and Notice of Termination (NoT), interest charges and Debit Notes, LAD.			
731.	Ability to monitor and trigger reminders to lawyer on expiry of stakeholder sums.			
732.	Built in control for Credit Notes.			
733.	Ability to track transfer of titles to individual purchasers.			
734.	Ability to create client survey or customer feedback			
735.	Ability to track campaign and advertisement.			
736.	Ability to filter prospective buyers with user defined criteria.			
737.	Ability to generate report on user defined requirements: a) Total properties launched and sold to date including units and value percentage sold (for purpose of calculating attributable profit)			
	b) Total billing to date for all properties sold, unbilled sales and future sales.			
	c) New opportunities & Preferences			
	d) Units, Value and Time Taken, Actual vs. Budget (Variance Analysis), exception reporting and escalation			
	e) Sales Complaints			
CRM – Helpdesk Management				
738.	Ability for helpdesk staff to create and assign unique complaint ID into system. Generate auto reply when complain or inquiry is keyed in.			
739.	Able to classify complaints under multiple types of complaints and mode of complain (customer call in, Newspaper) such as (but not limited to): a) Developer			

No	Features	Comply (A/B/C)	X ref	Comments
	b) Parcel Owner			
	c) DLP (Defect Liability Period) during and after CLP (Contractor's Liability Period)			
	d) Before Management Corporation and after Management Corporation			
740.	Ability to track status of defect rectification, repair works and notify customers via email/SMS/letter.			
741.	Able to send customer feedback forms via email.			
742.	Allow for customer feedback to be captured and track follow up actions on the customer's feedback until it is closed.			
743.	Ability to automatically alert relevant staff(s) for action via email			
744.	Ability to generate helpdesk report based on user defined requirements.			
745.	Ability to allow for report escalation to a higher authority in case where action is not taken within a user defined time period.			

EFMIS Application General Requirement:

No	Features	Comply (A/B/C)	X ref	Comments
Manuals				
746.	Provide Functional Specifications, User and Training manuals.			
747.	Provide Entity Relationship Diagrams and Data Flow Diagram for EFMIS solutions			
748.	Provide link to reference documents such as Standard Operating Procedures (SOPs) and ISO Quality Procedures (QP) for user's access to online help.			
Application Environment				
749.	Ability to function as a fully integrated solution in a workflow environment			
750.	Ability to access the application modules through the web browser.			
751.	Ability to support and handle multiple foreign currencies with user maintainable exchange rates.			
752.	Ability to support multiple languages (eg. Bahasa Malaysia, English, etc)			
Data Entry Screen				
753.	Ability to allow access to various modules using the same username and password (single sign-on or single point of access)			
Data Access				
754.	Ability to switch to different programs and sub-modules without interrupting the existing application that is running.			
755.	Ability to allow multiple user access with no interruption to system processing.			
756.	Ability to broadcast messages to users. E.g. provide notice to all users that the main server will be shutdown in 5 minutes			
757.	Ability to takeover user's desktop for technical support or maintenance purposes			

No	Features	Comply (A/B/C)	X ref	Comments
Transaction Validation and Management				
758.	Ability to indicate which fields are mandatory and optional, and able to prompt users in advance for required data.			
759.	Ability to perform validation on numeric / alphanumeric input.			
760.	Ability to prompt error messages that indicate the nature of the error and the field that is in error and possible solutions.			
761.	Ability to save or hold transactions prior to posting.			
Identification Management				
762.	Ability to provide online capability for the system administrator to: - Define the security and privacy of information. - Add, activate and deactivate users in the system. - Add, delete, and change the security profile of users.			
763.	Ability to force logoff specific user ID			
764.	Ability to have different levels of access within a system, e.g. by organization, department, functions, and users.			
765.	Ability to set maximum number of password login attempts.			
766.	Ability to prevent passwords from being viewed or printed by any user including the system administrator.			
767.	Ability to generate change password reminders after a predefined interval from the date it was last changed.			
768.	Ability to provide automatic log off of user ID after the user is idle for certain time period. Authorised users to be able to manually log-off other users for administrative purposes.			

No	Features	Comply (A/B/C)	X ref	Comments
Processing Control				
769.	Ensure that records are not updated twice for same information after a transaction failure when some records have already been updated			
770.	Ability to sequentially number all transactions and to ensure that they are processed, rejected or updated.			
771.	Ability to verify file versions before any processing (uploading) is allowed to be performed on the file. File version is updated whenever database back-ups are performed.			
Data Security and Integrity				
772.	Ability to allow data access only through the application data inquiry, update and printing processes, e.g. prevent data access from outside of the application.			
773.	Ability to limit or disallow access to data directly by application user ID using third party tools.			
Auditing				
774.	Ability to register any attempts (successful and unsuccessful) to access restricted resources/information by: - User identification - Workstation - Date and time - Application assessed			
775.	Availability of computer assisted audit tools.			
776.	Ability to maintain audit trail for tracking modifications through the system showing who create/modify the information, who authorised the changes, when is the information modified and from which department the information is accessed.			
777.	Ability to maintain on-line audit trail for a specified period (defined by users) of time before being archived/purged.			

No	Features	Comply (A/B/C)	X ref	Comments
778.	Ability to produce security audits report for management review.			
Document Formatting				
779.	System provides facility for creation and maintenance of user-definable document formats or pre-printed document formats such as cheques, vouchers, receipts, purchase orders, credit note and debit note.			
780.	System provides option for documents generated to be viewed online before submission for printing.			
781.	System allows documents to be printed in the background without interruption to the online session of user.			
Generating Reminders and Escalation				
782.	Provide user-defined and editable reminders based on scenario and schedule of file administration.			
783.	Ability of system to schedule generation of notifications to customers upon time-sensitive occurrence of a particular file administration scenario (including hardcopy, online and mobile)			
784.	Ability of system to trigger a mechanism to track status of file accounts.			
785.	Ability of system to detect accounts that have been dormant / inactive when auto-generating notification to all accounts.			
786.	Ability of system to escalate any pending actions or approvals to designated individuals			
787.	Ability to track time and date receipt of action taken by approvers.			
Reporting				
788.	Ability of system to print reports and letters generated by the system.			
789.	Ability of system to support automatic delivery of information based on a schedule.			
790.	Ability to provide reporting tools to extract, collate and transform user defined data and customize reports for business analysis purposes			

No	Features	Comply (A/B/C)	X ref	Comments
791.	Ability to support automatic delivery of reports through email based on schedule			
792.	Ability to organise reports into user defined folders.			
793.	Ability to generate user-customised reports.			
Imaging				
794.	Include scanning control software that supports and controls the scanning process, receives the file from the scanner, displays the image for quality control, compresses the image, and permits automatic extraction of index data and other designated fields on the document plus manual keying.			
795.	Allows automatic and single sheet feeding of multiple-size documents in simplex or duplex mode. Also allows input of documents as either single sheets or batches.			
796.	Ability to allow indexing of scanned records on either a batch or single image basis.			
797.	Ability to accept only non-proprietary digital image file format. All scanned data must be stored in a format that is accessible by any standard image viewer on a Windows PC.			
798.	Ability for report writing functionality to integrate with standard office suite application (e.g. spreadsheet, word processing and presentation).			
799.	Ability to search and retrieval of the scanned images from within the application across all indexes. Also allow printing of the retrieved images.			
Workflow				
800.	Ability to provide workflow solutions for user-defined scenarios based on pre-defined criteria to enable approval and escalation of files.			
801.	Ability to route transaction based on user-defined rules and criteria which are set by the system administrator.			
802.	Ability to send e-mail notification with customizable content to transaction users.			
803.	Ability to send a customizable e-mail notification to the required user if a transaction has not been opened or processed in a predetermined time.			

No	Features	Comply (A/B/C)	X ref	Comments
Information Querying, Reporting and Sharing				
804.	Ability to allow quick search.			
805.	Ability to allow partial queries or "wild card" functionality in query fields.			
806.	Ability to allow drill down from summary results to detailed transactions and drill up from detail transactions.			
807.	Ability to generate report in industry-standard and open-source-standard data formats such as Microsoft Word, Microsoft Access, Microsoft Excel, Acrobat Reader, HTML format and Open Office.			
808.	Ability to allow mass or batch printing of multiple reports, instead of one by one, by authorised users.			
809.	Ability to provide facility to allow queries and reports to be routed to choice of designated network printers as defined by user.			
810.	Ability to provide facility to allow data, queries and reports to be easily imported or exported using industry-standard and open-source-standard data formats such as spreadsheet, word processing, text and XML.			
811.	Ability to provide search results in a listing and ranked based on relevance.			

WORKSHEET 2 – TECHNICAL REQUIREMENTS

Legend:

A – Requirements can be fully met

B – Requirements can be fully met with some modification

C- Requirements cannot be met

Note: Please use Worksheet 7 to further elaborate if requirements can be fully met with some modification.

Please state any arising cost in Worksheet 16.

ICT General Requirements

No	Features	Comply (A/B/C)	X ref	Comments
General Requirements – System Architecture				
812.	Ability of the system to be configured to run on web-browser based and/or client-server based modes.			
813.	All modules/applications should be modular allowing for version control and phased implementation by modules/applications.			
814.	Ease of adding new modules to core system for any future requirements.			
815.	Ability to support industry security standards mechanism and protocols such as: - Secured Socket Layer (“SSL”) - Public Key Infrastructure (“PKI”) - Digital Certificates - RSA SecurID Tokens			
816.	Ability for the application to support IPv6 protocol.			
817.	Ability to perform backup and restoration of data to and from external media, for example cartridge,			

No	Features	Comply (A/B/C)	X ref	Comments
	and portable hard-disk.			
818.	Ability of the application to support digital signature			
819.	Ability for the application system to provide secure access to data from mobile devices such as laptops and mobile / smart phones			
Access Control				
820.	Ability to provide comprehensive security features including: • User authentication • Access privileges • Password policy enforcement • Encrypted passwords • Security auditing			
821.	Ability of the solution to provide minimum password management capabilities as follows: • Account Locking • Minimum 8 characters • Password Lifetime and Expiration • Password History • Password Complexity Verification			
822.	Ability to support login and logout from a shared terminal.			
823.	Ability to support session timeout if user appears to be idle past a certain administrator-definable time period.			
824.	Ability to deny/prevent multiple simultaneous login from the same ID at different and same workstation.			
825.	Ability of the system to provide security profile administration facility to setup and maintain privileges such as add, delete, update, view and report by user groups, roles and/or individual user on folder, file, record, function and process level.			
826.	Ability to support multi facets authentication based on proven technologies including but not limited to			

No	Features	Comply (A/B/C)	X ref	Comments
	SecurID, Smart Card for remote access via Internet or public network.			
827.	Ability to provide functions for the system administrator to add, remove, activate and deactivate users and groups in the system.			
828.	Ability of the system to provide facility for users to change their own password at any time.			
829.	Ability to encrypt user ID and password table or file and prevent passwords from being viewed or printed by any user including the system administrator.			
830.	Ability to mask the password when the password is entered by users.			
831.	Ability to set predefined number of password sign on attempts.			
832.	Ability to maintain audit trail showing who created and last modified the transaction, who authorised the transaction, when they were entered and from which client station it was entered.			
833.	Ability to enquire, update and printing access to database in user application security level or group.			
834.	The application solution must cater to multi-level access control for users, i.e. can user access be defined based on job function/grade. This can be done by the Administrator at central or remote sites			
Processing and Job Control				
835.	Ability to schedule the execution of batch job or report processing on specific defined cycles including ad-hoc, daily, weekly, monthly and yearly cycle such as daily transaction processing cycle and postings, monthly system interface update cycles.			
836.	Ability to print by user defined parameter and to be able reprint from a certain starting point.			
837.	Ability to automatically reschedule the execution of failed scheduled batch job or report at a later time.			
838.	Ability to sequence multiple batch jobs or report and to ensure that they are run in sequence.			
839.	Ability to prevent out of sequence processing with built in mechanism.			
840.	Ability to tandem and take over control of desktop by EFMIS support team member (for diagnostic / support purpose)			
841.	Ability to broadcast messages to EFMIS users			
842.	Ability to block users' access during system maintenance			

Network

No	Features	Comply (A/B/C)	X ref	Comments
Network				
843.	Ability of the system to run on multiple network environments including LAN, WAN, VPN, intranet, internet and cloud hosting.			
844.	Ability of the proposed network to support main and backup WAN connections			
845.	Ability of the system to provide Development and, Testing and Training zones which is independent from the Production zone.			
846.	Ability to support multiple network protocols such as: • TCP/IP • DHCP • LDAP • FTP			
847.	Ability to work in a secured network environment of firewalls and protected gateways degradation of service			

Application

No	Features	Comply (A/B/C)	X ref	Comments
Application, System Integration and Database				
848.	Ability for the system to support and to run in a virtualized environment.			
849.	System components in terms of client, presentation, application and database are distributed into several tier, each of which can be hosted on different computers/servers and networks.			
850.	Presentation of system is user friendly supported by graphical user interface such as flexible menu structure and menu path display To allow for quick navigation through screens and menus.			
851.	Ability of the system to allow for access to other input screens and modules without backing out of menus or menu paths.			
852.	Ability of the system to allow the usage of the 'Back' button on the browser except some high security functions			
853.	Ability of the system to provide clear indication that a request to the system is under processing.			
854.	Ability of the system to display easy-to-understand error messages that indicate nature of error, the field that is in error and possible solutions.			
855.	Ability of the system to prompt for user confirmation before a critical process, eg. deletion			
856.	Ability to provide communication tools to send emails to all users or group of users.			
857.	Ability to include embedded application shortcut link in email which allow user to launch an application function directly from email.			
858.	Ability to integrate with Microsoft Outlook (email) and Exchange for workflow and system messages or alerts.			
859.	Ability of the system to perform validation on defined data input, during data entry stage, to ensure valid values are captured based on correct business logic and rules.			
860.	Ability of the system to indicate which fields are mandatory and optional, and able to prompt users for required data.			
861.	Ability of the system to allow transactions with errors or incomplete information to be saved and later			

No	Features	Comply (A/B/C)	X ref	Comments
	accessed easily online for correction, edition and deletion if the transaction is not posted.			
862.	Ability of the system to provide automated facility to administer the migration of application and database changes for all components and all modules between the "development" and "testing and training", "user acceptance" and "production" zone.			
863.	Ability of the system to provide scripting tools to automate the data transfer between zones (e.g. testing zone to production zone).			
864.	Ability to log and monitor user activities, but not limited to processes carried out, folder, file and record level access, add, delete and modification, date and time spent on the system			
865.	Ability for the application system and database to support the Linux platform			
866.	Ability for the application system and database to support the UNIX platform			
System Integration				
867.	All core modules must be fully integrate-able to one another.			
868.	Ability to provide native support for data exchange / connectivity standards such as: • XML (Extensible Markup Language) • ODBC (Open Database Connectivity) • DCOM(Distributed Component Object Model) • OLE (Object Linking & Embedding) • ALE (Application Link Enabling) • JDBC (Java Database Connectivity) • CORBA (Common Object Request Broker Architecture)			
869.	Ability of the solution to interface through web services such as: • HTTP/HTTPS, JMS (Java Message Service) • SOAP (Simple Object Access Protocol); and • WSDL (Web Services Description Language).			
870.	Ability of the solution to read from fixed format text files for interfacing from other services and store into the system's database.			

No	Features	Comply (A/B/C)	X ref	Comments
871.	Ability of the solution to plug and play devices such as smart card readers, bar code readers etc.			
872.	The solution is able to interface to third party open standard APIs (application programming interface) for functions such as encryption, search etc.			
Database				
873.	The database solution must provide index organized table capability to increase performance.			
874.	The database solution must provide synchronous replication capabilities across wide area network for ease of backup and replication.			
875.	The database solution must provide support for extraction, transformation and loading capabilities.			
876.	Vendor to provide Data Dictionary with description and details of fields.			
877.	The database can handle capacity on demand to provide more scalability without any impact to the existing environment.			
878.	The database solution must provide minimum password management capabilities as follows: a) Account Locking b) Password Lifetime and Expiration c) Password History d) Password Complexity Verification			
879.	The database provides features to restrict certain privileged users from accessing business application data.			
880.	The application is able to protect the data and database from unauthorized changes.			
881.	Provides enterprise-wide audit solution to efficiently consolidate, detect, monitor, alert and report on audit data for security auditing and compliance.			
882.	The solution must have the ability to support access and interface with relational data sources like SQL Server, and any other ODBC compliant databases (please specify).			
883.	Ability of the solution to provide the capability to evaluate and determine if there are any duplicates and contradicting inputs.			

Archive and Backup

No	Features	Comply (A/B/C)	X ref	Comments
Backup and Archive				
884.	Ability to automatically archive transaction data by transaction type to storage media based on PDC defined retention period.			
885.	Ability to support high volume data backup and restoration to / from external mass storage media, including, but not limited to: • Cartridge • External hard-disk • Storage Area Network (SAN)			

Software Licensing

No	Features	Comply (A/B/C)	X ref	Comments
User Software Licensing				
886.	Ability of the application to support concurrent users			
887.	Ability of processing user licensing by module, e.g. AP, AR, GL, etc			