



**LEMBAGA PERKHIDMATAN KEWANGAN LABUAN
(LABUAN FINANCIAL SERVICES AUTHORITY)**

REQUEST FOR QUOTATION

PRIVATE BRANCH EXCHANGE (CLOUD-BASED / VIRTUAL SOLUTIONS)

QUOTATION REQUIREMENTS

1. Quotation information:

Quotation No	Project Name	Deadline and Place of Submission
RFQ0015	Private Branch Exchange (Cloud-Based / Virtual Solutions)	26 March 2021 Labuan FSA, Level 17, Main Office Tower, Financial Park Complex, Jalan Merdeka, 87000 Labuan F.T.

2. Only companies with the following requirements will be considered:
- a) Malaysian registered business.
 - b) Full compliance with the specifications and requirements under the scope of works.
3. The quotation must be submitted not later than **26 March 2021** by email to the address below:

Labuan Financial Services Authority
Level 17, Main Office Tower
Financial Park Complex
Jalan Merdeka
87000 Labuan.

Email : procurement@labuanfsa.gov.my

4. Labuan FSA shall not be responsible for any loss of quotation or delay of submission. Proof of posting shall not be accepted as evidence for the submission of quotation.
5. Labuan FSA is also not bound to accept the lowest or any quotation, nor will it be responsible for any cost incurred in relation to this RFQ.

Documentation

1. For purchase of goods and services:
The interested company is required to submit Bidder's Declaration upon submission of quotation. See attachment A.
2. For consultation services (if relevant) :
The interested company is required to submit the Declaration of Interest by the Consultant upon submission of quotation. *Refer Attachment B.*
3. Guidelines on the Dress Code:
The interested company is required to comply with the Guidelines on the Dress Code. Refer Attachment C.
4. The interested company must comply with regulations under the Malaysia Occupational Health and Safety Act (OSHA).

Quotation Offers

1. The price stated must be in Ringgit Malaysia (RM) only. The price offered by the company during the project must adhere at all times. The company shall not incur any other cost or disbursement **UNLESS** approved in writing by Labuan FSA.
2. The price must include all expenses during the project, including the out-of-pocket expenses and tax set by the Malaysian Government.

Site Visit

1. No site visit is required for this project.

Scope of Services

1. Presently, Labuan FSA uses Toshiba PBX System at Labuan's office (Headquarter) and KL Facilities Office. Labuan FSA is planning to acquire a new system, Multi-line SIP Cloud-Based/Virtual PBX solutions, at both offices.
2. The information about the current system are as follows:

Brand	Toshiba
Line	Primary Rate Interface (PRI)
General line	1 at each location
Extension Number	210
	Labuan: 190
	KL: 20

3. The new solution shall maintain the current general line and extension number for each workstation and shall include the following:

Type	<ul style="list-style-type: none">Virtual / Cloud-Based
License	<ul style="list-style-type: none">Yes
Implementation services	<ul style="list-style-type: none">Include setup and deployment services at Labuan's office and Kuala Lumpur's office.Migration from PRI to TM Multi-line SIPSystem security set-upOther necessary deployment services
Features	<ul style="list-style-type: none">Full PABX features (line transfer, auto-attendant, voicemail) with additional of:Monitoring system at Labuan FSA's office.Web-based management.Virtual fax from notebook/desktop.Online directory.Voicemail transfer to email.Call log (online) – able to trace the previous caller or miscall.
SIP Phone	<ul style="list-style-type: none">Labuan: 190KL: 20Reception counter: 1 at each location (Operator panel)Warranty: 2 years
Maintenance support	<ul style="list-style-type: none">2 years maintenance support
Training, testing & commissioning	<ul style="list-style-type: none">Yes
Out-of-pocket expenses	<ul style="list-style-type: none">Not more than 7% from the total contract cost

4. Labuan FSA shall arrange a briefing once Labuan FSA receives the proposal.

Contact Information

Please do not hesitate to contact the following personnel should you require further clarifications:

Puan Khadijah Zahri

Tel. No : 087-591 200

Email : khadijah@labuanfsa.gov.my

Puan Raja Hazrina Zaity bt Raja Zahelan

Tel No. : 03-2780 3333

Email : hazrina@labuanfsa.gov.my

BIDDER'S DECLARATION

Private Branch Exchange (Cloud-Based / Virtual Solutions) (RFQ 0015)

I, _____ NRIC No _____
representing _____ with registration
number _____ hereby declare that I, or any
individual(s) representing this company, shall not offer or give any bribes to any
individual(s) in **Labuan FSA** or any other individual(s), as gratification for being
selected in the aforementioned tender/quotation*. I attach herewith a Letter of
Authorisation which empowers me as the representative for the aforementioned
company, to make this declaration.

2. If I, or any individual(s) representing this company, is offering or giving bribes
to any individual(s) in **Labuan FSA** or any other individual(s) as gratification for being
selected in the aforementioned tender/quotation*, I hereby agree as a representative
of the aforementioned company, for the following actions to be taken:

- 2.1 Revocation of the contract offer for the aforementioned tender/quotation*;
or
- 2.2 Termination of the contract for the aforementioned tender/quotation*; and
- 2.3 Other disciplinary actions according to the Government procurement rules
and regulations in force.

3. In the event where there are any individuals(s) who attempts to solicit bribes
from me or any individual(s) related to this company as gratification for being selected
in the aforementioned quotation, I hereby pledge to immediately report such act(s) to
the Malaysian Anti-Corruption Commission (MACC)'s office or at the nearest police
station.

Sincerely,

Name:

NRIC No.:

Company stamp:

Note

- i. *Delete whichever not applicable

DECLARATION OF INTEREST BY CONSULTANTS

I NRIC No. as owner with registration no hereby declare that I or any other individual(s) representing this company will not offer or give bribe or use influence on any individuals in or any other individuals, as gratification to obtain this procurement.

If there is any attempt of bribery from any party, I shall immediately lodge a report at the Malaysian Anti-Corruption Commission's (MACC) office or the nearest police station. I am aware that failure to do so is an offence under the Malaysian Anti-Corruption Commission Act 2009 [Act 694].

Sincerely,

Name :
NRIC No :
Signature :
Date :
Comp. Stamp :

GARIS PANDUAN ETIKA PEMAKAIAN BAGI PEMBEKAL/KONTRAKTOR

1.0 Objektif

Garis panduan ini diterbitkan untuk dijadikan rujukan kepada pihak pembekal/kontraktor supaya wujud kesegaraman dan konsistensi cara berpakaian dan penampilan diri ketika memasuki pejabat Labuan FSA.

2.0 Panduan Pakaian

Berikut merupakan panduan pemakaian bagi urusan rasmi di pejabat Labuan FSA samaada ketika lawatan tapak, taklimat projek, penyerahan dokumen tender atau sebut harga, atau menghadiri mesyuarat:

- Pembekal/kontraktor adalah dinasihatkan berpakaian kemas, bersih dan sesuai dengan amalan masyarakat Malaysia dan mematuhi etika berpakaian yang telah ditetapkan oleh Labuan FSA.
- Pakaian yang dibenarkan adalah pakaian yang sopan seperti baju kemeja, baju T-berkolar, kasut, seluar panjang, dan skirt panjang di bawah paras lutut. Seluar jeans adalah dibenarkan dengan syarat ianya tidak koyak atau lusuh.
- Pembekal/kontraktor dilarang daripada berpakaian tidak sopan dan yang terlalu mendedahkan tubuh atau menjolok mata seperti berikut:
 - ✓ Berskirt atas paras lutut atau berseluar pendek
 - ✓ Berbaju tanpa lengan
 - ✓ Berseluar/berskirt terlalu ketat
 - ✓ Berselipar

Berikut merupakan panduan pemakaian ketika kerja-kerja penyelenggaraan, pembinaan, pembaikan, atau pengubahsuaian:

- Bagi kerja-kerja pembinaan, pembaikan, penyelenggaraan atau pengubahsuaian:
 - ✓ Pembekal/kontraktor adalah dinasihatkan berpakaian kemas, selamat, bersih dan sesuai dengan kerja-kerja yang dibuat.
 - ✓ Pembekal/kontraktor hendaklah memastikan keselamatan pekerja terjaga. Pemakaian kasut atau but keselamatan dan topi keselamatan adalah diwajibkan. Pemakaian selipar adalah dilarang sama sekali.
 - ✓ Memakai tali pinggang keselamatan bagi kerja-kerja yang melibatkan tempat tinggi.
 - ✓ Pemakaian sarung tangan adalah digalakkan untuk melindungi tangan daripada sebarang kecederaan.
- Bagi kerja-kerja pembersihan pejabat:
 - ✓ Adalah menjadi tanggungjawab pembekal/kontraktor untuk membekalkan pekerja uniform supaya mudah dikenalpasti dan mengekalkan keseragaman.
 - ✓ Uniform tersebut hendaklah sentiasa dipakai semasa di dalam pejabat Labuan FSA.

3.0 Pematuhan Garis Panduan

Pelawat yang tidak mematuhi etika berpakaian di atas boleh dilarang memasuki pejabat Labuan FSA.