REQUEST FOR PROPOSAL (RFP)
NOTICE

PDC Telecommunication Services Sdn Bhd (PDCTelco) is a subsidiary of Penang Development Corporation (PDC). PDCTelco is one of the companies providing telecommunication infrastructure services to telecommunication service providers in Penang. PDCTelco will hold a RFP for the following works:

RFP NO.: PDCTELCO/RFP_ND/002/2025

REQUEST FOR PROPOSAL FOR SYSTEM SERVICE FOR PDC TELECOMMUNICATION SERVICES SDN BHD

PDC Telecommunication Services Sdn Bhd (PDC Telco) invites proposals from experienced software development and system integration companies to design, develop, and implement a comprehensive billing and customer management system as outlined in the scope below. This system will be used for managing customers, billing, package management, dealer/agent relationships, and several other critical business operations. The goal is to provide a streamlined and automated solution to support operational efficiencies, improve user experience, and ensure seamless integration with existing technologies. The requirement that staisfy the following criteria to submit proposals:

1. A minimum of 10 years of experience in software development and system integration.
2. Proven expertise in the development and maintenance of Internet Service Providers (ISP) billing and subscriber management systems, as well as ISP network and server infrastructure.
3. Demonstrated proficiency in configuring Border Gateway Protocol (BGP) routing, IP transit, and peering.
4. Experience in integrating software solutions with Remote Authentication Dial-In User Service (Radius) servers and Point-to-Point Protocol over Ethernet (PPPoE) servers.
5. Strong experience in developing high-traffic, high-performance Online Transaction Processing (OLTP) database applications.
6. Expertise in designing and implementing secure, fail-safe infrastructure solutions, particularly for high-risk environments.

SYSTEM SPECIFICATIONS

1. **Customer Management**
   - Customer listing with search, filter, and building/site grouping
   - Print Installation Order Form
   - Account category
   - Account package
   - Custom billing cycle
   - Contract period
   - Pre-set stop service
   - Account deposit, additional deposit
   - Package change history
   - Package change auto pro-rate additional charge on next bill
   - Point-to-Point Protocol over Ethernet) authentication integration (PPPoE)
   - Customer Premises Equipment (CPE) login ID, password setting and auto verification
   - Point-to-Point Protocol over Ethernet (PPPoE) fixed IP Radius parameter
   - Point-to-Point Protocol over Ethernet (PPPoE) addition parameter
   - Activation, suspension, termination billing date records
   - Billing information and delivery method

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- Installation address
- Person in charge and other contacts
- Payment term
- Dealer / agent information
- Installer information
- Upload supporting documents, T&C, company resolution, IC, SSM

2. **Billing**
   - Automatic billing, with additional charges, automatic first month pro-rate, pro-rate for package change
   - Bill and Invoice format printout and send
   - Bill history and account balance information
   - Void invoice/bill
   - Manual billing and adjustment
   - Credit Note/Debit Note
   - Automatic send bill/invoice via Email, WhatsApp and Telegram
   - Automatic reminder
   - Automatic suspension reminder
   - Automatic suspension with grace period
   - Payment collection entry
   - Automatic reactivation of suspended account on payment receives
   - Automatic add reactivation fee to next bill
   - Bill adjustment
   - Building/site bill adjustment, automatically apply to all accounts in same building/site
   - E-invoice API integration

3. **Package Management**
   - Package category
   - Fixed IP allocation
   - Deposit, monthly fee, installation fee
   - Minimum contract period
   - Package bandwidth allocation
   - Automatic stop service
   - Annual billing
   - Commission type, monthly or one-time
   - Radius parameters

4. **Dealer/Agent Management**
   - Company information
   - Contact information
   - Custom per package commission setting
   - Dealer commission calculation

5. **Building / Site Management**
   - Building/site information
   - Building/site default dealer/agent
   - Point-to-Point Protocol over Ethernet (PPPoE) setting

6. **Trouble Ticketing**
   - Listing filter by status and category

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- Automatic ticket numbering
- Follow-up ticket, parent ticket
- PIC (Person in Charge) assignment
- Complaint type
- Start of Fault (SOF)
- Completion of Fault (COF)
- Linked to Job Management
- Job updates

7. **Customer Service**
   - Problem and Action records
   - Standard test checklist and result
   - Ticket escalation
   - Customer feedback

8. **SMS / WhatsApp / Email**
   - Message template
   - Recipient by Building/Location or Individual
   - Scheduled send time
   - Attachment
   - Progress Report

9. **Accounting Integration**
   - Export file for Bills, Payment, Deposit
   - Account Code mapping for each Payment type, Customer Type, Bill Type, Product Type

10. **Customer Self Care Portal**
    - Customer self registration,
        i. Customer Info
        ii. Package type
        iii. Technical details selection
    - View Bills and Receipt
    - Online Payment
    - View transaction history
    - Account and package information
    - Upgrade / change package request
    - Log support ticket

11. **New Registrations**
    - Self registration follow-up list
    - Manual registration
    - Service Order process flow
        i. Quotation
        ii. Service Order Form
        iii. Service Acceptance Form
        iv. Change Form
        v. Termination Form

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12. System Integration
- Radius server integration
- Radius parameters
- Force drop connected user
- Import IP PBX call logs, auto matching to accounts and auto phone call billing
- Auto suspension for overdue accounts
- Grace period for overdue account
- Auto send reminder on due, overdue, and suspension
- Auto reactivation on payment receive
- Auto bill reactivation fee

13. Asset Management
- Item Code management
- Asset listing and records
- Asset transfer
- Asset service history
- Asset planned maintenance and reminder

14. User and Access Control
- User Role definition, feature and function access control
- User management
- User login and action audit trail

PROPOSAL REQUIREMENTS

1. **Company Profile**
   - Provide a brief overview of your company, including years of experience, relevant expertise, and any previous successful implementations of similar systems

2. **Technical Proposal**
   - Detailed approach and methodology for system design and development, including timelines and milestones.

3. **Cost Proposal**
   - Breakdown of costs for the entire project, including development, implementation, and ongoing support.

4. **References**
   - Provide client references with similar project scopes, highlighting your company's experience and success.

5. **Support and Maintenance**
   - Details of post-implementation support, maintenance services, and any warranties.

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NON-DISCLOSURE AGREEMENT (NDA):

To ensure the confidentiality of the information provided in this RFP and during the proposal process, all applicants are required to submit a **Non-Disclosure Agreement (NDA)** along with their proposal. The NDA should be signed by an authorized representative of your company before submitting the proposal.

The NDA is available for download along with this RFP notice.

SUBMISSION INSTRUCTIONS

RFP documents, together with the signed NDA, that have been completed should be placed in a sealed envelope and labeled "**PDCTELCO/RFP_ND/002/2025: REQUEST FOR PROPOSAL FOR SYSTEM SERVICE FOR PDC TELECOMMUNICATION SERVICES SDN BHD**" The documents must be submitted to the below-mentioned office address on or before **12:00 noon, 06th March 2024.**

Venue   :   PDC Telecommunication Services Sdn. Bhd.
1-12A-12A, SUNTECH@Penang Cybercity,
Lintang Mayang Pasir 3,
Bandar Bayan Baru
11950 Bayan Lepas, Pulau Pinang
Tel No   : 04-640 6644
Fax No   : 04-640 6640

Date/Time   :   Monday – Friday   (9.00am-05.00pm)
Lunch Time   (Monday – Thursday: 1.00pm-2.00pm)
(Friday: 12.15pm-2.45pm)

"Any offer of corruption or other incentives that may influence the position of the Tenderer will result in the tender being rejected immediately".