

Proposal: ICT On-Demand Service Platform – “TechConnect”

1. Executive Summary

This proposal outlines the development of **TechConnect**, a digital platform model after the Grab economy concept, aimed at revolutionizing how individuals and businesses engage ICT professionals. TechConnect will serve as a marketplace that connects customers seeking ICT system development services with verified, specialized tech experts on-demand. The platform will streamline project engagement, reduce development delays, ensure service quality, and create new revenue streams for ICT freelancers and companies.

2. Objectives

- To develop a **web and mobile-based platform** that matches customers with ICT professionals in real-time.
 - To **digitize the service acquisition process** for system development, including consultation, quotation, and delivery.
 - To **empower ICT professionals and firms** with a new channel to market their services and gain clients.
 - To offer **transparent, efficient, and scalable** ICT service delivery.
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3. Target Users

- **SMEs & Startups** requiring quick system development or technical support.
 - **Corporates** outsourcing short-term or module-based system builds.
 - **Government agencies** needing localized tech support.
 - **Freelance ICT professionals and development firms** looking for project opportunities.
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4. Key Features

A. For Customers:

- Request services by category (e.g., mobile app, web dev, cloud, IoT).
- AI-powered job scoping (auto-suggest required tech stacks).
- Get matched with certified developers instantly.

- View portfolios, ratings, and real-time chat before engagement.
- Milestone tracking, payment escrow, satisfaction rating system.

B. For Tech Specialists:

- Create service profiles (skills, past projects, rates).
 - Receive alerts for new job requests.
 - In-app project tracker, invoice generator, and feedback system.
 - Certification badge (optional AI test/interview integration).
 - Monetize idle capacity.
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5. System Architecture

- **Frontend:** Web & Mobile (Ali&Salah to propose!)
 - **Backend:** Ali&Salah to propose!
 - **Database:** Ali&Salah to propose!
 - **AI Layer:** Job suggestion engine using NLP (Ali&Salah to propose!)
 - **Payment Gateway:** Integration with FPX, Stripe, eWallets
 - **Cloud Hosting:** AWS or Azure with CI/CD pipeline
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6. Business Model

- **Commission Fee:** 10-15% from each successful transaction.
 - **Premium Subscription:** For priority visibility and promotion.
 - **Ads/Sponsored Listings:** Paid listings for tech service providers.
 - **Corporate Licensing:** Offer enterprise-level dashboard and team assignment.
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7. Development Phases

Phase Description		Timeline
1	Requirements gathering & platform architecture	Ali&Salah to propose!
2	MVP Development (customer + specialist onboarding)	Ali&Salah to propose!
3	AI job match engine & wallet system	Ali&Salah to propose!
4	Pilot Launch with 50 tech providers	Ali&Salah to propose!
5	Public Launch + Marketing & Expansion	Ali&Salah to propose!

8. Strategic Partnerships

- **Universities & Polytechnics:** Talent pool.
- **HRDF Registered Providers:** Upskilling programs.
- **Tech Giants (e.g., Oracle, AWS):** Cloud credits, mentorship.
- **GovTech Malaysia:** Support for digital economy initiatives.

9. Budget Estimate (MVP)

Item	Cost (RM)
Platform Development (Web & Mobile)	Ts. Hj. to propose!
AI Job Matching Engine	Ts. Hj. to propose!
Cloud Hosting & Infra (1st Year)	Ts. Hj. to propose!
Legal & Compliance	Ts. Hj. to propose!
Marketing & Outreach (Initial)	Ts. Hj. to propose!
Miscellaneous (UX, Testing, Tools)	Ts. Hj. to propose!
Total Estimate	RM

10. Expected Impact

- Create at least **1,000 job opportunities** for ICT freelancers in Year 1.
- Enable over **500 businesses** to engage quality tech services efficiently.
- Support the **gig economy in the ICT sector** with a trusted and secure platform.
- Provide a **nationwide platform for tech empowerment**, aligned with Malaysia's Digital Economy Blueprint (MyDIGITAL).

11. Legal & Regulatory Compliance

To ensure the implementation of *TechConnect* aligns with Malaysian laws and regulations, the following legal considerations are prioritized:

A. Relevant Acts and Regulatory Frameworks

- **Personal Data Protection Act 2010 (PDPA):** All user data—including information from customers and ICT service providers—will be processed and stored in compliance with PDPA. The system will include clear consent mechanisms and a transparent privacy policy.
- **Communications and Multimedia Act 1998:** The platform will adhere to the guidelines set by the Malaysian Communications and Multimedia Commission (MCMC), particularly regarding cybersecurity and the delivery of digital ICT services.
- **e-Invoicing Compliance (LHDN 2024–2025):** TechConnect will support auto-invoice generation modules aligned with Malaysia's upcoming electronic invoicing framework.
- **Labour Law & Gig Economy Compliance:** Although designed around an "on-demand" freelance model, all engagements and contracts will be structured to prevent employment misclassification, in line with the Employment Act 1955.

B. Terms of Use and Protection Measures

- Standardized **Terms of Service, Cancellation Policies, Dispute Resolution**, and **Escrow Payment Protections** will be enforced to safeguard both customers and service providers.
- **Optional NDAs (Non-Disclosure Agreements)** will be available for projects involving sensitive information.

C. Provider Registration & Verification

- All service providers will undergo a **KYC (Know Your Customer)** process, including ID/company registration verification (e.g., MyKad/SSM), project portfolios, and optional certifications.
 - TechConnect will also apply to become a **registered HRDC training provider** to enable subsidized ICT training opportunities for both users and tech freelancers.
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12. Market Benchmarking – Equivalent Platforms

A. Global Comparables

Platform	Focus	Strengths	Limitations
Upwork	Global freelance marketplace	Large pool, escrow protection	Not localized, lacks government-sector support
Fiverr Pro	Gig-based freelance services	Great for small tasks	Not ideal for complex system development
Toptal	Elite developers (top 3%)	High quality talent	Expensive, not beginner-friendly
Guru / Freelancer.com	Open freelancer bidding	Broad options	Risk of spam/low quality control

B. Local Alternatives

Platform	Focus	Status
MDEC Digital Freelance Platform	Creative and freelance services	Still evolving; limited scope for ICT systems
Workana Malaysia	Regional freelance marketplace	Minimal traction in ICT development
JobStreet TechJobs	Tech recruitment (full-time roles)	Not on-demand or gig-based model

C. TechConnect's Unique Positioning

- Special focus on **system development projects**, not just micro-tasks.
- **AI-driven job-to-skill matching engine** to optimize efficiency.
- Tailored for **government agencies and SMEs** needing verified tech talent.
- Fully **localized payment support** (FPX, DuitNow, eWallets).
- **Full compliance** with Malaysian laws and **MyDIGITAL** initiatives.
- Capable of **white-label deployment** for government use (e.g., local councils, GovTech).

11. Conclusion

TechConnect will become a game-changer in how ICT services are requested, delivered, and monetized. It fills the market gap between service demand and tech supply, especially for SMEs, startups, and public institutions. With scalable architecture and a purpose-built marketplace model, this platform is poised to drive digital transformation and economic empowerment.