



A Tenaga Nasional Subsidiary

REQUEST FOR QUOTATION (RFQ) NOTICE

Tenderers are invited from suppliers / contractors registered with Ministry of Finance (MOF) / Construction Industry Development Board Malaysia (CIDB) / Tenaga Nasional Berhad (TNB) and/or Allo Technology Sdn. Bhd. (Allo) for supply / work as follows:

Description: **SUPPLY TEXT TO SPEECH SOFTWARE FOR ALLO CARELINE**

Category of Works/Supplies: **INFORMATION COMMUNICATION TECHNOLOGY**

Floatation Start Date and Time: **22nd June 2022, Wednesday (5.30 p.m.)**

Closing Date and Time: **30th June 2022, Thursday (5.00 p.m.)**

Submission of documents: Email: procurementallo@allo.my

Please find BOQ below for reference.

Qualifications:

- a) Sdn. Bhd. or Enterprise Companies
- b) Registered with Tenaga Nasional Berhad (TNB) and/or Allo Technology Sdn. Bhd. (Allo)
- c) Registered with Ministry of Finance (MOF) with Kod Bidang:
210101/210102/210103/210104/210105/210106/210107/210108/210109/
210110/210111/210199,
210201/210202/210203/210299

A. CONTACT INFORMATION FOR GENERAL ENQUIRIES

Contact Person: Nurul Syahira Binti Mohd Nafiah

Email: procurementallo@allo.my / syahira@allo.my

ALLO TECHNOLOGY SDN BHD
PROCUREMENT UNIT



A Tenaga Nasional Subsidiary

Title: **SUPPLY TEXT TO SPEECH SOFTWARE ALLO CARELINE**

No.	Description	Qty	U.O.M	RM	
				Unit Price	Total Price
1	The speech software required below scopes; a. Unlimited file download (not link) b. Video length min 5minutes c. Unlimited storage to keep d. Free music track e. Privacy control f. Media player format: MP3 g. Unlimited characters (refer script attachment)	1	Lot		
Grand Total					-

	Compliance
Payment Term : Within forty five (45) days upon invoice submission, upon delivery, job completion and acceptance by Allo	Yes/No
Invoicing Term : 100% payment upon work completion and Allo Technology's acceptance	Yes/No
Delivery dateline: 14days upon PO issuance	Yes/No

Script: "Hello! Thank you for calling Allo Technology's Careline"	Language Selection 1. Bahasa 2. English	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
	Script: "To continue in Bahasa Malaysia, press 1, For English, press 2."	1.City Broadband Script: "For enquiries regarding City Broadband, press 1"	1. New Customer: Script: If you are a new Customer: Press 1	1. Product/Promotion Enquiry Script: "For enquiries on City Broadband plans or current promotion, press 1"	Current Promotion Script "City Broadband offers high speed broadband for homes and businesses with plans from 100Mbps up to 1Gbps. For businesses that need more bandwidth, our City Broadband Enterprise offers plans up to 5Gbps. Sign up today at citybroadband.my!" Additional script when there's ongoing promo - Oct - Dec: "Triple your speed from 100Mbps to 300Mbps at just RM109 and experience a boost like no other. Sign up today!" "If you'd like to talk to our agent, please press 1"	Talk to agent		
			2. Existing Customer Script: If you are an existing Customer: Press 2	Enter Customer Id Script: Please enter last 9 Digits of your Customer Id followed by #; Customer id can be found in your invoice and starts with PA		1. Outstanding Balance Enquiry Script: To know your current outstanding Balance Press 1 2. Last Invoice Amount Script: To know your last invoice amount: Press 2	Revert back to Main Menu Script: To go back to main menu press 9 (takes back to Level 5)	
					1. Confirmation of Customer Id: Script: Press 1 to confirm	3. Other Billing Enquiry Script: "For any other billing related enquiries, press 3"	Billing Issue/Payment Channel/Current Bill Script: "To make your payment, you can log into your User Portal account. If you'd like to speak to our agent regarding any issues on your current bill, please press 1"	User Portal/Talk to agent
						4. Report on service issue Script: "To report any service interruption, press 4"	Talk to agent	
					2. Renter Customer Id: Script: Press 2 to reenter (takes the User back to previous step: Level 3)	5. Installation/Status Script: "For enquiries regarding installation or subscription status, press 5"	Talk to agent	
						6. Upgrading/Relocation Script: "If you'd like to modify your current plan or relocate to a new location, press 6"	Upgrading/Relocation Script: "For plan modification or relocation, kindly log into your User Portal account and submit your request in there. Thank you."	User Portal
						7. Feedback on Service Script: "If you'd like to give your feedback on City Broadband's service, press 7"	1. Call Centre Agent Script: "For feedbacks on our Careline's agent, press 1" 2. Dealer Script: "For feedbacks on our Dealer, press 2" 3. Installer Script: "For feedbacks on our Installer, press 3" 4. Allo Staff Script: "For feedbacks on Allo's staffs, press 4" 5. Allo service Script: "For feedbacks on our services, press 5"	1. Divert to voice message 2. Talk to agent
						8. Others Script: "For others, press 8"	Talk to Agent	
		2. Enterprise/Wholesale Connectivity Script: "For enquiries relating to Enterprise or Wholesale Connectivity, press 2"	1. General Enquiry Script: "For general enquiries about our offerings, press 1" 2. Billing Enquiry Script: "For billing enquiries, press 2"	Talk to Agent				
			3. Report on service issue Script: "To report any service interruption, press 3"	Talk to Agent				
			4. Feedback on Service Script: "If you'd like to give your feedback on Allo's connectivity services, press 4"	Talk to Agent				
			5. Others Script: "For others, press 5"	Talk to Agent				
		3. Others Script: "For any other issues, press 3"	Talk to Agent					

Additional scripts:



English	Malay
We're sorry, we are currently experiencing high volume of calls. Please try again later.	Harap maaf, kami sedang menerima jumlah panggilan yang banyak. Sila cuba sebentar lagi.
We're sorry, we are currently experiencing high volume of calls. Our agent will be with you shortly. Thank you for your patience.	Harap maaf, kami sedang menerima jumlah panggilan yang banyak. Agen kami akan melayan anda sebentar lagi. Terima kasih.
We're sorry, we are currently experiencing high volume of calls. Your estimation waiting time is at <pause-to include number> minutes	Harap maaf, kami sedang menerima jumlah panggilan yang banyak. Anggaran masa menunggu anda ialah selama <pause - to include number> minit.
Please key in your MyKad number or Passport Number which is registered to your account.	Sila masukkan nombor kad pengenalan atau passport yang didaftarkan kepada akaun anda.
One	Satu
Two	Dua
Three	Tiga
Four	Empat
Five	Lima
Ten	Sepuluh
Fifteen	Lima Belas
We hope that your queries have been resolved. Please rate our services on a scale of 1 to 10, with 1 being highly dissatisfied and 10 for extremely satisfied.	Kami harap isu anda telah terjawab. Sila nilai servis kami dari skala 1 hingga 10. 1 menandakan anda sangat tidak berpuas hati, dan 10 jika anda sangat berpuas hati.
<p><if customer choose 1-4></p> <p>We are sorry to hear that you are dissatisfied. Help us improve by telling us the reason:</p> <ol style="list-style-type: none"> 1. Press 1 for slow connection 2. Press 2 for intermittent issue 3. Press 3 for coverage issue 4. Press 4 for poor customer service 5. Press 5 for incompetent agent 6. Press 6 for incompetent installer or technician 7. Press 7 for dissatisfaction with dealers 8. Press 8 for limited offerings 9. Press 9 for billing issues 10. Press 0 for limited communication channels. 	<p><if customer choose 1-4></p> <p>Kami kesal anda tidak berpuas hati dengan perkhidmatan kami. Bantu kami untuk memperbaiki perkhidmatan kami. Sila nyatakan sebabnya:</p> <ol style="list-style-type: none"> 1. Tekan 1 untuk sambungan Internet perlahan 2. Tekan 2 untuk isu sambungan Internet terputus-putus 3. Tekan 3 untuk isu liputan 4. Tekan 4 untuk perkhidmatan pelanggan yang lemah 5. Tekan 5 untuk ejen yang tidak cekap 6. Tekan 6 untuk pemasang atau juruteknik yang tidak cekap 7. Tekan 7 untuk masalah berkaitan dengan peniaga berdaftar kami 8. Tekan 8 untuk tawaran terhad 9. Tekan 9 untuk isu pengebilan 10. Tekan 0 untuk saluran komunikasi terhad.

IVR Tree Mapping (if applicable)	Language						Remark
	ENGLISH			BAHASA			
	FILENAME	Name	TEXT	FILENAME	Name	TEXT	
	0EN	00 010 000 10	zero	0BH	00 020 000 10	kosong	
	1EN	00 010 001 10	one (male)	1BH	00 020 001 10	satu (lelaki)	
	2EN	00 010 001 12	one (female)	2BH	00 020 001 12	satu (wanita)	
	3EN	00 010 001 14	one (neuter gender)	3BH	00 020 001 14	satu (bukan binari)	
	4EN	00 010 002 10	two (male)	4BH	00 020 002 10	dua (lelaki)	
	5EN	00 010 002 12	two (female)	5BH	00 020 002 12	dua (wanita)	
	6EN	00 010 002 14	two (neuter gender)	6BH	00 020 002 14	dua (bukan binari)	
	7EN	00 010 003 10	three	7BH	00 020 003 10	tiga	
	8EN	00 010 004 10	four	8BH	00 020 004 10	empat	
	9EN	00 010 005 10	five	9BH	00 020 005 10	lima	
	10EN	00 010 006 10	six	10BH	00 020 006 10	enam	
	11EN	00 010 007 10	seven	11BH	00 020 007 10	tujuh	
	12EN	00 010 008 10	eight	12BH	00 020 008 10	lapan	
	13EN	00 010 009 10	nine	13BH	00 020 009 10	sembilan	
	14EN	00 010 010 10	ten	14BH	00 020 010 10	sepuluh	
	15EN	00 010 011 10	eleven	15BH	00 020 011 10	sebelas	
	16EN	00 010 012 10	twelve	16BH	00 020 012 10	dua belas	
	17EN	00 010 013 10	thirteen	17BH	00 020 013 10	tiga belas	
	18EN	00 010 014 10	fourteen	18BH	00 020 014 10	empat belas	
	19EN	00 010 015 10	fifteen	19BH	00 020 015 10	lima belas	
	20EN	00 010 016 10	sixteen	20BH	00 020 016 10	enam belas	
	21EN	00 010 017 10	seventeen	21BH	00 020 017 10	tujuh belas	
	22EN	00 010 018 10	eighteen	22BH	00 020 018 10	lapan belas	
	23EN	00 010 019 10	nineteen	23BH	00 020 019 10	sembilan belas	
	24EN	00 010 022 10	twenty	24BH	00 020 022 10	dua puluh	
	25EN	00 010 023 10	thirty	25BH	00 020 023 10	tiga puluh	
	26EN	00 010 024 10	forty	26BH	00 020 024 10	empat puluh	
	27EN	00 010 025 10	fifty	27BH	00 020 025 10	lima puluh	
	28EN	00 010 026 10	sixty	28BH	00 020 026 10	enam puluh	
	29EN	00 010 027 10	seventy	29BH	00 020 027 10	tujuh puluh	
	30EN	00 010 028 10	eighty	30BH	00 020 028 10	lapan puluh	
	31EN	00 010 029 10	ninety	31BH	00 020 029 10	sembilan puluh	
	32EN	00 010 031 10	hundred	32BH	00 020 031 10	seratus	
	33EN	00 011 004 22	thousands	33BH	00 021 004 22	seribu	
	34EN	00 011 004 12	thousand	34BH	00 021 004 12	seribu	
	35EN	00 010 032 10	two hundred	35BH	00 020 032 10	dua ribu	
	36EN	00 010 033 10	three hundred	36BH	00 020 033 10	tiga ribu	
	37EN	00 010 034 10	four hundred	37BH	00 020 034 10	empat ribu	
	38EN	00 010 035 10	five hundred	38BH	00 020 035 10	lima ribu	
	39EN	00 010 036 10	six hundred	39BH	00 020 036 10	enam ribu	
	40EN	00 010 037 10	seven hundred	40BH	00 020 037 10	tujuh ribu	
	41EN	00 010 038 10	eight hundred	41BH	00 020 038 10	lapan ribu	
	42EN	00 010 039 10	nine hundred	42BH	00 020 039 10	sembilan ribu	
	43EN	00 010 201 20	january	43BH	00 020 201 20	januari	
	44EN	00 010 202 20	february	44BH	00 020 202 20	februari	
	45EN	00 010 203 20	march	45BH	00 020 203 20	mac	
	46EN	00 010 204 20	april	46BH	00 020 204 20	april	
	47EN	00 010 205 20	may	47BH	00 020 205 20	mei	
	48EN	00 010 206 20	june	48BH	00 020 206 20	jun	
	49EN	00 010 207 20	july	49BH	00 020 207 20	julai	
	50EN	00 010 208 20	august	50BH	00 020 208 20	ogos	
	51EN	00 010 209 20	september	51BH	00 020 209 20	semptember	
	52EN	00 010 210 20	october	52BH	00 020 210 20	oktober	
	53EN	00 010 211 20	november	53BH	00 020 211 20	november	
	54EN	00 010 212 20	december	54BH	00 020 212 20	disember	
	55EN	00 010 101 20	first	55BH	00 020 101 20	pertama	
	56EN	00 010 102 20	second	56BH	00 020 102 20	kedua	
	57EN	00 010 103 20	third	57BH	00 020 103 20	ketiga	
	58EN	00 010 104 20	fourth	58BH	00 020 104 20	keempat	
	59EN	00 010 105 20	fifth	59BH	00 020 105 20	kelima	
	60EN	00 010 106 20	sixth	60BH	00 020 106 20	keenam	
	61EN	00 010 107 20	seventh	61BH	00 020 107 20	ketujuh	
	62EN	00 010 108 20	eighth	62BH	00 020 108 20	kelapan	

IVR Tree Mapping (if applicable)	Language						Remark
	ENGLISH			BAHASA			
	FILENAME	Name	TEXT	FILENAME	Name	TEXT	
	63EN	00 010 109 20	ninth	63BH	00 020 109 20	kesembilan	
	64EN	00 010 110 20	tenth	64BH	00 020 110 20	kesebelas	
	65EN	00 010 111 20	eleventh	65BH	00 020 111 20	kedua belas	
	66EN	00 010 112 20	twelveth	66BH	00 020 112 20	ketiga belas	
	67EN	00 010 113 20	thirteenth	67BH	00 020 113 20	keempat belas	
	68EN	00 010 114 20	fourteenth	68BH	00 020 114 20	kelima belas	
	69EN	00 010 115 20	fifteenth	69BH	00 020 115 20	keenam belas	
	70EN	00 010 116 20	sixteenth	70BH	00 020 116 20	ketujuh belas	
	71EN	00 010 117 20	seventeenth	71BH	00 020 117 20	kelapan belas	
	72EN	00 010 118 20	eighteenth	72BH	00 020 118 20	kesembilan belas	
	73EN	00 010 119 20	nineteenth	73BH	00 020 119 20	dua puluh	
	74EN	00 010 122 20	twentieth	74BH	00 020 122 20	tiga puluh	
	75EN	00 010 123 20	thirtieth	75BH	00 020 123 20	empat puluh	
	76EN	00 010 124 20	fortieth	76BH	00 020 124 20	lima puluh	
	77EN	00 010 125 20	fiftieth	77BH	00 020 125 20	enam puluh	
	78EN	00 010 126 20	sixtieth	78BH	00 020 126 20	tujuh puluh	
	79EN	00 010 127 20	seventieth	79BH	00 020 127 20	delapan puluh	
	80EN	00 010 128 20	eightieth	80BH	00 020 128 20	sembilan puluh	
	81EN	00 010 129 20	ninetieth	81BH	00 020 129 20	seratus	
	82EN	00 010 131 20	hundredth	82BH	00 020 131 20	dua ratus	
	83EN	00 010 132 20	two hundredth	83BH	00 020 132 20	tiga ratus	
	84EN	00 010 133 20	three hundredth	84BH	00 020 133 20	empat ratus	
	85EN	00 010 134 20	four hundredth	85BH	00 020 134 20	lima ratus	
	86EN	00 010 135 20	five hundredth	86BH	00 020 135 20	enam ratus	
	87EN	00 010 136 20	six hundredth	87BH	00 020 136 20	tujuh ratus	
	88EN	00 010 137 20	seven hundredth	88BH	00 020 137 20	delapan ratus	
	89EN	00 010 138 20	eight hundredth	89BH	00 020 138 20	sembilan ratus	
	90EN	00 010 139 20	nine hundredth	90BH	00 020 139 20	seribu	
	91EN	1000	thousandth	91BH	1000	dua ribu	
	92EN	2000	two thousandth	92BH	2000	Tekan	
	93EN		Press	93BH		Ringgit	
	94EN		Ringgit	94BH		Sen	Currency
	95EN		Sen	95BH		Bintang	Special Character
	96EN		Star	96BH		Hash	Special Character
	97EN		Hash	97BH			
Level5.1	98EN		Your total outstanding balance is	98BH		Jumlah baki tertunggak anda adalah	
Level5.2	99EN		Your last invoice amount is	99BH		Amaun invoice terakhir anda ialah	