




THRONE ENGINEERING SERVICES SDN BHD
PROVISION OF ASSISTANT TECHNICAL SUPPORT AND MANPOWER
SERVICES

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1. Introduction

Supply Network Agency understands the issues caused by massive workload on organization conventional asset management and believes it can provide client with the most cost-effective solution. Our digital outsourced services of asset management solutions provide efficient and upgradable platforms which are easy to adopt, manage, and modify. Once the outsourced services is implemented, our clients have access to 24-hour support throughout the life cycle of the service. Our team of dedicated personnel is always on hand to assist our clients and we pride ourselves on the exception customer support that we offer. Supply Network Agency is confident that we can provide client with a superior solution and support in order to meet its long-term goals.

2. Client Operations

Supply Network Agency's proposed solution that enable the internal technical department function to be co-organized by third party technical assistant. This circumstances provide the business entity a different perspective on the organization behavior towards external effort in driving a new benchmark on the company. Additionally, by utilizing the Supply Network Agency solution, Client's Full Time Employee can re-focus and re-train on day to day operations in order to support the company's operations and improve organizational performance while maintaining high integrity of standards compliance.

3. Executive Overview

Supply Network Agency Services helps its clients achieve success by establishing goals and a comprehensive solution based on our clients' needs. Our goals reinforce the commitment we have to our clients:

- 1) Provide leading edge technical ROV management solutions which are cost-effective, flexible, and technologically innovative
- 2) Guarantee IMCA compliance on documentation, organized records, and timely reporting and distribution.
- 3) Guarantee 24 hour coverage and support for our clients and superior customer service.

Supply Network Agency's proposed solution allows organization to meet these goals as well as those of clients. Supply Network Agency uses phased approach to determining the best solution for our clients.

Additionally, all Supply Network Agency employees maintain certifications in appropriate professional organizations and industry fields.

Phase I: Initial consultation and technical support

During this phase our team of professionals will review current Client organization, inspection, repair, maintenance, technical management and practices in order to determine key points and leverage our expertise to develop a more detailed list of critical process flow and present options for work optimization for the client.

Phase II: Inspection, maintenance and repair plan

Our technical panels shall be able work with the client to design the work breakdown structure solution based on the needs of the company. This tailored approach allows Supply Network Agency to ensure the client gets the solution they need and does not have to pay for excess services which they will not use.

Phase III: Implementation

Our team shall be able to implement the solution in a seamless manner that will be transparent to daily operations. This phase also marks the beginning of Supply Network Agency's assistant of client technical management and quality operations and the completion of the solution project as we enter the inspection, maintenance and repair program.

Phase IV: Technical Assistant and Support

This is the final phase and ongoing through the life cycle of the service. Supply Network Agency shall be able to offer managing technical assistant functions based on the accepted scope of supply. Services and functionality include:

- Monthly technical report for system records
- Improve image and credibility by preparing internal IMCA audit
- Improve client satisfaction by meeting technical and safety requirements
- Integrate parts and equipment for better system integration
- Improve decisions by basing them on data from the inspection, maintenance and repair report
- Create a culture of continual improvement on the IMR process
- Improve employee engagement toward technical improvement processes.

Benefits for choosing Supply Network Agency for your technical solution include:

- Reduced monthly costs for technical representative and technical Department activities
- Latest technology and innovative solutions
- Professional staff providing superior customer service and support
- Flexibility to adapt solution to business environment, operations, and growth
- Minimal cost for initial consultation and recommendations
- Our solution will allow your staff to focus on improving organization business operations
- Supply Network Agency staff is fully certified in appropriate professions

4. Cost Summary

The following cost summary has been developed as an estimate of the costs associated with the proposed solution to an organization with 1 ROV to work with. These costs are an estimate only. Based on acceptance of this proposal, our team will work with you to develop a detailed list of requirements, develop your tailored solution, and provide a more focused and applicable cost estimate.

The proposal is tailored towards the requirement of the client in which considering the current practice and standards implementation. Therefore we come up with the solution to split the technical consultancy and services, Documentation and record preparation and internal integrity maintenance package services.

SERVICES	Init. Lump Sum	Month 1	Month 2	Month 3	Month 4
8.1 Manpower Services	9,500	14,000	14,000	14,000	14,000
8.2 Document & Record system	8,500	0	0	4,500	0
8.3 Project & Team Management	4,500	2,500	2,500	2,500	2,500
TOTAL	22,500	16,500	16,500	21,000	16,500

*All rate in MYR

The detail breakdown of the costing shall be available on the item number 8.



5. Deliverables

This section lists deliverables of the solution and benefits achieved with their implementation.

5.1 Provision of manpower for inspection, maintenance and repair

The following deliverables are to be defined, manage, documented and add on from current:

- Provision of competent ROV technical engineer and ROV Technician.
- Inspection, repair and maintenance of ROV equipment and system.
- Address technical risks and opportunities of the IRM program.
- Establish and improve the process of inspection, maintenance and repair.

5.2 Technical documentation and record preparation

The following deliverables need to be defined, manage, documented and add on from current:

- Planning and preparation for IMCA audit requirement
- Determination and review of ROV and personnel requirements
- Preparation for measuring equipment calibration recertification
- Inspection, maintenance and repair documentation and record management.

5.3 ROV technical integrity management and system maintenance

The following processes need to be defined, manage, documented and possibly changed from current:

- Resource management at site
- Regular inspection at worksite
- Input and panelist for the Inspection, repair and maintenance work breakdown structure.
- Control of non-conforming assembly and parts
- Establish and expediting on the purchasing processes
- Management of the inspection, repair and maintenance program

The services shall only cover the technical management of preparation for the ROV IMCA audit only.

6. Terms and Conditions

Supply Network Agency requires of up-front costs be paid immediately upon award of the contract. Remaining shall be paid upon project enrollment and beginning of management and operations of the technical assistant solution.

All monthly fees are due on the first business day of each month.

Additional work is defined by the work to be done beyond standard implementation template by Supply Network Agency. Any additional work required by the client outside of the scope of the services will be billed separately and will be charged at cost + 20% upon acceptance of the deliverable(s).

The minimum term for this contract is 12 months from the time of beginning of management and operations of the Management System solution. Any monthly penalty increases for the follow on term will be provided to client no later than 30 calendar days from the end of the initial 12 month term.

If contract cancellation is required; 90 days of notice must be given by either party. If the contract is cancelled prior to the completion of the initial term, payment must be made for all services provided including full payment until the end of the contract term or 90 days, whichever is longer.

Late payment fees will be assessed after 30 days. Penalty of 10% shall be imposed from the outstanding amount.

Final terms and conditions will be provided in final contract.

7. Contact

Supply Network Agency is here to serve you. Please feel free to contact the account manager we have assigned for client at any time if you have any questions or require additional information.

Supply Network Agency
Attn: Syamsul Nizam Azmee

8. Commercial Proposal

8.1 Provision of Manpower for Inspection, Maintenance and Repair

Provision of competent technical personnel for the inspection, repair and maintenance program.

Description	Estimated Number of Days	Standard Fees (RM)	Discounted Fees (RM)
Engagement and one time Commitment Fee			
Preliminary Technical assessment and evaluation on the ROV system on organization	3 Days	9,500	9,500
PHASE I: Initiation of technical assistance Consultation Services			
Inspection, Repair and maintenance site dedicated team:	Rate/ month		
1) Provision of ROV Technical engineer (1 Pax)		7500	7500
2) Provision of ROV Technical engineer (1 Pax)		6500	6500
TOTAL	Minimum of 1 month	14,000	14,000
Date and Time (Work day Monday to Friday)	TBD		
Venue	TBD	To be confirm by Client	
Travelling	-	Included	
Accommodation	-	Included	
TOTAL FEES	Circa	RM 14,000/ month + RM 9,500 Lump Sum	

Notes:

1. The client shall provide the following items for the conduct of the above works:

1) Training/ seminar room;

2) One (1) white board;

3) Make photocopy the required sets of presentation materials to the participants based on one set of presentation materials provided by consultant.

2. Presentation materials shall be re-charged at cost if it is to be printed and provided to participants by Consultant.

3. Hardship allowance of MYR1000 per day shall be chargeable and to be paid to company if the work to be conducted on public holiday or Saturday and Sunday.

8.2 Technical Documentation and Record Preparation

ROV system documentation and record preparation setup. This important package can be activated prior certification processes done. This to expedite the process of adoption towards better internal company ROV management unit.

Description	Estimated Quantity	Standard Fees (RM)	Discounted Fees (RM)
Engagement and one time Commitment Fee			
Initiate the material and Internal IMCA Audit system setup	1 Unit	8,800	8,500
PHASE I: Documentation and Record preparation			
IMCA audit documentation and record preparation assistance, Guidance and maintenance services	Rate/ Month	4,500	4,500
TOTAL	Minimum 1 Month	4,500	4,500
Date and Time	TBD	To be confirm by Client	
Hosting	TBD	Back Charge at Cost	
Travelling	-	Included	
Accommodation	-	included	
TOTAL FEES	Circa	RM 4,500/Month + RM 8,500 Lump Sum	

8.3 ROV Technical Integrity Management and System Maintenance

ROV System maintenance and organization efficiency enhancement.

Description	Estimated Quantity	Standard Fees (RM)	Discounted Fees (RM)
Engagement and one time Commitment Fee			
Purchasing License of ROV management unit (One Time)	1 Unit	4 800	4 500
PHASE I: Maintenance and compliance Consultation Services			
ROV Technical assistance, Guidance and records maintenance (RM2500/Month)	Rate/ Month	2,500	2,500
TOTAL	Minimum 2 Month	2,500	2,500
Date and Time	TBD	To be confirm by Client	
Hosting	TBD	Included	
Travelling	-	Included	
Accommodation	-	included	
TOTAL FEES	Circa	RM 2,500/Month + RM 4,500 Lump sum	



ABOUT SUPPLY NETWORK AGENCY

Organization History and Overview

Supply Network Agency develops, markets, and supports Quality Management system outsourced solution and Internet applications, using the latest technologies to provide practical, user-friendly solutions for small and medium-sized businesses, home-office entrepreneurs, professionals, middle managers and executives. The company is a privately-owned corporation and is currently in the process of opening offices in different countries to better cover new emerging markets. The company's head office is located in Rawang, Selangor.

Since 2011, the founders are meticulously following the development of the Internet and Quality Management system. Back in 2014, well before the "Internet Of thing" revolution, they started an effort with the goal of analyzing and exploiting different Internet-related opportunities. In July 2016, operating under the project name QMS, and convinced that they had found a very promising approach to take a dominant position in the market, the founders focused their energies on a project that evolved to become the system of Supply Network Agency.

Today, Supply Network Agency is established in market niches that hold a great potential to enhance how business is conducted. Our mission is to empower small and mid-size businesses with internal organization communication services and business automation tools. Being an innovative and technology-savvy organization, we strive to help our clients reach their full market potential. Supply Network Agency is continually working to improve existing products and services and to introduce new ones to satisfy Small and Medium Business needs.

Our Mission

By providing an essential element of Outsourced QMS Business Solutions, we aspire to be renowned for our capacity to assist our clients in becoming more competitive, in a world where businesses transact at an unprecedented speed. The QMS potential to engage a global and open market promises to define what will become the ground rules for commerce in the 21st century. Excited about what the future holds, we would like to lead our client to the next level, one day at a time.

Our Business Model

Supply Network Agency promote and supports its services through co-marketing agreements and strategic partnerships with business solution providers, resellers and marketing firms. In addition to our own expertise, we foster close ties to a select group of value-added resellers to provide clients with specialized knowledge and regional expertise.