



**REQUEST FOR PROPOSAL (RFP) FOR  
ALLO BUSINESS SUPPORT SYSTEM (BSS)  
/ OPERATION SUPPORT SYSEM (OSS)  
SOLUTION**

By: PROCUREMENT & SUPPLY CHAIN  
DEPARTMENT


Ref No: ALLO/MEMO/P&SC/26/0016

Date: 15<sup>th</sup> APRIL 2026

Version: 1

REQUEST FOR PROPOSAL(RFP)  
FOR ALLO BUSINESS SUPPORT SYSTEM  
(BSS) / OPERATION SUPPORT SYSTEM  
(OSS) SOLUTION



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## 1.0 INTRODUCTION

### 1.1 Background

1.1.1 As Allo Technology continues to expand its customer base, service offerings, and ecosystem partnerships, the role of Business Support Systems (BSS) and Operations Support Systems (OSS) has become increasingly critical. To address these challenges, Allo Technology intends to replace the existing BSS/OSS environment with a unified, modular, and industry-compliant solution. The targeted platform should be capable of supporting end-to-end telecommunications processes, from Sales & Marketing, Product Management, Customer Experience, Order Management & Fulfilment and Billing & Revenue management, while remaining flexible enough to adapt to future business models.

1.1.2 These are the existing Allo subscription modules for our current BSS/OSS system: Converged CRM, Billing and Invoice, Tableau Reporting, Selfcare (web-based and mobile apps), Trouble Ticket Management, Provisioning Module, Fulfilment Management, Online Portal, Sales Lead Management, Order Management, Mobile Point of Sales (web-based and mobile apps), Promotion Manager, Dealer and Commission Management, Chatbot, Dunning and Credit Management, Campaign Management, Payment Module and Call Centre Dashboard & IVR.


1.1.3 The purpose of this document is to invite qualified vendors to submit proposals and outlines the high-level functional, technical, commercial and architectural expectations for the proposed BSS/OSS solution for Allo Technology. Vendors are expected to propose a modern architecture aligned with telecommunications industry standards and capable of supporting Allo's open-access network business model.

### 1.2 General Criteria to Participate in the RFP

1.2.1 Vendor must fulfil the following mandatory requirements in order to submit the Proposal:

- a) A company incorporated in Malaysia and registered with Tenaga Nasional Berhad and/or Allo Technology Sdn Bhd
- b) No litigation issues
- c) A company with sound financial standing
- d) A company is registered with any or combination of following:

<b>MOF</b> With kod bidang	<b>210103</b> – Software – Supply All Computers Software, Operating System, Database, Off-The-Shelf Packages Including Maintenance
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 <p>The Smarter Connection A Tenaga Nasional Subsidiary</p>	<b>REQUEST FOR PROPOSAL (RFP) FOR ALLO BUSINESS SUPPORT SYSTEM (BSS) / OPERATION SUPPORT SYSTEM (OSS) SOLUTION</b>	By: PROCUREMENT & SUPPLY CHAIN DEPARTMENT	
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	<b>210105 – Telecommunication/ Networking-supply Product, Infrastructure, Services</b> <i>Including Maintenance (LAN/ WAN/ Internet/ Wireless/ Satellite)</i> <b>210107 – ICT Security and Firewall, Encryption, PKI, Anti Virus</b>
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e) A company to sign Allo Integrity Pact.

1.2.2 Each Proposal received will be reviewed and the information required is not limited to the following:

- a) Comply with all conditions and requirements stated in this RFP
- b) Provide a technical proposal
- c) Provide a detailed bill of quantity
- d) Provide a commercial proposal

1.2.3 ALLO reserves the right not to disclose the evaluation method and score achieved by the Vendor.

1.2.4 ALLO reserves at its absolute discretion the right to accept or reject any of the Proposals without giving any reasons thereto and ALLO is under no obligation whatsoever to reimburse any expenses incurred by Vendor in the preparation and submission of the Proposal.

1.2.5 All decisions made in relation to this RFP are final and no appeal will be entertained.


1.2.6 RFP Briefing will be conducted via online session on **20<sup>th</sup> April 2026 (Monday) at 11.00 AM.**

1.2.7 Proposal together with the required and relevant completed documents (including Forms as per Attachment A,) must be submitted in one (1) set. The Proposal shall be sent via email with password protected.

Email Title: **REQUEST FOR PROPOSAL(RFP)  
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Closing Date: **28<sup>th</sup> April 2026 before 12.00 PM**

Email: [procurementallo@allo.my](mailto:procurementallo@allo.my)

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### 1.3 Definition

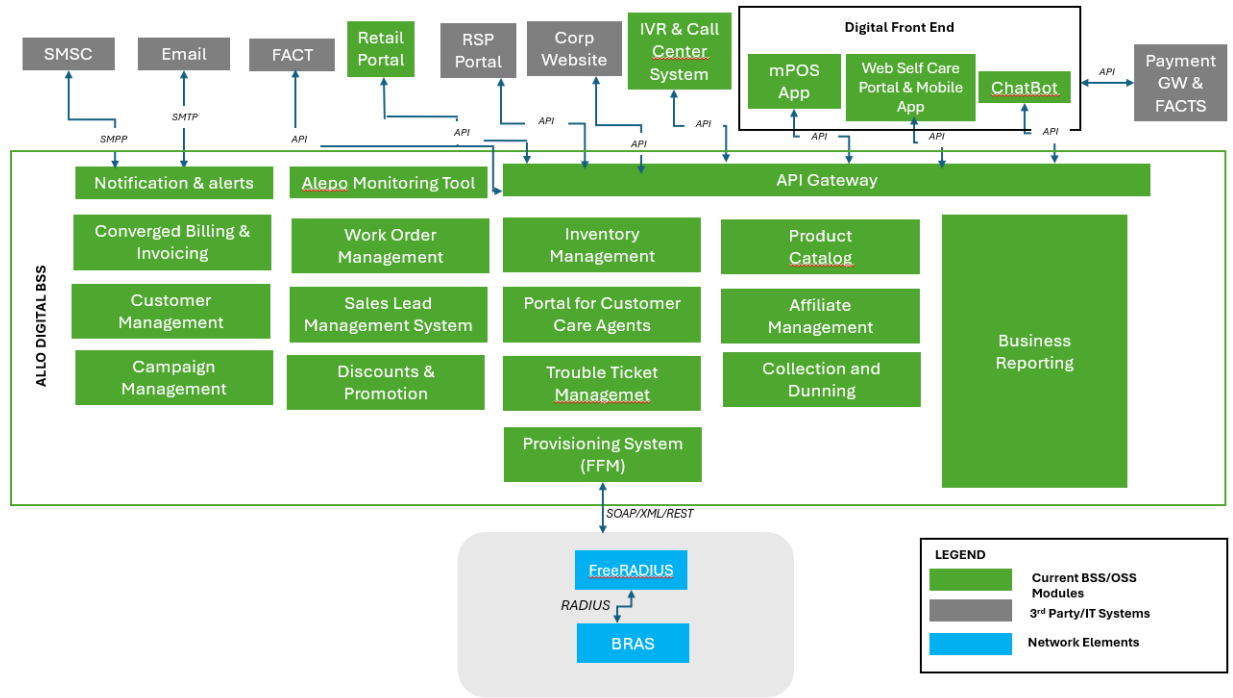
The following words and expressions shall have the meanings stated below, unless otherwise specified.

Proposal	The aggregation of all documents submitted to ALLO by Vendor in response to the RFP
Vendor	Parties who submitting the Proposal
Project	Request for Proposal for Allo Business Support System / Operation Support System (OSS) Solution

## 2 GENERAL INFORMATION OF THE PROJECT


2.1.1 The purpose of this document is to invite qualified vendors to submit proposals for the provision of an effective, efficient, and future-ready Business Support System (BSS) and Operations Support System (OSS) for Allo Technology. The proposed solution shall support the company’s operational transformation and enable sustainable growth in a competitive telecommunications landscape.

2.1.2 Current Allo BSS/OSS landscape:



2.3 The proposed BSS/OSS solution shall:

- a. Be modular, allowing individual components to be deployed, upgraded, or extended independently.
- b. Support converged services and customers (residential, SME, enterprise, wholesale).
- c. Enable end-to-end automation across order capture, fulfillment, billing, assurance, and support.
- d. Provide real-time and near-real-time processing where applicable.
- e. Support open APIs for integration with internal systems, partners, and third-party platforms.
- f. Be scalable to support subscriber growth, traffic increase, new services, and new business models.
- g. Be configurable with minimal customization to reduce long-term operational dependency.

 <p><b>allo!</b> The Smarter Connection A Tenaga Nasional Subsidiary</p>	<p><b>REQUEST FOR PROPOSAL (RFP) FOR ALLO BUSINESS SUPPORT SYSTEM (BSS) / OPERATION SUPPORT SYSEM (OSS) SOLUTION</b></p>	By: PROCUREMENT & SUPPLY CHAIN DEPARTMENT	
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### 3.0 INFORMATION / DOCUMENTS REQUIRED TO BE INCLUDED IN THE PROPOSAL

Document to be provided must follows the Table of Content provided whereby a separator must be enclosed for each section stated.

#### 3.1 Technical Proposal


##### 3.1.1 General Requirements

- a) Company’s experience, track record and capabilities related to Design, Supply, Implement, Commission, Integrate, Migrate, Post Implementation Support and Maintenance of Telecommunications for BSS & OSS.
- b) A copy of academic qualification, professional certification and curriculum vitae (CV) of key technical personnel.

##### 3.1.2 Scope of Work

###### a. List of Modules require for new platform ready BSS/OSS solutions:

Functional Modules	Requirements
<b>Converged CRM</b>	<ul style="list-style-type: none"> <li>• Centralized customer profile management (individual, business, dealer, partner)</li> <li>• Support for multi-service, multi-account, and hierarchical customer relationships</li> <li>• Customer interaction history across all channels (call center, selfcare, chatbot, POS)</li> <li>• Integration with billing, order management, trouble ticket, and campaign modules</li> <li>• Role-based access control and data segregation</li> </ul>
<b>Billing and Invoicing</b>	<ul style="list-style-type: none"> <li>• Converged billing for broadband and future digital services</li> <li>• Support for prepaid, postpaid, hybrid, and wholesale billing models</li> <li>• Flexible tariff configuration, rating, discounts, bundles, and promotions</li> <li>• Automated invoice generation with configurable formats and delivery channels</li> <li>• Compliance with Malaysian taxation and regulatory requirements</li> <li>• Support multi-currency</li> <li>• Support billing cycle for monthly, quarterly, annually</li> <li>• Able to suppress billing if require</li> <li>• Proforma invoice prediction for following months</li> <li>• Consolidated invoicing across multiple services and accounts.</li> <li>• Flexible tax, surcharge, and fee configuration.</li> <li>• Integration with payment gateways (credit card, FPX, e-wallets), auto debit/recurring payments etc.</li> <li>• Support for prepaid, postpaid, and hybrid billing models.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Able to view payment history, list of invoices, apply one time charge (OTC) and perform credit debit adjustments.</li> <li>• Support bulk payments update.</li> </ul>
<b>Payment Module</b>	<ul style="list-style-type: none"> <li>• Support for multiple payment methods (online banking, cards, e-wallets, auto-debit)</li> <li>• Real-time payment posting and reconciliation</li> <li>• Integration with dunning, credit management, and invoicing</li> <li>• Support for partial payments, refunds, and payment adjustments</li> <li>• Support promise to pay</li> </ul>
<b>Dunning and Credit Management</b>	<ul style="list-style-type: none"> <li>• Configurable dunning rules by customer segment, risk profile, and tenure</li> <li>• Automated notifications via SMS, email, push notification, and IVR</li> <li>• Credit limit management and service suspension/reactivation workflows</li> <li>• Integration with CRM, billing, and provisioning modules</li> </ul>
<b>Order Management</b>	<ul style="list-style-type: none"> <li>• Centralized order capture and orchestration across all sales channels</li> <li>• Order validation, decomposition, fallout handling, and tracking</li> <li>• Full order lifecycle visibility and audit trail</li> <li>• Integration with fulfillment, provisioning, billing, and CRM</li> </ul>
<b>Fulfillment Management</b>	<ul style="list-style-type: none"> <li>• End-to-end service fulfillment orchestration</li> <li>• Automated task assignment and status tracking</li> <li>• Support for internal teams and third-party providers</li> <li>• Exception handling and SLA monitoring</li> </ul>
<b>Provisioning Module</b>	<ul style="list-style-type: none"> <li>• Network and service activation, modification, suspension and termination for DHCP and PPPOE</li> <li>• Support for fiber access services and open-access network scenarios</li> <li>• Integration with network elements and OSS systems via standard interfaces</li> <li>• Automated rollback and retry mechanisms</li> </ul>
<b>Trouble Ticket Management</b>	<ul style="list-style-type: none"> <li>• Support trouble ticket life cycle management.</li> <li>• Able to cater for CSTT and NOCTT.</li> <li>• Handle multiple status eg New, Revoked, In progress, Resolved etc.</li> <li>• Dashboard ticket summary based on status versus assigned department.</li> <li>• Able to cater various ticket type eg Issue, Enquiry, Retention, Service Request, NOC TT.</li> <li>• Support configurable TT categories and sub categories, by mapping with assignment department, priority and severity.</li> <li>• Configurable additional fields.</li> <li>• TT Reporting is extractable via excel format.</li> <li>• Upon per user login, dashboard will display no of assigned tickets.</li> <li>• Support bulk update for ticket status changed.</li> <li>• Integration with work order process flow for Service Installer if require for service rectification.</li> <li>• TT historical logs.</li> <li>• Support Ticket Admin role : ability to view and assign TT that is assigned to any member in organization.</li> <li>• Ticket Owner role: ability to view and solve any TT that are assigned to them.</li> <li>• Omni-channel ticket creation (Selfcare portal, IVR, chatbot, agent, email etc).</li> </ul>



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	<ul style="list-style-type: none"> <li>Integration with knowledge based.</li> <li>Customer notification and tracking.</li> <li>Integration with CRM, call center, selfcare, and network monitoring tools</li> </ul>
<b>Selfcare (Web &amp; Mobile)</b>	<ul style="list-style-type: none"> <li>Real-time service status and ticket tracking</li> <li>Support for iOS, Android, and responsive web portals</li> <li>Multi-language support and customizable UI/UX</li> <li>Features available in self service portal: Making payment, edit profile, change speed, transfer ownership, relocation, add Value Added Services (VAS), referral program, promotion subscription, raise trouble ticket, chatbot.</li> <li>Ability to integrate with payment gateway for FPX, Online Banking, Auto Debit, JOMPAY etc</li> <li>Support push notification.</li> <li>Display customer details , current subscribed services, billing details, list of invoices and historical payment.</li> <li>Customer login with multi-factor authentication.</li> </ul>
<b>Online Customer Portal</b>	<ul style="list-style-type: none"> <li>Unified portal for residential and business customers</li> <li>Secure authentication and authorization</li> <li>Configurable dashboards and notifications</li> <li>Integration with CRM, promotion manager and billing systems</li> </ul>
<b>Mobile Point of Sales (Web &amp; Mobile)</b>	<ul style="list-style-type: none"> <li>Sales order capture for retail and field sales</li> <li>Real-time product eligibility and pricing checks</li> <li>Digital contract acceptance and document uploads</li> <li>Integrated with CRM, promotion manager and billing systems</li> </ul>
<b>Sales Lead Management</b>	<ul style="list-style-type: none"> <li>Lead capture, qualification, and assignment</li> <li>Integration with campaigns, dealers, and sales channels</li> <li>Lead status tracking and analytics</li> <li>Conversion and performance reporting</li> </ul>
<b>Promotion Manager</b>	<ul style="list-style-type: none"> <li>Configurable promotion and bundle management</li> <li>Eligibility and rule-based promotion application</li> <li>Campaign effectiveness tracking</li> <li>Integration with billing, CRM, MPOS, Online Portal and Selfcare</li> </ul>
<b>Campaign Management</b>	<ul style="list-style-type: none"> <li>Targeted campaigns based on customer segmentation</li> <li>Multi-channel execution (SMS, email, push notification)</li> <li>Campaign scheduling and automation</li> <li>Performance measurement and ROI reporting</li> <li>Integrated with CRM</li> </ul>
<b>Dealer Commission Management and</b>	<ul style="list-style-type: none"> <li>Dealer onboarding and profile management</li> <li>Configurable commission structures and settlement rules</li> <li>Transparent commission calculation and payout tracking</li> <li>Integration with sales, POS, billing, and finance systems</li> </ul>
<b>AI Chatbot</b>	<ul style="list-style-type: none"> <li>AI driven conversational support for customer inquiries</li> <li>Integration with CRM, billing, trouble ticket, and selfcare</li> <li>Support for web, mobile apps, and messaging platforms</li> <li>Escalation to live agents when necessary</li> </ul>



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<b>Reporting and Analytics</b>	<ul style="list-style-type: none"> <li>• Pre-built operational and business dashboards</li> <li>• Real-time and historical reporting capabilities</li> <li>• Integration with BI tools (e.g. Tableau) or built-in analytics</li> <li>• Exportable reports and customizable KPIs</li> </ul>
<b>Call Centre Dashboard &amp; IVR</b>	<ul style="list-style-type: none"> <li>• Unified agent dashboard with 360° customer view</li> <li>• Integration with CRM, ticketing, billing, and order data</li> <li>• IVR support for billing, payments, service status, ticket creation</li> <li>• Call routing, recording, and performance analytics</li> </ul>

**f) Non-Functional Requirements**

1. Scalability: Support up to 300K subscribers.
2. Availability: 99.99% uptime with disaster recovery (optional).
3. Security: Role-based access, encryption, PDPA compliance.
4. Integration: Open APIs (REST/JSON, SOAP), middleware compatibility.
5. Performance: Real-time response for billing and provisioning.

**g) Cyber Security Requirements**


The proposed solution must comply with the CS requirements as following:

1. Must conduct annual Vulnerability Assessment (VA) across all BSS components (applications, APIs, databases, infrastructure) annually.
2. VA report must include:
  - Executive summary of findings
  - Detailed list of vulnerabilities with CVSS scores
  - Remediation recommendations and resolution timelines.
  - Evidence of patching and mitigation actions.

3. Remediation plan as per below:

Priority Rating	Priority Name	Position in Patch Cycle	Must start Within	Complete Within
1	Critical	Unplanned emergency change	4 hours to 24 hours	1 week
2	High	Unplanned/ planned emergency change	72 hours to 14 days	1 month
3	Medium	Planned emergency change/ planned change	7 days to 30 days	2 months
4	Low	14 days to 2 months	14 days to 2 months	3 months
5	Plan	1 month to 3 months	1 month to 3 months	6 months


4. To share VA reports with clients for compliance and audit purpose.
5. Role-based access control (RBAC) with least privileged principle.

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6. Multi-factor authentication (MFA) for all applications.
7. Single Sign-On (SSO) integration with corporate entity providers (eg LDAP, Azure AD etc).
8. Audit trails for all users activities.
9. Tokenization or masking of sensitive customer data.
10. Compliance with PDPA Malaysia and other applicable data privacy regulations.
11. Secure API gateway with rate limiting and threat detection.
12. Secure coding practices aligned with OWASP Top 10.
13. Provide solution for Disaster Recovery (optional).
14. Regular backup and restore testing.
15. To comply with mandatory Cyber Security measures and perform remediation activities through system hardening and security configuration updates based on Vulnerability Assessment and Penetration Testing (VAPT) findings. If patch management requires upgrades – such as updates to Apache, PHP, Laravel or other system components, the vendor must be able to perform necessary system upgrades, including any require source code modifications, to ensure full compliance with the cyber security policy with cost absorbed within Support and Maintenance.

#### h) Statement of Services

Service Type	Requirements
Design	<ol style="list-style-type: none"> <li>a. Perform a comprehensive requirements analysis, including business processes, system architecture, and operational workflows.</li> <li>b. Provide a detailed solution design covering: <ul style="list-style-type: none"> <li>• Functional architecture (BSS and OSS domains)</li> <li>• Technical architecture (application, data, integration, and infrastructure layers)</li> <li>• Security and access control models</li> <li>• High availability and disaster recovery design</li> </ul> </li> </ol>
Supply	<ol style="list-style-type: none"> <li>a. Supply all software licenses, components, and modules required to deliver the full scope of the BSS &amp; OSS solution.</li> <li>b. Provide all necessary documentation, including user manuals, technical guides, and system architecture diagrams.</li> <li>c. Ensure all supplied components are: <ul style="list-style-type: none"> <li>• Fully supported by the vendor</li> <li>• Free from known critical vulnerabilities</li> <li>• Compliance with applicable regulatory and licensing requirements</li> </ul> </li> <li>d. Clearly identify any third-party components and define the licensing and support responsibilities.</li> </ol>

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Implementation	<ol style="list-style-type: none"> <li>a. Deliver a structured implementation methodology, including project governance, milestones, and deliverables.</li> <li>b. Configure and deploy the solution to support Allo's: <ul style="list-style-type: none"> <li>• Open access network model</li> <li>• Residential, business, and wholesale customers</li> <li>• Multiple sales and service channels</li> </ul> </li> <li>c. Conduct unit testing, system testing, and user acceptance testing (UAT).</li> <li>d. Provide knowledge transfer and training</li> </ol>
Commissioning	<ol style="list-style-type: none"> <li>a. Execute end-to-end commissioning activities, ensuring all modules operate as designed.</li> <li>b. Support cutover activities, including rehearsal and rollback procedures.</li> <li>c. Validate that all services, workflows, interfaces, and reporting functions are fully operational.</li> <li>d. Obtain formal sign-off from Allo Technology prior to go-live.</li> </ol>
Integration	<ol style="list-style-type: none"> <li>a. Integrate the BSS &amp; OSS solution with existing and future systems, including but not limited to: <ul style="list-style-type: none"> <li>• Network elements and OSS platforms</li> <li>• Payment gateways</li> <li>• Third-party applications and partners</li> </ul> </li> <li>b. Provide open, standards-based APIs and integration mechanisms.</li> <li>c. Support both real-time and batch integrations.</li> <li>d. Provide full interface documentation and testing support.</li> </ol>
Migration	<ol style="list-style-type: none"> <li>a. Assess the current data landscape and define a data migration strategy.</li> <li>b. Migrate all relevant data, including: <ul style="list-style-type: none"> <li>• Customer and account data</li> <li>• Services and subscriptions</li> <li>• Billing, invoice, and payment history</li> <li>• Orders, tickets, and configuration data</li> </ul> </li> <li>c. Perform data cleansing, validation, and reconciliation.</li> <li>d. Execute multiple migration cycles (test, mock, and final).</li> <li>e. Ensure data integrity, accuracy, and completeness post-migration.</li> </ol>
Support and Maintenance	<ol style="list-style-type: none"> <li>a. Incident, problem, and change management services</li> <li>b. Bug fixes, patches, and security updates</li> <li>c. Product upgrades and minor enhancements</li> </ol>

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### 3.2 Commercial Proposal

3.2.1 Provide few options for BSS/OSS deliverables. CAPEX/ Lease-To-Own and OPEX yearly maintenance cost with an option to own the software/solution for 3 and 5 years.

- a) SW + HW (to provide server dimensions specifications)
- b) SW only (to provide server dimensions specifications)

3.2.2 Change request rate per man-day /bulk


3.2.3 On site standby chargers

3.2.4 User subscriber licenses per tier basis

3.2.5 Value added services (if any)


Area	Value Added
<u><b>Revenue &amp; Monetization Value</b></u> <ul style="list-style-type: none"> <li><input type="checkbox"/> <i>Digital Services Monetization</i></li> <li>Content billing (OTT, VAS, subscriptions)</li> <li>Partner revenue share &amp; settlement</li> <li><input type="checkbox"/> <i>Advanced Charging Models</i></li> <li>Use-based, event-based</li> <li><input type="checkbox"/> <i>Campaign &amp; Promotion Engines</i></li> <li>Real-time discounts</li> <li>Personalized offers</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Faster launch of new products</li> <li><input type="checkbox"/> Better offer differentiation</li> </ul>
<u><b>Customer Experience (CX) Enhancements</b></u> <ul style="list-style-type: none"> <li><input type="checkbox"/> <i>Omni-channel customer engagement eg</i></li> <li>Whatsapp, AI Chatbots</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Higher customer satisfaction (CSAT/NPS)</li> <li><input type="checkbox"/> Lower call-center workload</li> </ul>
<u><b>Operational Excellence &amp; Automation</b></u> <ul style="list-style-type: none"> <li><input type="checkbox"/> <i>Order orchestration &amp; fulfilment optimization</i></li> <li><input type="checkbox"/> <i>Zero-touch provisioning</i></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Reduce manual errors</li> <li><input type="checkbox"/> Faster order fulfilment</li> </ul>

3.3 Any other related documents and information that Vendor wishes to include in support of its Proposal.

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#### 4 FORM SUBMISSION REQUIREMENT

- 4.1 Vendor is **compulsory** to fill up the forms as per the **Attachment A**. Extend the space in the form if required.
- 4.2 For any irrelevant matters, shall be filled with “Not Applicable”.
- 4.3 All information requested for the Proposal shall be furnished in English language or Bahasa Malaysia.

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## 5 GENERAL TERMS & CONDITIONS

### 5.1 ALLO's Right

- 5.1.1 ALLO reserves the right to:
- reject or accept any Proposal; and/or
  - cancel the RFP process and reject all Proposals

ALLO shall neither be liable for any such actions nor be under any obligation to inform Vendor of the grounds for them.

- 5.1.2 ALLO is not liable for any costs incurred by Vendor in preparing and submitting the Proposal, nor will it be liable for any costs incurred by Vendor in preparing further information.
- 5.1.3 ALLO shall be entitled, at its sole and absolute discretion without assigning any reason therefore, to not award to any Vendor any contract for the Project pursuant to any Proposal submitted under this RFP. It shall be agreed and understood that in such event, there shall be no course of action against ALLO, nor shall it be possible to pursue a course of action against ALLO for any such action howsoever arising and ALLO shall not be liable for any cost, loss of profit and/or expenditure howsoever arising on Vendor's part.
- 5.1.4 Whilst care is taken to ensure that the facts and information contained in this RFP are correct at the time is presented, ALLO hereby makes no representation as to the accuracy and adequacy of such facts and information contained in the RFP. ALLO shall not be liable for any inaccuracy or inadequacy of such facts and information.

### 5.2 Miscellaneous

- 5.2.1 If any information in the Proposal is found to be misrepresented or concealed, the Proposal will be rejected.

**ATTACHMENT A**

ALLO TECHNOLOGY SDN BHD – RFP for Business Support System (BSS) / Operation Support System (OSS) Solution

**1. Particulars of Vendor****1.1 Company General Information**

Bil	Item	Description		
1	Company Name		SSM Registration No:	
2	Date of Incorporation			
3	Company Registered Address	Tel No. : Fax No. :		
4	Nature of Business	1.		
		2.		
		3.		
5	Company Status (Vendor shall clearly state the company status and provide the relevant supporting documents)	<b>Status</b>	<b>Mark (✓)</b>	<b>Required Documents</b>
		Bumiputera (PKK/KK)		Sijil KK Bumiputera*
		Sole Agent/Distributor		Appointment Letter*
		Trader		Appointment Letter*
6	Authorized Capital			
7	Paid-up Capital			
8	Company Registration	<b>Registration</b>	<b>Registration No.</b>	<b>Required Documents</b>
		Ministry of Finance (MOF) 210103/210105/210107		MOF Certificate
		Vendor to Allo Technology Sdn. Bhd. and/or	(Yes/No)	
		Tenaga Nasional Berhad	(Yes/No)	Vendor Certificate
9	Shareholders	<b>No.</b>	<b>Name of Shareholders</b>	<b>Equity Percentage (%)</b>
		1		
		2		
		3		
		4		
10	Board of Directors	<b>No.</b>	<b>Name of Directors</b>	
		1		

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ALLO TECHNOLOGY SDN BHD – RFP for Business Support System (BSS) / Operation Support System (OSS) Solution



		2	
		3	
		4	
11	Key Personnel e.g. Managing director/CEO	<b>Name</b>	<b>Designation</b>
12	Contact Person	Name :	
		Designation :	
		Tel No. :	
		Email :	

**13. Vendor's Information**

Vendor who has yet register with ALLO, is required to provide the relevant supporting documents as below:

Bil	Document	Please tick (✓)
1	Company's general information /Company profile	
2	Company's structure and organization chart	
3	Financial Statements - Bank Statements for last 3 months & Account Statement for last 1 year.	
4	SSM e-info's Company Profile (Digital Certified True Copy)	
5	SSM e-info's Attestation of Company Good Standing	

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**2. Litigation Declaration Form (Affidavit)**

I, “Your Name” (NRIC No.: .....), being a Director of ..... (Company No.), a company incorporated in Malaysia with its registered office at “Company’s address” do hereby affirm this statutory declaration on behalf of .....

- 1. I am the Director of ..... (Company No.) and am duly authorized to make this affidavit on its behalf.
- 2. The matters deposed to herein are within my own personal knowledge.
- 3. I state that as at the date of this affidavit that our company has no litigation case(s) to Tenaga Nasional Berhad and its subsidiary, Allo Technology Sdn. Bhd.

And I make this solemn declaration believing the same to be true and by virtue of the provision of Statutory Declarations Act 1960.

Subscribed and solemnly declared )  
 By the above named )  
 “Your Name” )  
 (NRIC NO.: )  
 .....  
 at ..... )  
 this )

Before me,

.....  
Commissioner for Oaths

\*This form must be print using company’s letterhead

# ATTACHMENT A

ALLO TECHNOLOGY SDN BHD – RFP for Business Support System (BSS) / Operation Support System (OSS) Solution



## 3. Curriculum Vitae (CV) For Proposed Key Technical Personnel

<b>Proposed Position:</b>			
<b>Name of Staff:</b>			
<b>Profession:</b>			
<b>Age:</b>			
<b>Years with Firm:</b>		Years of experience in telco smart pole:	
<b>Nationality:</b>			
<b>Work Experience:</b>	<i>[Give an outline of staff's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Extend the space if require]</i>		
<b>Education:</b>	<i>[Summarise college/university and other specialised education of staff member, giving names of schools, dates attended, and degrees obtained. Extend the space if require]</i>		
<b>Languages</b>	<i>[For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading and writing]</i>		

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experience, and me.

Signature : \_\_\_\_\_ Date : \_\_\_\_\_

*[Signature of staff member or authorized representative of the firm]*

*Day/Month/Year*

Full name of staff or authorized representative: \_\_\_\_\_

## ATTACHMENT A

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### 4. Related Track Record and Experience (Including Current Project In Progress)

- Please insert all projects inside this table (including Vendor's partner, if any). A note to refer to Vendor's company profile is not accepted.
- Please provide copy of letter offer or other proof of document for all projects declared.
- Please add additional page if required.

No.	Project Detail	Client	Location	Year Contract Start	Year Contract End	No. of Subscribers licenses
1	<i>Extend the space if require</i>					
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

## ATTACHMENT A

ALLO TECHNOLOGY SDN BHD – RFP for Business Support System (BSS) / Operation Support System (OSS) Solution



### 5. Technical Proposal for Business Support System (BSS) / Operation Support System (OSS) Solution

5.1 Product Briefing for each module

5.2 Hardware specifications

5.3 Support maintenance plan

5.4 Migration strategy

5.5 Product Information:

5.5.1. Provide solution brand.

5.5.2. Provide solution features.

5.5.3. Does the offering solution support integration with other systems? Cost per integration.

5.5.4. Licensing modules and offered licensing.

5.5.5. What if customization required within the solution. Cost per change request.

5.5.6. Ranking and market share.

5.5.7. Case studies.

5.5.8. Local present and local partner.

5.5.9. Phase wise implementation or not.

5.5.10. Project implementation and timeline.

5.5.11. Responsibility matrix.

5.5.12. Product/solution roadmap for 5 years.

5.5.13. Vendor representative contact details (for co-ordination and queries response).

5.5.14. Additional information require.

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ALLO TECHNOLOGY SDN BHD – RFP for Business Support System (BSS) / Operation Support System (OSS) Solution



### 6.0 Commercial Proposal

#### 6.1 Option 1: SW and Hardware

	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Software BSS &amp; OSS</b> <ul style="list-style-type: none"><li>• Converged CRM</li><li>• Billing and Invoice</li><li>• Tableau/BI Reporting</li><li>• Selfcare (web-based and mobile apps)</li><li>• Trouble Ticket Management</li><li>• Provisioning</li><li>• Order and Fulfilment Management</li><li>• Online Portal</li><li>• Configure, Price and Quotation (CPQ) / Sales Lead Management</li><li>• Order Management</li><li>• Dealer Mobile Point of Sales (web-based and mobile apps)</li><li>• Promotion Manager</li><li>• Dealer and Commission Management</li><li>• AI Chatbot</li><li>• Live Chat</li><li>• Dunning and Credit Management</li><li>• Campaign Management</li><li>• Payment Module</li><li>• Call Centre Dashboard &amp; IVR</li></ul>					
<b>Support &amp; Maintenance (Software)</b>					
<b>BSS &amp; OSS (Hardware)</b> <ul style="list-style-type: none"><li>- Please specify in details all hardware (including the database) required to support the proposed system</li><li>- secured HA design with 99.99% uptime availability (inclusive of any redundancies)</li></ul>					
<b>3rd Party Software</b> <ul style="list-style-type: none"><li>-To support BSS&amp;OSS platform</li><li>- inclusive maintenance and support</li></ul>					
<b>Migration</b> <ul style="list-style-type: none"><li>-Please specify effort cost to migrate current data information from existing systems to the new proposed solution (no of systems: 2)</li></ul>					

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<b>Integration</b> - Opening up of all the related API for integration with other 3rd party OSS/BSS system					
<b>Professional Services</b> -Project Implementation and Delivery (On Premises) -Installation					
<b>System Training for Admin and Users</b> -On site system training in Malaysia -5 days training for 15 participants					
<b>OPTIONAL</b>					
<b>Change Request</b> Per man-day Bulk man-day					
<b>On Site standby</b>					
<b>User Subscriber Licenses by Tier</b>					
<b>Others (pls specify)</b>					

### 6.2 Option 2: SW only

	Year 1	Year 2	Year 3	Year 4	Year 5
Software BSS & OSS <ul style="list-style-type: none"> <li>• Converged CRM</li> <li>• Billing and Invoice</li> <li>• Tableau/BI Reporting</li> <li>• Selfcare (web-based and mobile apps)</li> <li>• Trouble Ticket Management</li> <li>• Provisioning</li> <li>• Order and Fulfilment Management</li> <li>• Online Portal</li> <li>• Configure, Price and Quotation (CPQ) / Sales Lead Management</li> <li>• Dealer Mobile Point of Sales (web-based and mobile apps)</li> <li>• Promotion Manager</li> </ul>					

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<ul style="list-style-type: none"> <li>• Dealer and Commission Management</li> <li>• AI Chatbot</li> <li>• Live Chat</li> <li>• Dunning and Credit Management</li> <li>• Campaign Management</li> <li>• Payment Module</li> <li>• Call Centre Dashboard &amp; IVR</li> </ul>					
<b>Support &amp; Maintenance (Software)</b>					
<b>3rd Party Software</b> -To support BSS&OSS platform - inclusive maintenance and support					
<b>Migration</b> -Please specify effort cost to migrate current data information from existing systems to the new proposed solution (no of systems: 2)					
<b>Integration</b> - Opening up of all the related API for integration with other 3rd party OSS/BSS system					
<b>Professional Services</b> -Project Implementation and Delivery (On Premises) -Installation					
<b>System Training for Admin and Users</b> -On site system training in Malaysia -5 days training for 15 participants					
<b>OPTIONAL</b>					
<b>Change Request</b> Per man-day Bulk man-day					
<b>On Site standby</b>					
<b>User Subscriber Licenses by Tier</b>					
<b>Others (pls specify)</b>					

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### 6.3 Value Added Services

Value Added Services (for the benefit of ALLO or others, if applicable)	
1	
2	
3	