

**SPESIFIKASI TEKNIKAL**

**SEBUTHARGA BIL. 10/2020:  
PERKHIDMATAN MEMBEKAL PLATFORM PEMADANAN PERNIAGAAN  
(BUSINESS MATCHING)**

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**1. OBJEKTIF**

- 1.1 Platform *Business Matching* ini adalah merupakan kaedah yang akan digunakan oleh SME Corp. Malaysia untuk menemukan syarikat PKS dengan syarikat *Anchor* seperti syarikat MNC, GLC, Pasaraya Besar, syarikat besar serta syarikat luar negara yang berpotensi. Platform *Business Matching* ini memberi peluang kepada PKS untuk memperkenalkan, mempromosi dan memasarkan produk serta perkhidmatan kepada syarikat *Anchor*.
- 1.2 Memberi kemudahan kepada PKS untuk akses secara *online* bagi membina rangkaian perniagaan dengan syarikat *Anchor* atau PKS lain serta mengadakan pertemuan semasa program *Business Matching* atau secara *virtual*.

**2. SKOP PERKHIDMATAN**

- 2.1 Penyediaan platform *Software as a Service* (SaaS) bagi sistem *Business Matching web-based* dan aplikasi *mobile*.
- 2.2 *Payment Gateway*.
- 2.3 Khidmat sokongan teknikal dan penyelenggaraan.
- 2.4 Sesi Latihan.

**3. SYARAT-SYARAT PEMBAYARAN**

- 3.1 Kontrak Sebutharga ini adalah bagi tempoh 14 bulan (penyediaan platform selama 2 bulan dan langganan selama 12 bulan).
- 3.2 Bayaran dibuat berdasarkan kemajuan pelaksanaan projek mengikut jadual pembayaran yang dipersetujui.
- 3.3 Bayaran akan dibuat setelah pihak SME Corp. Malaysia berpuas hati dengan perkhidmatan yang disediakan dan setelah menerima Inbois serta dokumen berkaitan daripada pembekal.

#### 4. SYARAT-SYARAT LAIN

- 4.1 Pendaftaran dengan Kementerian Kewangan yang masih sah laku dalam kod bidang bersesuaian seperti berikut:  
**210103** dan/atau **210104**
- 4.2 Pemilihan penyebutharga akan dibuat berdasarkan pematuhan kepada semua kriteria yang ditetapkan di jadual pematuhan di bawah.
- 4.3 Pihak SME Corp. Malaysia berhak menamatkan kontrak yang diberi kepada pembekal pada bila-bila masa sekiranya pembekal:
  - a. Tidak memenuhi Skop Kerja yang telah dipersetujui;
  - b. Tidak memenuhi Kualiti dan Spesifikasi Kerja ;
  - c. Tidak mematuhi Jadual Pelaksanaan yang ditetapkan;
- 4.4 Berupaya untuk membekal platform *Business Matching* dalam jangkamasa **2 bulan** selepas dilantik oleh SME Corp. Malaysia.
- 4.5 Sekiranya pembekal gagal melaksanakan perkhidmatan dalam tempoh dan/atau kualiti yang ditetapkan, SME Corp. Malaysia berhak membatalkan pesanan yang dikeluarkan dan/atau mengenakan *Liquidated & Ascertained Damages (LAD)* berdasarkan formula berikut:

$$(BLR + 1\%) \times (\text{Nilai Kontrak} / 365) \times (\text{bilangan hari lewat})$$

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			YA	TIDAK	
<b>Platform Software as Service (SaaS) for Business Matching System web-based and mobile application</b>					
1.1	<p><b>Business Matching Platform and features:</b> To provide web-based with mobile responsive design and to provide mobile app version that fulfils requirements of Online Business Matching Platform set by SME Corp. Malaysia:</p> <ul style="list-style-type: none"> <li>i) Single Business Matching platform for multiple SME Corp. events (onsite meetings and virtual meetings) – able to tailor to specific event/program or specific community. The platform can be operated by different users at SME Corp HQ and state offices (different event and programme owners);</li> <li>ii) Self service Business Matching platform (operates 24/7) and virtual meetings;</li> <li>iii) The platform is customised and tailored to SME Corp’s brand identity;</li> <li>iv) The platform is able to manage / schedule the matching session and generate the completed schedule in table format / listing and enable to export into other formats ( Excel, Word, PDF);</li> <li>v) The platform to implement security features - To protect the data of users;</li> <li>vi) The platform is able to integrate with independent e-business platforms such as e-bazaar and e-mart by other Agencies or any other recognised similar platforms;</li> <li>vii) The vendor shall be responsible for commissioning and test-run of the application to the satisfaction of SME Corp. Malaysia before final acceptance;</li> </ul>	1 lot			

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	viii) The platform is provided on a subscription basis (Software as Service) for 12 months from the issuance of the Final Acceptance Certificate; ix) Unlimited number of user accounts and Unlimited events for 12 months; x) Sub-domain branding to SME Corp. domain (i.e.: <a href="http://bm.smecorp.gov.my">http://bm.smecorp.gov.my</a> ) xi) Fully branded email Notifications; xii) One-to-one Virtual Meeting (inclusive of minimum 2,000 meetings / sessions).				
1.2	<b>Small &amp; Medium Enterprises (SMEs) / Participants Module</b> i) Company/SMEs/Participants registration and Login: <ul style="list-style-type: none"> <li>- allow only one user per company registration / MyCoID;</li> <li>- company information with a minimum of 20 fields (such as Name, MyCoID, Company Address, Contact Details, Website, Email, Business Activities, Industry, Sector, Product, Halal Certified, Export Ready, Certification, Nature of Deals, Annual Sales, Number of Fulltime Employees, Women Status, Bumiputera / Non Bumiputera etc).</li> </ul> ii) Participants will be able to update their profile, company information, list of products as well as photos and video in standard file format (e.g. JPEG, BMP, PNG, MP4, WMV, AVI etc). iii) Participants will be able to search and find relevant buyers / Anchor that match their interests, product, services and state from Business Directory;	1 lot			

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	<ul style="list-style-type: none"> <li>iv) The platform able to provide recommendation based on the participants interest;</li> <li>v) Participants will be able to Schedule one-to-one meeting at their convenient time;</li> <li>vi) Participants will be able to book and manage schedule: <ul style="list-style-type: none"> <li>- Status (Accept, Decline, Reschedule, Pending, Remark).</li> </ul> </li> <li>vii) Participants will be able to view appointment details: <ul style="list-style-type: none"> <li>- Date / Time / Venue;</li> <li>- Status (Accept, Decline, Reschedule, Pending, Remark).</li> </ul> </li> <li>viii) Participants will be able to conduct business linkage sessions via virtual meetings or online negotiations on their own;</li> <li>ix) Pop-up feedback form for participant to provide feedback and record potential transaction value after each meeting/ virtual meeting : <ul style="list-style-type: none"> <li>- Potential Business;</li> <li>- Time Frame;</li> <li>- Potential Sales / Investment.</li> </ul> </li> <li>x) Email notification and schedule reminder features to each participant before their meeting / sessions / event days;</li> <li>xi) Instant Messaging: <ul style="list-style-type: none"> <li>- Allow participants / users to communicate with each other within the platform.</li> </ul> </li> <li>xii) Matching recommendation emails to registered account: <ul style="list-style-type: none"> <li>- To push engagement on the platform;</li> </ul> </li> <li>xiii) Post event survey form (6 months after the event) for participants to track materialised Sales, Time Frame and Nature of Deals.</li> </ul>				

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1.3	<p><b>Payment Gateway Module</b></p> <p>i) The Business Matching Platform features to provide payment gateway for each matching session request ((please <u>indicate / specify</u> any <u>additional charges</u> in the proposal);</p> <p>ii) The SMEs / Participant is able to make online payment via payment gateway for each matching session request (if necessary);</p> <p>iii) Admin / Event Manager to manage payment received / refund.</p>	1 lot			
1.4	<p><b>Business Directory Module</b></p> <p>i) Directory of companies and Anchor / MNCs: - include company name, address, contact details, website, email, list of product details, photos and video.</p> <p>ii) Participants can search the companies and filter by Sector, State, Product, Country;</p> <p>iii) Instant Messaging function: - allow participants / users to communicate with each other within the platform.</p> <p>iv) Participants will be able to book / request for meeting /virtual meeting.</p>	1 lot			
1.5	<p><b>Large Companies / Multinational Corporation (MNC) / Anchor Module</b></p> <p>i) MNC / Anchor registration and Login: - MNC / Anchor information with a minimum of 5 fields (e.g Name, Company Address, Contact Details, Business Activities, Industry etc).</p>	1 lot			

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	<ul style="list-style-type: none"> <li>ii) Update profile and company information;</li> <li>iii) Update Business Matching Calendar / Schedule information;</li> <li>iv) Product &amp; Services, Interest, Number Of Tables, Date &amp; Time Availability;</li> <li>v) Manage schedule and appointments; <ul style="list-style-type: none"> <li>- Status (Accept, Decline, Reschedule, Pending, Remark);</li> <li>- View List of Appointments.</li> </ul> </li> <li>vi) Email notification and schedule reminder features before their meeting / sessions / event days;</li> <li>vii) Able to export the final schedule session into other formats with printing function ( Excel, Word, PDF);</li> <li>viii) Pop-up feedback form for MNC / Anchor to provide feedback and record potential transaction value after each meeting: <ul style="list-style-type: none"> <li>- Potential Business;</li> <li>- Time Frame;</li> <li>- Potential Sales / Investment.</li> </ul> </li> <li>ix) Instant Messaging: <ul style="list-style-type: none"> <li>- allow users to communicate with each other within the platform.</li> </ul> </li> </ul>				
1.6	<p><b>Admin / Event Manager Module</b></p> <ul style="list-style-type: none"> <li>i) Create new events and its schedules as well as to monitor the status of meetings: <ul style="list-style-type: none"> <li>- Name, Date, Time, Venue, Complete, Ongoing, Incomplete, Cancelled etc.</li> </ul> </li> </ul>	1 lot			

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			YA	TIDAK	
	<ul style="list-style-type: none"> <li>ii) Admin will be able create and publish new event and promote the page / link outside the platform;</li> <li>iii) Create and manage Anchors / MNCs details: <ul style="list-style-type: none"> <li>- MNC / Anchor information with a minimum of 5 fields (e.g Name, Company Address, Contact Details, Business Activities, Industry).</li> </ul> </li> <li>iv) Create and Manage Participant / SMES details: <ul style="list-style-type: none"> <li>- company information with a minimum of 15 fields (e.g. Name, MyCoID, Company Address, Contact Details, Website, Email, Business Activities, Industry, Sector, Product, Halal Certified, Export Ready, Nature Of Deals, Women, Bumiputera / Non Bumiputera etc).</li> </ul> </li> <li>v) Create and manage Business Directory: <ul style="list-style-type: none"> <li>- include Company Name, Address, Contact Details, Website, Email, List of Product Details, Photos and Video.</li> </ul> </li> <li>vi) Create and manage schedule: <ul style="list-style-type: none"> <li>- Date, Time, Venue, Session, Status (Accept, Decline, Pending, Reschedule, Remark etc).</li> </ul> </li> <li>vii) Able to cater for walk in / offline participant during the event;</li> <li>viii) Manage the request of matching session ( Status Decline, Reschedule, Remark);</li> <li>ix) Able to view, generate the schedule in table format / listing and enable to export into other formats ( Excel, Word, PDF);</li> <li>x) Able to export the schedule session into other format with printing function ( Excel, Word, PDF etc );</li> </ul>				



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	xi) Provide access level security management to classify user access level and modules they are entitled to access; xii) Reporting / Dashboard Module (real-time data): <ul style="list-style-type: none"> <li>- To track the status of meetings and networking session;- Manage meeting feedback, potential and actual sales;</li> <li>- Generate report by event (Daily Report, Total Potential Sales, No of Session, No of Company, No of Anchor, No of Company By Sector, Potential Sales by Anchor);</li> <li>- Generate materealised sales report (post event survey);</li> <li>- Generate report by weekly, monthly, yearly.</li> </ul> xiii) Instant Messaging: <ul style="list-style-type: none"> <li>- allow Admin to communicate with participant / Anchor within the platform.</li> </ul> xiv) Able to send reminder or announcement to the Anchor and Participants trough email notification; xv) To provide Data Import function (Ms Excel or csv); <ul style="list-style-type: none"> <li>- SMEs profile from SME Corp Database into the Business Matching Platform (Business Directory).</li> </ul>				
1.7	<b>Runner* Module</b> <i>Note: *Person in charged onsite business matching / event.</i>  i) Login function; ii) View appointment/Schedule with filter function and able to view details;	1 lot			

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			YA	TIDAK																					
	iii) Update Status after each session (Complete, Pending, Cancel, Remark); iv) Function to remind Participants to key in feedback form (Potential Sales).																								
2.0	<b>Project Duration</b> The appointed vendor must complete the Business Matching Platform within 2 months.	2 months																							
3.0	<b>Training</b> To provide End-user Training and knowledge required to operate the system to: <table border="1" data-bbox="241 810 1285 1066"> <thead> <tr> <th>No.</th> <th>User</th> <th>Location</th> <th>No. of Session</th> <th>No. of Pax / Session</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Administrator</td> <td>SME Corp. HQ</td> <td>1</td> <td>10</td> </tr> <tr> <td>2.</td> <td>HQ Officers</td> <td>SME Corp. HQ</td> <td>2</td> <td>10</td> </tr> <tr> <td>3.</td> <td>State Office Officers</td> <td>Via Microsoft Team Meeting</td> <td>2</td> <td>12</td> </tr> </tbody> </table>	No.	User	Location	No. of Session	No. of Pax / Session	1.	Administrator	SME Corp. HQ	1	10	2.	HQ Officers	SME Corp. HQ	2	10	3.	State Office Officers	Via Microsoft Team Meeting	2	12	1 lot			
No.	User	Location	No. of Session	No. of Pax / Session																					
1.	Administrator	SME Corp. HQ	1	10																					
2.	HQ Officers	SME Corp. HQ	2	10																					
3.	State Office Officers	Via Microsoft Team Meeting	2	12																					
4.0	<b>Maintenance and Support Services</b> To provide maintenance and support services for application (scope as in 1.0 Functional Specification) for 12 months from the issuance of the Final Acceptance Certificate includes: -To update platform customisation; -To manage information uploaded for matching platform;	12 months																							

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	-To update functionality of the business matching platform; -To assist in basic maintenance of the system; -Technical support.				
5.0	<b>Documentation</b> To provide complete set of documentation covering hard copy ( 2 binding copies) and soft copy, at a minimum, the User Manual and Functional Specification. These manuals must cover all work processes in the platform to ensure that the users have sufficient understanding and knowledge required to operate the system.	1 lot			

\* sila nyatakan di ruangan ini untuk maklumat lanjut / tambahan berkaitan tawaran yang dikemukakan atau kemukakan kertas cadangan tambahan jika ruang tidak mencukupi

**Saya / Kami memperakui maklumat yang diberikan adalah benar dan bersetuju menyediakan perkhidmatan dinyatakan selaras dengan terma & syarat dalam dokumen Sebutharga Bil. 10/2020.**

.....  
 Nama :  
 Jawatan :  
 Tarikh :  
 Cop Syarikat :