

**MULTIMODAL FREIGHT SDN. BHD.**

174274-D

TENDER NO : MMFSB/TD 01/2026**TENDER FOR THE SUPPLY AND DEVELOP NEW IT SYSTEM
(BUSINESS OPERATING AND FINANCE SYSTEM)
FOR MULTIMODAL FREIGHT SDN BHD**

Closing Date (Day) : **05 FEBRUARY 2026 (THURSDAY)**
Closing Time : **12.00 NOON**

Deposit Tender Documents (*In Sealed Envelope Marked*
"TENDER NO : MMFSB/TD 01/2026") At :

MULTIMODAL FREIGHT SDN BHD
(Procurement Unit)

No. 40, Jalan Pengacara U1/48,
Temasya Industrial Park, Seksyen U1,
40150 Glenmarie, Shah Alam,
Selangor Darul Ehsan.

**MULTIMODAL FREIGHT SDN BHD
TENDER FOR THE SUPPLY AND DEVELOP NEW IT SYSTEM
(BUSINESS OPERATING AND FINANCE SYSTEM)
FOR MULTIMODAL FREIGHT SDN BHD
TENDER NO : MMFSB/TD 01/2026**

1.0 INTRODUCTION

- 1.1 Multimodal Freight Sdn. Bhd. (MMF) is in the business of integrated logistics transportation in Peninsular Malaysia.
- 1.2 MMF intends to invite bona fide contractors to supply and develop new IT systems for all the departments.
- 1.3 The location is throughout all MMF branches :
 - i. Headquarters (HQ).
 - ii. Global Logistics Department (GLD) – Shah Alam.
 - iii. Port Klang Branch.
 - iv. Pasir Gudang Branch.
 - v. Butterworth Branch.
 - vi. Padang Besar Branch.

2.0 SCOPE OF SERVICES

- 2.1 The Tenderer will be responsible for performing the following tasks:
 - i. Supply, delivery, installation, testing, commissioning of software for implementation of IT System for MMF;
 - ii. Provide blue print for each system;
 - iii. Provide adequate training in operating the proposed software;
 - iv. Provide resources, including labour, and assist in migrating MMF's existing data both in softcopy and hardcopy form into IT System.
 - v. Provide support services for software and IT System application.
- 2.2 The List of System requirement is as follows:
 - i. Business Operating System (BOS)
 - a) Haulage Management System (HMS) – **Annexure C1**
 - b) Forwarding Management System (FFS) – **Annexure C2**
 - c) Warehouse Management System (WMS) – **Annexure C3**

- d) Terminal Management System (TMS) – **Annexure C4**
- ii. Support System
 - a) Finance Management System (FMS) – **Annexure C5**

Details as per **ANNEXURE C1 to C5** attached.

2.3 Training and Documentation

The Tenderer must address the following with regards to training and documentation:

- i. Provide a complete and comprehensive set of documentation for the IT System, including but not limited to the User Manual, the Technical Design Manual, the System Administration Manual and the Database Design documentation. These documents must thoroughly describe all system processes and workflows, ensuring that users, administrators, and technical personnel have the necessary knowledge and guidance to effectively operate, maintain, and manage the system in accordance with the established system blueprint.
- ii. Identify training requirements and prepare a comprehensive training programme to enable users to have the skills necessary to operate, monitor and administer the IT System.
- iii. The training programme provided must be conducted by trainers with the expertise, qualifications and knowledge in the relevant fields.
- iv. List all types of training required and approach taken in implementing the training program and technology transfer.
- v. The training for the purpose of this Tender requirement shall be categorised as follows:

Administrator and IT team Training

- a) Administrator and IT team training must be provided for each software proposed;
- b) Training must be given to a minimum of officers, to be determined by MMF.

User Training

- a) Training for users must be implemented for the IT System to ensure that they have the necessary skills to operate and maintain the application;
- b) Use “on the job” training approach to ensure that the IT System is properly operated and in accordance with established procedures;
- c) Training must be provided to staff and to be determined by MMF.

2.5 Support and Maintenance

The Tenderer must address the following with regards to services required:

- i. Provide support and maintenance services of the IT System and equipment tendered after “go live”. The Tenderer is required to provide a Service Level Agreement (SLA) for the support and maintenance services.
- ii. The Successful Tenderer is required to bear all cost relating to the support and maintenance services and supply of replacement parts during the warranty period.
- iii. Propose plan for the provision of support services during and after expire of the Warranty Period. The Tenderer shall explain in detail the types of support service, location of suppliers’ offices, number of personnel involved in providing support services and operating hours of the support centres.
- iv. Provide details of charges for the provision of support and maintenance services after the end of the period of the Warranty Period.

In providing the support and maintenance services, the Successful Tenderer must cover the following:

- i. Ensure the IT System can be operated and accessed 24 hours/7 days a week.
- ii. Provide helpdesk service operated by a dedicated team.
- iii. The Successful Tenderer shall be responsible for preparing and submitting its own Service Level Agreement (SLA) to MMF for review and consideration.

- iv. The Tenderer shall provide a helpdesk / report for documenting and managing all IT System issues reported by MMF. At a minimum, the report shall include the following details:
 - a) Sender of the report;
 - b) Date and time of report;
 - c) Recipient of report;
 - d) Type of problem and explanation;
 - e) First action taken;
 - f) Second action taken;
 - g) Third action taken; and
 - h) Date of problem resolution.

2.6 The Tenderer shall present the proposed IT system to MMF upon request.

2.7 Non-Disclosure of Confidential Information

- i. The Successful Tenderer shall agree to:
 - a) Maintain all Confidential Information relating to the contents, examination, evaluation of the tender in strict confidence;
 - b) Not disclose any Confidential Information to any third party without prior written consent from MMF;
 - c) Take all reasonable steps to protect the confidentiality of the information.
 - d) Sign Non-Disclosure Agreement (NDA) .

3.0 WARRANTY OF PRODUCTS

3.1 The Successful Tenderer shall provide MMF with the following services throughout the warranty period :

- i. Helpdesk (after-sales support) Service;
- ii. Preventive and Corrective Maintenance;

- 3.2 The Successful Tenderer must provide support services, including onsite and helpdesk (after-sales support) services on the complete the IT System:

4.0 LIQUIDATED AND ASCERTAINED DAMAGES

4.1 Successful Tenderer subject to Liquidated and Ascertained Damages

4.1.1 The Successful Tenderer shall be subjected to Liquidated and Ascertained Damages in the event that the Successful Tenderer failed in any of the phases for the Installation of the Product and other tasks as stated in the scope of work in the stated contract period. This includes any delay in the IT System implementation, according to deadline as agreed upon by both parties for the phases of implementation as stipulated in **Annexure D** (Timeline Schedule). The Liquidated and Ascertained Damages shall be zero point five percent (0.5%) per working day of the Contract Sum for the respective delayed deliverable and after which period MMF, at its sole discretion, may terminate the Contract. The Liquidated and Ascertained Damages quantum mentioned above will be carried forward on an accumulated basis to the next phase of the project.

4.1.2 Notwithstanding that the delay may be due to causes beyond the reasonable control of the Successful Tenderer, if such delay is deemed unreasonable in duration or impact, MMF shall have the absolute right, at its sole discretion, to terminate the whole Contract by giving written notice to the Successful Tenderer.

4.1.3 Upon such termination, MMF shall be entitled to claim and recover from the Successful Tenderer the full extent of all losses suffered or incurred by MMF, including but not limited to loss of time, loss of opportunity, loss of productivity, wasted management time and effort, additional resources deployed, administrative costs, replacement or substitute costs, and any other direct or indirect costs, expenses or damages arising out of or in connection with such delay and termination, without prejudice to any other rights or remedies available to MMF under this Contract or at law.

4.2 Cause of Delay Beyond the Reasonable Control of Successful Tenderer

4.2.1 If the cause of the delay is beyond the reasonable control of the Successful Tenderer such as but not limited to hostilities, invasion, armed conflict, act of foreign enemy, riot, insurrection, strikes, resolution or usurped power, act of terrorism, sabotage or criminal

damage, natural disasters, including, earthquakes, lightning, volcanic eruptions, hurricanes, tempest, fires and floods, MMF will grant the Successful Tenderer such further period of time as is reasonable under the circumstances. In the event of this happening, all accepted contractual dates would be rescheduled accordingly.

4.2.2 The Successful Tenderer must give one (1) month notice in writing to MMF stating the cause of the delay and the request for extension of time, which shall be subject to MMF's approval.

4.3 The Successful Contractor shall not be allowed to withdraw once the contract has been awarded and work has commenced.

5.0 RATES AND PRICING

5.1 All rate(s) and pricing shall be in Ringgit Malaysia (RM).

5.2 Tenderers are required to complete and signed **Annexure B** attached.

6.0 PAYMENT SCHEDULE

6.1 The following Payment Schedule as per **Annexure E** will be applied based on installed basis and staggered in accordance to the timing of each software and component's rollout at respective phases as determined in the implementation plan.

7.0 TENDER BRIEFING

7.1 Tender Briefing for this tender exercise shall be held as follows :

Date (Day) : 15 January 2026 (Thursday)

Time : 10.00 a.m – 11.00 a.m

Venue : Meeting Room,
Multimodal Freight Sdn Bhd
No. 40, Jalan Pengacara U1/48,
Temasya Industrial Park, Seksyen U1,
40150 Glenmarie, Shah Alam,
Selangor

7.2 **Attendance is compulsory.**

- 7.3 The Tenderers are advised to conduct a site visit at their own cost and expenses before submitting the above tender bid.

8.0 TENDER DOCUMENT

- 8.1 Tender Document can be purchased upon payment of non-refundable documentation fee of **Ringgit Malaysia Five Hundred (RM 500.00) Only**.
- 8.2 Payments shall be in Bankers Draft / Bankers Cheque made payable to "MULTIMODAL FREIGHT SDN BHD".

9.0 ATTACHMENT OF TENDER DOCUMENT

- 9.1 This tender invitation is bound by all information contained in the following Annexures :

- Annexure A : Checklist for The Submission of Mandatory Documents And Requirements
- Annexure B : Summary Rate & Pricing
- Annexure C1 : Haulage Management System (HMS)
- Annexure C2 : Forwarding Management System (FFS)
- Annexure C3 : Warehouse Management System (WMS)
- Annexure C4 : Terminal Management System (TMS)
- Annexure C5 : Finance Management System (FMS)
- Annexure D : Project Timeline Schedule
- Annexure E : Payment Schedule
- Annexure F : Service Level Agreement (SLA)
- Annexure G : Warranty
- Annexure H : Record of Existing Client
- Annexure I : Record of Previous Client
- Annexure J : Training Programme
- Annexure K : Declaration for Non-Collusion

10.0 FORM OF TENDER

- 10.1 All Tenderers are required to fill up and sign the Form of Tender as per **Annexure A, B, C1, C2, C3, C4, C5, D, F, G, H, I, J and K** without fail. Failure to comply will render the tender null and void.

11.0 NON-COLLUSION

- 11.1 The Tenderer is required to duly complete and sign the Declaration of Non-Collusion and shall be bound by the Conditions contained therein (refer **Annexure K**).

12.0 MANDATORY DOCUMENTS AND REQUIREMENTS

- 12.1 The following information is to be forwarded as a mandatory documents and requirements to the Tender Proposal:

- 12.1.1 Completed and signed Annexure A – Checklist For The Submission Of Mandatory Documents And Requirements ;
- 12.1.2 Completed and signed Annexure B – Summary Pricing ;
- 12.1.3 Completed and signed Annexure C1 – Haulage Management System (HMS);
- 12.1.4 Completed and signed Annexure C2– Forwarding Management System (FFS);
- 12.1.5 Completed and signed Annexure C3 – Warehouse Management System (WMS);
- 12.1.6 Completed and signed Annexure C4 – Terminal Management System (TMS);
- 12.1.7 Completed and signed Annexure C5 – Finance Management System;
- 12.1.8 Completed and signed Annexure D – Project Timeline Schedule;
- 12.1.9 Completed and signed Annexure F – Service Level Agreement (SLA) ;
- 12.1.10 Completed and signed Annexure G – Warranty ;
- 12.1.11 Completed and signed Annexure H – Record of Existing Clients;
- 12.1.12 Completed and signed Annexure I – Record of Previous Clients;
- 12.1.13 Completed and signed Annexure J – Training Programme ;
- 12.1.14 Completed and signed Annexure K – Declaration for Non-Collusion;
- 12.1.15 Company Profile ;
- 12.1.16 Certified True Copy Of SSM Corporate Information/ Company Profile from MYDATA SSM ;
- 12.1.17 A copy of the Latest 2 Years Audited Company's Accounts ;
- 12.1.18 A copy of the Latest 3 Months Bank Statement ;
- 12.1.19 Earnest money (RM5,000.00) ; and
- 12.1.20 Attendance at Tender Briefing.

- 12.2 Failure to fulfill the above will result in disqualification of the tender rendering it null and void.

13.0 TAXES

- 13.1 All prices under this tender shall exclude the addition of any tax impose / to be imposed by the Malaysian Government.

14.0 ENQUIRIES

- 14.1 Any enquiries and clarification pertaining to this tender must be officially communicated through company email to the Tender Secretariat at the following address :

tender.secretariat@multimodal.com.my

15.0 SUBMISSION OF TENDER PROPOSAL

- 15.1 The Tenderer is required to complete all items required in the Tender Document and shall return these together with the required attachments.
- 15.2 The Tenderer is required to quote prices for all 5 systems as stated in this tender document.
- 15.3 All Tender Proposal must be submitted in a sealed envelope marked **"TENDER NO: MMFSB/TD 01/2026 – TENDER FOR THE SUPPLY AND DEVELOP NEW IT SYSTEM (BUSINESS OPERATING AND FINANCE SYSTEM) FOR MULTIMODAL FREIGHT SDN BHD"** at the top right corner of the envelope and addressed as follows:
- MULTIMODAL FREIGHT SDN.BHD.
Procurement Unit
No.40, Jalan Pengacara U1/48,
Temasya Industrial Park, Section U1,
40150 Glenmarie, Shah Alam,
Selangor Darul Ehsan.
- 15.4 The Tender Proposal must be deposited in the Tender Box located on the 1st floor of the above address not later than **1200 hours** on **05 FEBRUARY 2026 (Thursday)**.
- 15.5 **Tender Proposal received after the closing time and date will not be considered.**
- 15.6 Each Tenderer must submit together with his tender proposal, a sum of Ringgit Malaysia Five Thousand (RM5,000.00) Only as Earnest Money / Tender Bond in favour of "MULTIMODAL FREIGHT SDN.BHD.".

- 15.7 The Earnest Money in Clause 15.6 above is refundable upon the determination of award of this Tender.

16.0 TENDER VALIDITY

- 16.1 The Tender shall be valid for acceptance for a period of **one hundred and eighty (180) days** from the Date of Tender Submission, and shall remain binding upon the Tenderer at any time until the expiration of that date. MMF reserves the right to request for an extension of the validity period which when agreed by the Tenderer shall be at no cost to MMF.

17.0 TENDER REVOKE

- 17.1 MMF shall have the right to revoke this tender without giving any reason thereof.

18.0 SELECTION OF SUCCESSFUL TENDERER

- 18.1 The decision of MMF in selection of the Successful Tenderer shall be final and MMF does not bind itself to accept the lowest or any tender nor to assign any reason for the rejection of any tender.
- 18.2 MMF may award the total package to one (1) Successful Tenderer or may break up the package to the different tenderer(s) by system.
- 18.3 Only the Successful Tenderer will be notified.
- 18.4 MMF has the right to conduct background search and check on the tenderer.

19.0 AGREEMENT

- 19.1 The Successful Tenderer will be bound by signing a formal contract.
- 19.2 The Successful Tenderer shall be responsible to bear all costs involved in the process of preparing a formal contract including the stamp duty and all legal costs.

20.0 PERFORMANCE BOND

- 20.1 The Successful Tenderer shall before the execution of this Contract, provide MMF a performance bond in the form of an irrevocable Bank Guarantee / Finance Company Guarantee / Insurance Company Guarantee from a Bank / Finance Company / Insurance Company in Malaysia for a sum in Ringgit Malaysia being five percent (5%) of the Tender Sum.

- 20.2 The Performance Bond must be kept valid from the date of issue to the date not earlier than twelve (12) months after the expiry of the warranty period.
- 20.2 The Performance Bond shall be submitted within fourteen (14) days from the date of Letter of Award (LOA).
- 20.3 The issuance of the Performance Bond is a condition precedent to the Contract.

21.0 TERMINATION

- 21.1 This Contract may be determined, discharged, terminated, withdrawn or annulled by MMF within thirty (30) days in any one or more of the following events :
- 21.1.1 Expiration of written notice to rectify a breach(es) of one or more of the terms and conditions of this Contract whether committed intentionally or unintentionally ;
- 21.1.2 If the Successful Tenderer fails to discharge any of its obligations under any provision of this Contract ; and
- 21.1.3 If the Successful Tenderer goes into liquidation whether compulsory or voluntary (except for the purpose of reconstruction, amalgamation or other similar purpose) or suffers its goods to be taken in execution or becomes insolvent or compounds with or makes arrangement with its creditors, or does any acts jeopardizing in any manner its ability to fulfil its obligations under this Contract.
- 21.2 In the event that this Contract is terminated in accordance with Clause 21.1 above, MMF shall be entitled to recover from the Successful Tenderer the amount of any damages resulting from such termination.

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ANNEXURE A

CHECKLIST

**CHECKLIST FOR THE SUBMISSION OF MANDATORY
DOCUMENTS AND REQUIREMENTS**

ITEM	DESCRIPTION	ENCLOSED YES/NO
1.	Completed and signed Annexure A – Checklist ;	
2.	Completed and signed Annexure B – Summary Rate & Pricing ;	
3.	Completed and signed Annexure C1 – Haulage Management System (HMS) ;	
4.	Completed and signed Annexure C2 – Forwarding Management System (FFS) ;	
5.	Completed and signed Annexure C3 – Warehouse Management System (WMS) ;	
6.	Completed and signed Annexure C4 – Terminal Management System (TMS) ;	
7.	Completed and signed Annexure C5 – Finance Management System (FMS) ;	
8.	Completed and signed Annexure D – Project Timeline Schedule ;	
9.	Completed and signed Annexure F – Service Level Agreement (SLA) ;	
10.	Completed and signed Annexure G – Warranty ;	
11.	Completed and signed Annexure H – Record of Existing Clients ;	
12.	Completed and signed Annexure I – Record of Previous Clients;	
13.	Completed and signed Annexure J – Training Programme ;	
14.	Completed and signed Annexure K – Declaration for Non-Collusion;	
15.	Company Profile	
16.	Certified True Copy Of SSM Corporate Information/ Company Profile from MYDATA SSM ;	
17.	A copy of the Latest 2 Years Audited Company's Accounts ;	

Note : Tenderers who fail to produce the above-required documents shall be disqualified.

(Authorized Signatory)

(Company Chop)

Name : _____

Designation : _____

I/C No. : _____

Date : _____

**CHECKLIST FOR THE SUBMISSION OF MANDATORY
DOCUMENTS AND REQUIREMENTS**

ITEM	DESCRIPTION	ENCLOSED YES/NO
18.	A copy of the Latest 3 Months Bank Statement ;	
19.	Ernest money (RM5,000.00) ; and	
20.	Attendance at Tender Briefing.	YES

Note : Tenderers who fail to produce the above-required documents shall be disqualified.

(Authorized Signatory)

Name : _____

I/C No. : _____

(Company Chop)

Designation : _____

Date : _____

ANNEXURE B

SUMMARY OF PRICING

MULTIMODAL FREIGHT SDN BHD
(174274-D)

**TENDER FOR THE SUPPLY AND DEVELOP NEW IT SYSTEM
(BUSINESS OPERATING AND FINANCE SYSTEM)
FOR MULTIMODAL FREIGHT SDN BHD**

TENDER NO. MMFSB/TD 01/2026

A. SUMMARY OF PRICING

NO	NAME OF SYSTEMS	PRICE (RM)
1.	Haulage Management System (HMS)	
2.	Forwarding Management System (FFS)	
3.	Warehouse Management System (WMS)	
4.	Terminal Management System (TMS)	
5.	Finance Management System (FMS)	
	TOTAL	

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

(Company Chop)

Name : _____

Designation : _____

I/C No. : _____

Date : _____

ANNEXURE C

BUSINESS OPERATING AND FINANCE SYSTEM

MULTIMODAL FREIGHT SDN BHD

(174274-D)

TENDER FOR THE SUPPLY AND DEVELOP NEW IT SYSTEM (BUSINESS OPERATING AND FINANCE SYSTEM) FOR MULTIMODAL FREIGHT SDN BHD TENDER NO. MMFSB/TD 01/2026

FUNCTIONAL SPECIFICATION (BOS + FMS)

Description : A New IT System consist of several systems to cater all business activities including Financial System.

Name of Systems : The systems as below:-

Business Operating System (BOS)

1. Haulage Management System (HMS)
2. Forwarding Management System (FFS)
3. Warehouse Management System (WMS)
4. Terminal Management System (TMS)

Support System

5. Finance Management System (FMS)

Location : Multimodal Freight Sdn Bhd:

1. Head Quater (HQ)
2. Port Klang – PK (branch)
3. Pasir Gudang - PGD (branch)
4. Butterworth – BTW (branch)
5. Global Logistic Division- GLD (branch)
6. Padang Besar – PBT (branch)

Note : The functional requirements herein laid forms a general guideline and may not be taken as complete or as a whole.

ANNEXURE C1

HAULAGE MANAGEMENT SYSTEM (HMS)

HAULAGE MANAGEMENT SYSTEM (HMS)			
Location : PK & PGD			
No	Features	Comply (Y/N)	Comments
1.	Dashboard - Real Time Reporting (including Management Dashboard/Operation Dashboard) <ul style="list-style-type: none"> This is the command or nerve centre for the whole operation process and all information can be viewed in a single screen and access to other functions are just a click away Reports may vary according to the user level and each level requirement. Management Report - Covering performance analysis details by prime movers, trailers and driver, performance analysis summary by specific equipments, contributions by customers and many others. Operation report – Covering Pending delivery listing, pending collection listing, invoice listing, trailer detention, etc and many others. 		
2.	Multi platform interface <ul style="list-style-type: none"> System able to cater in multi platform interface such as mobile/Desktop/Web Driver to update their works ticket automatically using mobile. 		
3.	Interface with 3rd party system <ul style="list-style-type: none"> System able to integrate and interface with 3rd party system. Eg: Govt Agency,Port, customer, etc. 		
4.	User-friendly interface <ul style="list-style-type: none"> Having a user-friendly system means that the software is intuitive and easy to use. 		
5.	HMS able to link with other Business /Support system <ul style="list-style-type: none"> System able to link with other Business System or Support System. For example link with EMS to know the status of the prime mover/trailer. 		
6.	Automated Invoice & Receipts Generation. <ul style="list-style-type: none"> All invoices and receipts will be automatically generated by the system. Able to generate invoices in abnormal condition. E.g: generate invoices by month/week/daily or in different condition based on customer requirement. Able to generate invoice and taking into all criteria Eg: <ul style="list-style-type: none"> Customer special rebate (for customer & shipper/consignee) Container Size/Type Delivery Type/Handling Type Delivery Zone/Area Job Type and etc Able to generate Receipt from the system. Able to generate Credit/Debit Note from the system. IRBM e-Invoicing Support - Ensure compliant invoicing in line with Malaysian tax regulations. 		

No	Features	Comply (Y/N)	Comments
7.	Credit & Collections Management <ul style="list-style-type: none"> Define and manage customer credit limits. Automated credit checks during creating job Ability to place customers on credit hold. Track outstanding balances and aging by customer. Automated collection letters based on rules. Worklist for collection agents. Notes and reminders for collection activities. Ability to record promises-to-pay. 		
8.	Automated Locking for Overdue Customer <ul style="list-style-type: none"> To lock new transaction for customer who has exceed credit limits (with option to unlock by authority level) 		
9.	Audit Trail & History The system shall: <ul style="list-style-type: none"> Maintain change history for all actions Log user identity, timestamps, old and new values Support audit review for compliance 		
10.	Ability of the system to support attachment documents		
11.	Ability to provide comprehensive security features including: <ul style="list-style-type: none"> User authentication Access privileges Password policy enforcement Encrypted passwords Security auditing Security and data protection measures 		
12.	Online submission of Request & Tracking <ul style="list-style-type: none"> To enable online submission of the 'Request for Delivery' (RFD), track and trace To enable customer online tracking including Map location of PM (via GPS) Automated e-mail alerts on container status. 		
13.	Container Tracking <ul style="list-style-type: none"> Container tracking using gadget/devices by driver assign to deliver or collect the container. 		
14.	Electronic Work Ticket <ul style="list-style-type: none"> Driver to update their work ticket automatically using gadget or others device. 		

No	Features	Comply (Y/N)	Comments
15.	Job Planning/PM,Trailers Assignment <ul style="list-style-type: none"> Track job status in real time when the drivers update them via mobile apps. Job planning function with various levels of authorities. Total Visibility Plan Assign the job Reschedule Trip transfer to backup team 		
16.	Trailer Monitoring <ul style="list-style-type: none"> Automatic Trailer Identification & trailer tracking via system. Able to block/alert for the trailer not in running condition. Eg: Permit expired, preparation for puspakom, etc 		
17.	Automated Prime Mover Tracking via GPS/GPS Integration <ul style="list-style-type: none"> GPS system integrated with HMS Real time information via mobile Able to trace the history Able to generate alert or warning for any abnormal condition/movement. Eg: PM exceed 90 km/h, PM idle in 'X period/min' but engine still running (on) and etc. 		
18.	Automated Driver Incentive. <ul style="list-style-type: none"> Automated calculation of driver's incentive via movement record. Able to calculate in different type of formula/commission (customizable). Driver Incentives include Revenue Movements (Collection, Delivery, Round Trip) & Non-Revenue Movements (e.g. : Shunting, Puspakom etc) Driver's Incentive for each trip is based on <ul style="list-style-type: none"> Incentive Category (Trailer, SideLoader, etc) Delivery Type (1-way or round trip) Delivery Tariff Area % of tariff or Billing Rate or fixed rate by Zone Incremental Incentive Special Day And various other criteria System will cater for different formulas to Calculate Driver's Incentive. Link to payroll system 		

No	Features	Comply (Y/N)	Comments
19.	Reporting And Enquiries <ul style="list-style-type: none"> • Trip & Job Reports <ul style="list-style-type: none"> ○ Example report Trip summary report, Daily job report and etc • Vehicle Reports <ul style="list-style-type: none"> ○ Example report Vehicle utilization report, Vehicle performance & efficiency report and etc • Driver Reports <ul style="list-style-type: none"> ○ Example report Driver Incentive, Driver performance report and etc • Financial & Billing Reports <ul style="list-style-type: none"> ○ Example report Revenue by vehicle, Cost per trip report and etc • Fleet Operations Reports <ul style="list-style-type: none"> ○ Example report Loading/offloading time report, Fleet availability report and etc Enquiries Example enquiries - Trip Enquiries, Vehicle Enquiries, Driver Enquiries, Customer/Accounts Enquiries, Operations Enquiries and etc.		

Note : The functional requirements herein laid forms a general guideline and may not be taken as complete or as a whole.

Costing Breakdown – Cloud based System**1. Software Cost Breakdown**

No	Software Component	Description	License Type	Cost (RM)
a.	Application software	Core system (web & Backend module)		
	Total			

2. Cloud Hardware/Infrastructure Cost Breakdown

No	Infrastructure Component	Specification	Qty	Cost (RM)
	Total			

3. Summary Of Cost

No	Infrastructure Component	Cost (RM)
1	Software Cost	
2	Cloud Hardware/ Infrastructure Cost	
	Grand Total	

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

Name : _____

I/C No. : _____

(Company Chop)

Designation : _____

Date : _____

Additional Information:**Support & Maintenance Cost (After End of Period of the warranty)**

No	Item	Description	Qty	Cost (RM)
	Total			

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

Name : _____

I/C No. : _____

(Company Chop)

Designation : _____

Date : _____

ANNEXURE C2

FORWARDING MANAGEMENT SYSTEM (FFS)

FORWARDING MANAGEMENT SYSTEMS (FFS)			
Location : PK, GLD, BTW, PGD			
No	Features	Comply (Y/N)	Comments
1.	Dashboard - Real Time Reporting (including Management Dashboard/Operation Dashboard) <ul style="list-style-type: none"> This is the command or nerve centre for the whole operation process and all information can be viewed in a single screen and access to other functions are just a click away Reports may vary according to the user level and each level requirement. Management Report – Eg: Revenue By project, Job listing by project, etc Operation report – Job listing, pending collection listing, invoice listing, etc and many others. 		
2.	Multi platform interface <ul style="list-style-type: none"> System able to cater in multi platform interface such as mobile/Desktop/Web 		
3.	Interface with 3rd party system <ul style="list-style-type: none"> System able to integrate and interface with 3rd party system. Eg: Govt Agency, Customs, Port, Customer and others. 		
4.	FFS able to link with other Business System <ul style="list-style-type: none"> System able to link with other Business System. For example link with HMS to know the status of the prime mover/trailer. 		
5.	User-friendly interface <ul style="list-style-type: none"> Having a user-friendly system means that the software is intuitive and easy to use 		
6.	Automated Invoice & Receipts Generation. <ul style="list-style-type: none"> All invoices and receipts will be automatically generated by the system. Able to generate invoices in abnormal condition. E.g: generate invoices by month/week/daily or in different condition based on customer requirement. Able to generate invoice and taking into all criteria. Able to generate Credit/Debit Note from the system. IRBM e-Invoicing Support - Ensure compliant invoicing in line with Malaysian tax regulations. 		
7.	Credit & Collections Management <ul style="list-style-type: none"> Define and manage customer credit limits. Automated credit checks during creating job Ability to place customers on credit hold. Track outstanding balances and aging by customer. Automated collection letters based on rules. Worklist for collection agents. Notes and reminders for collection activities. Ability to record promises-to-pay. 		

No	Features	Comply (Y/N)	Comments
8.	Automated Locking for Overdue Customer <ul style="list-style-type: none"> To lock new transaction for customer who has exceed credit limits (with option to unlock by authority level) 		
9.	Audit Trail & History The system shall: <ul style="list-style-type: none"> Maintain change history for all actions Log user identity, timestamps, old and new values Support audit review for compliance 		
10.	Ability of the system to support attachment documents		
11.	Ability to provide comprehensive security features including: <ul style="list-style-type: none"> User authentication Access privileges Password policy enforcement Encrypted passwords Security auditing Security and data protection measures 		
12.	Online submission of Request & Tracking <ul style="list-style-type: none"> To enable online submission of the Request, track and trace of Jobs/ container Status and also e-billing to customer Automated e-mail alerts on container status. System enable Job submission online. 		
13.	Job Planning / Tracking <ul style="list-style-type: none"> To enable track and trace of Jobs/ container Status and also e-billing to customer To enable Job alerts (with timeline) to be defined & set for each job. Able to cater based on project Manage orders across all transportation modes. Stay updated on schedule changes, cancellations, and delays to ensure smooth and timely delivery of goods. 		
14.	Shipment Tracking <ul style="list-style-type: none"> Shipment tracking using by multiple platform devices 		
15.	Job Costing Automation <ul style="list-style-type: none"> track the cost of individual projects and jobs 		

No	Features	Comply (Y/N)	Comments
16.	Data Bank <ul style="list-style-type: none"> • Enable to stores the history of Jobs/ Projects of Tenders with the job status selection available. • Enable Tender documents to be attached to the job module. • Able to get a list of jobs which have been submitted for tender – with Tender Status Detail. • Enable to store Freight Rate & Quotation. The different rates from different Shipping Agent & Shipping Lines. 		
17.	Centralized Documentation Management. <ul style="list-style-type: none"> • Generate and manage freight documentation like the Bill of Lading, Airway Bill, Commercial Invoice, Shipping forms, Port Forms, ROT, Packing List, notices etc to reduce paperwork and manual errors. • Streamline customs document management and avoid penalties by confirming and automatically generating necessary import/export documents. • Automatically store customer-related documents on the system for efficient freight billing and record-keeping 		
18.	Freight Rate Sheets and Quotation - Speed up and streamline quotations <ul style="list-style-type: none"> • Able to Automate freight rates markup and quotation with automatically generated customer quotes and a self-service customer portal for providing instant, accurate, and profitable freight rates with transportation alternatives. 		
19.	Reporting and Enquiry Job / Project Shipment Reports <ul style="list-style-type: none"> • Shipment job summary report • Open / pending shipments report • Closed shipments report • Shipment delays report • Consolidated shipment report (LCL/FCL) • House & Master Bill comparison report • Manifest report and etc Documentation Reports <ul style="list-style-type: none"> • Bill of Lading report • Air Waybill report • Export declaration report • Import declaration report • Certificate of origin report • Document expiry report and etc Operational Reports <ul style="list-style-type: none"> • Cargo status report • Container tracking report • ETA/ETD variance report and etc 		

No	Features	Comply (Y/N)	Comments
20.	Financial Reports <ul style="list-style-type: none"> • Customer invoice report • Shipment costing report • Profit & loss per shipment • Cost breakdown (freight, handling, customs, etc.) • Payables report (carrier, customs broker) • Agent commission report and etc Customer & Agent Reports <ul style="list-style-type: none"> • Customer shipment history • Customer volume report • Agent performance report • Customer service level report Cargo damage/loss report and etc		
21.	Enquiries Shipment Enquiries <ul style="list-style-type: none"> • Shipment status enquiry (real-time) • AWB/BL enquiry • Container number enquiry • Consolidation/deconsolidation enquiry • Route & carrier schedule enquiry and etc Documentation Enquiries <ul style="list-style-type: none"> • Bill of Lading status enquiry • Customs declaration enquiry • Document readiness enquiry • Insurance policy enquiry and etc Customer/Agent Enquiries <ul style="list-style-type: none"> • Customer shipment enquiry • Customer billing enquiry • Customer rates/tariff enquiry • Agent assignment enquiry and etc Financial Enquiries <ul style="list-style-type: none"> • Invoice enquiry • Costing enquiry • Payment status enquiry • Supplier charges enquiry and etc 		

Note : The functional requirements herein laid forms a general guideline and may not be taken as complete or as a whole.

Costing Breakdown – Cloud based System**1. Software Cost Breakdown**

No	Software Component	Description	License Type	Cost (RM)
a.	Application software	Core system (web & Backend module)		
	Total			

2. Cloud Hardware/Infrastructure Cost Breakdown

No	Infrastructure Component	Specification	Qty	Cost (RM)
	Total			

3. Summary Of Cost

No	Infrastructure Component	Cost (RM)
1	Software Cost	
2	Cloud Hardware/ Infrastructure Cost	
	Grand Total	

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

(Company Chop)

Name : _____

Designation : _____

I/C No. : _____

Date : _____

Additional Information:**Support & Maintenance Cost (After End of Period of the warranty)**

No	Item	Description	Qty	Cost (RM)
	Total			

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

Name : _____

I/C No. : _____

(Company Chop)

Designation : _____

Date : _____

ANNEXURE C3

WAREHOUSE MANAGEMENT SYSTEM (WMS)

WAREHOUSE MANAGEMENT SYSTEM (WMS)			
Location : PK, HQ			
No	Features	Comply (Y/N)	Comments
1.	Dashboards & Analytics (Online report including Management Dashboard) <ul style="list-style-type: none"> Access interactive dashboards that provide a snapshot of the operations at a glance. Leverage automated reporting and analytics that help to dig deep into the Warehouse data. Provides insights into warehouse performance metrics, inventory turnover, and customer order trends 		
2.	Multi platform interface <ul style="list-style-type: none"> System able to cater in multi platform interface such as Desktop/mobile/Web. 		
3.	Interface with 3rd party system <ul style="list-style-type: none"> System able to integrate and interface with 3rd party system. Eg: Govt Agency, Port, customer, etc. 		
4.	WMS able to link with other Business System <ul style="list-style-type: none"> System able to link with other Business System. For example link with HMS to know the status of the delivery. 		
5.	User-friendly interface <ul style="list-style-type: none"> Having a user-friendly system means that the software is intuitive and easy to use. 		
6.	Automated Invoice & Receipts Generation. <ul style="list-style-type: none"> All invoices and receipts will be automatically generated by the system. Able to generate invoices in abnormal condition. E.g: generate invoices by month/week/daily or in different condition based on customer requirement. Able to generate invoice and taking into all criteria. Able to generate Credit/Debit Note from the system. IRBM e-Invoicing Support - Ensure compliant invoicing in line with Malaysian tax regulations. 		
7.	Credit & Collections Management <ul style="list-style-type: none"> Define and manage customer credit limits. Automated credit checks during creating job Ability to place customers on credit hold. Track outstanding balances and aging by customer. Automated collection letters based on rules. Worklist for collection agents. Notes and reminders for collection activities. Ability to record promises-to-pay. 		

No	Features	Comply (Y/N)	Comments
8.	Automated Locking for Overdue Customer <ul style="list-style-type: none"> To lock new transaction for customer who has exceed credit limits (with option to unlock by authority level) 		
9.	Audit Trail & History The system shall: <ul style="list-style-type: none"> Maintain change history for all actions Log user identity, timestamps, old and new values Support audit review for compliance 		
10.	Ability of the system to support attachment documents		
11.	Ability to provide comprehensive security features including: <ul style="list-style-type: none"> User authentication Access privileges Password policy enforcement Encrypted passwords Security auditing Security and data protection measures 		
12.	Cargo In/Out (able interface with barcode/RFID reader)		
13.	Cargo storage and others charges <ul style="list-style-type: none"> Cargo storage is auto-calculated. It can be differ by customer, by product/cargo Type. Etc. The calculated charges are linked to Financial system. 		
14.	System Generate Gate Pass		
15.	Inventory Management The system shall record and maintain real-time inventory levels for all SKUs. <ul style="list-style-type: none"> The system shall support multiple inventory statuses (available, allocated, damaged, hold, quarantine, etc.). The system shall provide automatic stock adjustments when receiving, picking, or cycle-counting. The system shall track SKU attributes (lot number, serial number, batch, expiry date, etc.). System has various options for stock checks (By selected products, By locations, etc) The system shall alert users when inventory falls below predefined reorder levels. 		

No	Features	Comply (Y/N)	Comments
16.	Receiving & Inbound Processing <ul style="list-style-type: none"> The system shall allow creation and management of inbound orders (POs, ASN, returns). The system shall support barcode, RFID, or manual item scanning at receiving. The system shall validate received quantities against purchase orders or ASNs. The system shall generate receiving reports and discrepancies. The system shall assign receiving tasks to warehouse operators. 		
17.	Put-Away Management <ul style="list-style-type: none"> The system shall recommend optimal storage locations based on product attributes and warehouse rules. The system shall allow manual override of recommended locations. The system shall update inventory locations in real time as put-away tasks are completed. 		
18.	Storage & Location Management <ul style="list-style-type: none"> The system shall maintain a map of all storage locations (bins, racks, zones, shelves). The system shall support location types (bulk, pick-face, cold storage, hazardous, etc.). The system shall track inventory by location with full traceability. The system shall support slotting optimization rules. 		
19.	Order Management & Picking <ul style="list-style-type: none"> The system shall receive and process customer or production orders. The system shall allocate inventory based on FIFO, FEFO, LIFO, or custom rules. The system shall generate picking tasks (single, batch, wave, zone, cluster). The system shall support barcode scanning during picking for accuracy. The system shall provide real-time visibility of picking progress. 		
20.	Packing & Shipping <ul style="list-style-type: none"> The system shall support packing workflows (cartonization, consolidation, labeling). The system shall generate shipping documentation (packing list, BOL, labels). The system shall integrate with carriers or shipping systems to produce tracking numbers. The system shall confirm orders as shipped and deduct inventory. 		

No	Features	Comply (Y/N)	Comments
21.	Returns (RMA) Management <ul style="list-style-type: none"> The system shall support creation and tracking of return orders. The system shall inspect returned products and classify them (resellable, damaged, quarantine). The system shall adjust inventory based on return disposition. 		
22.	Cycle Counting & Physical Inventory <ul style="list-style-type: none"> The system shall schedule and manage cycle counts (ABC, random, triggered). The system shall support blind counting for accuracy and audit compliance. The system shall record variances and require supervisor approval for adjustments. The system shall support full physical inventory. 		
23.	Labor & Task Management <ul style="list-style-type: none"> The system shall assign tasks based on user roles, workloads, and priorities. The system shall track individual operator performance (picking rate, errors, etc.). The system shall support mobile devices (RF scanners, tablets, handhelds). 		
24.	Multi-Warehouse Support <ul style="list-style-type: none"> The system shall manage multiple warehouse facilities within a single platform. The system shall support transfer orders between warehouses. The system shall provide consolidated inventory visibility. 		
25.	Document Creation <ul style="list-style-type: none"> A WMS is capable of generating a variety of documents throughout the areas of the warehouse. These documents help keep the warehouse running. Some common documents generated by a WMS include: <ul style="list-style-type: none"> Pick lists – outline the specific items and quantities to be picked for an order Packing slips – a detailed list of the items included in a shipment provided to the recipient Bill of Lading (BOL) – A bill of lading (BOL) serves as a contract between the shipper of goods and the carrier transporting them. Shipping labels – important shipping information such as the recipient's address and shipping carrier's barcode 		

No	Features	Comply (Y/N)	Comments
26.	Scalability & Flexibility for Future Technology <ul style="list-style-type: none"> To be future-proof, system should support emerging technologies such as automation, robotics, autonomous robots, voice technology, augmented reality and artificial intelligence. able an integrated data platform should allow businesses to capture and analyze relevant data in order to gain insights into customer behavior and market trends. 		
27.	Report and Enquiry <ul style="list-style-type: none"> Inventory Reports <ul style="list-style-type: none"> Inventory summary report Stock on hand report Stock aging report Expiry/dominant date report (FIFO/FEFO,etc) And etc Inbound Reports <ul style="list-style-type: none"> Inbound shipment schedule Goods receipt report Put-away report and etc Outbound Reports <ul style="list-style-type: none"> Order fulfillment report Picking report (by picker, by area,etc) Packing report and etc Warehouse Operations Reports <ul style="list-style-type: none"> Warehouse utilization report (space usage) Bin/slot occupancy report Storage location heat map report and etc Financial & Billing Reports (for 3PL / contract warehousing) <ul style="list-style-type: none"> Storage billing report (per pallet / per CBM / per item,etc) Handling charge report and etc Compliance & Safety Reports <ul style="list-style-type: none"> Audit trail report Warehouse safety incidents report and etc Returns / Reverse Logistics Reports 		

No	Features	Comply (Y/N)	Comments
	Enquiries <ul style="list-style-type: none"> • Inventory Enquiries <ul style="list-style-type: none"> ○ Item availability enquiry ○ Stock movement enquiry and etc • Inbound Enquiries <ul style="list-style-type: none"> ○ Purchase order status enquiry ○ GRN enquiry and etc • Outbound Enquiries <ul style="list-style-type: none"> ○ Sales order status enquiry ○ Picking status enquiry ○ Packing status enquiry and etc • Warehouse Operations Enquiries <ul style="list-style-type: none"> ○ Warehouse space availability enquiry ○ Equipment availability enquiry (forklifts, pallets) ○ Dock availability enquiry and etc • Customer/Account Enquiries <ul style="list-style-type: none"> • Customer inventory enquiry • Customer billing enquiry • Customer inbound/outbound activity enquiry, etc 		

Note : The functional requirements herein laid forms a general guideline and may not be taken as complete or as a whole.

Costing Breakdown – Cloud based System**1. Software Cost Breakdown**

No	Software Component	Description	License Type	Cost (RM)
a.	Application software	Core system (web & Backend module)		
	Total			

2. Cloud Hardware/Infrastructure Cost Breakdown

No	Infrastructure Component	Specification	Qty	Cost (RM)
	Total			

3. Summary Of Cost

No	Infrastructure Component	Cost (RM)
1	Software Cost	
2	Cloud Hardware/ Infrastructure Cost	
	Grand Total	

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

(Company Chop)

Name : _____

Designation : _____

I/C No. : _____

Date : _____

Additional Information:**Support & Maintenance Cost (After End of Period of the warranty)**

No	Item	Description	Qty	Cost (RM)
	Total			

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

Name : _____

I/C No. : _____

(Company Chop)

Designation : _____

Date : _____

ANNEXURE C4

TERMINAL MANAGEMENT SYSTEM (TMS)

TERMINAL MANAGEMENT SYSTEM (TMS)			
Location : PK, BTW			
No	Features	Comply (Y/N)	Comments
Overall Requirements			
1.	Dashboards & Analytics (Online report including Management Dashboard) <ul style="list-style-type: none"> This is the command or nerve Centre for the whole operation process and all information can be viewed in a single screen and access to other functions are just a click away Reports may vary according to the user level and each level requirement. Yard Performance Dashboard is a graphical dashboard provide the management team with the Yard operation KPI information. Having a few basic insights into the activities of your yard involves a simple set of metrics, known as standard container metrics. These include the following: <ul style="list-style-type: none"> The total number of container in the yard, including specific KPIs for the number of laden and empty container. Daily Inbound Container Daily Outbound Container Daily Outstanding Inbound Container Daily Outstanding Outbound Container , etc 		
2.	Multi platform interface <ul style="list-style-type: none"> Able to cater multiplatform interface - Desktop/mobile/Web. 		
3.	Interface with 3rd party system <ul style="list-style-type: none"> System able to integrate and interface with 3rd party System able to interface and integrated with KTMB, port operator (eg, PPSB), customs, shipping line/agents, forwarding agents, haulage companies and other agencies/users. 		
4.	TMS able to link with other Business System <ul style="list-style-type: none"> System able to link with other Business System and Finance/HRMS. 		
5.	User-friendly interface <ul style="list-style-type: none"> Having a user-friendly system means that the software is intuitive and easy to use. 		
6.	Automated Invoice & Receipts Generation. <ul style="list-style-type: none"> All invoices and receipts will be automatically generated by the system. Able to generate invoices in abnormal condition. E.g: generate invoices by month/week/daily or in different condition based on customer requirement. Able to generate invoice and taking into all criteria. Able to generate Credit/Debit Note from the system. IRBM e-Invoicing Support - Ensure compliant invoicing in line with Malaysian tax regulations. 		

No	Features	Comply (Y/N)	Comments
7.	Credit & Collections Management <ul style="list-style-type: none"> Define and manage customer credit limits. Automated credit checks during creating job Ability to place customers on credit hold. Track outstanding balances and aging by customer. Automated collection letters based on rules. Worklist for collection agents. Notes and reminders for collection activities. Ability to record promises-to-pay. 		
8.	Automated Locking for Overdue Customer <ul style="list-style-type: none"> To lock new transaction for customer who has exceed credit limits (with option to unlock by authority level) 		
9.	Audit Trail & History The system shall: <ul style="list-style-type: none"> Maintain change history for all actions Log user identity, timestamps, old and new values Support audit review for compliance 		
10.	Ability of the system to support attachment documents		
11.	Ability to provide comprehensive security features including: <ul style="list-style-type: none"> User authentication Access privileges Password policy enforcement Encrypted passwords Security auditing Security and data protection measures 		
12.	Yard Module <ul style="list-style-type: none"> Yard module consists of yard planning for container turn in/turn out, booking, stacking, storage and tracking. System able to identify the best location based on the criteria of the containers. The system also able to manage multiple containers in/out, reposition and others. provide a view to managements on the utilization of the warehouse. 		
13.	Container Turn In <ul style="list-style-type: none"> To Enter container details for the container empty/laden arriving via train or PM. Detail container can be input manually or by EDI from origin depot/Forwarding Agent Shipping agent to be allow to access/authorize to modify/amend/cancel the booking number. 		

No	Features	Comply (Y/N)	Comments
13.	Container Turn Out <ul style="list-style-type: none"> To enter container details for the container empty/laden releasing from yard via train/PM. 		
14.	Container Tracking <ul style="list-style-type: none"> To track container location for loading planning process. System able to capture the aging of no of days stored. 		
15.	Container Putaway/Stacking <ul style="list-style-type: none"> Able to enter container location in yard and send instruction to Forklift/Hyster Able to provide the availability of the location (diagram). Digital yard layout / map of yard zones, parking spots, stacking areas, container slots, equipment zones. Special gadget/device to input/update container location and receive instruction. Yard slotting: automatic assignment of containers/trailers to slots, optimizing yard space and minimizing container moves. But still allow to manual choose the location. 		
16.	Container Damage Repair <ul style="list-style-type: none"> Able to enter and monitor container damaged details. Upon receiving container, damaged containers are isolated, assessed & Surveyed. An Estimated Work/Job Order will be issued. Able to stored/attached photo of damaged container. 		
17.	Container Railing <ul style="list-style-type: none"> To enter multiple container details for the container arriving/releasing via train. Able to upload from Text file/ Excel or etc. 		
18.	Gate module consists of the Gate IN and Gate Out which is fully integrated with: <ul style="list-style-type: none"> Weighbridge system to capture the weight. Customs system to verify the permission/status from the Kastam (KDM) The module will validate the Bookings and gate-pass generated from internal and Customs. 		
19.	System Generated Gatepass <ul style="list-style-type: none"> Able to print out gatepass for empty releasing and laden arrive. System automatic generate gatepass serial running number 		
20.	Online Request Submission/Tracking <ul style="list-style-type: none"> System to reject the booking request if the booking made in 48 hours before vessel closing time System to reject the booking request made by suspended forwarding agent/shipper/shipping agent 		

No	Features	Comply (Y/N)	Comments
21.	System Integration <ul style="list-style-type: none"> Integrate with Weight Bridge System to capture container weight for laden container arrival via PrimeMover. Integrate Data with Shipping Agent to send details data container movement using EDI system. Integrate date with Penang Port (PPSB) to receive/send electronic data to/from PPSB Support for EDI / API integration to communicate with external partners (shipping lines, customs, carriers, clients), for bookings, container releases, manifests, billing. System able to interface and integrated with KTMB 		
22.	APAD Requirements <p>Pre-Arrival and Booking System:</p> <ul style="list-style-type: none"> System able to provides a unified pre-arrival and booking system for hauliers. <p>Real-Time Turnaround Time (TAT) Tracking:</p> <ul style="list-style-type: none"> Through the system, will gain real-time visibility into the turnaround time for every container. This data is tracked from a haulier's arrival at the gate to their departure, providing an accurate, data-driven overview of your operational efficiency. This real-time insight empowers your management team to identify and address bottlenecks, making data-backed decisions to improve overall performance. <p>Advance Notification of Container Movement:</p> <ul style="list-style-type: none"> Provides early notification of container drop-offs and pick-ups, with information available days in advance. This forewarning allows your team to prepare the necessary yard space and resources ahead of time, ensuring containers are ready for collection and minimizing search time. This predictive capability is crucial for managing space efficiently and ensuring a smooth flow of containers. 		
23.	Rate <ul style="list-style-type: none"> Able to customize rate : <ul style="list-style-type: none"> by Unit (Teus) by charges by shipping agent/Fowarding agent, Haulier etc All the rates must include a validity period. 		

No	Features	Comply (Y/N)	Comments
23.	<p>Report and Enquiry</p> <ul style="list-style-type: none"> • Container Inventory Reports <ul style="list-style-type: none"> ○ Container inventory summary (by type, size, status) ○ Container movement history ○ Container aging report ○ Container damage status report and etc • Gate Activity Reports <ul style="list-style-type: none"> ○ Gate-in report ○ Gate-out report ○ Daily gate activity summary and etc • Yard Operations Reports <ul style="list-style-type: none"> ○ Yard occupancy report ○ Yard slot utilisation report ○ Yard block performance report and etc • Maintenance & Repair (M&R) Reports <ul style="list-style-type: none"> ○ M&R estimate report (EOR) ○ Repair job card report ○ Repair cost report and etc • Financial / Billing Reports <ul style="list-style-type: none"> ○ Repair charges report ○ Gate pass billing report ○ Customer account statement and etc • Customer/Carrier Reports <ul style="list-style-type: none"> ○ Line operator inventory report ○ Customer container release report and etc • Compliance & Safety Reports <ul style="list-style-type: none"> ○ Hazardous cargo (HAZMAT) report ○ Safety incident report ○ Security audit report and etc • Operational KPI Reports <ul style="list-style-type: none"> ○ Depot productivity report ○ Moves per hour (lifts per hour) and etc <p>Enquiries</p> <ul style="list-style-type: none"> • Inventory Enquiries • Inbound Enquiries • Outbound Enquiries • Warehouse Operations Enquiries • Customer/Account Enquiries • Compliance / Safety Enquiries and etc 		

Note : The functional requirements herein laid forms a general guideline and may not be taken as complete or as a whole.

Costing Breakdown – Cloud based System**1. Software Cost Breakdown**

No	Software Component	Description	License Type	Cost (RM)
a.	Application software	Core system (web & Backend module)		
	Total			

2. Cloud Hardware/Infrastructure Cost Breakdown

No	Infrastructure Component	Specification	Qty	Cost (RM)
	Total			

3. Summary Of Cost

No	Infrastructure Component	Cost (RM)
1	Software Cost	
2	Cloud Hardware/ Infrastructure Cost	
	Grand Total	

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

Name : _____

I/C No. : _____

(Company Chop)

Designation : _____

Date : _____

Additional Information:**Support & Maintenance Cost (After End of Period of the warranty)**

No	Item	Description	Qty	Cost (RM)
	Total			

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

Name : _____

I/C No. : _____

(Company Chop)

Designation : _____

Date : _____

ANNEXURE C5

FINANCE MANAGEMENT SYSTEM (FMS)

FINANCE MANAGEMENT SYSTEM (FMS)			
Location : ALL Branches			
No	Features	Comply (Y/N)	Comments
General			
1.	Dashboard - Real Time Reporting <ul style="list-style-type: none"> Visual interface that summarizes key financial information in one place so users can easily monitor, analyze, and make decisions about their finances. It turns complex financial data into clear, actionable insights. This is the command or nerve centre for the whole financial process and all information can be viewed in a single screen and access to other functions are just a click away A typical dashboard may include and not limited to: <ul style="list-style-type: none"> Financial Overview <ul style="list-style-type: none"> Income, expenses, and profit Cash flow status (monthly or real-time) Budget vs. actual Financial ratios Etc Visualizations <ul style="list-style-type: none"> Charts and graphs (line charts, bar charts, pie charts) Trend analysis (e.g., revenue growth over time) Cash flow Etc 		
2.	Multi platform interface <ul style="list-style-type: none"> System able to cater in multi platform interface such as mobile/PC 		
3.	FMS able to link with other Business System System able to link with all Business System and support system . For example link with HMS,FFS		
	User-friendly interface <ul style="list-style-type: none"> Having a user-friendly system means that the software is intuitive and easy to use. By making sure the system is accessible and easy to learn, businesses can save time and money on training costs while ensuring their employees are able to quickly become productive with the software. Additionally, having a user-friendly system helps improve job satisfaction among personnel since they are working with a solution they find both efficient and enjoyable to use. 		

No	Features	Comply (Y/N)	Comments
4.	Interface with 3rd party system <ul style="list-style-type: none"> System able to integrate and interface with 3rd party system. 		
5.	Credit & Collections Management <ul style="list-style-type: none"> Define and manage customer credit limits. Automated credit checks during creating job Ability to place customers on credit hold. Track outstanding balances and aging by customer. Automated collection letters based on rules. Worklist for collection agents. Notes and reminders for collection activities. Ability to record promises-to-pay. 		
6.	Automated Locking for Overdue Customer <ul style="list-style-type: none"> To lock new transaction for customer who has exceed credit limits (with option to unlock by authority level) 		
7.	Audit Trail & History The system shall: <ul style="list-style-type: none"> Maintain change history for all actions Log user identity, timestamps, old and new values Support audit review for compliance 		
8.	Ability of the system to support attachment documents		
9.	Ability to provide comprehensive security features including: <ul style="list-style-type: none"> User authentication Access privileges Password policy enforcement Encrypted passwords Security auditing Security and data protection measures 		
10.	Tax Compliance <ul style="list-style-type: none"> Automatic calculation of taxes (VAT, GST, SST, etc). Tax reporting support. 		
11.	Multi-Currency & Multi-Company <ul style="list-style-type: none"> Support for multiple currencies and exchange rates. Record gains/losses due to currency fluctuations. Consolidated AR reporting across entities. Intercompany AR transactions. 		
Account Receivable			
	Customer Master Management Create and Maintain Customer Records <ul style="list-style-type: none"> The system shall allow users to create, edit, and deactivate customer accounts. The system shall store: <ul style="list-style-type: none"> Customer name, address, taxID, email, phone, Billing and shipping addresses, Payment terms, Credit limit and credit term, Default currency, payment method and etc 		

No	Features	Comply (Y/N)	Comments
12.	Invoicing & Billing Invoice Creation <ul style="list-style-type: none"> The system shall generate invoices manually or automatically from Business Operating System Able to generate invoices in abnormal condition. E.g: generate invoices by month/week/daily or in different condition based on customer requirement. Invoice Features <ul style="list-style-type: none"> The system shall support: <ul style="list-style-type: none"> Taxes, discounts, surcharges Multiple currencies Itemized lines Draft and final modes Notes and attachments Generate e-Invoice Billing verification (Based on Customer Indicator) 		
13.	Debit & Credit Notes <ul style="list-style-type: none"> The system shall allow manual and automated creation of debit and credit notes. Adjustments shall be linked to original invoices. Posting credit notes shall update to the accounts and ageing automatically. 		
14.	Payments Processing <ul style="list-style-type: none"> Record customer payments: <ul style="list-style-type: none"> Cash, check, bank transfer, credit card, online payment, direct debit Automatic matching of payments to invoices (auto-reconciliation). Partial payments handling. Overpayments handling and creation of customer credits. Ability to apply payments across multiple invoices. Bank fees and currency differences handling. Support lockbox and payment gateway integration. Cheque printing 		
15.	Receipts & Cash Application <ul style="list-style-type: none"> Create receipts for all incoming payments. Manual matching of payments to open invoices. Suggestive matching based on amount, date, invoice number, or customer reference. Support unapplied and unidentified receipts. 		
16.	Credit & Collections Management <ul style="list-style-type: none"> Define and manage customer credit limits. Automated credit checks during creating job Ability to place customers on credit hold. Track outstanding balances and aging by customer. Automated collection letters based on rules. Worklist for collection agents. Notes and reminders for collection activities. Ability to record promises-to-pay. 		

No	Features	Comply (Y/N)	Comments
Account Payable			
17.	Vendor Management <ul style="list-style-type: none"> Ability to create, edit, deactivate, and archive vendor records. Maintain vendor master data (name, address, tax ID, contact info, payment terms). Assign payment terms, preferred payment methods, and currency for each vendor. Support vendor classification (e.g., local, international, one-time vendor). Store vendor banking details securely (SWIFT, account number, etc). Duplicate vendor detection and merge functionality. 		
18.	AP Invoice Management and Payment Processing <ul style="list-style-type: none"> Create invoices manually or import from BOS System from procurement/PO system. All cost automatically recorded into the accounting system as accruals. Upon receiving invoices from supplier, recorded into the system and knock off with the PO prepared earlier. For cost without PO, cost should be recorded via payment voucher OR journal entries. Ability to integrate with Accounts Receivable Match invoices with Purchase Orders Support approval workflows for invoice processing. Check for duplicate invoice numbers to prevent double payment. Support multiple line items, GL coding, and cost center allocation. Ability to put invoices on hold and release after review. Able to cater for different Payee type. For example : creditor, supplier, employee, forwarding agent, operator, etc. Contra notes function – used for contra payment received 		
19.	Payments Processing <ul style="list-style-type: none"> Support multiple payment methods (EFT, wire transfer, check, cash, credit card). Multi-currency payment capability with live or stored exchange rates. Ability to record utility bills, including (but not limited to): Electricity, water, telephone, etc Batch payment processing and approval workflows. Record manual payments. All payment vouchers and supplier invoices auto posted into GL, PNL, balance sheet and creditors ageing. Auto-apply payments to outstanding invoices. Void, stop, or reverse payments. 		

No	Features	Comply (Y/N)	Comments
General Ledger			
20.	Chart of Accounts (CoA) Management <ul style="list-style-type: none"> Ability to create, modify, and deactivate GL accounts. Support for hierarchical account structures (parent-child levels). Define account attributes (type, category, currency, posting restrictions, etc.). Maintain version control and effective dates for CoA changes. 		
21.	Journal Entry Processing <ul style="list-style-type: none"> Create, edit, post, and reverse journal entries. Auto-reversing journals (accruals, period-end). Journal entry templates for standardized postings. Validation rules (balanced entries, valid accounts, period open, etc.). 		
22.	Period Management & Closing <ul style="list-style-type: none"> Open and close accounting periods by module (GL, AP, AR, etc.). Support soft close and hard close. Ability to prevent postings to closed periods. 		
23.	Budgeting & Forecasting <ul style="list-style-type: none"> Import and maintain multiple budget versions. Compare actuals vs. budget/forecast. Budget controls and notifications for threshold violations. 		
Fixed Asset			
24.	Asset Master Data Management <ul style="list-style-type: none"> Ability to create, edit, and retire asset master records. Maintain key asset attributes (e.g., asset ID, description, type, category, location, serial number, acquisition date). Maintain asset ownership (department, cost center, employee). Upload and store supporting documents (purchase invoices, warranty documents, photos). Support asset tagging (QR codes, barcodes, RFID). 		
25.	Asset Acquisition & Capitalization <ul style="list-style-type: none"> Capture acquisition costs including purchase price, taxes, freight, installation, and other capitalizable expenses. Support manual asset creation, PO-based acquisition, and bulk upload of assets. Capital Work in Progress (CWIP) tracking and capitalization upon project completion. Automatic journal entries for asset acquisition. 		

No	Features	Comply (Y/N)	Comments
26.	Depreciation Management Allow Auto calculation of depreciation for every month end <ul style="list-style-type: none"> • Manage depreciation start/end dates and adjustments. • Automatic monthly/annual depreciation calculation. • Ability to override depreciation with audit trail. 		
27.	Asset Revaluation <ul style="list-style-type: none"> • Perform asset revaluation with upward or downward adjustments. • Support revaluation indexation or manual revaluation entries. • Automatically recalculate depreciation post-revaluation. • Maintain full revaluation history and audit logs. 		
28.	Asset Transfers <ul style="list-style-type: none"> • Facilitate asset transfers between departments, branches, or locations. • Allow transfer of ownership, cost center, or custodian. • Track movement history of each asset. • Automatically post accounting entries for internal transfers. 		
29.	Asset Disposal / Retirement <ul style="list-style-type: none"> • Support end-of-life processes including sale, scrap, donation, etc. • Calculate gain/loss on sale automatically. • Track disposal date, disposal method, and related documentation. • Generate auto journal entries for asset disposal. 		
30.	Asset Write off <ul style="list-style-type: none"> • Removing an asset from the books because it has no remaining value and cannot be used or sold. 		
31.	Asset Maintenance & Tracking <ul style="list-style-type: none"> • Track warranty information and maintenance schedules. • Record maintenance activities, costs, and service provider details. • Support preventive and corrective maintenance logging. • Manage follow-up actions and notifications. 		

No	Features	Comply (Y/N)	Comments
Consolidation and Reporting/ Enquiries – Financial Reporting			
32.	Profit and Loss <ul style="list-style-type: none"> Profit and loss statement by branches PNL statement by department for each branch Flexible PNL statement with actual vs budget, year to date, period selected, average for selected period, etc Flexible date and period selection for PNL Function for PNL details 		
33.	Balance Sheet <ul style="list-style-type: none"> Balance sheet summary and details as at any selected date Balance sheet comparison for any selected period To check the details – just click on any item in the balance sheet and the summary details will appear. Automated ratio analysis 		
34.	Cash Flow <ul style="list-style-type: none"> Automated actual cash flow statement for any period for minimum 12 months (12 columns). Cash inflow itemized by :- <ul style="list-style-type: none"> The customer's name Summary collection for each branch Other inflow Cash outflow itemized by <ul style="list-style-type: none"> Type of expenses The supplier's name Others outflow 		
35.	Debtors and Creditors Ageing <ul style="list-style-type: none"> Debtors ageing automatically generated Reminder for over limit and/or overdue debtors Debtors ageing at any selected period and by any type of debt period Creditors ageing generated after keyed in of supplier invoices. List of PO without invoices Creditors ageing at any selected period and by any type of debt period 		
36.	Daily Revenue Reports <ul style="list-style-type: none"> Auto generated after invoices issued. Report by amount and volume Report by branches and consolidated comparison with budget, average or any selected period. 		

Note : The functional requirements herein laid forms a general guideline and may not be taken as complete or as a whole.

Costing Breakdown – Cloud based System**1. Software Cost Breakdown**

No	Software Component	Description	License Type	Cost (RM)
a.	Application software	Core system (web & Backend module)		
	Total			

2. Cloud Hardware/Infrastructure Cost Breakdown

No	Infrastructure Component	Specification	Qty	Cost (RM)
	Total			

3. Summary Of Cost

No	Infrastructure Component	Cost (RM)
1	Software Cost	
2	Cloud Hardware/ Infrastructure Cost	
	Grand Total	

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

(Company Chop)

Name : _____

Designation : _____

I/C No. : _____

Date : _____

Additional Information:**Support & Maintenance Cost (After End of Period of the warranty)**

No	Item	Description	Qty	Cost (RM)
	Total			

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

Name : _____

I/C No. : _____

(Company Chop)

Designation : _____

Date : _____

ANNEXURE D

PROJECT TIMELINE

MULTIMODAL FREIGHT SDN BHD

(174274-D)

**TENDER FOR THE SUPPLY AND DEVELOP NEW IT SYSTEM
(BUSINESS OPERATING AND FINANCE SYSTEM)
FOR MULTIMODAL FREIGHT SDN BHD****TENDER NO. MMFSB/TD 01/2026****A. IMPLEMENTATION TIMELINE**

Phase	Activities	Duration
Phase 1	Project Kick-off & Study Requirements	
Phase 2	System Design & Configuration	
Phase 3	System Deployment & Training	
Phase 4	System Integration & Data Migration	
Phase 5	User Acceptance Testing (UAT)	
Phase 6	Go-Live	

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

(Company Chop)

Name : _____

Designation : _____

I/C No. : _____

Date : _____

ANNEXURE E

PAYMENT SCHEDULE

MULTIMODAL FREIGHT SDN BHD

(174274-D)

**TENDER FOR THE SUPPLY AND DEVELOP NEW IT SYSTEM
(BUSINESS OPERATING AND FINANCE SYSTEM)
FOR MULTIMODAL FREIGHT SDN BHD****TENDER NO. MMFSB/TD 01/2026****A. PAYMENT SCHEDULE PROPOSAL**

No	Scope	Percentage
1.	Upon Letter of Acceptance Sign Off	10
2.	Upon Blueprint Sign Off And Functional Specs submission	20
3.	Upon Deployment/Installation of Application Software	20
4.	User Acceptance Testing (UAT)	20
5.	Training & Go-Live	20
6.	Six Month After Go-Live	10
	TOTAL	100

ANNEXURE F

SERVICE LEVEL AGREEMENT

MULTIMODAL FREIGHT SDN BHD
(174274-D)

**TENDER FOR THE SUPPLY AND DEVELOP NEW IT SYSTEM
(BUSINESS OPERATING AND FINANCE SYSTEM)
FOR MULTIMODAL FREIGHT SDN BHD**

TENDER NO : MMFSB/TD 01/2026

Service Level Agreement

No	Service Type	Target
1.	Availability / Uptime How often a system or service is up and running	
2.	Respond Time How quickly system provider responds to a request or Incident <ul style="list-style-type: none"> • Critical Issues • Low-priority issues 	
3.	Resolution Time How long it takes to fully solve the problem. <ul style="list-style-type: none"> • Critical Issues • Low-priority issues 	

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

(Company Chop)

Name : _____

Designation : _____

I/C No. : _____

Date : _____

ANNEXURE G

WARRANTY

MULTIMODAL FREIGHT SDN BHD
(174274-D)

**TENDER FOR THE SUPPLY AND DEVELOP NEW IT SYSTEM
(BUSINESS OPERATING AND FINANCE SYSTEM)
FOR MULTIMODAL FREIGHT SDN BHD**

TENDER NO : MMFSB/TD 01/2026

Warranty

1. Warranty Coverage

We hereby warrant that the Business Operating And Finance System proposed under this tender shall be free from defects in design, development, configuration, and implementation. The system will conform to the technical specifications, functional requirements, and performance standards outlined in the tender document.

2. Warranty Period

The warranty period shall be _____ commencing from the date of completion and successful commissioning of the system by the MMF.

3. Scope of Warranty Services

During the warranty period, the tenderer shall, at no additional cost to the MMFSB:

- Rectify any software defects, errors, or malfunctions
- Provide bug fixes, patches, and updates required for proper functioning
- Ensure system stability, data integrity, and security
- Restore the application to full operational status within agreed service timelines
- Full data backup

4. Limitation of Liability

The Company's liability under this warranty is limited solely to repair or correction of the application defects and shall not extend to any indirect or consequential damages.

5. Acceptance

By using the application, the Tenderer agrees to the terms and conditions stated in this warranty.

(Authorized Signatory)

Name : _____

I/C No. : _____

(Company Chop)

Designation : _____

Date : _____

ANNEXURE H

RECORD OF EXISTING CLIENTS

RECORD OF EXISTING CLIENTS

(List of all contract in hand and inclusive of new contract already secured)

No.	Name of Organisation	Scope of Services	Contract Sum (RM)	Contract Period

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)_____
(Company Chop)

Name : _____

Designation : _____

I/C No. : _____

Date : _____

ANNEXURE I

RECORD OF PREVIOUS CLIENTS

RECORD OF PREVIOUS CLIENTS

(List of all contracts which has been completed in the previous five 5 years)

[illegible]

Note : Tenderers to provide additional pages if necessary.

(Authorized Signatory)

Name : _____

I/C No. : _____

(Company Chop)

Designation : _____

Date : _____

ANNEXURE J

TRAINING PROGRAMME

**MULTIMODAL FREIGHT SDN BHD
TENDER FOR THE SUPPLY AND DEVELOP NEW IT SYSTEM
(BUSINESS OPERATING AND FINANCE SYSTEM)
FOR MULTIMODAL FREIGHT SDN BHD
TENDER NO : MMFSB/TD 01/2026**

TRAINING PROGRAMME

Note : Tenderers to provide additional pages if necessary.

(Authorised Signatory]

(Company Chop)

Name : _____

I/C Number : _____

(Date)

ANNEXURE K

DECLARATION FOR NON-COLLUSION

DECLARATION FOR NON-COLLUSION

The essence of selective tendering is that MMF shall receive *bona fide* competitive tenders from all those tendering. In recognition of this principle, we certify that this is a *bona fide* tender, intended to be competitive, and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done and we undertake that we will not do at any time before the hour and date specified for the return of the tender any of the following acts :

- (a) Communicate to a person other than MMF the amount of approximate amount of the proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender;
- (b) Enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted;
- (c) Offer or pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or having caused to be done in relation to any other tender or proposed tender for the said work, act or thing of the sort described above.

In this certificate, the word 'person' includes any persons or anybody or association, corporate or unincorporated; and any agreement or arrangement includes any such transaction, formal or informal and whether legally binding or not.

Yours faithfully,
For and on behalf of (Tenderer's Name)

Witnessed by :

.....
Name :

Designation :

Date :

Company Chop :

.....
Name :

Designation :

Date :

