

## Technology Solution Providers (TSPs) Frequently Asked Questions (Ver 4.4)

<b>GENERAL</b>	
1	<p><b>What are Technology Solution Providers (TSPs)?</b></p> <ul style="list-style-type: none"> <li>• TSPs are local technology companies identified to support Malaysian SMEs in digital adoption under the SME Business Digitalisation Grant announced in the budget 2020. (Local is identified as 51% Malaysian owned).</li> <li>• Malaysian SMEs interested to apply for the said grant will be asked to refer to a TSP list published at Bank Simpanan National's website.</li> </ul>
2	<p><b>Who should participate as TSP?</b></p> <p>TSP identification is by an application process. Interested technology companies should have one or more digital solutions in the 7 digitalisation areas as follows:</p> <ul style="list-style-type: none"> <li>○ Digital Marketing / Sales</li> <li>○ Electronic point of sales (e-POS) system</li> <li>○ HR payroll system / CRM</li> <li>○ Procurement</li> <li>○ ERP / Accounting &amp; Tax</li> <li>○ Ecommerce</li> <li>○ Remote Working</li> </ul>
3	<p><b>What are the benefits of being a TSP?</b></p> <ul style="list-style-type: none"> <li>• Opportunity to be part of key digitalisation efforts by government as trusted partners to national digital adoption agenda.</li> <li>• Added advantage as part of TSPs overall offerings to potential customers.</li> <li>• Channel to share views and suggestions with regards to digitalisation to the government.</li> </ul>

4	<p><b>What are the eligibility criteria?</b></p> <ul style="list-style-type: none"> <li>● Company incorporated under the laws of Malaysia;</li> <li>● Must be at least 51% owned by Malaysians;</li> <li>● Must have paid-up capital of at least RM50,000;</li> <li>● Must have successfully deployed the digital solutions in any one of the 7 Digitalisation Areas; and</li> <li>● Must have successfully deployed the digital solutions in any one or more of the 7 Digitalisation areas to at least 100 enterprises in total.</li> </ul>
5	<p><b>What are the required documents to be submitted for application?</b></p> <p>Please refer to the application form for full details.</p>
6	<p><b>How to apply?</b></p> <ul style="list-style-type: none"> <li>● Interested tech companies can visit the following URL to apply: <a href="https://mdec.my/digital-economy-initiatives/for-the-industry/sme-digitalisation-grant/">https://mdec.my/digital-economy-initiatives/for-the-industry/sme-digitalisation-grant/</a></li> <li>● Should you have any enquiries with regards to the application, kindly contact our MSC Malaysia Client Contact Centre at 1-800-88-8338 or <a href="mailto:clic@mdec.com.my">clic@mdec.com.my</a>.</li> </ul>
7	<p><b>Can I still participate if my company is not an MSC status?</b></p> <p>Yes. Application is open for all Malaysian technology companies.</p>
8	<p><b>Where do I get more info or support on the TSPs' application?</b></p> <p>Do contact MDEC at 1-800-88-8338 or via email to <a href="mailto:clic@mdec.com.my">clic@mdec.com.my</a></p>
9	<p><b>Is the roster of TSPs now closed or can companies still apply to be a TSPs?</b></p> <p>Application cycle will be open continuously.</p>

<b>SOLUTIONS</b>	
10	<p><b>Must it be only for companies offering software as a service (SaaS) packages ?</b></p> <p>No. However, SaaS is preferred and we encourage more companies to offer their digital solutions on the cloud.</p>
11	<p><b>Can I apply to become a TSP if my company is offering digital solutions in hybrid cloud packages?</b></p> <p>Yes, it is acceptable.</p>
12	<p><b>Can I package my digital solutions that are not limited to software support but also require hardware support such as desktop, tablet, bar code scanner and etc?</b></p> <ul style="list-style-type: none"> <li>• Yes, acceptable for ePOS only.</li> <li>• For other digitalisation areas, it will be on a case by case basis.</li> </ul>
13	<p><b>Can I apply to become a TSP aside from the 7 digitalisation areas listed?</b></p> <p>At the moment, we are looking for TSPs in the 7 digitalisation areas only.</p>
14	<p><b>Do I need to submit more than one TSPs application if my company is offering more digital solutions in a few areas?</b></p> <p>No. You are only required to submit only one application.</p>
<b>MEETING THE ELIGIBLE CRITERIA FOR SERVING 100 ENTERPRISES</b>	
15	<p><b>For software as a service (SaaS), can I consider the enterprise that uses free trial to fulfil the mentioned criteria?</b></p> <p>Yes. You are required to provide supporting documents such as record of usage and etc.</p>
16	<p><b>How do I show proof of the 100 clients served?</b></p> <ul style="list-style-type: none"> <li>• You are required to provide the names and relevant details in the application form.</li> <li>• MDEC has the right to request additional info or proofs and as and when required as part of its audit exercise.</li> </ul>

17	<p><b>Can I consider including my corporate client to fulfil the criteria?</b></p> <p>Yes. Although this may show your capability in delivery, you must be ready to support SMEs whom are the recipient of this grant.</p>
18	<p><b>My company is still young and I do not have the 100 clients required. How can I participate?</b></p> <ul style="list-style-type: none"> <li>● The focus of the grant is to support brick and mortar SMEs that require much hand holding and continuous post support.</li> <li>● This baseline is to ensure TSPs have sufficient experience.</li> <li>● As the TSP application cycle will be opened periodically throughout the grant duration (5 years), you can still work towards achieving the baseline and apply.</li> </ul>
<p><b>MEETING THE ELIGIBLE CRITERIA OF RM 50K PAID UP CAPITAL</b></p>	
19	<p><b>Can I apply to become a TSP first while I am seeking my board resolution to increase the RM 50K paid up capital to comply with the mentioned criteria?</b></p> <p>You are required to comply to the mandatory criteria upon application. Therefore, we suggest that you complete all the necessary items required prior to submitting your application.</p>
<p><b>COMPANY OWNERSHIP</b></p>	
20	<p><b>How do I submit my application if I own multiple companies?</b></p> <p>The application is tied to companies and not the person or director.</p>
21	<p><b>I am a Malaysian owner but my company is registered abroad. Can I participate?</b></p> <p>Yes. Your company must have a base in Malaysia and has a 51% Malaysian ownership.</p>

<b>FOR THE SELECTED TSPs</b>	
22	<p><b>Is there a limit to the number of SMEs we can accept?</b></p> <p>No. As long as you are able to cater to their digitalization needs.</p>
23	<p><b>Must the project be completed within 2020 or can it stretch into 2021?</b></p> <p>The project engagement should be less than 1 year upon approval.</p>
24	<p><b>What happens if the SME decides to pull out / ceases business during the engagement? Who arbitrates?</b></p> <p>Commercial arrangements are conducted between the SME and TSP. Therefore, under this situation, it will follow the terms and conditions in the legal agreement between SME and TSP.</p>
25	<p><b>Will there be a report/evaluation at the end of each client project?</b></p> <ul style="list-style-type: none"> <li>● Yes, TSPs need to provide the required documentations to BSN and MDEC.</li> <li>● Evaluation will also be conducted yearly to ensure high level of performance and commitment.</li> </ul>
26	<p><b>Who do we invoice and how will we get paid?</b></p> <ul style="list-style-type: none"> <li>● TSPs need to submit the invoice/billing, service agreement together with SME application to BSN.</li> <li>● Once SME's application is approved, subject to the total invoice amount, the Bank will make a direct 50% payment of the total invoice amount or up to RM5,000.00 to the TSP in one lump sum payment or in stages based at the Bank's discretion.</li> <li>●</li> </ul>
27.	<p><b>Can we package our solutions with other TSPs and collaborate to run awareness campaign, etc?</b></p> <p>Yes. The list of TSPs will be up on BSN's website on Monday.</p>

<b>FOR COMPANIES APPLICATION</b>	
28.	<p><b>Is the company operation must be at least more than 1 year?</b></p> <p>Yes. We are not focusing on mature company</p>
29.	<p><b>If the contract is for 5 years, can we apply the grant based on the 5 years invoice?</b></p> <p>No. TSP will need to separate the invoice to 1 year of service only</p>
30.	<p><b>If company has multiple outlet however registered under 1 company only. Can they apply for multiple applications?</b></p> <p>No. Application is for per company.</p>
31.	<p><b>If company sign up for 2 years and payment milestones are quarterly basis, will BSN accept the application?</b></p> <p>Yes, if they meet the criteria. However, quarterly payment may be a little hassle and a 1 year pay-out is preferred.</p>
32.	<p><b>For Franchises, they are from separate companies. Are they eligible to apply separately?</b></p> <p>Yes, because it's from different companies.</p>
33.	<p><b>If a company applies for 2 solutions, do they need to submit 2 applications?</b></p> <p>No. Only 1 application is acceptable and up to 3 solutions with max RM5k grant.</p>
34.	<p><b>If a company applies from multiple TSPs, do they have to apply for multiple application?</b></p> <p>No. Only 1 application and the solutions should not duplicate from 1 TSP to another.</p>
35.	<p><b>What if TSPs provide a solution that links to 2 different companies. Can they apply 2 separate application?</b></p> <p>Yes as they are from different companies.</p>

36.	<p><b>Can the company apply for software enhancement/upgrade</b></p> <p>The application is only for new solutions and not for new version or upgrade. The intention is for companies to adopt new technology.</p>
37.	<p><b>Who shall apply for the grant?</b></p> <p>SMEs will apply for the grant.</p>
38.	<p><b>If SMEs would like to pay the 50% to TSPs prior to approval from BSN, is this possible?</b></p> <p>It is possible however, TSPs will need to take the risk if the application is not approved.</p>
39.	<p><b>If the company subscription is from 1 Jan 2020 until 31 December 2020, can they apply for the grant?</b></p> <p>No. It's for new solutions and after 17 Feb 2020 only (after the launch date).</p>
40.	<p><b>Is it acceptable if the invoice is from a third party vendor?</b></p> <p>The programme is between SMEs and TSPs within the ecosystem. Invoice should be from selected TSPs only.</p>
41.	<p><b>If company received a different grant from SMECORP, etc are they eligible to apply?</b></p> <p>Yes. Different grant serves different purposes.</p>
42.	<p><b>Will BSN check on the price list. Example a TSPs mark up the price with intention to meet the max RM 5k grant. How does BSN act to this?</b></p> <p>If BSN found out that any TSPs marked up the price, they will be disqualified immediately.</p>
43.	<p><b>The eligible criteria stated for SMEs, how about "Koperasi" as they operate like a business entity</b></p> <p>If they meet all the criteria, its acceptable.</p>
44.	<p><b>What if the package is inclusive training/maintenance, will the grant cover for it?</b></p> <p>No. The grant is exclusively for the solutions only.</p>

**END**