



FEDERATION OF MALAYSIAN MANUFACTURERS (7907-X)
Wisma FMM, No.3, Persiaran Dagang, PJU 9 Bandar Sri Damansara
52200 Kuala Lumpur
Tel: 03-62867200 Fax:03-62741266/7288 Email: webmaster@fmm.org.my

REQUEST FOR TENDER

FMM Knowledge Management & FMM Net 2.0

CLOSING DATE

Friday, March 12, 2010 at 5.00 P.M.

Invitation to Participate in a Tender Process for the FMM Knowledge Management & FMM Net 2.0

No	Aspect	Particulars
1	Tender Authority	Federation of Malaysian Manufacturers (7907-X) <i>[hereafter, referred to as "FMM" or the "organisation"]</i>
2	Principal Contact	Chief Executive Officer
3	Official Address	Wisma FMM, No. 3 Persiaran Dagang, PJU 9 Bandar Sri Damansara, 52200 Kuala Lumpur Tel: 03-6286 7200 Fax: 03-62741266/7288
4	Scope of Project	<p>a. FMM Knowledge Management framework proposed to cover knowledge capture, organisation and storage of knowledge assets, access to knowledge assets and promoting and measuring the use of knowledge. The knowledge management framework is to offer complete document life cycle management.</p> <p>b. FMM Net 2.0 is an enhancement of the existing FMM Net as well as the new "gateway" to the FMM Knowledge Management</p>
5	Selection Procedure	Tender process as per FMM ISO Purchasing Procedures (FMM ISO OM15/1 Clause 7.0 Purchase Conditions and Limit)
6	Qualification to Tender	Tenders may be submitted by individuals/legal entities active in related work, having proven capabilities, special expertise and extensive experience in the development/upgrade of products and services relevant to this tender.

No	Aspect	Particulars																
7	Duration of Project and Project Reports	<p>The Project should begin within 30 working days from the date of the Purchase Order.</p> <p>There will be three (3) Project Reports:</p> <ul style="list-style-type: none"> • Study and Design of the Project, including the Current Model • Testing and User acceptance report • Documentation and Training. <p>The Project comprised primarily of the following jobs:</p> <table border="1"> <thead> <tr> <th>Job</th> <th>Particular</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>System Study + System Architecture Design</td> </tr> <tr> <td></td> <td>System Modeling and Modification</td> </tr> <tr> <td></td> <td>Data Structure Design and Modification</td> </tr> <tr> <td>2</td> <td>System Implementation</td> </tr> <tr> <td>3</td> <td>Data Migration and Data Testing</td> </tr> <tr> <td>4</td> <td>System Testing</td> </tr> <tr> <td>5</td> <td>User Training</td> </tr> </tbody> </table> <p>FMM reserves the right to change the specifications of the Project. All necessary efforts would be taken by FMM to inform bidders of any such changes.</p> <p>FMM reserves the right to determine the implementation of the various jobs of the project [as stated in the table above] according to the organisation's schedule and means. Hence, the awarding of job(s) may be bundled or unbundled.</p>	Job	Particular	1	System Study + System Architecture Design		System Modeling and Modification		Data Structure Design and Modification	2	System Implementation	3	Data Migration and Data Testing	4	System Testing	5	User Training
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1	System Study + System Architecture Design																	
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8	Deadline and Place for Submission of Tender	<p>Tender documents are to be submitted in DUPLICATE and in a SEALED ENVELOPE.</p> <p>The Tender Envelope is to be submitted to the official address by Friday, March 12, 2010, no later than 5.00 p.m.</p> <p>Late submissions would not be accepted.</p>																
9	Date, Time and Place of Opening of Tender Envelopes	<p>Monday, March 15, 2010, 10.00 a.m.</p> <p>FMM Wisma FMM, No. 3 Persiaran Dagang, PJU 9, Bandar Sri Damansara, 52200 Kuala Lumpur</p>																
10	Assessment Criteria of Tenders	<p>The Contract would be assigned to the Tender that is the most advantageous to FMM, following an assessment based on the specific evaluation criteria that are stated in the Tender Document.</p>																
11	Project Financing and Payment to Contractor	<p>Payments to the Contractor would be made directly by the FMM according to the payment scheme detailed in the Tender Document.</p>																

NOTICE INVITING TENDER FOR
FMM Knowledge Management & FMM Net 2.0

Reference No: _____

Date: February 2, 2010

1. INTRODUCTION

The FMM Knowledge Management and FMM Net 2.0 identified for upgrading is the operation infrastructure within the FMM. The key elements of the new Knowledge Management and FMM Net 2.0 are as follows:

- a. FMM Knowledge Management** framework proposed to cover knowledge capture, organisation and storage of knowledge assets, access to knowledge assets and promoting and measuring the use of knowledge. Key knowledge components would include the following:
- Membership Data Repository
 - Event Management
 - Advertisement Management
 - Publication Management
 - Branch Management
 - Data Integration with Tally System (data exchange)
 - Knowledge Repository Portal of inherent skills, knowledge, work experiences, & problem solving approach.
 - Information Portal for meeting papers, FAQs, advisory, memorandum, position paper, etc.

The knowledge management framework is to offer complete document life cycle management – from authoring to review, approval, distribution and archiving for every user and document in the organisation, from narrowly focused application for small groups to broader, scalable applications for enterprise-wide users across the organisation, including at Branches. The system should also be able to track usage of knowledge assets, which would be **accessible through the FMM Net portal**

- b. FMM Net 2.0** is an enhancement of the existing FMM Net as well as the new “gateway” to the FMM Knowledge Management content through controlled access. The existing FMM Net features are also expected to be further improved, especially in the following areas:
- Content Management (including security)
 - Search Engine
 - Product Catalogue System
 - Electronic Form Management
 - News/Forum/Advertisement Management
 - Membership Management
 - Buyers Management
 - Shopping Cart
 - Report/On-line Survey

2. OBJECTIVES

The objectives are to enhance services to and communications with users, both internal and external; as well as to improve interactive time and response. Services and interactive information include Webpage hosting, e-mail communication, connection to electronic services and training in computer fundamentals (internal).

The major component of FMM's project is the procurement of applications and equipment to deliver electronic services that would support members' needs. Upon completion of the entire project, the organisation's IT system is expected to provide faster and greater access to FMM's knowledge content.

3. PROJECT ARCHITECTURE REQUIREMENT FOR NEW FMM KNOWLEDGE MANAGEMENT & FMM NET 2.0

The new FMM Knowledge Management & FMM Net 2.0 project is proposed to be rolled out to:

- a. Enhance knowledge sharing and system connecting the FMM Head Office and FMM Branches using web based technologies.
- b. Enhance dedicated data and Internet connectivity for members
- c. Enhance IT security features in the web environment
- d. Enhance data protection within the organisation

4. SCOPE OF WORK

Phase I	FMM Knowledge Management & FMM Net 2.0 - System Study + System Architecture Design
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- a. To study the scope of geographical locations of sites for deployment of the FMM current system under the requirements and identify the Local Point of Presence (LPOP). The project team needs to study the requirements of FMM Infrastructure at different levels, i.e. Division/Group/Environment.
- b. To make a preliminary assessment of the existing ICT infrastructure at all levels. The project team needs to understand the topology of the organisation.
- c. To review the current infrastructure and/or procedures of the following:
 - i. File and data management
 - ii. System maintenance
 - iii. System management and security policy (User Access Right)
 - iv. Bandwidth and number of connections requirements for implementation
- d. To undertake Technical Feasibility Study based on the existing and desired infrastructure for effective implementation of the FMM Knowledge Management & FMM Net 2.0.
- e. To analyze the applications and expected Load/Traffic/Transaction requirements based on Application Development to assess the requirements among users.
- f. To design a Network and System Architecture necessary for effective system Backup.

- g. To design an “Electronic Transaction Security Strategy and On-line Payment Policy Document” defining access controls and authorization level and analyzing different network security devices such as Online Transaction, Online Payment, Secured Payment Management etc. and recommend a Security Roadmap. The security strategy should include Disaster Recovery and backup procedures.
- h. To design the Project Implementation Plan with specific milestones and deliverables.

Phase II	Project Implementation and User Acceptance
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- a. Project implementation and monitoring
- b. Oversee that equipment is provided as per requirement and perform hardware inspections
- c. Review Project plans and progress
- d. Track Project issues and risks and present Project status to FMM management
- e. Supervision of installation and testing of the system
- f. Carry out user acceptance testing before commissioning network for actual use.
- g. User training

5. TENDER PROCESS & SPECIFIC INSTRUCTIONS

Sealed bids must be marked *Private and Confidential* and submitted within the deadline. Interviews may be conducted. Bidders would be informed of the outcome within 14 working days after issuing the Purchase Order to the successful bidder.

The successful bidder must work with FMM's existing service provider on data migration, policy or any other technical requirements, guidance or advice.

6. EVALUATION OF TENDER

After ensuring adherence to the instructions indicated, tenders would be evaluated based on compliance with technical specifications and requirements as well as the tender most advantageous to the organisation. The organisation is not bound to award to the lowest bidder as qualitative factors need to be considered as well.

7. DISQUALIFICATION / REJECTION OF TENDER

A tender is liable to be rejected or the bidder disqualified at any stage on account of any of the following:

- a. Tender is received after the expiry of the due date and/or time
- b. Tender information is incomplete
- c. There are misleading or false statements in the tender and/or bidder's documents
- d. Tender or equipment does not conform with specifications and/or is not accepted by FMM
- e. Refusal to work with FMM's existing service provider(s) on technical requirements
- f. Bidder is found to have a record of poor performance such as abandoning works, being blacklisted, inordinately delaying completion, financial failures etc.

8. COMPENSATION FOR TERMINATION OF CONTRACT

If a tenderer fails to carry out the order according to the terms of this document and/or within the stipulated period or any extension thereof as may be allowed by the FMM without any valid reasons acceptable to the FMM; the FMM has the right to terminate the contract after giving 7 working days' notice. FMM's decision is final and binding.

9. TERMS OF PAYMENT

No payment shall be made for partial work done. 20% payment shall be made under Phase I and 40% under Phase II upon supply to and acceptance by the FMM of the deliverables under each Phase. The balance of the **40%** shall be paid **60 working days after** execution of the Performance Guarantee and official project handover.

10. LIQUIDATED DAMAGES

In the event of delay in execution of work and delivery of deliverables specified in this contract, the tenderer shall be liable to a **penalty of 2% of the total cost of project** for every calendar week of delay; unless an extension request is approved by the FMM.

11. WARRANTY

All activities related to the project and its components such as software, hardware repairs or replacements shall have a warranty period of at least 365 days or equal to the manufacturer(s)' and/or vendor(s)' original warranty, whichever is longer. The warranty period should start from the date of the final acceptance of the UAT (User Acceptance Test), unless required to be extended by the FMM.

**12. GENERAL SPECIFICATIONS FOR
FMM KNOWLEDGE MANAGEMENT & FMM NET 2.0**

Scope for Knowledge Management

No	Scope for Knowledge Management	Parameters
1	Membership Management System (FMM, GS1, Industry Groups & FMM Institute)	Membership Data Repository*, Online Application Form, Active Members Evaluation Audit, Visitation Report, Membership summary report, Members Feedback*
2	Event Management (Seminar, Workshop, Exhibition, Trade Mission)	Registration* (Offline & Online), I&E Maintenance, Event Maintenance, Visual Planner, Payment & Accounts Receivable
3	Advertisement	Booking of Advertisement*, Confirmation of Advertisement, Online Advertisement & Payment, Payment and Reports.
4	Publication	Product Indexes, Printing of Publication, Online Directory Purchase* & Payment, Printing and Inventory and Repots
5	Branch Management	Management Reports, Activities etc, File Sharing, Retrieving and Archiving
6	Integration with Accounting System	Integration of Membership Management System with Accounting System (Tally System), Online Payments*
7	Knowledge Repository Portal	Inherent skills, Knowledge, Work experiences & Problem solving approach
8	Information Portal	Working Committee agenda papers, minutes, internal memos of external meetings, internal meetings, ISO documents, articles, FAQs, Advisory etc.

Scope for FMM Net 2.0

No	Scope for FMM Net 2.0	Parameters
1	Content Management System	WYSIWYG Content Editor, Position Page Sequence, Scheduled Publishing, Menu Management, Library and Event update and Listing, Membership updates*, Contents Management*
2	Search Engine	Member Company Listing, Products Listings, Oversea Buyer and Seller Product Search, Product Keyword Search
3	Product Catalogue System	Categories Management, Featured and Promotion Products Management, E-Brochures download, Product Bulk Upload
4	Electronic Form Management	Enquiry Form*, Order Form*, Guest Book, Recipient E-mail configuration, Members Feedback*
5	News Management/Forum Management/Advertisement	News Posting, Forum Posting, News Highlight, Forum Highlight, News updates, Online Advertisement
6	Member Management	Member Access Rights, Registration and Login, Email Activation, Photo Gallery, Meeting Report Archive
7	Buyers Management	Registration and Login, Email Activation, Activate/Suspend Buyer, Buyer Purchase History
8	Shopping Cart	Payment Options*, Customer History Tracker
9	Reporting/Online Survey	Online Transaction Report, Sales Order Report, Webpage Visitation Traffic Report, Online Survey

* Indicates where FMM Knowledge Management is linked with FMM Net 2.0.

**13. DETAILED SPECIFICATIONS FOR
FMM KNOWLEDGE MANAGEMENT & FMM NET 2.0**

Instructions

- i. The bidder **must** fill up the columns on “**Part No. (#)**” and “**Price**”.
- ii. The tables from this page onwards must be completed and submitted to FMM as part of the tender document.
- iii. The bidder may recommend and quote specifications other than those stated by FMM, including using **Open Source Software** but based on the **best fit for the PROJECT** in separate sheets of paper. These new recommendations **MUST** be presented in the same table format as drawn up by FMM, i.e. giving the full details, using the same Item numbers as well as giving justifications for the recommendations.

REINFORCEMENT

- i. FMM reserves the right to change the specifications. All necessary efforts would be taken by FMM to inform bidders of any such changes.
- ii. FMM reserves the right to determine the implementation of the various jobs (see table below) of the project according to the organisation’s schedule and means. Hence, the awarding of the job(s) may be bundled or unbundled.

Job	Particular
1	System Study + System Architecture Design
	System Modeling and Modification
	Data Structure Design and Modification
2	System Implementation
3	Data Migration and Data Testing
4	System Testing
5	User Training

A. Hardware

1	ONE UNIT SERVER with the follow specifications:			
Item	Part #	Description	Qty	Unit Price (RM)
a		Processor: 2.40Ghz, 1333 FSB, 1GB/32GB, 4x2MB L2 Cache (entry model), Quad-Core Intel Xeon		
b		146GB Small Form Factor SAS 10K 2.5" HD	3	
c		Slimline DVD-ROM COMBO Drive 24X	1	
d		LCD Monitor 19"	1	
e		146GB SFF SAS 10K 2.5" Hard Drive - DL380G5	2	
f		Hot Plug Redundant Power Supply	1	
g		Single-channel PCI-E Ultra320 SCSI HBA	1	
h		PCI Express Dual Port Multifunction Gigabit Server Adapter	1	
i		OS media kit (installation CD)	1	
j		Form Factor: Rackmountable (5U)	-	
k		3Y 4H 24x7 WARRANTY	1	
l		OS licence	1	
SUB-TOTAL Hardware				

B. Software & Project Implementation

Item	Description	Cost (RM)
1	Software Price	
2	Consultation	
3	Data Migration and Data Testing	
4	Certificate Authority (Verisign etc)	
5	Software Maintenance Cost	
6	Project user training	
SUB-TOTAL Software & Project Implementation		

GRAND TOTAL Hardware, Software & Project Implementation	
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C. Estimated Project Scheduling (man-days)

No	Description	Estimated Project Scheduling (man-days) Proposed by Bidder
1	System Study + System Architecture Design (technical & requirement assessment)	
	System Modeling and Modification	
	Data Structure Design and Modification	
2	Actual implementation setup	
3	Data Migration and Data Testing	
4	System Testing	
5	After data migration, standby support (next working day, from 0900-1700)	
6	Project user training	
7	User acceptance testing (UAT)	
8	Documentation & Network Diagram	
SUB-TOTAL Project Management		

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