

Request for Information (RFI) for the Development of an Intelligent Operation Center (IOC) at MRANTI Park

Date: 16 January 2024

1. INTRODUCTION

The purpose of this RFI is to gather information from potential vendors and partners who can contribute to the development of the IOC in MRANTI Park, Bukit Jalil.

2. BACKGROUND

Malaysian Research Accelerator for Technology & Innovation The Malaysian Research Accelerator for Technology and Innovation (MRANTI), a convergence of Technology Park Malaysia (TPM) Corporation Sdn Bhd and the Malaysian Global Innovation and Creativity Centre (MaGIC), is Malaysia's central research commercialisation agency that fast-tracks the development of technology innovations from ideas to impact.

MRANTI serves as a connector, incubator and catalyst to enable early-stage ideation to mature entities to commercialise and scale. MRANTI offers innovators and industry access to world-class integrated infrastructure, interventions & programmes, partnerships and a suite of resources. In doing so, MRANTI aims to expand Malaysia's funnel of innovation supply and unlock new R&D value by ensuring effective transitions in the commercialisation lifecycle. It will also link academia with industry and the public sector to streamline market-driven R&D efforts for mission-based outcomes.

MRANTI is headquartered at MRANTI Park, an extensive 686-acre 4IR innovation hub in Kuala Lumpur, is supporting the growth of smart manufacturing, biotech, agritech, smart city, green tech and enabling technology clusters

For more information, please visit <https://mranti.my>

MRANTI is initiating the development of an Intelligent Operation Center (IOC) at MRANTI Park. This initiative is part of MRANTI's strategic plan to evolve into a Smart Park, integrating cutting-edge technologies for efficient, data-driven operational management and decision-making. An IOC provides a centralized platform that integrates data from various sources such as sensors, surveillance systems, and communication channels. This real-time data aggregation allows decision-makers to have a comprehensive and up-to-date view of the entire operational landscape. With instant access to relevant information, organizations can respond promptly to emerging situations, minimizing response times and optimizing resource allocation.

The Intelligent Operation Center (IOC) will be a critical heartbeat of the development of MRANTI Master Plan.



Components of Phase 1:

- MRANTI Building
- Incubation Centre
- Office Space
- Retail Park
- Lifestyle Cluster

Learning & Creative Media Precinct



Components of Phase 2:

Learning Institution
R&D Cluster
Training Center

Phase 3

Living Lab Precinct



Components of Phase 3:

Smart Manufacturing
Area 57/Dronetech Cluster
Agritech & Biotech Cluster
Healthcare Cluster
Lifestyle & Living Cluster
Data Center Cluster
Wetland Park

3. VENDOR INFORMATION

Please provide a brief overview of your company, including:

- Company profile
- Number of years in business
- Overview of relevant experience in setting up operation centers
- References from clients for whom you have successfully set up command centers
- POCs, if any

4. TECHNICAL CAPABILITIES

4.1 IOC Methodology

What are the different approaches towards IOC methodology?

- Layout and ergonomics
- Technology integration
- Legacy assets integration
- Any other relevant information

4.2 Technology Solutions

Provide details on the technology solutions you offer for the below system that is applicable to the IOC.

- Communication systems
- Monitoring tools
- Data analytics & integration capabilities
- Knowledge transfer
- Incident response and analysis
- Any other relevant technology solutions

4.3 Security Measures

What will be the security measures and protocols for the IOC setup, addressing and not limited to?

- Data security
- Access controls
- Backup & Disaster recovery planning
- Any other relevant security measures

4.4 Certification

Any certifications that we can aim for in setting up and operating an IOC?

4.5 Scalability & Flexibility

The command center should be designed with scalability in mind, allowing for future expansions, continuous improvements & technological updates. What is your recommendation?

4.5 Hardware & Software

Provide details on the hardware and software solutions you offer for IOC operations.

- Server & Data Storage
- Network Infrastructure
- Power & Backup (UPS)
- Display & Video Walls
- Workstations
- Control Room Consoles
- Communication Tools
- Access Control
- Data analytics
- Any other relevant hardware & software

5. SUBMISSION

Please submit your response by 3.00pm, 22 January 2024 (Monday) to the Project Team at ioc@mranti.my

Late submissions will not be accepted.

6. QUESTIONS

If you have any questions or need clarification on the requirements, please contact **ioc@mranti.my** before the submission deadline.

7. NOTICE

This Request for Information (RFI) is a solicitation for information and is not intended to be binding on MRANTI for contract purposes. Respondents are advised that the submission of information in response to this RFI does not guarantee participation in any subsequent procurement process or the award of any contract. MRANTI reserves the right to reject any or all submissions received in response to this RFI and to negotiate with any qualified source or cancel, in part or in its entirety, this RFI if it is in the best interest of MRANTI to do so.