



## TERMS OF REFERENCE

### INDUSTRY EXPERT IN BUILDING INSPECTIONS FOR MULTIDISCIPLINARY PROFESSIONAL SERVICES TOWARDS PROFESSIONAL SERVICES CONSORTIUMS 2021: PILOT PROGRAM

#### 1.0 PSPN Introduction

- 1.1 Under the Malaysia Productivity Blueprint (MPB) launched in 2017, Professional Services Productivity Nexus (PSPN) has been identified as one of the nine (9) priority sub-sectors, covering six (6) professional disciplines: Accountancy, Advertising, Architecture, Engineering, Legal and Management Consultancy.
- 1.2 The establishment of the PSPN under Malaysia Productivity Corporation (MPC) is being led by industry associations and acting as a change agent to drive the productivity trajectory of this sub-sector.
- 1.3 The Nexus Governing Committee (NGC) of PSPN, championed by Ts. Ir. Choo Kok Beng, Chief Executive Officer (CEO) of Malaysian Service Providers Confederation (MSPC), is focused on enhancing the productivity of professional services through common interest and digitalization goals. This initiative covers the four (4) thrusts of MPB:
  - (1) Workforce: Building Workforce of the Future,
  - (2) Technology: Driving Digitalization and Innovation,
  - (3) Industry Structure: Making Industry Accountable for Productivity, and
  - (4) Business Environment: Forging a Robust Ecosystem.
- 1.4 The vision for the PSPN is for 'Malaysia to be a Professional Services Hub by 2030'. To achieve this vision, PSPN implementation plan for 2021 has identified 5 sub-initiatives in line with the initiatives outlined in the MPB as the following details:
  - PS1: Provide input to colleges and universities to ensure curriculum and training are industry-relevant;
  - PS2: Encourage adoption of technology solutions, such as to track progress digitally rather than on paper;
  - PS3: Form cross-country professional services consortiums to increase capability to compete abroad;
  - PS4: Encourage adoption of operational metrics and performance-linked KPIs by professional services firms;
  - PS5: Address regulatory inconsistency and constraints to enable the setup of alternative business models that are in line with global trends.

## 2.0 Program Background

- 2.1 In the Malaysia Productivity Blueprint (MPB), it was stipulated under Thrust 3 of Professional Services Productivity Nexus (PSPN) to aim for cross-country professional services consortiums to increase capability to compete abroad. Through a suitable model, companies can grow organically or may expand their businesses via various collaborative models, such as collaborations, partnerships, mergers and acquisitions or other means of growing together. In view of this, there is a need for a suitable model for professional services providers to increase their capacities, to sustain and grow the businesses therefore, to promote professional services consortiums.



- 2.2 For the consortium models development, a few consortium models had been developed by the multidisciplinary professional services experts. Way forward, a special meeting was held between MPC and the technical experts on 30th October 2020 followed by a series of deep dive sessions. Based on these engagements, MPC has organized the MoU signing between MPC and ACSB on 28<sup>th</sup> November 2020.
- 2.3 Amongst others the MoU is aimed to develop 2,000 professional services practices (firms), practitioners (individual professionals) and companies to be mentored in ACSB in 2021. With a large resource pool of the real co-working environment that ACSB is having, the centre will provide mentoring services to the professionals through project-driven and based on a project management. This cooperation also may expand the wealth of data in MPC repository.
- 2.4 It was agreed that PAM through ACSB will provide training and mentoring services in building inspection for multidisciplinary professional services including lawyers, corporate GLCs and joint management bodies using ACSB consortium model. It is aimed to reach 2000 professionals being mentored. As a way forward, to have at least 10 consortiums by end of 2025.
- 2.5 Following up the MoU, the first batch of pioneer will be given exposure on the ten training modules by ACSB in January-February 2021. With a goal to train up to 20 professional services providers from various disciplines, the proposed programme: **'Skills Training for Professional Services Consortiums and Services Related to Professional Building Inspections'** will follow the working model of ACSB, a multidisciplinary building inspection services company.

### **3.0 Program Objectives**

3.1 The objectives of this Pilot Program for Professional Services Productivity Programme (PSPP) are:

- 1) To create exposure and enhance awareness among multidisciplinary professional services providers on Professional Building Inspections Skills Training;
- 2) To promote multidisciplinary skills training to the Professional Services Providers to form Professional services Consortiums; and
- 3) To guide and provide solutions to professional service providers in managing the challenges and barriers of collaborative working.

### **4.0 Scope of Programme**

4.1 This pilot program focusses on multidisciplinary professional services providers who are directly or indirectly related to the construction and property management industry such as:

- i. Architecture services;
- ii. Mechanical and electrical (M&E) engineering services;
- iii. Civil and structural (C&S) engineering services;
- iv. Quantity surveying services;
- v. Legal services;
- vi. Infrared thermography services;
- vii. ICT services;
- viii. Drone services; and
- ix. Other speciality services related to buildings

### **5.0 Expected Deliverables**

5.1 The expected deliverables are:

- i. A minimum of 20 trained professional services providers from various disciplines related to construction and property management for the targeted period;
- ii. Enhance the understanding of the professionals on the root cause of the defects, comprehensive and practical solutions to attend the defects;
- iii. Learn how to prevent the occurrence of patent and latent defects.

## 6.0 Expected Outcomes

6.1 The expected outcomes of the pilot program are:

- i. Increase number of skilled and knowledge workers together with the adoption of advanced technology and automation;
- ii. Provide solutions to businesses or professional service providers in managing the challenges and barriers of collaborative working;
- iii. Increase market outreach among professionals or businesses through digital solutions; and
- iv. Creating business opportunity for the professionals or businesses.

## 7.0 Scope of Work: Training Methodology and Programme Modules

7.1 The industry expert is responsible to propose an effective approach and methodology of the programme, which is through virtual lectures (i.e. online learning, class via recordings, and multiple access to class).

7.2 The industry expert is expected to identify potential participants based on vast engagement with the multidisciplinary professional services industry. The promotion maybe conducted via ePoster, eBrochure or any other suitable social media platforms.

7.3 In order to ensure the continuity and sustainability of the program, ACSB to assist MPC in producing the media releases, speech inputs and other promotional inputs whenever necessary.

7.4 The pilot program covers the theoretical training that consists of ten (10) training modules as details below:

Modules	Details	
1	Overview of 'What' & 'Why'	a) Types of Building / Property Inspection b) Mixed Strata Properties & Common Property c) Advisory & Forensic Inspections d) Building Defects Minefield e) Prevailing Laws & Regulations Governing Completed Properties
2	Building Condition Inspection 'How'	a) Technical Information, Equipment b) Scope of Works c) Using the Right Equipment for the Inspection d) Report Writing Workshop

Modules	Details	
3	'Kisah Benar' Training Series	<ul style="list-style-type: none"> <li>a) List of cases</li> <li>b) Master Class Workshop for Advanced Practitioners</li> <li>c) 'Cracks &amp; Leaks' – Avoid Being Sued for Design Negligence in a Malaysian Context</li> <li>d) Understanding Qlassic &amp; Conquas</li> <li>a) Are Our Buildings Safe?</li> </ul>
4	Civil & Structural Engineering	<ul style="list-style-type: none"> <li>b) Slopes &amp; Retaining Walls</li> <li>c) Roads &amp; Drainage</li> <li>d) Sewerage and Manholes</li> <li>e) Building Structure</li> <li>f) Prevailing Laws and Regulations for Building Structure</li> </ul>
5	Electrical Engineering	<ul style="list-style-type: none"> <li>a) Deadly Electrical Design</li> <li>b) Common Myths with Maintenance of Electrical Installations</li> <li>c) Prevailing Laws and Regulations for Electrical Installations</li> </ul>
6	Mechanical Engineering	<ul style="list-style-type: none"> <li>a) Faulty Design, Construction or Maintenance; or all of it</li> <li>b) Dispelling Myths of GBI for the Property Owners</li> <li>c) Prevailing Laws and Regulations for Mechanical Installations</li> <li>d) Hazards of Central Gas Pipes</li> </ul>
7	Escalators & elevators (E&E	<ul style="list-style-type: none"> <li>a) Safety in Design &amp; Maintenance</li> <li>b) Prevailing Laws and Regulations for E&amp;E Installations</li> <li>c) Living with Faulty Lifts?</li> </ul>
8	Fire Safety in Building	<ul style="list-style-type: none"> <li>a) Compliance Inspections for Completed Properties</li> <li>b) Fire Certificate for Designated Buildings) Understanding the 4 Aspects in Fire Safety Design &amp; Maintenance – Compartmentation, Evacuation, Detection and Extinguishment</li> </ul>
9	Technologists Workshop	<ul style="list-style-type: none"> <li>a) Infrared Thermography 'IRT' for Mechanical, Electrical, Plumbing Installations</li> <li>b) IRT for Leaks and Cracks</li> <li>c) Drone Video and Imaging</li> </ul>
10	General Topics Frequently Requested	<ul style="list-style-type: none"> <li>a) Common Challenges Faced by JMB and MC for Stratified Properties in Property Maintenance</li> <li>b) Understanding As-Built Drawings, Operation &amp; Maintenance Manuals</li> <li>c) Understanding Latent Defects – Buyers' Beware</li> <li>d) SMA 2013 – What Does It Mean to My Condo?</li> <li>e) Rethinking Building Safety in Tahfiz Schools – (similar for dormitories, kindergartens, hostels, old folks' homes etc.)</li> </ul>

## 8.0 Document Formatting

- 8.1 The industry expert is expected to submit the final report of pilot program to Professional Services Productivity Nexus (PSPN), MPC. The report document must be written in English Language (Arial 12, Spacing 1.5), while presentation slides are to be prepared for the virtual sessions.

## 9.0 Project Duration

- 9.1 The work of the industry expert shall commence in **2 months** (January – February 2021) immediately upon effective date in the Letter of Appointment.

## 10.0 Payment Terms Milestone Program

- 10.1 The industry expert will be paid based on the following activities:

NO.	ACTIVITY	COST (RM)
1	Industry Expert Charging Rate Module (including promotion in item 7.0)	20,000

- 10.2 The milestone for the pilot program is as follows:

ACTIVITY	2021							
	JANUARY				FEBRUARY			
	1 <sup>st</sup> Week	2 <sup>nd</sup> Week	3 <sup>rd</sup> Week	4 <sup>th</sup> Week	1 <sup>st</sup> Week	2 <sup>nd</sup> Week	3 <sup>rd</sup> Week	4 <sup>th</sup> Week
(1) Promotion for Participation								
(2) Training								
(3) Report								

## 11.0 Declaration

- 11.1 All findings, report and material compiled and prepared in the program shall always be an absolute property of MPC throughout the preparation and thereafter. Softcopy and hardcopy reports including statistical tables (if any) should also be submitted.

**Prepared by: The Secretariat of Professional Services Productivity Nexus (PSPN)**