

**UNIIFIED COMMUNICATION**  
**SIUSOFT CLOUD SERVICES**

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***Prepared for:***

Universal Access Service, NICTA

***Prepared by:***

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**Redacted Version**

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## Executive Summary

Siusoft Technologies Limited is pleased to present National Information and Communications Technology Authority with this project proposal for Siusoft Cloud services. We understand the challenges in which Papua New Guinea is facing and intentions of NICTA, which one is to reduce executive travel time whilst increasing communication efficiency and productivity. Upon realizing this challenge currently at hand with Universal Access Service, Siusoft Technologies Limited recognizes the unique opportunity to introduce Siusoft Cloud services to NICTA. We are sure that the need for setup and installation of Siusoft Cloud services throughout Papua New Guinea is of high priority demand due to the escalation in development activities the country is now experiencing. We are uniquely positioned to successfully deploy Siusoft Cloud services respectively to help maximize productivity and reduce excessive costs in telecommunication.

Having duly examined your situation, we are confident that Siusoft Cloud services will address your requirements and needs. Our goal is to provide Siusoft Cloud services throughout PNG for instantaneous communication and enhance productivity. Siusoft Cloud services are set up and installed over Internet, non-Internet and wireless unified communication through satellite.

Our unique ability to establish connectivity wirelessly over complicated geographical distances along with Voice and Video (V2) provides no room for communication barriers, making our services possible to execute and deliver. Our successful track record in providing wireless and mobile services makes us an invaluable partner in cloud communications market in the country at this present time. We look forward to forming a mutually rewarding relationship with National Information and Communications Technology Authority.

## 1. Company Background

Siusoft Technologies Limited was initiated in 2009 at School of Control and Computer Engineering in North China Electric Power University in Beijing, China.

Siusoft Technologies Limited was officially registered with Investment Promotion Authority on 20<sup>th</sup> March 2013. Siusoft Technologies Limited was also registered under National Information and Communications Technology Authority with issuance of Individual Applications License, License No. OPAL 14-0036. Siusoft Technologies Limited is recognized as a communications operator. As a nationally owned company, Siusoft Technologies Limited has established bilateral relationship for human resources development between Papua New Guinea and China.

The company is recognized under Commercial Law of Papua New Guinea and operates inside Telikom Rumana building at Kumul Avenue, Waigani. Telikom PNG Limited is currently serving Siusoft Technologies Limited as internet service provider. We have chosen Telikom PNG Limited since it is a state national enterprise. Siusoft Technologies Limited is strictly nationally managed and owned. Furthermore, we see opportunity to deliver value added services to Telikom PNG Limited.

On 20<sup>th</sup> March 2013 the company registered under Investment Promotion Authority of Papua New Guinea with a recognized company name SIUSOFT TECHNOLOGIES LIMITED, company number 1-87647. Siusoft Technologies Limited has its potential and collaborative software-based teleconference systems in Pacific.

Siusoft was founded and lead by Papua New Guineans since 2009 at School of Control and Computer Engineering of North China Electric Power University in Beijing, China. As Papua New Guineans who study and research overseas, we are technology-oriented who are determined make modern changes in our country by operating Siusoft in Port Moresby, PNG as communications operator for Teleconference, Telepresence, Surveillance Communication, and Smart Television.

As software systems company, Siusoft focus its technologies and business functions with V2 Technology, Incorporation in China as technology business partner fill and develop missing gaps in communication systems of PNG. One of Siusoft's targets is to replace all manual systems of public organizations, especially government departments into high-quality software-based conference system enriched with interactive features. Siusoft (S2©) also provide Voice and Video (V2©) services to private companies, non-government organizations, and people in public.

Siusoft Technologies Limited is V2's partner in Pacific. We deploy V2 systems in Papua New Guinea and other Pacific island countries. Siusoft is authorized partner of V2 Technology in PNG, and it is also authorized under V2 Technology, Inc. to deploy V2 systems in Vanuatu, Solomon Islands, Fiji, Tonga, Samoa, Federated States of Micronesia and other PICs. Siusoft is based in Port Moresby and deploy V2 Conference, V2 Flash, V2 Surveillance, and other Siusoft products and services include Siusoft smartphone, Orait Flex and Managed Wi-Fi. Siusoft fully operates in Port Moresby and deploy V2 Conference in organizations beginning in Nation Capital and to another city, towns and rural areas of Papua New Guinea.

## **VISION**

To be the premier national company through promoting equality by becoming an equal opportunity employer regardless of gender, cultural, religious and political affiliations. It would as well maintain good employer–employee relations by ensuring that the wealth generated as fairly and equally distributed based on fundamental principles of economic growth is essential but not sufficient to ensure equality, social progress and the eradication of poverty.

## **MISSION**

The main mission of the company is to:

- (a) Uphold and promote economic status and integrity of every citizen with the view to assisting individuals to participate in any economic activities that are taking place in the country.
- (b) Make every citizen become more productive and industrious rather than being onlookers of what the foreigners are doing in this country.
- (c) Lead effort to create a financial competent generation of Papua New Guineans through financial education and financial literacy.

## **Goal**

Siusoft Technologies Limited dedicated in the improvements and innovation of teleconference and conference management technology, with guarantee of providing customers all around Papua New Guinea and Pacific excellent quality solutions of teleconference. Our mission is to become Pacific's leader in teleconference and conference management system, thus create great values for our customers.

V2 Technology, Incorporation was founded in 1999, during the past more than 10 years development. V2 has successfully gained trust of

overseas investors include AsiaTech Ventures, PCCW-HKT, Netrove, and Fortune Telecom which provide strong hi-tech venture capital support to Siusoft.

## **OBJECTIVES**

- I. Breakthrough development in telecommunication and ICT.
- II. Research and development for technology breakthrough.
- III. Income in shortest time possible.
- IV. Expansion of Teleconference Communications to other Pacific countries.
- V. Venture cooperation with renowned communication hardware vendors and telecommunication operators.

### **Siusoft Cloud services provided include:**

- Teleconference
- Surveillance Communication
- Cable and wireless Internet
- Non-Internet
- Remote Teaching
- Remote Training
- Live cast
- Telepresence
- Smart TV
- Others

## Teleconference test in session

Conference session in progress via Huawei Media Pad 7 Vogue



Conference session via computer client





**Office Location at:**

- Telikom Rumana, Ground Floor





(Certification, Accreditation, Membership)

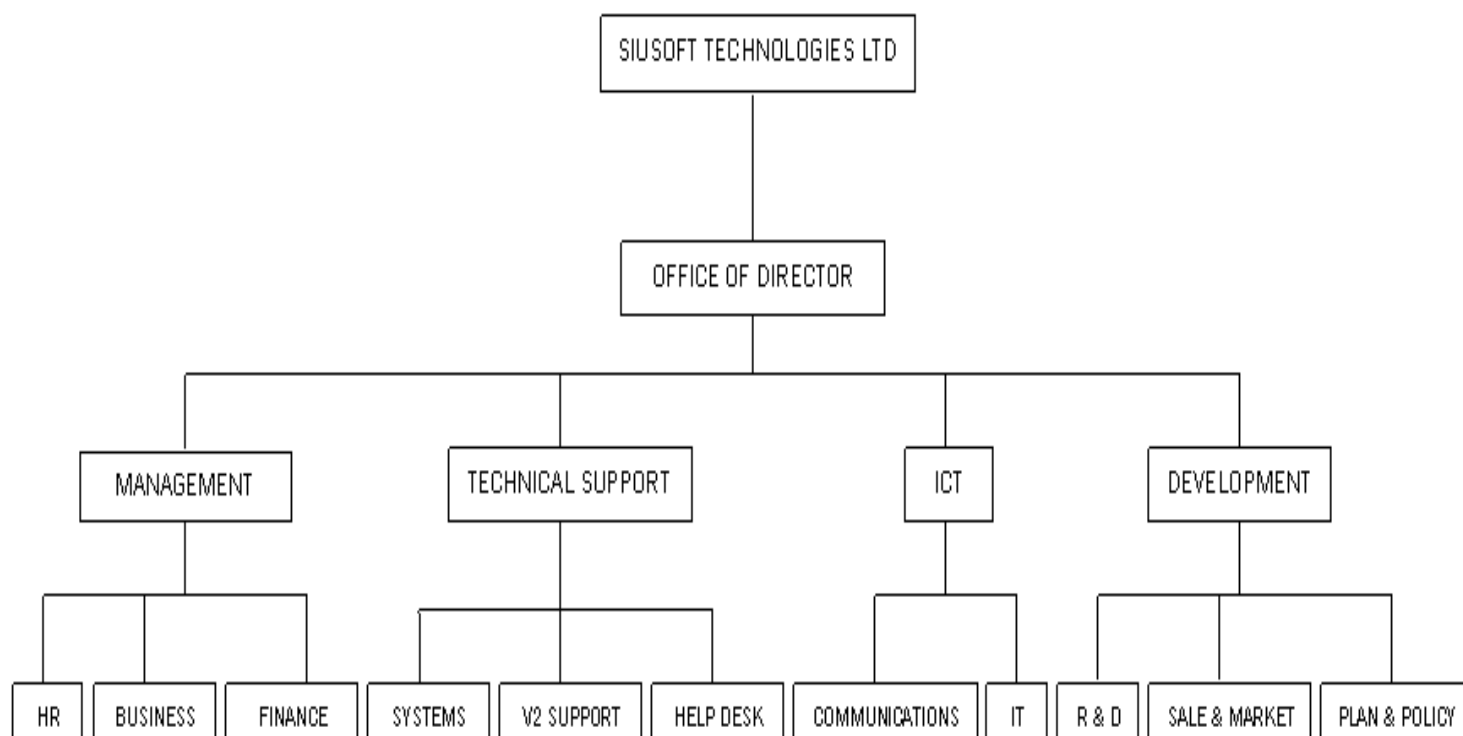
- Operator License from NICTA
- ISP Certificate from Telikom PNG Limited
- IPA certified
- PNGIXP

(Awards Received)

- NIL (Since we are newly established)

For a detailed look at key employees please see section 4.3 “Team Qualifications”.

# Organization Structure of Siusoft Technologies Limited



(Board of Secretaries)

Name	Title
Ings Ando	Secretary
Tarkson Bange	Secretary

(Investors)

Name	Title
Jack Pokoe	Technical Engineer, Director
Investors Capital	
Name	Title

Don Dorio	Chairman
Ings Ando	Secretary
Tarkson Bange	Secretary
<b>Investors Skills</b>	
Jeff Kawas	Systems Administrator
Joel Nomhip	Market Analyst
Ezra Songoro	Accountant
Richard Sagab	IT Administrator
Ken Sokot	Application Developer
Siota Mukaleve	Web Developer
Lindsay Lingnoge	Graphic Designer
Wesley Kau	Logistics Assistant
James Don	Logistics Assistant
Other staff	Available

## 2. Identification of Needs and Opportunity

### 2.1 Official Needs

Siusoft Technologies Limited understands the communication requirements and needs of people to be as such:

General Requirements:

- Conduct electronic meetings anytime anywhere in Papua New Guinea
- Daily electronic meetings can be held to identify and discuss urgent agendas and needs.

- Save costs and travel time
- Meeting attendees can collaborate real-time exchange of data and information regardless of their locations
- Services delivery to people in villages
- Instantaneous feedback
- Stay in touch

#### Technical Requirements:

- Internet and wireless unified communication over satellite;
- Delivers minimal bandwidth requirement with full high definition videos as low as 56 Kbps;
- Quality audio as low as 6.3 Kbps;
- Maintains video and audio integrity under low bandwidth;
- Latest compression technologies that deliver best audiovisual and data contents. [REDACTED];
- Connectivity of electronic meetings;
- Helpdesk support;
- Mobile Teleconference and Mobile Telepresence;
- Electronic meeting boardrooms.

#### Reporting and Monitoring Method:

- System alert services
- System broadcast services
- Helpdesk services

#### Evaluation Method:

- Our structure and work procedures allows for an effective and efficient communication flow from Helpdesk section to customers. There is always availability of personnel if and when situation requires attention from immediate supervisors up to management level.

- Reports are provided for each different phase during implementation whilst assessing smooth flow of services delivery.
- Free try of Siusoft Cloud services is offered by Siusoft Technologies Limited during one week. The setup and installation arrangement of free try is by use of networked laptop or networked desktop computer with other necessary equipment. Free try requires Siusoft staff to set up and install Siusoft cloud services to a number of laptops or desktops that are being used by executive personnel, to live communicate with each other in daily meetings and daily communication.

#### Timeline Requirements:

Proposal submit	Supplier	Project Start	Initial Review	Project Completion
20/05/2019		31/12/2019		31/12/2020

#### Cost Requirements:

Daily Budget	Total Budget	Budget Overrun Penalty
	K2, 500,000.00	

## 2.2 Additional Requirements

Siusoft Technologies Limited has identified the following requirements that should be met in order to successfully complete the project:

- Initial fund
- Purchase of equipment

## 2.3 Assumptions

UAS project will facilitate for:

- Providing Siusoft Technologies Limited with appropriate hardware configuration required to deliver Siusoft Cloud services
- Provision of communications for remote connectivity where required
- All onsite engineering tasks after project implementation
- All tasks relevant to external network service provisioning and management, including internet gateway and security
- Assignment of WAN provisioning for internet connectivity
- Business hours are Monday to Friday, 8:00 am to 5:00 pm
- All costs quoted are in PGK and are excluding GST unless otherwise stated
- Service fee is invoiced during half days of new month
- Project work to configure existing customers systems is excluded from the services offering
- Siusoft will respond to and perform basic systems tasks such as systems management and training
- Supervision and after-hours access

## 2.4 The Opportunity

All people in Papua New Guinea will have the opportunity to utilize Siusoft Cloud services which provide effective real-time voice, video and data communications. If successfully accomplished, our strategy can yield excessive amount of savings for NICTA and National Government, which means reduced budget for duty travels within and outside PNG whilst increasing productivity.

Industry trends, notably in technology has seen to emerge in Papua New Guinea, Siusoft Technologies Limited is instrumental in helping NICTA to achieve its goals in modernizing Papua New Guinea to the world.

## **2.5 Project Scope**

The project will involve information technology, technical and engineering personnel within Siusoft Office here in Port Moresby and require coordination with NICTA where plan is in place for Siusoft cloud services delivery. The project scope includes:

1. Provision of complete cloud management infrastructure and hosting service
2. Provision of managed backups via backup option and replication to cloud
3. 24-7 366 days helpdesk call logging and support for severity events
4. 24 hours 7 days systems monitoring of invoked situations
5. Systems administration services include backup, recovery, file systems and resource management of disaster recovery environment
6. Reports on health and other statistics normally gathered via systems monitoring
7. Systems administration of hosted environment
8. Security management of hosted servers and network

## **3. Proposed Strategy or Plan**



### 3.1 Objectives

We have analyzed your present project situation and believe the following objectives can be achieved:

- Fast, effective and interactive meetings can be conducted
- Sites can be visualized
- All personnel can collaborate visually with instant data and information on display screen simultaneously in real time
- Research statistics can be shared and discussed, and ideas can be exchanged visually in the same instant.
- Bring together personnel from all locations at one time
- Save time and cost to travel while increases productivity

### 3.2 Strategy

Siusoft Technologies Limited intends to set up and install Siusoft cloud services throughout Papua New Guinea for people. The delivery from Siusoft includes to supply Siusoft smartphone and Orait Flex Voucher to ordinary people, as well as executive personnel to live communicate with each other anywhere and anytime in Papua New Guinea and when traveling abroad.

Siusoft's intended strategy is to prepare boardroom setup having that all necessary equipment are set up accordingly. Boardroom setup includes the following equipment and their infrastructure:

- Analog Web camera
- Voice transmission speaker
- LCD monitor or projector
- Desktop or laptop

- Cable Internet, wireless, or non-Internet

Siusoft Cloud services have capability of engaging participants or meeting attendees in groups inside boardrooms, to a single person behind a workstation, and smartphone. Since the system provides a virtual meeting room environment with all relevant functions of a physical meeting room, it gives possibility for attendees to attend meetings from wherever locations anytime, regardless of geographical barriers. Thus gives the remote attendees full ability of interaction because of the system's features.

### **3.2.1 Deliverables**

In the course of this project implementation, we will deliver the following:

- Equipment and audiovisual devices
- System setup
- Training
- Change control
- Availability management
- Problem management
- Incident management
- Release management
- Project management

Siusoft will provide periodic reports on each of the processes above which are reviewed and discussed during scheduled review meetings with NICTA to ensure all issues are identified, discussed and rectified.

Siusoft may appoint its Systems Administrator as Project Manager responsible for communication between Siusoft Technologies Limited and NICTA.

### 3.2.2 Project Team

This project will be overseen by Technical Engineer. Technical Engineer will be in charge of project implementation team.

## 4. Why choose Siusoft Technologies Limited?

- **Service Quality**

The ICT industry has experienced rapid growth in the last few years. Siusoft Cloud services have multipoint electronic-conference collaboration system, secure and reliable. With Siusoft cloud services, productivity goes up as cost comes down.

The system has:

- Numerous distinctive features.
- Self-hosted solution.
- [REDACTED] Virtually hacker proof.
- Total control over the management and allocation of resources.
- Saves costs and time in long run.
- Accommodates multiple users at same time.

- **Invest locally and support nationally owned companies and people**

Since we are currently embarking on changing trend in technology and business, young vibrant Papua New Guinean business enthusiasts are now seen to be more educated and their mindset are focused into nation building compared to the olden days where corruption and nepotism is a norm when leaders

bringing into the country the so called investors to establish business.

We Papua New Guineans are now at a stage of maturity and we have the capacity and drive to enhance and boost economy which will lead to many beneficial aspects like employment opportunities, lifting living standards, better education and competency in global market.

#### **4.1 Benefits of our Proposed Plan**

When comparing our capabilities to that of a competitor, the benefits of choosing Siusoft Technologies Limited are:

- Unlimited Internet services
- Siusoft provide public cloud, private cloud, and mixed cloud services
- Compleitive service implementation cost
- Quick setup completion
- After sales service
- 24 hours technical support
- Customer support
- Free training

#### **4.2 Competitive Advantages**

The following are competitive advantages that differentiate Siusoft Cloud services from a competitor:



- No costly hardware for users and conference rooms;
- No conference rooms needed if required not to use;


- Software-based electronic systems;
- Total control over management and allocation of resources;
- Private platform with multipoint video conferencing;
- Self-hosted and secured system;
- Accommodate thousands of users per session;
- Various distinctive features like application/desktop sharing, document/whiteboard sharing, video sharing and web-co browsing;
- Conference can be recorded and archived;
- Remote control video by conference moderator;
- VoIP connectivity allows VoIP Call [REDACTED];
- Hardware [REDACTED] connectivity [REDACTED] with [REDACTED] audiovisual equipment by Polycom, Sony, Tandberg, and Lifesize terminals.

### 4.3 Team Qualifications

#### Key Team Members:

Personal Particulars	
NAME	Jack Pokoe
AGE	35
MARITAL STATUS	Married
TOWN	Madang
DISTRICT	Rai Coast
PROVINCE	Madang
E-MAIL	jpokoe@ymail.com
PHONE	+67572594471
POSITION	Director
PASSPORT	E152945

D/LICENCE	
PHOTOGRAPH	
CURRENT PORTFOLIO	Directorship and management
EDUCATIONAL QUALIFICATION	Bachelor of Engineering (Software Engineering) Bachelor of Computer Science (Computer Systems Technology)
JOB EXPERIENCE	More than 5 years work in Technical Support and R&D (research and development)
EXPERIENCED	Software technical coordination Technical engineering Software engine manufacture
<b>Personal Particulars</b>	
NAME	Jeff Kawas
AGE	33
MARITAL STATUS	Married
TOWN	Wewak
DISTRICT	Maprik
PROVINCE	East Sepik
E-MAIL	jeff.kawas@gmail.com
PHONE	+67572316847
POSITION	Systems Administrator
PASSPORT	
D/LICENCE	Class 1
PHOTOGRAPH	
CURRENT PORTFOLIO	Systems Administration
EDUCATIONAL QUALIFICATION	Diploma in Information Systems, Network Certification
JOB EXPERIENCE	Engaged in the IT industry for more than 5 years
EXPERIENCED	Network administration, setup and design. Hardware/Software skills

Graduated from Port Moresby with a Diploma in Information Systems and possesses vast experience in networking, hardware and software. Served in various companies.	
<b>Personal Particulars</b>	
NAME	Joel Nomhip
AGE	36
MARITAL STATUS	Married
TOWN	Mendi
DISTRICT	Mendi
E-MAIL	joelhip5@gmail.com
PHONE	+67572462357
POSITION	Market Analyst
PASSPORT	B250643
D/LICENCE	
PHOTOGRAPH	
CURRENT PORTFOLIO	Market Analysis
EDUCATIONAL QUALIFICATION	Associate Master's Degree
JOB EXPERIENCE	5 years
<p><b>EXPERIENCED</b></p> <p>Inter-oil retail outlet service station Konedobu, as Assistant Business Outlet Manager June 2006 to 2008. The responsibility of fuel orders, which includes determining pricing, recording and facilitating delivery. I assist with daily cash balances, depositing money and checks, maintaining the books, including employee hours and transmit invoices for payment and keep track of all expenses on daily basis. 2011 to 2012 job training with Microsoft Asia Pacific R&amp;D Group Headquarter in Beijing, China for 7 months as Software Testing Assistant in the Department of Sales and Marketing. 2012 to 2014 March I worked with Papua New Guinea Embassy in China Beijing for diplomatic support as Office Assistant. The responsibilities were Chinese Mandarin communication, assist all visas and passports, bring in all China's business investors to do business in Papua New Guinea, and some other consultation work.</p>	

## 5. Implementation Plan

The three (3) basic requirements for the implementation are:

- Terminal hardware: audio and video equipment
- Setup and installation of Siusoft Cloud services to individual workstations and boardrooms
- Internet and wireless setup and installation

## **5.1 Methodology**

We have the opportunity to follow:

1. Testing and configuration
2. Train and assess for maximum utilization
3. Assess and modify feedback methods of work in this project

The deliverables shall be provided according to the following methodology because of concerns regarding client satisfaction and maximum utilization of the system.

Other optional elements include:

- Technical implementation details
- Product testing and beta phases
- Staff training
- Down time recovery plans

## **5.2 Scheduling**

In order to initiate this plan we first need to schedule our work plan. It will then be possible to proceed with overview of the project will allow us to accomplish tasks in timely approach. We expect to complete this project in 2020.



Activity ID	Activity	Dependency	Duration	Start Date	Progress Report or Midpoint Review	End Date
1	Setup, installation and configuration of equipment and software. Services delivery		12 months	31-Dec-2019	Every month, 2 months, 3 months, and 6 months	31-Dec-2020

### 5.3 Testing and Evaluation

Testing should debut completion when all equipment and system setup are in place within a week in each location required for installation and services delivery, and should ensure successful implementation or functioning of the following elements:

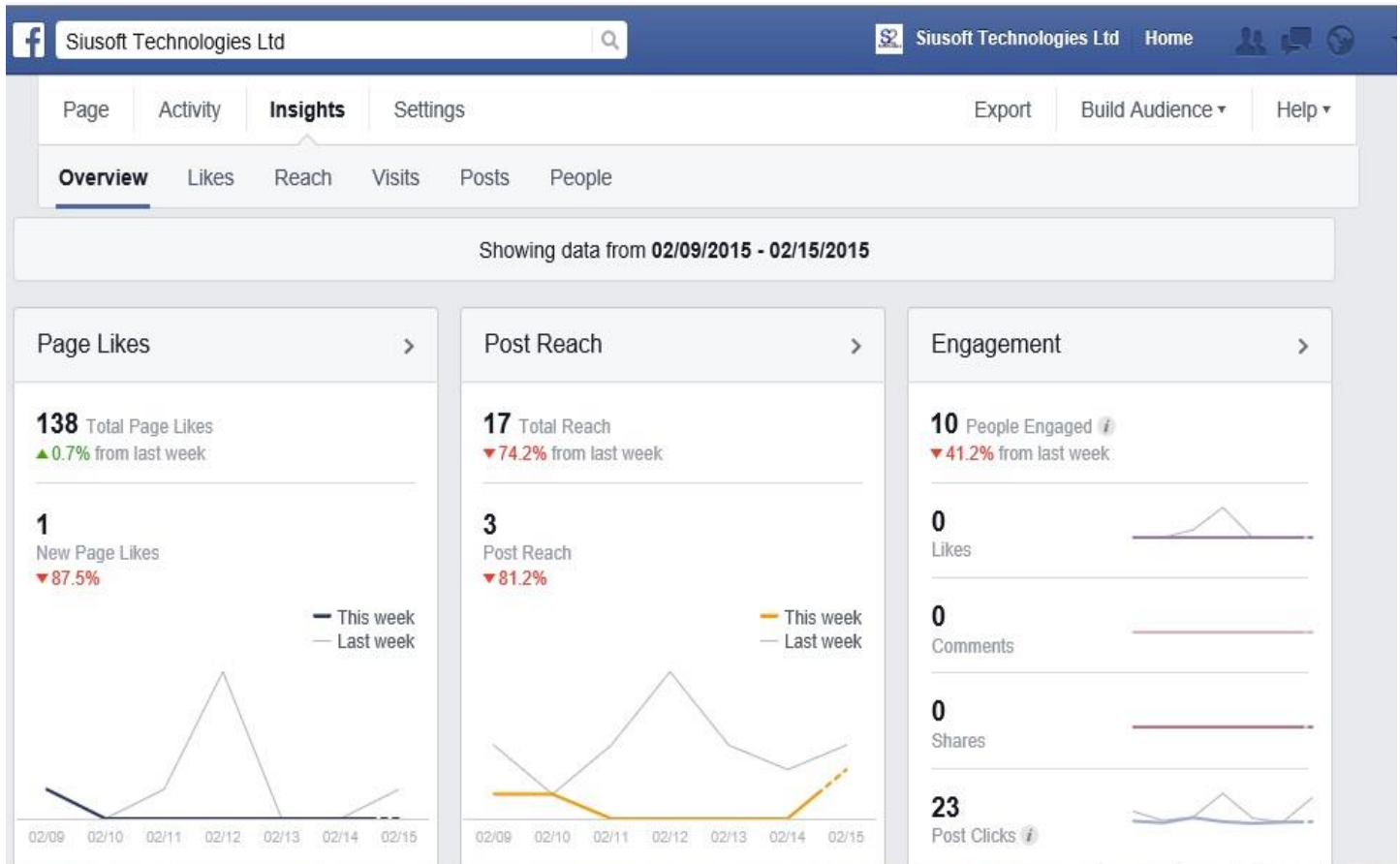
- Real-time full duplex communication is exchanged instantaneously.
- Connectivity and downtime issues are cleared.
- Training is given to appropriate staff.

Evaluation will be carried out on a daily basis.

#### 5.3.1 Performance Metrics

The following metrics is used to measure the success and progress of this project.

- Results produced
- Industry benchmarks
- Goals and requirements
- Desired improvements in services delivery, quality or cost
- Behavior based
  - Number of website or Facebook page visitors



- Number of calls received
- Number of complaints
- Change in customer behavior/subscription patterns etc.
- Cost based
  - Conversion rate
- Based on service variables
  - Customer satisfaction levels
  - Customer satisfaction of service

- Service awareness/recognition levels
- Customer loyalty levels etc.
- Hybrid (combination of above elements)

## 6. Cost or Budget

### 6.1 Cost Breakdown

Based on our analysis of your requirements, needs and nature of our proposed plan, the project payment required is evaluated at K2.5 million. The costs breakdown is detailed in table below.

Evaluated man-hours: Project duration hours (does not include breaks and non-working days). Evaluate project duration.

#### Costs Summary

Cost Element		Amount (K)
Upfront payment		K1,000,000.00
Installation and Commissioning		K500,000.00

Training	K500,000.00
Project completion	K500,000.00
<b>Total</b>	<b>K2,500,000.00</b>

## 6.2 Payment Terms

All equipment, services and product delivery, implementation and overall costs are invoiced to NICTA. The proposal provides appropriate total payment for Siusoft Cloud services. Total amount exceeding allocated total payment is subject to approval.

Payments are to be made during 31 days for each phase of implementation after receipt of invoice. All late payments are subject to a 1.5% monthly charge or maximum permitted by law.

Payment must be remitted by wire transfer or certified check and payable to Siusoft Technologies Limited bank account at Westpac Bank – PNG – Limited. Account name: SIUSOFT TECHNOLOGIES LIMITED. Account Number: 6003811387.

## 6.3 Guarantees

Siusoft Technologies Limited shall offer the following guarantees:

- Initial setup, installation and completion of project strictly correspond to work-plan dates.

- If Siusoft Technologies Limited exceeds evaluated total cost may subject to over-run budget.
- Siusoft Cloud services, Siusoft smartphone and its voucher card implementation adhere to highest quality standards.

## 7. Conclusion

Siusoft Technologies Limited is confident that Siusoft Cloud services have ideal and powerful network technology and architecture recognized and utilized to increase productivity, reduce travel time and costs. We sincerely sure that NICTA will consider Siusoft as long-term partner and allow us enter into mutually beneficial relationship. We are available to answer any questions you may have and work forward to discuss testing completion and implementation phases.

After reviewing this document, the final steps should be performed to come to a final agreement.

- Submissions of questions/suggestions
- Counter proposal or approval
- Negotiation of terms and conditions

We declare this offer to be binding and free of errors or omissions. Due diligence has been performed in order to ensure compliance with your requirements and particular situation. We agree to hold our proposal open for acceptance.

Thank you for your interest.

Sincerely,

Jack Pokoe  
Technical Engineer  
Siusoft Technologies Limited