



MPC (DMO) 600-3/1/17

7 August 2020

Siti Aishah Binti Mohd Azhar

12, Jalan AU 1A/3G
Taman Keramat Permai
54200 Kuala Lumpur

Dear Ms. Siti Aishah,

APPOINTMENT AS THE COORDINATOR FOR MALAYSIA TOURISM EXCELLENCE (MaTEx) BUSINESS CERTIFICATION PROGRAMME UNDER TOURISM PRODUCTIVITY NEXUS (TPN)

With reference to the above subject, Malaysia Productivity Corporation (MPC) would like to appoint you as coordinator for Malaysia Tourism Excellence (MaTEx) Business Certification Programme in collaboration with the Tourism Productivity Nexus (TPN) team for the project as detailed below:

Programme	Malaysia Tourism Excellence (MaTEx) Business Certification Programme
Date	15 August – 30 December 2020
Payment Terms	RM100/man-day for a maximum of 80 man days
Project Duration	4 months
Scope of Work	Refer to Terms of Reference (Refer to Appendix 1)

2. Should you agree to the offer, please respond to MPC by signing the Acceptance Form (Appendix 2).
3. Any inquiries may be directed to Ms. Nik Nazarina Nek Mohamed at 017-3477669 / nazarina@mpc.gov.my.

Thank you.

“DRIVING PRODUCTIVITY OF THE NATION”

Yours sincerely,

A handwritten signature in black ink, appearing to read "SUHAIMI HAMAD".

(SUHAIMI HAMAD)

For Director General
Malaysia Productivity Corporation (MPC)

Appendix 1: Terms of Reference

TERMS OF REFERENCE COORDINATOR MALAYSIA TOURISM EXCELLENCE (MaTEx) BUSINESS CERTIFICATION PROGRAMME

1.0. Purpose of the Assignment

The purpose of this assignment is to appoint the coordinator for Malaysia Tourism Excellence (MaTEx) Business Certification Programme under Tourism Productivity Nexus (TPN).

The duration of the appointment is four (4) months from 15 August 2020 until 15 December 2020.

2.0. Scope of Work

The scope of work for the coordinator for MaTEx Business Certification Programme is as stated below:

2.1. Coordinate and assist MaTEx training sessions, on-site assessments, and compilation/communication of results for six categories of standards, as per schedule below:

No.	Time Frame	Scope of Work
1.	Phase 1 Training Sessions and On-Site Assessments	Training for participating companies: i. Update attendance to the training sessions for six (6) categories namely: a. Travel Agencies b. Adventure Tourism c. MICE and Event Venues d. Event Management Companies e. Product and/or Site Operators/Owners f. Homestay and Kampungstay ii. Attend training sessions conducted iii. Communicate with companies to update companies' information and contact details

2.	Phase 2 On-Site Assessments	On-site assessments (Company 1 – 100) <ul style="list-style-type: none"> i. Communicate with assessors on their schedules for on-site assessments ii. Communicate with companies on their schedules for on-site assessments iii. Prepare each company's information package iv. Ensure on-site assessments are conducted according to the schedules set
3.	Phase 3 Compilation of Results and Updating Database	Compilation of results (1 - 100 sets of results of the on-site assessments): <ul style="list-style-type: none"> i. Communicate with assessors for results of the on-site assessments ii. Compile the results for endorsement by MaTEx Working Committee (WC), TPN and MPC Communication of results: <ul style="list-style-type: none"> i. Email each company of their results for MaTEx Business Certification Programme Updating MaTEx 2020 database: <ul style="list-style-type: none"> i. Update database of MaTEx 2020 comprising at least 100 companies which may include (but not limited to) details on name of company, address, contact details, contact person, status of certification

2.2. Assist on documentation of evidence of the execution of the on-site assessments;

2.3. Assist any tasks related to MaTEx 2020 as per guidance and requests by TPN and MPC; and

2.4. Attend meetings and discussions related to MaTEx 2020.

3.0. Document Formatting

3.1. All documents must be written in English Language or in Bahasa Malaysia when requested by TPN and MPC.

3.2. Format of the records and database must be discussed and approved by MPC.

4.0. Payment Terms

4.1. The coordinator will be paid RM100/man-day for 80 man days, from 15 August to 30 December 2020.

4.2. Payment will be processed upon submission of the deliverables below:

No.	By Date	Deliverables	Man-day
1.	Phase 1	i. Complete list of application which include attendance to training sessions for 6 categories of standards	20
2.	Phase 2	i. Schedule of on-site assessments (Company 1 – 100) ii. Company's information package (1 - 100)	30
3.	Phase 3	i. Snapshots of emails sent to companies (Company 1 - 100) ii. Full compilation of results iii. Database of companies (100 companies)	30

4.3. The payment includes communication, transportation, data usage and other relevant costs incurred in completing the tasks assigned.

Prepared by:

Secretariat Tourism Productivity Nexus (TPN)

Appendix 2: Acceptance Form

Director General
Malaysia Productivity Corporation (MPC)
P.O. Box 64, Jalan Sultan
46904 Petaling Jaya, Selangor

(Attention: Nik Nazarina Nek Mohamed, Email: nazarina@mpc.gov.my)

APPOINTMENT AS THE COORDINATOR FOR MALAYSIA TOURISM EXCELLENCE (MaTEx) BUSINESS CERTIFICATION PROGRAMME UNDER TOURISM PRODUCTIVITY NEXUS (TPN)

With regard to the above matter, I hereby accept the above appointment and its terms of reference, as offered by Malaysia Productivity Corporation (MPC).

Name	
I.C. Number	
Bank Account No.	
Bank Name	
Email Address	
Mobile Number	

Thank you.

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Name:
Date: