



## **FORBES SOLUTION CONSTRUCTION SDN. BHD**

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### **PROVISION OF QOSH MANAGEMENT SYSTEM AND ASSOCIATED SERVICES**

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## Table of contents

<b>1.</b>	<b>INTRODUCTION.....</b>	<b>4</b>
<b>2.</b>	<b>CLIENT OPERATIONS .....</b>	<b>4</b>
<b>3.</b>	<b>EXECUTIVE OVERVIEW .....</b>	<b>4</b>
<b>4.</b>	<b>COST SUMMARY .....</b>	<b>6</b>
<b>5.</b>	<b>DELIVERABLES.....</b>	<b>6</b>
<b>5.1</b>	<b><i>QOSH-MS GENERAL REQUIREMENTS &amp; RELATED DOCUMENTS.....</i></b>	<b>6</b>
<b>5.2</b>	<b><i>DEFINITION OF DELIVERABLE DOCUMENTS FOR SERVICE REALIZATION PROCESSES.....</i></b>	<b>6</b>
<b>5.3</b>	<b><i>DELIVERABLE DOCUMENTS FOR MEASUREMENT, ANALYSIS AND IMPROVEMENT PROCESSES .....</i></b>	<b>6</b>
<b>6.</b>	<b>TERMS AND CONDITIONS .....</b>	<b>7</b>
<b>7.</b>	<b>CONTACT .....</b>	<b>7</b>
<b>8.</b>	<b>COMMERCIAL PROPOSAL .....</b>	<b>8</b>
<b>8.1</b>	<b><i>QOSH-MS STRUCTURE INTEGRATION.....</i></b>	<b>8</b>
<b>8.2</b>	<b><i>QOSH-MS DOCUMENTATION AND RECORD PREPARATION (ADD ON PACKAGE) .....</i></b>	<b>9</b>
<b>8.3</b>	<b><i>QOSH-MS INTEGRITY MANAGEMENT AND SYSTEM MAINTENANCE (ADD ON SERVICES).....</i></b>	<b>9</b>
	<b>ABOUT SUPPLY NETWORK AGENCY .....</b>	<b>10</b>
	<b><i>OUR MISSION.....</i></b>	<b>10</b>
	<b><i>OUR BUSINESS MODEL .....</i></b>	<b>10</b>

## 1. Introduction

Supply Network Agency understands the issues caused by massive workload on organization conventional management systems and believes it can provide client with the most cost-effective solution. Our outsourced services of management system 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 QOSH Management department function to be co-organized by third party management department. 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 on day to day operations in order to support the company's operations and improve organizational performance while maintaining high integrity of standards conformance.

## 3. Executive Overview

Supply Network Agency Services help 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 management system solutions which are cost-effective, flexible, and technologically innovative
- 2) Guarantee 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 us 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**

During this phase our team of professionals will review current Client organization and management systems and practices in order to determine key points and leverage our expertise to develop a more detailed list of options for the client.

### **Phase II: Solution Design**

Our panels shall be able work with the client to design the management 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 management of client management and quality operations and the completion of the solution project as we enter the operations and management stage.

### **Phase IV: Management 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 QOSH management system functions based on the accepted scope of supply. Services and functionality include:

- Monthly, quarterly, and annual quality digital report and system records structure
- Improve image and credibility by attaining certification to ISO 9001 & OHSAS 18001
- Improve customer satisfaction by meeting customer requirements
- Integrate processes for better alignment
- Improve decisions by basing them on data from the QOSH management system
- Create a culture of continual improvement of the processes
- Improve employee engagement toward process improvement

Benefits for choosing Supply Network Agency for your QOSH-MS solution include:

- Reduced monthly costs for Management Representative and QOSH Department activities
- Latest technology and upgradable 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 your 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 about 20 personnel. 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 QOSH - MS consultancy, Documentation and record preparation and QOSH-MS integrity maintenance package services (add on Package).

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 QOSH-MS General Requirements & related documents

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

- Management responsibility and QOSH committee formation
- Defined context of the organization
- Quality, Health and safety Policy, Quality Objectives (Standards Mandatory documents)
- Addressed risks and opportunities
- Documentation and record management (Standards Mandatory documents)
- Resource management
- Establish and improve the IMS (QOSH-MS)

### 5.2 Definition of deliverable documents for service realization processes

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

- Planning for product and services realization, HIRADC process and procedure
- Determination and review of product requirements
- Design and development processes
- Purchasing processes
- Production and service related processes
- Control of monitoring and measurement equipment processes

### 5.3 Deliverable documents for measurement, analysis and improvement processes

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

- Internal audit (Standard Mandatory document)
- Monitoring and measurement of product and processes
- Control of non-conforming product (Standard Mandatory document)
- Corrective actions (Standard Mandatory documents)

The services shall only cover the management of preparation for the certification 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 QOSH-MS project enrollment and beginning of management and operations of the IMS (QOSH) 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 QOSH-MS structure integration

STAGE 1: QOSH-MS consultancy services. Internal training and consultancy services.

Description	Estimated Number of Days	Standard Fees (RM)	Discounted Fees (RM)
Engagement and one time Commitment Fee			
Awareness on the QOSH-MS system on organization	1 day	2000	2000
PHASE I: Initiation of QOSH-MS Consultation Services			
Awareness & Understanding of IMS requirement training	2 day	3000	3000
Conduct workshop for internal staff on IMS requirement			0
Integration of IMS documentation and records workshop			0
PHASE 2: QOSH-MS Solution Design Iteration			
Initiate, guide and Coordinate internal workshop on:	2 week	3000	3000
- Brainstorm technical processes for client operation	Circa 10 days (Online)		
- IMS Objective for Leading and Lagging Indicator			
- SOP and KPI by Processes (Process interaction Map)			
- Risk-Based thinking and Risk Assessment Output			
- Develop and adopt IMS into structured system			
PHASE 3: QOSH-MS Enrollment and Implementation			
Conduct detail understanding and workshop on QOSHMS	2 day	3000	3000
Assist establish understanding linkage of clause on QOSH			
Assist enrollment of the QOSH in organization			
Internal training and workshop on			
PHASE 4: Management System and Support			
Initiate, guide and conduct analysis and evaluation of data	2 day	3000	3000
Initiate, guide and conduct review of IMS Obj. and target			
Initiate, guide and conduct Internal Audit processes			
Initiate, guide and conduct Int. Management Rev. Meeting			
Initiate, guide and conduct Continual Improvement Plan			
TOTAL	7 days	14 000	14 000
Date and Time	TBD		
Venue	TBD	To be confirm by Client	
Total Participant	-	Total Participant up to 20 max	
Travelling	-	Back Charge at Cost	
Accommodation	-	Back Charge at cost	
TOTAL FEES	Circa	RM 14 000.00	

**Notes:**

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

- 1) Training/ seminar room;
- 2) One (1) unit LCD and one (1) unit notebook for presentation;
- 3) One (1) lunch and two (2) tea breaks;
- 4) One (1) white board;
- 5) 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 RM300 per day shall be chargeable and to be paid to trainer if the training/ pre-audit to be conducted on public holiday or Saturday and Sunday.



## 8.2 QOSH-MS Documentation and Record Preparation (Add On Package)

QOSH-MS 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 management unit. Processes flow chart, HIRADC, relevant procedure, legal register, work guideline and related forms are prepared for the organization beforehand.

Description	Estimated Quantity	Standard Fees (RM)	Discounted Fees (RM)
<b>Engagement and one time Commitment Fee</b>			
Initiate the material and QOSH-MS system setup	1 Unit	1 500	1 500
<b>PHASE I: Documentation and Record preparation</b>			
QOSH-MS documentation and record preparation assistance, Guidance and maintenance services	1-1/2 Month	16 000	16 000
<b>TOTAL</b>	Minimum 2 Month	17 500	17 500
Date and Time	TBD	To be confirm by Client	
Travelling	-	Back Charge at Cost	
Accommodation	-	Back Charge at cost	
<b>TOTAL FEES</b>	<b>Circa</b>	<b>RM 17 500.00</b>	

## 8.3 QOSH-MS Integrity Management and System Maintenance (Add On Services)

System maintenance and organization efficiency enhancement. This package can be activated after certification processes done. Maintenance serve the purpose as task assistance for organization to be independence later from consultant. After one year of imparting the QOSH culture, it is expected that the company can self-sustain the QOSH culture internally.

Description	Estimated Quantity	Standard Fees (RM)	Discounted Fees (RM)
<b>Engagement and one time Commitment Fee</b>			
Purchasing License of QOSH-MS management system (One Time)	1 Unit	4 500	4 500
<b>PHASE I: Maintenance and compliance Consultation Services</b>			
QOSH-MS assistance, Guidance and maintenance (RM1000/Month)	12 Month	12 000	12 000
<b>TOTAL</b>	Minimum 12 Month	16 500	16 500
Date and Time	TBD	To be confirm by Client	
Hosting	TBD	Back Charge at Cost	
Travelling	-	Back Charge at Cost	
Accommodation	-	Back Charge at cost	
<b>TOTAL FEES</b>	<b>Circa</b>	<b>RM 16 500.00</b>	

## **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.