

OKB SAPR

List of Questions

29 October 2018

Q1. Please provide more details about your Company as per below:

| | |
|------------------------|--|
| Company Profile | Business Registration, Shareholding and management, types of business, products and services, years of experience, resource strengths, market share etc. |
| Financials | Last 3 years of Profit & Loss Statement and Balance sheets |
| Reference sites | Major Clients Within and Outside Russia from key industries e.g. Government, financial Services, Telco etc. |
| Testimonials | Any awards, certifications or recognition received from any global entity? Best Practices? |
| Independent Assessment | By Gartner or Forrester etc. |
| Business Partnership | Business Partnerships or joint ventures with any other Hardware and Software vendors/solution providers such as Microsoft, HP, IBM etc.. |

Q2. Please group your products according to category and provide details as per below:

| PRODUCT CATEGORY | PRODUCT | PURPOSES, FEATURES AND BENEFITS | FUNCTIONAL/TECHNICAL ARCHITECTURE AND REQUIREMENTS | TARGET INDUSTRY – HOW IT WORKS. |
|--|-----------|---------------------------------|--|---------------------------------|
| Category 1 e.g. Online Payment Security | Product A | | | |
| | Product B | | | |
| | Product C | | | |
| | Product D | | | |
| category 2 | Product A | | | |
| | Product B | | | |
| | Product C | | | |
| | Product D | | | |

Q3. Please provide your cost and pricing structure as per below:

| PRODUCT CATEGORY | PRODUCT | CAPITAL EXPENDITURE (CAPEX) e.g. Project Deployment and Consulting Services | OPERATING EXPENDITURE (OPEX) e.g. Licensing and Maintenance | REMARKS |
|---|----------------|--|--|----------------|
| Category 1 e.g. Online Payment Security | Product A | | | |
| | Product B | | | |
| | Product C | | | |
| | Product D | | | |
| category 2 | Product A | | | |
| | Product B | | | |
| | Product C | | | |
| | Product D | | | |

Q4. Please provide more details about your Support Model and Services:

| | |
|---|--|
| Pre-Sales Support | What kind of support is provided during pre-sales and the man-day rate e.g. Request for Proposal (RFP), Proof of Concept (POC), system demo etc. |
| Implementation and Project Management Support | What kind of support is provided onsite and offsite during implementation – requirement analysis, design, development, testing and deployment? Man-day rate? |
| Maintenance Services / Support | Warranty period and Support Model for post implementation |
| SOP / SLA | Any standard operating procedure and service level agreement based on critical factors that needs to be observed |
| Product upgrade and Versioning Control | Anything that we need to know |
| Training and Knowledge Transfer | How do you plan and approach knowledge transfer for local Malaysian team |

Q5. Please provide SWOT Analysis of the company and its products for us to assess competitive edge for Asia Pacific market

• STRENGTH

• WEAKNESS

• OPPORTUNITY

• THREAT

Q6. Case Studies and System Demo

- Pick 3 best practice sites (outside Russia) from different industries with different product offerings as case studies
- The selected sites must also be relevant to Malaysia context and needs
- Scope of case studies must cover the followings:
 - Problem statement
 - Product offerings as solutions to address the problems
 - Implementation process as per SDLC from user requirement, design, development, testing till deployment (from setting up till go live)
 - Post review, impacts and feedbacks
- Every case study must be accompanied with system demo of the product offering

The end