

CONSULTANCY SERVICES

**FOR STUDY ON INCREASING THE ACCEPTANCE RATE OF E-PAYMENT
PLATFORM USERS IN GOVERNMENT SERVICES**

CONTRACT NO.:

BETWEEN

MALAYSIA PRODUCTIVITY CORPORATION

AND

IIUM ENTREPRENEURSHIP AND CONSULTANCIES SDN BHD (IECSB)

(COMPANY NO. : 563743-P)

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CONTRACT NO. :

“RECITALS”

THIS AGREEMENT is made on day of

BETWEEN

MALAYSIA PRODUCTIVITY CORPORATION, a statutory body established under the Malaysia Productivity Corporation (Incorporated) Act 1966 (Act 408), whose address is at Lorong Produktiviti, Jalan Sultan, 46200 Petaling Jaya, Selangor (hereinafter referred to as “**MPC**”) of the first part;

AND

IIUM ENTREPRENEURSHIP AND CONSULTANCIES SDN BHD (IECSB), 563743-P, a body corporate incorporated under the Companies Act 1965 having its registered office at Level 3, Research Management Centre, International Islamic University Malaysia, Jalan Gombak, 53100 Kuala Lumpur, hereinafter referred to as “**Consultant**”) of the other part.

MPC and the Consultant shall individually be referred as the “**Party**” and collectively referred to as the “**Parties**”.

WHEREAS

- (A) MPC is desirous of obtaining consultancy services (hereinafter referred to as “**the Services**”) necessary for Study on **Increasing the Acceptance Rate Of E-Payment Platform Users in Government Services**, hereinafter referred to as “**the Project**”).
- (B) The Consultant has submitted its proposal to MPC on the scope for the Services and both Parties have agreed on the scope of Services as per the Terms of Reference specified in **Appendix 1** and Technical Documents in **Appendix 2** of this Agreement.
- (C) In furtherance of such intention, MPC has agreed to appoint the Consultant and the Consultant has agreed to such appointment to provide the Services necessary for the effective implementation of the Project. A copy of the Letter of Acceptance dated **23 March 2021** is attached in **Appendix 3** of this Agreement.

NOW IT IS HEREBY AGREED as follows:

PART A

GENERAL

1.0 DEFINITIONS AND INTERPRETATIONS

1.1 Definitions

In this Agreement, including the appendices, unless the context otherwise requires the following words and expressions used under this Agreement shall have the following meanings:

- (a) “Agreement” means this document and shall comprise the clauses, schedules and appendices of this Agreement and include any supplemental written agreement thereto as may be executed and be in force from time to time or any time;
- (b) “Consultant” means a company incorporated under the Companies Act 1965 in Malaysia and having its registered address at Level 3, Research Management Centre, International Islamic University Malaysia, Jalan Gombak, 53100 Kuala Lumpur;
- (c) “Contract Price” means the ceiling of total consulting fee and ceiling out of pocket expenses as specified under clause 2.0;
- (d) Contract Period means the contract period as prescribed under Clause 3.1 herein;
- (e) “Deliverables” means all deliverables (including designs, drawings, details, plans, calculations and reports) as specified in **Appendix 4** to be submitted to MPC by the Consultant as particularly specified in the Terms of Reference in **Appendix 1** of this Agreement;
- (f) “Malaysia Productivity Corporation’s Representative (“MPCR”) means the person under item 5 in **Appendix 6** or such other person as may be appointed from time to time by MPC and notified in writing to the Consultant to carry out the duties of MPCR and the person so designated or appointed may be described by position;
- (g) “Services” means the professional consultancy services for the project which

MPC has engaged the Consultant to perform in accordance with the Terms of Reference, Technical Documents and Deliverables as specified in **Appendices 1, 2 and 4**;

- (h) "Steering Committee" means the committee, comprising of MPC officials whose main function is to provide directions, review, consider and approve the Deliverables;
- (i) "Technical Committee" means the committee, comprising of MPC officials who will monitor the progress and implementation of the Services and provide input and feedback to the findings or recommendations of the Consultant.

1.2 Interpretations

In this Agreement, including the appendices/schedules/annexures, unless the context otherwise requires, the following words and phrases shall have the following meanings:

- (a) words denoting the singular number shall include the plural and vice versa;
- (b) words denoting any gender shall include all genders;
- (c) words denoting persons shall include a body of persons, corporate or unincorporated;
- (d) any reference to clauses, sub-clauses, appendices, annexures, schedules, paragraphs and sub-paragraphs shall be a reference to the clauses, sub-clauses, appendices, annexures, schedules, paragraphs and sub-paragraphs of this Agreement;
- (e) reference to any party referred to in this Agreement shall include its successors or permitted assigns;
- (f) reference to any document or agreement shall include reference to such document or agreement as amended, novated, supplemented, varied or replaced from time to time;
- (g) reference to any legislation or any provision of any legislation shall include statutory modification and any amendment, modification or any legislation or re-enactment of that legislation or any legislative provisions substituted for, and all regulations and statutory instruments issued under such legislation or provision;
- (h) recital headings are for convenience only and shall not affect the interpretation and construction hereof;

- (i) the recitals and appendices hereto and any documents therein referred to shall be taken, read and construed as an essential and integral part of this Agreement and in the event of any inconsistency between the terms of any of the appendices and the terms of this Agreement, the terms of this Agreement shall prevail over those appendices;
- (j) any reference to an “amendment” includes any variation, deletion or addition and “amend” or “amended” shall be construed accordingly;
- (k) any reference to “design” includes technical specifications, design drawings and any other relevant documentation;
- (l) any reference to “law” includes any constitution, decree, judgment, legislation, order, ordinance, regulation, statute, treaty, by-law or other legislative measure in Malaysia;
- (m) any reference to a “day”, “week”, “month” or “year” is a reference to that day week, month or year in accordance with the Gregorian calendar;
- (n) if any period of time is specified from a given day or a day of a given act or event, it is to be calculated exclusive of that day and if any such specified period of time or a day of a specified given act or event falls on a day which is not a Working Day, then such period of a specified time or a specified day of a given act or event is deemed to be on the next Working Day;
- (o) any reference to “pay” or its cognate expressions includes payment made in cash or by way of bank draft (drawn on a bank licensed to carry on banking business under the provisions of the Financial Services Act 2013 [Act 758] and Islamic Financial Services Act 2013 [Act 759]) or effected through inter-bank transfers to the account of the payee giving the payee immediate access to available funds; and
- (p) the recitals and appendices hereto and any documents therein referred to shall be taken, read and construed as an essential and integral part of this Agreement and in the event of any inconsistency between the terms of the appendices and the terms of this Agreement, the terms of this Agreement shall prevail over those appendices.

1.3 Entire Agreement

This Agreement contains the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior agreements or understandings, between the Parties in relation to such matter. The Parties hereby acknowledge that in entering into this Agreement, it has not relied on any representation or warranty save as

expressly set out herein or in any document expressly referred to herein.

2.0 APPOINTMENT AND CONSIDERATION

MPC hereby appoints the Consultant and the Consultant accepts the appointment to provide the Services for a consideration of Ringgit **Forty thousand** only (**RM40,000.00**) as the ceiling contract amount (hereinafter referred to as the “**Contract Price**” and specified in **Appendix 5A** of this Agreement) which consists of Ringgit Malaysia **Forty thousand** only (**RM40,000.00**) as the ceiling consulting fee (as specified in **Appendix 5B** of this Agreement) and Ringgit **nil** only (**RM0.00**) as the ceiling out of pocket expenses (as specified in **Appendix 5C** of this Agreement) subject to the terms and conditions set forth in this Agreement as per the Letter of Acceptance dated **23 March 2021** (as specified in **Appendix 3** of this Agreement).

3.0 EFFECTIVE DATE AND DURATION OF THIS AGREEMENT

3.1 Contract Period

This agreement shall be for a period of **3 months** as specified under item 2 in **Appendix 6** (hereinafter referred to as the “**Contract Period**”) commencing from **23 March 2021** (hereinafter referred to as “**Commencement Date**”) and shall expire on the date stated under item 3 in **Appendix 6** (hereinafter referred to as the “**Contract Expiry Date**”) unless terminated earlier in accordance with the provisions of Part E of this Agreement.

3.2 Extension of Contract Period

- (a) The Consultant shall, upon it becoming reasonably apparent that the progress of the Services is delayed, apply in writing to MPC for the approval of extension of the Contract Period. The Consultant shall further furnish to MPC relevant information as to the causes of delay together with a revised Services Implementation Schedule and estimated revised cost (if any), for the approval of MPC.
- (b) MPC shall have the absolute discretion whether or not to consider such application. In the event MPC agrees to extend the Contract Period, MPC shall inform the CA in writing pertaining to the period of extension. Provided that the extension on the Contract Period shall not affect the Contract Price as specified in clause 2.0.

PART B**CONSULTANT'S REPRESENTATIONS, WARRANTIES AND OBLIGATIONS****4.0 CONSULTANT'S REPRESENTATIONS AND WARRANTIES**

The Consultant hereby represents and warrants to MPC that –

- (a) it is a corporation validly existing under the laws of Malaysia;
- (b) it is registered as a consultancy firm with the Ministry of Finance Malaysia (MOF);
- (c) the Consultant shall keep current all such registrations and ensure their validity throughout the duration of this Agreement;
- (d) the Consultant has the legal capacity to enter into and perform its obligations under this Agreement and to carry out the Services as contemplated by this Agreement;
- (e) the Consultant has taken all necessary actions to authorize the entry into and performance of this Agreement and to carry out the Services contemplated by this Agreement;
- (f) as at the execution date, neither the execution nor performance by the Consultant of this Agreement nor any transactions contemplated by this Agreement will violate in any respect any provision of –
 - (i) its Memorandum and Articles of Association; or
 - (ii) any other document or agreement which is binding upon it or its assets;
- (g) no litigation, arbitration, tax claim, dispute or administrative proceeding is presently current or pending or, to its knowledge, threatened, which is likely to have a material adverse effect upon it or its ability to perform its financial or other obligations under this Agreement;
- (h) no corruption or unlawful or illegal activities or practices have been used to secure this Agreement;
- (i) this Agreement constitutes a legal, valid and binding obligation of the Consultant and is enforceable in accordance with its terms and conditions;
- (j) it has the necessary financial, technical, and professional capability and

expertise to provide the Services under this Agreement,

and the Consultant acknowledges that MPC has entered into this Agreement in reliance on its representations and warranties as aforesaid.

5.0 CONSULTANT'S OBLIGATIONS

5.1 Quality of Services

- (a) The Consultant shall maintain a professional standard of service and competence and shall exercise all reasonable skill, care and diligence in the discharge of the professional services agreed to be performed under this Agreement in the best interests of MPC and, in so far as their duties are discretionary, shall act fairly between MPC and any third party.
- (b) The Consultant shall have sufficient knowledge of the project and other regulations relating to the project and shall advise MPC accordingly in matters affecting the implementation of the project.

5.2 Timeliness of Services

- (a) The Consultant shall prepare a draft services implementation schedule incorporating the key dates specified for carrying out the Services which shall be in accordance with the requirements of the Terms of Reference, for the approval of MPC.
- (b) The agreed draft service implementation schedule as approved by MPC shall be the Service Implementation Schedule as in **Appendix 7**; which shall be amended only with the approval of MPC. Any subsequent changes or amendments approved by MPC shall form part and be read together with the Service Implementation Schedule.
- (c) The Consultant shall provide MPC scheduled progress reports in such form and details as prescribed in the Terms of Reference.
- (d) The Consultant shall undertake to provide status updates through reports and presentations relevant to the Services as required by MPC and attend all deliberations and meetings of the Technical Committee and Steering Committee.
- (e) The Consultant shall take remedial action as advised by the Technical Committee and Steering Committee as deemed appropriate and shall prepare the final reports, incorporating the issues raised for the consideration and approval of the Steering

5.3 Consequences of Delay

- (a) If the Consultant fails to deliver any Deliverables by the due date(s) agreed by both parties as specified in **Appendix 4** of this Agreement without reasonable cause, the Consultant shall pay Liquidated and Ascertained Damages (LAD) to MPC for the delay. The period of delay shall be calculated beginning from the scheduled delivery date and ending on the actual date as delivered and submitted to MPC.
- (b) The LAD shall be computed on a daily basis for each day of delay at every stage of deliverables based on the formula specified under item 10 in **Appendix 6** of this Agreement.

5.4 Instructions by MPC

- (a) The Consultant shall comply with all instructions issued by MPC in regard to matters expressly empowered under this Agreement. The Consultant shall follow MPC procedures so far as possible and shall obtain prior approval in writing from MPC of any departures from such procedures. Nothing in this clause shall be deemed to affect the responsibilities of the Consultant in connection with the Services.
- (b) The Consultant shall attend or be represented at all meetings convened by MPC to which the Consultant may be summoned and shall advise and assist MPC on all matters relating to the Services.

5.5 Consultant's Personnel

- (a) The Consultant shall provide efficient, suitably qualified and experienced Personnel and acceptable to MPC to carry out the Services.
- (b) The Services shall be carried out by the Consultant's Personnel as specified under **Appendix 8** hereof within the time and stage as specified in the Service Implementation Schedule in **Appendix 7**.
- (c) The Project Manager of the Consultant as specified in **Appendix 8** shall be responsible for the management of the Consultant's Personnel for the Services as well as to act as liaison between the Consultant and MPC.
- (d) The Consultant shall ensure the Personnel are dedicated to the Services and give priority to the performance of their respective portions of the Services assigned to them over any other works, tasks and assignments in relation to other existing or future projects.
- (e) No Personnel shall be engaged by the Consultant or its affiliates for other work

or project without the prior written consent of MPCR.

- (f) There shall be no changes or substitutions in the Consultant's Personnel set forth in **Appendix 8** without the prior written approval of MPC. If for any reason beyond the reasonable control of the Consultant, it becomes necessary to replace any of the Consultant's Personnel, the Consultant shall forthwith provide as a replacement, a person of equivalent or better qualification and experience to MPC at no additional cost to MPC of which MPC shall consider without undue delay.
- (g) No Personnel shall be engaged by the Consultant or its affiliates for other work or project without the prior written consent of MPCR.
- (h) In the event the number of Consultant's Personnel as specified in **Appendix 8** is reduced without the prior written approval of MPC, MPC shall have the right to deduct the Consulting Fee based on Consultant's Personnel Time Input Schedule as specified in **Appendix 9**.
- (i) The Consultant shall ensure that any changes, substitution or replacement of Personnel shall not affect the term and the implementation for the provision of the Services.
- (j) Notwithstanding clause 5.5(f), MPCR may at any time request the Consultant to reduce the number of the Personnel according to the progress of the Works.
- (k) MPCR may with the agreement of the Consultant, direct the Consultant, within a time frame of not less than fourteen (14) days, to remove any Personnel who, in the opinion of MPCR, is lacking in appropriate skills or qualifications, engages in misconduct or is incompetent or negligent.

5.6 Information and Records

- (a) The Consultant shall furnish MPC such information in relation to the Services as MPC may from time to time reasonably request.
- (b) The Consultant shall keep accurate, systematic and up-to-date records and accounts in respect of the provision of the Services in such form and details as is customary in the profession or as may be required by MPC from time to time as shall be sufficient to establish accurately that the costs and expenditure referred to in **Appendix 5A**, **Appendix 5B** and **Appendix 5C** of this Agreement have been duly incurred.
- (c) The Consultant shall permit MPCR from time to time to inspect their records and accounts relating to the Services and to make copies thereof and shall permit

MPC or any person authorized by MPC, from time to time, to audit such records and accounts during the performance of the Services.

- (d) In the event of failure occurring after the completion of the Project, the Consultant may be required by MPC to submit a report detailing probable cause and remedial action. References shall be made to all kept records and accounts.

5.7 Liability

The Consultant agrees that it shall provide the Services under this Agreement in good faith and hereby warrants that the Services provided under this Agreement meet the professional standards for consultancy in the relevant field.

5.8 Indemnity

The Consultant agrees with MPC that –

- (a) the Consultant shall perform all of its obligations under this Agreement at its own risk and releases, to the fullest extent permitted by law, and shall indemnify and keep MPC and their agents and servants from all claims and demands of every kind resulting from any accident, damage, injury or death arising from carrying out of the Services except where such accident, damage, injury or death is caused or contributed to by any act or omission or negligence of MPC or its agents and servants and the Consultant expressly agrees that in the absence of any such act, omission or negligence as aforesaid MPC shall have no responsibility or liability whatsoever in relation to such accident, damage, injury or death.
- (b) the Consultant shall indemnify and keep MPC indemnified from and against all actions, suits, claim or demands, proceedings, losses, damages, compensation, costs (legal cost) charges and expenses whatsoever to which MPC shall or may be or become liable in respect of or arising from –
 - (i) the negligent use or act, misuse or abuse by the Consultant or the Consultant's Personnel, servants, agents or employees appointed by the Consultant in the performance of the Services; or
 - (ii) any loss or damage to property or injury of whatsoever nature or kind and howsoever or wherever sustained or caused or contributed to by carrying out the Services by the Consultant to any person and not caused by the negligence or willful act, default or omission of MPC, its agents or servants; or
 - (iii) any loss, damage or injury from any cause whatsoever to property or

persons affected by the Services to the extent to which the same is occasioned or contributed to by the act, error, omission, neglect, breach or default of the Consultant or the Consultant's Personnel, servants, agents or employees; and

- (c) the obligations under this clause shall continue after the expiry or earlier termination of this Agreement in respect of any act, deed, matter or thing happening before such expiration or termination of this Agreement.

5.9 Confidentiality

- (a) Except with the prior written consent or the instructions of MPC, the Consultant shall not at any time communicate to any person or body or entity any confidential information disclosed to the Consultant for the purpose of the provision of the Services or discovered by the Consultant in the course of this provision and performance of the Services; nor make public any information as to the recommendations, assessments and opinions formulated in the course of or as a result of the provision and performance of the Services; nor make or cause to be made any press statement or otherwise relating to the Services; nor make use of the Deliverables for the purposes other than that stipulated in this Agreement and the foregoing obligations shall not be rendered void by suspension, termination or expiry of this Agreement for whatsoever cause.
- (b) This sub-clause shall not apply to information which:
 - (i) is or becomes generally available to the public other than as a result of a breach of an obligation under this clause;
 - (ii) is already known to the other party to whom it is disclosed to, at the time of disclosure;
 - (iii) is independently developed without benefit of the confidential information of the other party;
 - (iv) is in possession of the Consultant without restriction before the date of receipt from the other party subject to the right of MPC to re-classify certain information as confidential.
- (c) In the event that the Consultant receives a request to disclose all or any part of any confidential information under the terms of a valid and effective subpoena or order issued by a court of competent jurisdiction, judicial or administrative agency or by a legislative body or committee, such disclosure by the Consultant shall not constitute a violation of this Agreement provided that:
 - (i) the Consultant promptly notifies MPC of the existence, terms and circumstances surrounding such request;

- (ii) the Consultant consults with MPC on the advisability of taking available legal steps to resist or narrow, such request; and
- (iii) the Consultant exercises its best efforts to obtain an order or other reliable assurance that confidential treatment shall be accorded to the information to be disclosed.

(d) This clause continues in force notwithstanding the termination of this Agreement for any reason.

5.10 Notice of Delay

In the event the Consultant encounters any delay in obtaining the required assistance and information set forth in clause 5.6(a), the Consultant shall notify MPC of such delay and its duration and MPC, at its absolute discretion, may grant an appropriate extension of time and other consideration appropriate for provision of the Services.

5.11 Assistance in Arbitration Inquiry or Litigation

The Consultant shall, if so required by MPC, within the period of work before completion, assist and advise MPC with regard to any matter or thing which may be the subject of arbitration, inquiry or litigation and if and when so required by MPC shall attend and give evidence or otherwise assist MPC before any court or in any arbitration or at any inquiry dealing with any matter arising from or in connection with the execution of the Services. In the event of arbitration or other proceedings arising after the completion of Services, if so required by MPC, the Consultant shall assist in any manner whatsoever and advise MPC under the same conditions of engagements as are applicable generally to this Agreement, subject always to:

- (a) the right of the Consultant to recover its time and cost in attending to this request, such time and cost to be negotiated separately with MPC; and
- (b) the right of the Consultant to take appropriate measures to safeguard and protect its interest.

5.12 Situation Beyond Control of Consultant

- (a) The Consultant shall immediately inform MPC in writing of any situation or the occurrence of any event beyond the reasonable control of the Consultant, which makes it impossible for the Consultant to carry out its obligations hereunder.
- (b) If MPC agrees in writing that such situation or event exists, MPC may terminate this Agreement by giving not less than thirty (30) days written notice and shall

pay all fees and payments due and outstanding to the Consultant in accordance with clause 14.0 within thirty (30) days from the date of termination of this Agreement.

- (c) In the event of disagreement between the Parties as to the existence of such situation or event, the matter shall be referred to MPCR as specified under item 5 in **Appendix 6** for a decision.

5.13 Prohibition on Association

The Consultant agrees that during and after the conclusion or termination of this Agreement, the Consultant shall limit its role for the Project to the provision of the Services and hereby disqualifies itself from the provision of goods or services in any capacity for the Project including bidding for any part of the Project except as MPC may otherwise agree or request the Consultant.

5.14 Prohibition on Conflicting Activities

No Personnel of the Consultant assigned to the Services under this Agreement nor the Consultant's staff, subsidiary or associate shall engage, directly or indirectly, either in his name or through his then employer, in any business or professional activities connected to the Services or Project and neither shall the Consultant's Personnel be so engaged directly or indirectly, either in his name or through the Consultant in any such other conflicting business or professional activities.

5.15 Independent Consultant

Nothing contained herein shall be construed as establishing or creating between MPC and the Consultant the relationship of master and servant or principal and agent. The position of the Consultant performing the Services is that of an independent consultant.

5.16 Technology and Knowledge Transfer

- (a) If the Consultant appoints foreign professionals, the Consultant shall endeavour to ensure that the employees of MPC are trained or exposed to the expertise of such foreign professionals pursuant to a programme for technology and knowledge transfer.
- (b) The Consultant shall allow the employees of MPC to be involved in the study and implementation of the Project commencing from the Commencement Date of this Agreement until the Contract Expiry Date.

5.17 Intellectual Property Rights

- (a) Any intellectual property rights arising out of design, plans, calculations, drawings, developed or used for or incorporated in the Services shall vest in and become the sole property of MPC free and clear of all liens, claims and encumbrances. The Consultant shall not during or at any time after completion on the Services or after the expiry or termination of this Agreement, in any way, question or dispute the ownership of MPC.
- (b) The Consultant agrees to grant to MPC free from all royalties, fees and other charges, all licenses in respect of intellectual property rights now or hereafter owned or controlled by the Consultant or in respect of which the Consultant has or will have the right to grant licenses of any design, plans, calculations, drawings, developed or used for or incorporated in the Services or any part thereof.
- (c) The Consultant shall defend and indemnify MPC from and against all claims, costs, damages, charges and proceedings whatsoever for or on account of infringement of any intellectual property rights in respect of any design, plans, calculations, drawings, documents, plant, equipment, machinery, material, methods or processes developed or used for or incorporated in the Services except where such infringement results from compliance with MPC's instructions in accordance with this Agreement.
- (d) Where any infringement results from compliance with MPC's instructions in accordance with this Agreement, any royalties, damages or other monies which the Consultant may be liable to pay to the persons entitled to such intellectual property rights shall be reimbursed by MPC.

PART C

MPC'S RIGHTS AND OBLIGATIONS

6.0 MPC'S OBLIGATIONS

6.1 Appointment of MPCR

- (a) MPC shall appoint the person under item 5 in **Appendix 6** of this Agreement or other persons from time to time as MPC Representative (“MPCR”) to carry out its obligations and to exercise its right under this Agreement, and MPCR shall have the power to carry out such obligations and exercise such rights on behalf of MPC, except for the provisions under clause 10.0, 12.0 and 13.0 which are expressly reserved to the officer authorized as named in the signatories to this Agreement or any other officer authorized under section 2 of MPC Contracts Act 1949 [Revised 1973].
- (b) The Consultant shall comply with all instructions issued by MPCR in regard to matters expressly empowered to MPCR to issue under this Agreement.

6.2 Obligation to give instructions, decisions, etc. without delay

- (a) All instructions, notifications, consent or approval issued by MPC or MPCR shall be in writing. However MPCR may, where necessary issue oral instructions, notifications, consent or approvals and such oral instructions, notifications, consents or approvals shall be followed in writing not later than seven (7) days thereafter.
- (b) If the Consultant requires a decision from MPC for the performance of its Services under this Agreement, the Consultant shall submit its request in writing to MPCR and MPCR shall give its decision within the period stipulated under item 6 in **Appendix 6** of this Agreement.

6.3 Obligation to Supply Relevant Information and Assistance

- (a) The Consultant may request all the necessary and relevant information which are in the possession of MPC required for purposes of carrying out of its Services under this Agreement. Notwithstanding the request, MPC shall have the discretion to supply the necessary information it deems relevant.
- (b) Any necessary and relevant information supplied by MPC to the Consultant pursuant to clause 6.3(a) of this Agreement shall not relieve the Consultant of any of the Consultant's obligations under this Agreement.

- (c) MPC gives no warranty in any manner whatsoever for the data, report, map, photograph, plan, drawing, record or other information either as to the accuracy or sufficiency or as to how the same should be interpreted and the Consultant, when he makes use of and interprets the same, shall do so entirely at his own risk and it shall not constitute a breach of obligation on the part of MPC under clause 6.3(a) of this Agreement if such data, report, map, photograph, plan, drawing, record or information is not accurate or sufficient for the purpose of performing the Consultant's obligation under this Agreement.
- (d) Where necessary, MPC shall assist the Consultant to obtain, free of charge, unimpeded access to all land in respect of which access is required for the performance of the Services. MPC shall not be responsible for any damage to such land or any property thereon resulting from such access.

6.4 Payment to the Consultant for Services

- (a) The Contract Price consist of the fixed ceiling consulting fee as specified in **Appendix 5B** ("Fixed Ceiling Consulting Fees") and the ceiling out of pocket expenses as specified in **Appendix 5C** ("Ceiling Out of Pocket Expenses"). If the actual costs incurred in the performance of the Services does not exceed the Fixed Ceiling Consulting Fee and the Ceiling Out Of Pocket Expenses, downward adjustments can be made in accordance with **Appendix 5A**, **Appendix 5B** and **Appendix 5C**. The payment shall include amongst others the Government Service Tax, which amount shall be paid by MPC to the Consultant upon the Consultant giving proof of the registration of the Service Tax Act 2018 with the Royal Customs Department of Malaysia. A copy of the registration of Government Service Tax with the Royal Customs Department of Malaysia is attached in **Appendix 10** of this Agreement.
- (b) Payments under this Agreement shall be made progressively in stages/phases in accordance with the Schedule of Payment as in **Appendix 11** upon the Consultant furnishing to MPC all relevant drawings, design, reports, records and data when submitting request for payment.
- (c) Payment to the Consultant shall be made within thirty (30) days upon receiving the proper invoices, vouchers and other appropriate supporting materials from the Consultant and be deposited to the account of the Consultant as specified under item 7 in **Appendix 6**.
- (d) If any item or part of an item of an account/claims/invoices rendered by the Consultant is reasonably disputed or reasonably subject to question by MPC, MPC shall within thirty (30) days after receipt of the invoice by MPC inform the Consultant in writing of all items under dispute or subject to question. Payment

by MPC of the remainder of the invoice shall not be withheld on such grounds.

- (e) Except as otherwise agreed between MPC and the Consultant, payments in respect of all fees and expenses incurred by the Consultant shall be made in Ringgit Malaysia.
- (f) If the Consultant intends to claim any additional payment pursuant to any clause of this Agreement, the Consultant shall within ninety (90) days of the occurrence of such event or circumstances or instructions give notice in writing to MPCR of its intention for such claim and submit full particulars of the claims together with supporting documents, for the approval of MPC. If the Consultant fails to comply with this clause, the Consultant shall not be entitled to such claim and MPC shall be discharged from all liability in connection with the claim.
- (g) Final payment of the Contract Price shall be made only after the final Deliverables and a final account, identified as such, have been submitted by the Consultant and approved as satisfactory by MPC. Any amount which MPC has paid or caused to be paid in excess of the costs actually incurred shall be reimbursed by the Consultant to MPC within thirty (30) days after receipt by the Consultant of notice thereof.

6.5 Withholding Payment

- (a) MPC may by giving written notice to the Consultant, and without prejudice to any other rights MPC may have under this Agreement, withhold payments to the Consultant under this Agreement, upon the occurrence and continuance of any of the following events:
 - (i) the Consultant commits any breach of the terms and conditions of this Agreement; or
 - (ii) the progress of the Services fails to measure up to the aggregate payment made to date; or
 - (iii) any other condition which has arisen, which in the opinion of MPC, interferes or threatens to interfere with the successful carrying out of the Project or the accomplishment of the purposes of this Agreement; or
 - (iv) any failure of the Consultant to deliver the Services to the satisfaction of MPC.
- (b) The Consultant may apply to MPC, within fourteen (14) days after receiving notice referred to in clause 6.5(a) to review the decision to withhold payments by submitting documents and other evidence to substantiate its claims that the Services is compatible to the payments received. MPC's decision on the

application shall be final and conclusive.

7.0 MPC'S RIGHTS

7.1 Proprietary Rights of MPC in Relation to Documents

- (a) All reports and relevant data such as plans, statistics and supporting records or material compiled or prepared by the Consultant in the course of this Agreement shall be the absolute property of MPC throughout their preparation and at all times thereafter. MPC shall have the sole and exclusive right, title and ownership to the documents.
- (b) The Consultant shall deliver all the plans, statistics and supporting records or material compiled or prepared in the course of this Agreement to MPC upon the Contract Expiry Date or earlier termination of this Agreement. The Consultant shall not use any information in the documents for purposes unrelated to this Agreement without the prior written consent of MPC save and except where the same is required by law or any other regulatory authority or for the purposes of the Consultant's quality performance review processes.
- (c) The Consultant shall not publish alone or in conjunction with any other person any articles, photographs or other illustration relating to the Services unless with the prior written consent of MPC.
- (d) MPC reserves the right to make use of all documents including drawings and specifications relating to the Services at any time and for any purpose it so wishes.

PART D

DISPUTE RESOLUTIONS

8.0 DISPUTE RESOLUTION

8.1 Dispute Resolution by MPC Representative

- (a) Any dispute between the Parties in respect of any matter under this Agreement (except in relation to MPC exercising its sole discretion under this Agreement) which are not capable of being amicably resolved between the Parties may be referred to the appointed MPCR.
- (b) MPCR who is appointed for such purposes shall undertake to resolve such dispute with all fairness and endeavour to achieve the best possible solution for the Parties.
- (c) If the Consultant:
 - (i) fail to receive a decision from MPCR within seven days (7) days after being requested to do so; or
 - (ii) is dissatisfied with any decision of MPCR.

then such dispute or difference shall be referred to Dispute Resolution Committee within fourteen days (14) days.

8.2 Dispute Resolution Committee

- (a) Any dispute between the Parties in respect of any matter under this Agreement (except in relation to MPC exercising its sole discretion under this Agreement) may be referred to a dispute resolution committee (hereinafter referred to as the "Dispute Resolution Committee"), comprising:
 - (i) Head of Department as the Director General;
 - (ii) one (1) representative to be appointed by MPC; and
 - (iii) one (1) representative appointed by the Consultant.
- (b) The Dispute Resolution Committee shall determine its own procedures. The Dispute Resolution Committee shall meet and endeavour to achieve an amicable settlement between the Parties in respect of any matter referred to it.

8.3 Arbitration

- (a) If any matter, dispute or claim which is referred to the Dispute Resolution Committee cannot be agreed by the relevant Parties within forty-five (45) days after the date of referral, then such dispute or difference shall be referred to arbitration within forty-five (45) days to an arbitrator to be agreed between the Parties and failing such agreement, to be appointed by the Director of the Kuala Lumpur Regional Centre for Arbitration on the application of either Party hereto. Such arbitration shall be heard at the Kuala Lumpur Regional Centre for Arbitration and shall be conducted in accordance with the rules for arbitration of the Kuala Lumpur Regional Centre for Arbitration using the facilities and the system available at the Centre.
- (b) Such reference shall not be commenced until after the completion or alleged completion of the Project or determination or alleged determination of the Consultant's employment under this Contract, or abandonment of the Project, unless with the written consent of MPC and the Consultant.
- (c) In the event that such consent has been obtained in accordance with clause 8.3(b), the reference of any matter, dispute or difference to arbitration pursuant to this clause and/or the continuance of any arbitration proceedings consequent thereto shall in no way operate as a waiver of the obligations of the parties to perform their respective obligations under this Agreement.
- (d) Upon every or any such reference the costs of such incidental to the reference and award shall be in the discretion of the Arbitrator who may determine the amount thereof, or direct the amount to be taxed as between solicitor and client or as between party and party, and shall direct by whom and to whom and in what manner the same be borne, award and paid.
- (e) The award of the Arbitrator shall be final and binding on the Parties.
- (f) In the event of the death of the arbitrator or his unwillingness or inability to act, then MPC and the Consultant upon agreement shall appoint another person to act as the arbitrator, and in the event MPC and the Consultant fail to agree on the appointment of an arbitrator, an arbitrator shall be appointed by the Director of the Kuala Lumpur Regional Centre for Arbitration.
- (g) This clause, "reference" shall be deemed to be reference to arbitration within the meaning of the Arbitration Act 2005.
- (h) The arbitration shall be governed by the Arbitration Act 2005 and the laws of Malaysia.

PART E**SUSPENSION AND TERMINATION****9.0 SUSPENSION****9.1 Suspension and Resumption of Services**

- (a) MPCR may at any time instruct the Consultant to suspend part or all of the Services by giving the Consultant due notice in writing.
- (b) Upon receipt of such instruction, the Consultant shall suspend part or all of the Services for such time and in such manner as specified in the instruction and shall duly protect, store and secure the Services against any deterioration, loss or damage.
- (c) During the suspension period, the Consultant shall continue to perform his obligations under the Agreement which is not affected by the instruction to suspend, including the obligation to effect and maintain insurance.
- (d) MPCR may instruct the Consultant to resume the Services at any time thereafter. Upon receipt of such instruction the Consultant shall resume the Services and the Parties shall jointly examine the Services affected by the suspension. The Consultant shall make good any deterioration or defect in or loss of the Services which has occurred during the suspension. The Consultant shall also take all necessary actions to mitigate the expenses incurred.

9.2 Extension of Time

- (a) If the Consultant suffers delay and/or incurs expenses in complying with the instruction under clause 9.1 and in resumption of the Services, and if such delay and/or expenses was not foreseeable by the Consultant, the Consultant shall give notice for extension of time. PROVIDED THAT the Consultant shall not be entitled to such extension if the suspension is due to a cause attributable to the Consultant and the Consultant shall not be entitled to payment of loss and expenses if the Consultant:
 - (i) fails to take measures specified in clause 9.1(b); and
 - (ii) fails to take all necessary action to mitigate the expenses incurred.
- (b) In the event such suspension shall continue for a period of more than twelve (12) months, the Parties shall then discuss whether to mutually terminate the Agreement or suspend the Services for a further period.

9.3 Consequences of Mutual Termination

- (a) If this Agreement is mutually terminated under this clause:
 - (i) clause 11.1 (b) shall apply; and
 - (ii) payment obligations including all costs and expenditure incurred by MPC and the Consultant shall be ascertained in accordance with clause 14.

10.0 TERMINATION BY MPC

10.1 Withholding Payment

If any of the conditions referred to in clause 6.5(a) shall have happened and be continuing for a period of fourteen (14) days after MPC has given written notice of withholding of payments to the Consultant under this Agreement, MPC may by written notice to the Consultant terminate this Agreement.

10.2 Default by the Consultant

- (a) In the event the Consultant without reasonable cause:
 - (i) suspends the implementation of the Services;
 - (ii) fails to proceed regularly and diligently with the performance of its obligations under this Agreement;
 - (iii) fails to execute the Services in accordance with this Agreement;
 - (iv) persistently neglects to carry out its obligations under this Agreement;
 - (v) defaults in performing the duties under this Agreement; or
 - (vi) breaches any of its obligations or fails to comply with any other terms and conditions of this Agreement,

(hereinafter referred to as the “Consultant Default”), then MPC shall give notice in writing (hereinafter referred to as the “Default Notice”) to the Consultant specifying the default and requiring the Consultant to remedy such defaults within fourteen (14) days from the date of issuance of the Default Notice (hereinafter referred to as the “Remedy Period”). If the Consultant fails to remedy the relevant default within such period or such other period as may be determined by MPC, MPC shall have the right to terminate this Agreement at any time thereafter by giving notice to that effect to the Consultant.

10.3 Events of Default

- (a) If at any time during the Contract Period:
 - (i) the Consultant goes into liquidation or a receiver is appointed over;
 - (ii) the Consultant goes into liquidation or compounds with or enter into an arrangement or compositions with its creditors;
 - (iii) an order is made or resolution is effectively passed for winding up of the Consultant (except for the purpose of restructuring or amalgamation with the written consent of MPC, which consent shall not be unreasonably withheld);
 - (iv) a provisional liquidator, receiver or manager of its business or undertaking is appointed, or possession taken by or on behalf of the creditors or debenture holders secured by a floating charge of any property comprised in or subject of the said floating charge over the assets of the Consultant; or
 - (v) execution is levied against a substantial portion of the Consultant's assets; or
 - (vi) the Consultant assigns the whole or any part of this Agreement; or
 - (vii) the Consultant did not obtain prior written approval from MPC for any sale or transfer of company's equity throughout the contract period;
 - (viii) any of the CA's director is prosecuted for any offences; or
 - (ix) any other condition which has arisen, which in the opinion of MPC, interferes or threatens to interfere with the successful carrying out of the Services or the accomplishment of the purposes of this Agreement,

then MPC shall have the right to terminate this Agreement forthwith by giving notice to that effect.

10.4 Consequences of Termination by MPC

- (a) Upon termination of this Agreement under clause 10.1, 10.2 or 10.3 the powers and rights granted by MPC to the Consultant and the obligations in this Agreement shall terminate immediately.

(b) The Consultant shall hence forth:

- (i) cease all the Services immediately;
- (ii) submit to MPC the detailed reports of the costs of the Services and other payments which has become due and owing from MPC prior to the termination for verification and approval by MPC;
- (iii) forthwith, at its own costs and expense, vacate and remove from the Project Management Team's office any equipment, machineries and materials belonging to the Consultant, its Personnel, employees, servants and agents and make good all damage caused by such removal or such detachment;
- (iv) at no cost, hand over all plans, drawings, reports, records, documents, specifications and similar materials to MPC save and except its own working papers and archival copy of any advice, reports or opinion of which are retained to support any advice, opinion or report that the Consultant may provide;
- (v) terminate all the third party contract entered into by the Consultant in relation to the Project on or before the date of termination and MPC shall not be liable for any termination costs arising thereby and shall be indemnified and held harmless by the Consultant in respect hereof;
- (vi) allow a third party to enter into an agreement with MPC or any person deemed necessary by MPC for the purpose of carrying out or completing the Services.
- (vii) bear all liabilities, obligations, claims, suits or proceedings whatsoever exiting prior to and as at the date of termination arising out of or in connection with:
 - i. any other agreement entered by the Consultant in relation to its obligation under this Agreement; or
 - ii. any act of default, omission or negligence of the Consultant, its Personnel, employers, agents or servants.
 and MPC shall not be liable in respect of such liabilities, obligations, claims, suits or proceedings; and
- (viii) pay to MPC not later than six (6) months after the date of termination the aggregate of:

- i. all amounts at that time which may be owing by the Consultant to MPC under this Agreement; and
- ii. any costs and expenses (including any incidental costs and expenses) paid or incurred by MPC arising from such default including any additional costs incurred by MPC in having to engage third party to complete the Service in excess of the costs and expenses which would have been incurred by Consultant in completing the Services.

(c) MPC shall hence forth:

- (i) pay the Consultant part of the consulting fees in proportion to the amount of the Services performed up to the date of termination;
- (ii) deduct all costs, losses and damages incurred under 10.4 (b)(viii), from the payment then or thereafter due to the Consultant. The amount, if any, remaining to be paid thereafter to the Consultant and the amount under clause 10.4 (c)(i) shall constitute the Consultant's sole claim for payment following termination under clauses 10.1, 10.2 and 10.3
- (iii) be entitled to claim against the Consultant for any losses and/or damages suffered as a result of the termination; and
- (iv) be entitled to appoint another consultant to perform the Services.

(d) For the avoidance of doubt, the Parties hereby agree that the Consultant shall not be entitled to any other form of losses including loss of profit, damages, claims or whatsoever other than those stipulated under clause 10.4 (c)(i) (if any). The Parties further agree that the payment made by MPC under clauses 10.4 (c)(i) shall constitute as a full and final settlement between the Parties.

11.0 TERMINATION BY THE CONSULTANT

11.1 Consequences of Termination by the Consultant

- (a) The powers and rights granted by MPC to the Consultant and the obligations in this Agreement shall terminate immediately.
- (b) The Consultant shall:
 - (i) cease all the Services immediately;
 - (ii) submit to MPC the detailed reports of the costs of the Services and other

payments which has become due and owing from MPC prior to the termination for verification and approval by MPC;

- (iii) forthwith, at its own costs and expense, vacate and remove from the Project Management Team's office any equipment, machineries and materials belonging to the Consultant, its Personnel, employees, servants and agents and make good all damage caused by such removal or such detachment;
- (iv) at no cost, hand over all plans, drawings, reports, records, documents, specifications, drawings including intellectual property rights and similar materials to MPC;
- (v) terminate all the third party contract entered into by the Consultant in relation to the Project on or before the date of termination and MPC shall not be liable for any termination costs arising thereby and shall be indemnified and held harmless by the Consultant in respect hereof;
- (vi) allow a third party to enter into an agreement with MPC or any person deemed necessary by MPC for the purpose of carrying out or completing the Services;
- (vii) bear all liabilities, obligations, claims, suits or proceedings whatsoever exiting prior to and as at the date of termination arising out of or in connection with:
 - i. any other agreement entered by the Consultant in relation to its obligation under this Agreement; or
 - ii. any act of default, omission or negligence of the Consultant, its Personnel, employers, agents or servants
- (viii) and MPC shall not be liable in respect of such liabilities, obligations, claims, suits or proceedings; and
- (ix) pay to MPC not later than six (6) months after the date of termination the aggregate of all amounts at that time which may be owing by the Consultant to MPC under this Agreement.

(c) MPC shall:

- (i) pay the Consultant part of the consulting fees in proportion to the amount of the Services performed up to the date of termination;

- (ii) deduct all costs, losses and damages incurred under 10.4 (b)(viii), from the payment then or thereafter due to the Consultant. The amount, if any, remaining to be paid thereafter to the Consultant and the amount under clause 11.1 (c)(i) shall constitute the Consultant's sole claim for payment following termination under clause 11.1.
- (iii) be entitled to claim against the Consultant for any losses or damages suffered as a result of the termination; and
- (iv) be entitled to appoint another consultant to perform the Services.

(d) For the avoidance of doubt, the Parties hereby agree that the Consultant shall not be entitled to any other form of losses including loss of profit, damages, claims or whatsoever other than those stipulated under clause 11.1 (c)(i) (if any). The Parties further agree that the payment made by MPC under clause 11.1 (c)(i) shall constitute as a full and final settlement between the Parties.

12.0 TERMINATION ON NATIONAL INTEREST

- (a) Notwithstanding any provisions of this Agreement, MPC may terminate this Agreement by giving not less than fourteen (14) days' notice to that effect to the Consultant (without any obligation to give any reason thereof) if it considers that such termination is necessary for national interest, in the interest of national security or for the purposes of Government policy or public policy.
- (b) Upon such termination:
 - (i) clause 11.1(b) shall apply; and
 - (ii) the Parties hereby agree that the Consultant shall not be entitled to any other form of losses including loss of profit, damages, claims or whatsoever other than those stipulated under clause 11.1 (c)(i). The Parties further agree that the payment made by MPC under clause 11.1 (c)(i) shall constitute as a full and final settlement between the Parties.

13.0 TERMINATION ON CORRUPTION, UNLAWFUL OR ILLEGAL ACTIVITIES

- (a) Without prejudice to any other rights of MPC, if the Consultant, its personnel, servants or employees, is convicted by a court of law for corruption or unlawful or illegal activities in relation to this Agreement or any other agreement that the Consultant may have with MPC, MPC shall be entitled to terminate this Agreement at any time by giving immediate written notice to that effect to the Consultant.

- (b) Upon such termination:
 - (i) clauses 10.4(b) and (c) be applicable;
 - (ii) MPC shall be entitled to all losses, costs, damages and expenses (including any incidental costs and expenses) incurred by MPC arising from such termination.
 - (iii) for avoidance of doubt, the Parties hereby agree that, subject to 13 (b)(i), the Consultant shall not be entitled to any other form of losses including loss of profit, damages, claims or whatsoever upon termination of this Agreement.

14.0 PAYMENT UPON SUSPENSION AND TERMINATION

- (a) In the event of the termination of this Agreement (unless such termination shall have been occasioned by the default of the Consultant) or the suspension of the Project by MPC, the Consultant shall be paid the following sums (less the amount of payments previously made to the Consultant):
 - (i) a sum deducible from the stage of Services completed at the time of termination or suspension; and
 - (ii) provided that the Consultant shall accept the said payments by MPC as full and complete settlement of all his claims for payment under or arising out of this Agreement.
- (b) On suspension or termination, the Consultant shall be paid all fees and expenses commensurate with the Services performed by the Consultant up to the date of suspension or termination which may then be due. The payments made for fees and expenses shall be deemed as full and final payment for the Services up to the date of suspension or termination.
- (c) If this Agreement is resumed, any payment of fees under this clause, except in respect of abortive work that has to be re-done, shall be taken as payment on account towards the fees payable under this Agreement.
- (d) Upon suspension or termination of this Agreement, the Consultant shall within the period specified under item 8 in **Appendix 6** of this Agreement submit to MPCR a statement of final account and supporting documentation showing in details the value of Services carried out in accordance with this Agreement.
- (e) Within the period specified under item 9 in **Appendix 6** of this Agreement, MPCR shall verify the statement of account and its supporting documentation

and evaluate the Services carried out and shall issue the final account for the Services.

- (f) FOR THE AVOIDANCE OF DOUBT, the Parties hereby agree that the Consultant shall not be entitled to any form of losses including loss of profit, damages, claims or whatsoever upon termination of this Agreement.

15.0 FORCE MAJEURE

15.1 Events

Neither Party shall be in breach of its obligations under this Agreement if it is unable to perform or fulfil any of its obligations thereunder as a result of the occurrence of an Event of Force Majeure. An “Event of Force Majeure” shall mean an event, not within the control of the Party affected, which that Party is unable to prevent, avoid or remove, and shall be:

- (a) war (whether declared or not), hostilities, invasion, armed conflict, acts of foreign enemy, insurrection, revolution, rebellion, military or usurped power, civil war, or acts of terrorism;
- (b) ionising radiation or contamination by radioactivity from any nuclear waste, from the combustion of nuclear fuel, radioactive toxic explosive, or other hazardous properties of any explosive, nuclear assembly or nuclear component thereof;
- (c) pressure waves caused by aircraft or other aerial devices traveling at sonic or supersonic speeds;
- (d) natural catastrophe including but not limited to earthquakes, floods, subterranean spontaneous combustion or any operation of the force of nature, lightning and exceptionally inclement weather; and
- (e) riot and disorders, criminal damage, sabotage, strike, lock out, labour unrest or other industrial disturbances (affecting the performance of this Agreement) which are not the fault of the Consultant or its employees, which causes, or can reasonably be expected to cause either Party to fail to comply with its obligations,

PROVIDED THAT Event of Force Majeure shall not include economic downturn, non-availability or insufficient of fund or lack of financing on the part of the Consultant to perform its obligations under this Agreement.

15.2 Notification of Force Majeure

If any Event of Force Majeure occurs which renders a Party unable to perform or fulfil any of its obligations under this Agreement, the Party so affected shall immediately notify the other in writing of the occurrence of any Event of Force Majeure applicable to its obligations under this Agreement giving full details thereof and measures being taken by the Party so affected to reduce the severity of such event and subsequently the cessation of such event. If either Party does not agree that an Event of Force Majeure has occurred, then the dispute shall be referred to MPCR for a decision.

15.3 Termination by Force Majeure

If an Event of Force Majeure has occurred and either Party reasonably considers such Event of Force Majeure applicable to it to be of such severity or to be continuing for a period of more than six (6) months, then the Parties may mutually terminate this Agreement.

15.4 Consequences of Termination due to Event of Force Majeure

If this Agreement is terminated pursuant to clause 15.3, all rights and obligations hereunder shall forthwith terminate and neither Party shall have any claims against each other save and except in respect of any antecedent breach.

15.5 Delay

- (a) Any Party to this Agreement affected by the Event of Force Majeure who has complied with the requirement to provide notice in accordance with clause 15.2 shall not be liable for any delay in performing its obligation under this Agreement to the extent that such delay has been caused by one or more of Event of Force Majeure and the time for completion of any obligation under this Agreement shall be extended by the amount of the delay caused by such Event of Force Majeure. If the Parties do not agree as to the duration of the delay, the disagreement shall be referred to MPCR for a decision.
- (b) Notwithstanding clause 15.5(a), if the continuing occurrence of an Event of Force Majeure is of such severity that it frustrates the original intention and objective of the Parties hereto, the Parties hereto shall forthwith take steps to discuss the circumstances and the consequences of such event and shall consider how best to achieve the objectives of this Agreement in such circumstances and shall, if appropriate, give consideration to any amendment of this Agreement and the terms and conditions of such amendments.

15.6 Restoration

Notwithstanding any other provision in this Agreement, if an Event of Force Majeure occurs and this Agreement is not terminated then in any case where the delivery of the

Services or any part thereof has been affected, the Consultant shall restore such Services to what it was immediately prior to the occurrence of that Event of Force Majeure at its own expenses. Whereas a result of such restoration the Consultant is able to demonstrate that it has incurred substantial costs affecting the Services, the Consultant may apply to MPC for such remedies to enable the Company to recover the costs of such restoration.

15.7 Insurance

Notwithstanding any other Clause, the Consultant shall ensure that whenever reasonably practicable insurance is effected (whether by itself or by its contractors) to cover the occurrence of Events of Force Majeure, PROVIDED THAT such Events of Force Majeure are reasonably and practicably insurable.

PART F

GENERAL PROVISIONS

16.0 AMENDMENT

No modification, amendment, or waiver of any of the provisions of this Agreement shall be valid unless it is made in writing by way of supplementary agreement specifically referring to this Agreement and duly signed by the Parties or its duly authorised representatives. The provision in respect of such amendment, variation or modification thereof shall be supplemental to and be read as an integral part of this Agreement which shall remain in full force and effect as between the Parties.

17.0 NOTICES

- (a) Any notice, approval, consent, request or other communication required or permitted to be given or made under this Agreement shall be in writing in Bahasa Malaysia or English language and delivered to the address or facsimile number of MPC or the Consultant, as the case may be, shown below or to such other addresses, or facsimile numbers as either party may have notified the sender and shall unless otherwise specified herein deemed to be duly given or made, in the case of delivery in person, when delivered to the recipient at such address or by facsimile transmission, when the recipient's facsimile number is shown on the sender's print-out for the transmission regarding the date, time and transmission of all pages, as specified under item 11 in **Appendix 6** of this Agreement.
- (b) It shall be the duty of the Parties to notify the other if there is a change of address or entity by giving a written notice within fourteen days (14).

18.0 GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of Malaysia and the Parties irrevocably submit to the jurisdiction of the courts of Malaysia.

19.0 COMPLIANCE WITH LAWS AND REGULATIONS

- (a) The Consultant shall comply with all applicable laws and regulations in Malaysia and all statutory requirements, standards and guidelines, regulating or relating to the conduct, trade, business of its profession and shall be fully and solely liable for the provisions of the Services.
- (b) The Consultant shall comply with relevant policies, procedures and regulations of MPC in carrying out the Services.

20.0 SEVERABILITY

If any provision of this Agreement is held to be illegal or is invalid under any laws or regulations effective and applicable during the term of this Agreement such provision shall be fully severable and this Agreement shall be construed as if such illegal or invalid provision had never comprised as part of this Agreement and the remaining provisions of this Agreement shall remain in full force and effect and shall not be affected by the illegal or invalid provision or by its severance from this Agreement.

21.0 ASSIGNMENT

The Consultant shall not assign, transfer or novate this Agreement or any part of it or any benefit or interest conferred by this Agreement to any third party.

22.0 RELATIONSHIP OF THE PARTIES

Nothing in this Agreement shall be construed as establishing or creating a partnership or a relationship of master and servant between any of the Parties and none of them shall have any authority to bind the other in any way nor shall this Agreement be construed to constitute any party the agent of the other party.

23.0 ADVERTISEMENT

No advertisement in respect of this Agreement shall be published by the Consultant or with the Consultant's authority in the newspaper, magazine or in any forms of advertisement without prior written approval of MPC.

24.0 TIME

Time wherever mentioned, shall be of the essence of this Agreement.

25.0 COSTS AND STAMP DUTY

The Consultant shall solely bear the stamp duties, legal costs and fees in the preparation and execution of this Agreement and anything incidental thereto.

26.0 INCOME TAX

- (a) The Consultant and Personnel, including any expatriate personnel and/or foreign Associated Consultant(s) for the Services shall submit the necessary tax returns as required by the Director-General of Inland Revenue in respect of their income in order that tax can be assessed.
- (b) MPC shall deduct tax from all payments due to any expatriate personnel and/or

foreign Associated Consultant(s) at the rate prescribed under the withholding tax laws in effect in Malaysia.

- (c) MPC agrees to reimburse the foreign Associated Consultant(s) any excess payment in income tax.

27.0 SCHEDULES AND APPENDICES

All Schedules and Appendices herewith shall form an integral part of this Agreement and are to be taken as mutually explanatory of one another. However, if there is any ambiguity or discrepancy:

- (a) between the Appendices with the terms and conditions of this Agreement, then the terms and conditions of this Agreement shall prevail over the Appendices; or
- (b) in the Appendices of this Agreement, MPCR and Consultant shall reach a mutual understanding to resolve the ambiguity or discrepancy.

28.0 WAIVER

Failure by any party to enforce, at any time, any provision of this Agreement shall not be construed as a waiver of its right to enforce the breach of such provision or any of the provision in this Agreement or as a waiver of any continuing, succeeding, or subsequent breach of any provision or other provision of this Agreement.

29.0 CUSTODY OF AGREEMENT

This Agreement shall be prepared in both original and certified duplicate copy. The original of this Agreement shall remain in the custody of MPC and shall be made available at all reasonable times for the inspection of the Consultant. The duplicate copy shall be kept by the Consultant.

30.0 SUCCESSORS BOUND

This Agreement shall be binding upon each of the Parties hereto and their respective successors in title.

PART G

SPECIAL PROVISIONS

[NOTE : WHERE THERE IS A NEED FOR SPECIAL CONDITIONS OVER AND ABOVE THE GENERAL CONDITIONS, THIS SECTION IS TO BE INSERTED BY THE RELEVANT AGENCY WITH THE APPROVAL OF THEIR RESPECTIVE LEGAL ADVISORS. OTHERWISE THIS PAGE TO BE LEFT AS SUCH ABOVE]

- None -

APPENDIX

SIGNATORIES TO THE AGREEMENT

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement on the day and the year first hereinbefore appearing.

SIGNED for and on behalf of)
MALAYSIA PRODUCTIVITY CORPORATION) DATO' ABDUL LATIF BIN HAJI ABU SEMAN
Director General
Malaysia Productivity Corporation
610529-06-5073



In the presence of:



.....
Name of witness: Datin Roseleena Hashim
NRIC No.: 650318-03-5284

SIGNED for and on behalf of)
THE CONSULTANT) MUHAMMAD NUR AZRAEI BIN SHAHBUDIN
Manager
IIUM Entrepreneurship and Consultancies Sdn Bhd
800606-14-5999

.....
In the presence of:

.....
Name of witness: Norshuhaida bt Zakaria
NRIC No.: 831026-02-5554

APPENDIX

APPENDIX 1 : TERMS OF REFERENCE

PERLANTIKAN PERUNDING BAGI KAJIAN KES *BEHAVIOURAL INSIGHTS* 2021

MENINGKATKAN KADAR PENERIMAAN PENGGUNA PLATFORM E-PEMBAYARAN DALAM PERKHIDMATAN KERAJAAN

A. LATAR BELAKANG

1. Perbadanan Produktiviti Malaysia (MPC) telah diberi mandat oleh Kerajaan untuk melaksanakan Kajian Behavioural Insights (BI) di Malaysia pada tahun 2021, selari dengan aspirasi Kerajaan untuk menggunakan kaedah BI dalam membangunkan polisi awam dan peraturan yang berkualiti dan berkesan.
2. Penggubalan dasar berunsurkan perihal tingkah laku menekankan tentang kepentingan mengkaji pelbagai pengaruh, memberi perhatian kepada faktor-faktor sosial, psikologi dan ekonomi yang mempengaruhi pemikiran dan perlakuan seseorang individu selain memberi penyelesaian yang kreatif dalam berdepan cabaran yang sukar, selalunya dengan kos yang rendah. Ianya juga dapat membantu penggubal dasar untuk mengelak beberapa perangkap dan sikap berat sebelah dalam membuat keputusan yang akan mempengaruhi semua individu.
3. Kerajaan dalam usaha untuk menggalakkan penggunaan e-pembayaran, telah melakukan pelbagai promosi dan insentif namun tahap penerimaan dan pelaksanaan inisiatif digital di kalangan pengguna kurang mendapat sambutan. Kerajaan juga telah membangunkan Pelan Strategik e-Pembayaran Sektor Awam 2016 – 2020 (PPSPA) bertujuan untuk menambah baik persekitaran e-Pembayaran yang mesra pengguna, membudayakan e-Pembayaran untuk meningkatkan tahap penggunaan dan kepuasan pengguna serta meningkatkan keyakinan pengguna terhadap perkhidmatan e-Pembayaran.
4. Pada tahun 2020, pencapaian Perkhidmatan Servis e-Pembayaran dalam Perkhidmatan Kerajaan menunjukkan pencapaian sebanyak 62.9%. Sementara itu, perbandingan di antara servis e-Pembayaran dan mod pembayaran konvensional (tunai, cek, draf bank, pesanan pos) adalah sebanyak 57.5%. Justeru itu, bagi merapatkan jurang penggunaan e-Pembayaran ini, pendekatan BI diperlukan untuk meningkatkan penggunaan Platform e- Pembayaran sebagai pilihan utama perkhidmatan pembayaran Sektor Awam yang kondusif, selamat dan efisien.

APPENDIX**B. OBJEKTIF KAJIAN**

1. Tujuan kajian ini dijalankan adalah untuk menerapkan penggunaan kaedah *Behavioural Insights* (BI) dalam:
 - i. Mengenalpasti jurang, isu dan permasalahan utama kajian;
 - ii. Mengenalpasti keadaan semasa dan menganalisa cabaran secara terperinci;
 - iii. Membangunkan instrumen yang paling berkesan dalam pengumpulan data; dan
 - iv. Mengesyorkan pelan tindakan dan cadangan penambahbaikan dalam meningkatkan penggunaan platform e-pembayaran bagi produk dan perkhidmatan kerajaan.

C. SKOP KAJIAN

Skop kajian adalah sehingga ***baseline study*** sahaja, di mana kumpulan sasar adalah pengguna bagi produk dan perkhidmatan kerajaan di sekitar Lembah Klang.

D. METODOLOGI KAJIAN

1. Kajian yang dijalankan akan menggunakan metodologi seperti berikut:
 - i. *Desk research* dan *literature review* untuk mendapatkan gambaran awal mengenai isu dan permasalahan utama;
 - ii. Sesi libat urus bersama pemegang taruh dan pihak berkepentingan;
 - iii. Pengumpulan data secara kuantitatif atau kualitatif; dan
 - iv. Membuat analisa kajian dalam bentuk grafik dan bertulis bagi memudahkan penyampaian hasil penemuan kajian.

E. JANGKAAN DAPATAN KAJIAN

1. Hasil penemuan kajian akan digunakan sebagai input kepada pemegang taruh (*stakeholders*) dalam usaha untuk menambahbaik peraturan atau polisi sedia ada agar ianya selari dengan aspirasi dan keperluan negara. Jangkaan dapatan dari kajian ini adalah:
 - i. Laporan Kajian Kes
 - ii. Cadangan penambahbaikan; dan
 - iii. Cadangan intervensi kajian

APPENDIX**F. TEMPOH KAJIAN**

1. Jangka masa projek adalah selama tiga (3) bulan. Tiada lanjutan tempoh masa akan diberikan.
2. Bagi memastikan maklumat yang diperoleh dalam pelaksanaan kajian seiring dengan matlamat MPC, dapatan kajian perlu dikemukakan mengikut peringkat pelaksanaan kajian seperti berikut:
 - i. Laporan Awal: dikemukakan kepada MPC pada/sebelum hujung bulan pertama;
 - ii. Laporan Interim: dikemukakan kepada MPC pada/sebelum hujung bulan kedua; dan
 - iii. Laporan Akhir: dikemukakan/dibentangkan kepada MPC pada/sebelum hujung bulan ketiga.

Walau bagaimanapun, dalam kes-kes yang tertentu, pihak MPC berhak untuk memohon kerjasama perunding untuk membuat pembentangan untuk mana-mana laporan pada bila-bila masa yang diperlukan.

G. PENYALURAN YURAN PROFESIONAL

1. Pembayaran yuran kepada perunding akan dijalankan mengikut terma berikut:
 - i. Pembayaran pertama (50%) dibuat selepas Laporan Awal dikemukakan kepada MPC; dan
 - ii. Pembayaran terakhir (50%) dibuat selepas Laporan Akhir diserahkan kepada MPC dalam bentuk softcopy.

H. PENYERAHAN

1. Selepas laporan akhir dibentangkan kepada MPC dan dimurnikan, perkara-perkara seperti berikut hendaklah dihantar selewat-lewatnya tujuh (7) hari dari tarikh pembentangan:
 - i. Satu (1) naskah Laporan Akhir Projek yang lengkap dan komprehensif dalam Bahasa Melayu atau Bahasa Inggeris. Laporan Akhir Projek juga perlu mengandungi Abstrak dan Rumusan Eksekutif.
 - ii. Laporan Akhir Kajian dalam bentuk softcopy dan dalam bentuk MS Word; dan
 - iii. Slaid pembentangan dalam Bahasa Melayu atau Bahasa Inggeris

APPENDIX

I. SKOP TUGAS

1. Perunding yang dilantik mestilah:
 - i. Menjadi ketua projek bagi kertas cadangan yang telah diluluskan oleh MPC;
 - ii. Membina dan melaksanakan konsep, rangka kerja, metodologi dan pendekatan terperinci bagi keseluruhan projek;
 - iii. Mengurus ahli kumpulan dan memantau aktiviti kumpulan yang berkaitan dengan pengurusan dan pelaksanaan projek, termasuk pengurusan, kemajuan dan pelaporan projek;
 - iv. Mengatur sebarang perundingan termasuk perbincangan atau mesyuarat bersama pihak luar;
 - v. Menyelaras kerja-kerja ahli kumpulan agar selaras dengan pelan pelaksanaan projek secara keseluruhan;
 - vi. Menyediakan setiap laporan secara terperinci yang akan dikemukakan dan/atau dibentangkan kepada MPC;
 - vii. Menghadiri sebarang perbincangan yang berkaitan kes kajian BI bersama MPC dan pihak luar;
 - viii. Bertanggungjawab mengetuai pembentangan kepada Pengurusan MPC; dan
 - ix. Memastikan perbelanjaan bagi projek dibuat secara berhemah dan mematuhi peraturan Kewangan Kerajaan yang sedang berkuatkuasa.

J. KAEDAH PENETAPAN KOS PERKHIDMATAN PERUNDING

1. Penetapan kos perkhidmatan perunding bagi kajian ini hendaklah menggunakan kaedah penetapan kos perkhidmatan perunding seperti di Pekeliling Perbendaharaan Malaysia PK 3.2 – Kos Perkhidmatan Perunding

Kos projek yang disalurkan adalah muktamad. Sebarang penambahan kos tidak akan ditanggung oleh MPC.

APPENDIX

K. HAK MILIK MPC KE ATAS LAPORAN PROJEK, REKOD-REKOD DAN DOKUMEN YANG BERKAITAN

1. Semua laporan dan data yang berkaitan seperti peta, rajah, lukisan, statistik dan rekod atau bahan yang dikumpulkan atau disediakan dalam tempoh projek ini adalah sulit dan hendaklah menjadi harta milik MPC sepanjang masa penyediaan projek dan selepas projek dilaksanakan.
2. Perunding yang dilantik dan/atau ahli kumpulan tidak boleh bertindak atau melakukan sebarang penyebaran hasil kajian ini tanpa mendapat kebenaran secara bertulis daripada MPC.

L. TINDAKAN TATATERTIB

1. MPC berhak mengambil tindakan tatatertib yang bersesuaian ke atas perunding yang telah melanggar syarat-syarat sebagaimana yang termaktub dalam Terma Rujukan ini.
2. Sekiranya perunding tidak dapat menamatkan projek sebagaimana yang telah diamanahkan/dijanjikan, MPC berhak mengambil tindakan tatatertib yang bersesuaian seperti berikut:
 - i. Mengeluarkan Surat Tunjuk Sebab kepada perunding yang berkaitan;
 - ii. Memberi notis bertulis penamatan perkhidmatan perunding bagi projek yang sedang dilaksanakan;
 - iii. Dana bagi projek akan diberhentikan dan Perunding dan ahli kumpulan akan di senarai hitam daripada projek-projek MPC.
 - iv. Dana yang telah disalurkan perlu dipulangkan sepenuhnya kepada MPC dalam masa tujuh (7) hari dari tarikh notis dikeluarkan; dan
 - v. Dana yang masih berbaki dan belum digunakan tidak akan disalurkan kepada perunding.

PERBADANAN PRODUKTIVITI MALAYSIA (MPC)

APPENDIX 2**APPENDIX 2: TECHNICAL DOCUMENTS FOR PROJECT IMPLEMENTATION****A) PENGENALAN**

Melalui kolaborasi antara bank dan industri pembayaran, usaha telah dilakukan untuk memperbaiki dan memperluas akses infrastruktur e-pembayaran. Ini dilakukan dengan mengenali dan menghapus halangan bagi e-pembayaran dalam skala yang menyeluruh, di samping memberikan sokongan yang diperlukan untuk memastikan kelancaran peralihan kepada pembayaran elektronik. Seiring peralihan negara ke arah ekonomi bernilai tambah dan berpendapatan tinggi, peranan sektor kewangan dibayangkan tumbuh di luar peranannya sebagai pemboleh pertumbuhan untuk menjadi pemacu utama dan pemangkin pertumbuhan ekonomi. Untuk mencapai tujuan ini, sektor kewangan perlu lebih kompetitif, dinamis, inklusif, pelbagai dan bersepada, dengan kemampuan untuk menawarkan perkhidmatan kewangan bertaraf dunia, dari segi luas, mendalam dan berkualiti untuk memenuhi keperluan Malaysia.

Kerajaan telah membangunkan Pelan Strategik e-Pembayaran Sektor Awam 2016-2020 (PPSPA) bertujuan untuk menambah baik persekitaran e-Pembayaran yang mesra pengguna, membudayakan e-Pembayaran untuk meningkatkan tahap penggunaan dan kepuasan pengguna serta meningkatkan keyakinan pengguna terhadap perkhidmatan e-Pembayaran.

Kajian garis dasar (*baseline study*) ini dalam usaha menghasilkan lebih banyak tindakan diambil oleh para pengguna, terutama yang melibatkan pembayaran dalam perkhidmatan kerajaan. Ini kerana pembayaran yang dilakukan secara tradisional dengan cara tunai dan cek bukan hanya melambatkan, malahan menyusahkan. Kajian mendapati bahawa pembayaran yang dilakukan secara elektronik menggunakan kad plastik atau melalui saluran elektronik amat memudahkan. Ini ditunjukkan oleh peningkatan jumlah transaksi pembayaran elektronik yang dibuat per kapita kepada 56% transaksi pada tahun 2012 berbanding hanya 14.3% pada tahun 2003, dan lebih daripada 80% transaksi pembayaran runcit dilakukan secara elektronik.

Sementara peralihan ke pembayaran elektronik akan dilakukan secara bertahap dan mungkin berlangsung selama beberapa tahun, usaha telah ditingkatkan untuk mendorong masyarakat supaya lebih cenderung menggunakan e-pembayaran, seiring dengan kemajuan teknologi dan kehendak ekonomi. Semua lapisan masyarakat perlu diberi pendedahan dan kesedaran tentang kepentingan pembayaran yang melibatkan perkhidmatan kerajaan.

Jenis E-Pembayaran Berkaitan Perkhidmatan Kerajaan

Pembayaran elektronik atau dengan ringkas lebih dikenali sebagai e-pembayaran telah berkembang di Malaysia. Ini didorong oleh peningkatan penggunaan komputer dan telefon pintar atas talian. Penduduk Malaysia dapat memanfaatkan pertumbuhan infrastruktur berteknologi. Platform seperti jomPAY, myBayar (myGovXchange) dan myPAY telah digunakan semenjak ia dilancarkan. Antara ringkas platform yang tersebut:

1. myGovXchange (myBayar)

Ia ditubuhkan untuk menyediakan pintu masuk bagi individu dan organisasi untuk melakukan ePayment dan eSubmission dengan agensi Kerajaan. myGovXchange memainkan peranan utama dalam pembangunan inisiatif e-Kerajaan.

Keperluan kepada myGovXchange (myBayar) adalah jelas. Tanpa pemasaran, pengguna tidak dapat mengakses perkhidmatan e-Government secara konsisten dan dari platform yang boleh dipercayai. Terdapat banyak agensi Kerajaan yang memerlukan laman web, ID pengguna, dan kata laluan yang berbeza. Selanjutnya, kaedah komunikasi boleh berbeza dan unik di antara agensi.

Untuk mengatasi masalah ini, myGovXchange telah dijadikan asas untuk infrastruktur Internet Kerajaan. Aspek yang paling penting adalah membuat titik masuk tunggal, dan seterusnya membantu pengguna untuk berurusan dengan Kerajaan melalui titik akses tunggal ini. myGovXchange terus berkembang. Jumlah agensi yang mengambil bahagian dan keperluan pengguna dipertimbangkan dalam memperluas perkhidmatan myGovXchange.

Entiti myGovXchange menyediakan hab pintu masuk pembayaran, gerbang pembayaran dalam talian (myBayar) dan gerbang borang dalam talian (myForms) untuk Kerajaan. Hab pembayaran menawarkan gerbang pembayaran bersama (MGX Payment Gateway) sebagai hab pembayaran agensi Kerajaan. myBayar adalah pusat sehenti yang menyediakan platform gabungan dan diperbadikan yang membolehkan orang ramai memeriksa dan membuat pelbagai pembayaran secara serentak. myForms memberi ruang penjelasan kepada masyarakat dan perniagaan untuk menyerahkan borang kepada pelbagai agensi dengan transaksi yang mudah.

2. Gerbang Pembayaran Melalui Peranti Mudah Alih (myPay)

myPay adalah salah satu perkhidmatan di bawah inisiatif myGov Mobile oleh Kerajaan Malaysia yang menawarkan perkhidmatan pembayaran elektronik pada aplikasi mudah alih. Inisiatif ini diperkenalkan untuk mendorong pembayaran dalam talian untuk perkhidmatan Kerajaan.

Inisiatif ini secara tidak langsung membuka saluran baru untuk perkhidmatan Kerajaan untuk kemudahan orang ramai dalam membuat pembayaran dalam talian tanpa pergi ke kaunter fizikal. Pembayaran boleh dibuat pada bila-bila masa melebihi had waktu operasi agensi. Perkhidmatan ini membantu meningkatkan kecekapan penyampaian perkhidmatan untuk memenuhi keperluan pelanggan. Antara senarai agensi yang menawarkan aplikasi mudah alih myPay kepada orang ramai buat masa kini ialah:

a) Perbadanan Tabung Pendidikan Tinggi Nasional - (PTPTN)

MyPay memberikan kemudahan memeriksa baki pinjaman. Pada masa yang sama, ia membolehkan pembayaran dan deposit pinjaman pelajar dengan cepat dan mudah ke akaun simpanan SSPN-i dan SSPN-i Plus. Muat turun MyPay di Google Play dan Apple Store, atau ia boleh dilawati di www.mypay.com.my.

b) Majlis Agama Islam Kelantan (MAIK)

MyPay memudahkan pembayaran zakat anda dibayar secara dalam talian. Muat turun MyPay di Google Play dan Apple Store, atau boleh lawati www.mypay.com.my untuk membayar zakat dengan cepat dan mudah.

c) Institut Keselamatan dan Kesihatan Pekerja Negara (NIOSH)

Peserta NIOSH boleh membayar kursus, peperiksaan dan pendaftaran latihan NIOSH dengan mudah

melalui peranti pintar, dengan hanya melawati <https://mypay.com.my/web/niosh>.

3. Skim Pembayaran Bil Dalam Ekonomi (JomPAY)

Sistem Pembayaran JomPAY dilancarkan oleh Bank Pusat Malaysia pada bulan April 2015. Objektif utama pembangunan sistem pembayaran baru ini adalah untuk memastikan kecekapan proses pembayaran elektronik, dengan itu memberi orang ramai akses mudah untuk membayar bil mereka secara dalam talian. JomPAY menawarkan portal pembayaran dalam talian sehenti untuk pengguna membayar bil mereka secara elektronik pada bila-bila masa di mana sahaja, tanpa sebarang bayaran transaksi. Ia menangani semua pembayaran ke bank tersenarai dengan mewujudkan platform terbuka untuk membayar bil secara dalam talian. JomPAY ditetapkan sebagai kemudahan yang membolehkan individu dan organisasi menjalankan transaksi dalam talian dengan lebih yakin. Inisiatif ini memainkan peranan penting dalam usaha Kerajaan dalam meningkatkan kemampuan perkhidmatan dalam taliannya dalam pengembangan inisiatif e-Government. JomPAY merupakan satu gerbang pembayaran elektronik yang amat meluas digunakan di hari ini. Antaranya:

- a) Perkhidmatan ini membolehkan urus niaga kewangan dilakukan di lebih 40 bank Malaysia.
- b) Ia menyediakan pembayaran bil yang cekap dan mudah, tanpa beratur atau mengunjungi premis penerima pembayaran.
- c) Ia menjimatkan kos, cekap dan mudah dikendalikan oleh perniagaan yang mengambil bahagian.

Kelebihan JomPAY adalah kerana ia merupakan skim pembayaran bil nasional yang ditubuhkan dan diatur oleh MyClear di bawah bidang kuasa Bank Pusat dengan penyertaan bank dan penerima pembayaran utama. JomPAY membuat ekosistem pembayaran bil yang dapat diakses oleh pengguna, bank dan penerima pembayaran, di mana mana-mana pelanggan dari 42 bank yang mengambil bahagian dapat membayar bil mereka kapan saja dan di mana saja. Pada masa yang sama, perniagaan dan penerima dapat menggunakan JomPAY untuk mengumpulkan pembayaran dari pelanggan mereka, menjimatkan masa dan kos, meningkatkan aliran tunai dan mendamaikan pembayaran yang diterima dengan lebih berkesan.

B) JUSTIFIKASI KAJIAN

Kerajaan ingin terus menggalakkan penggunaan e-pembayaran melalui pelbagai promosi dan insentif memandangkan tahap penerimaan dan pelaksanaan inisiatif digital di kalangan pengguna masih kurang mendapat sambutan. Pada tahun 2020, pencapaian perkhidmatan servis e-pembayaran dalam perkhidmatan kerajaan menunjukkan pencapaian sebanyak 62.9%. Sementara itu, perbandingan di antara servis e-pembayaran dan mod pembayaran konvensional (tunai, cek, draf bank, pesanan pos) adalah sebanyak 57.5%. Justeru itu, bagi merapatkan jurang penggunaan e-pembayaran ini, pendekatan BI diperlukan untuk meningkatkan penggunaan Platform e-Pembayaran sebagai pilihan utama perkhidmatan pembayaran sektor awam yang kondusif, selamat dan efisien.

Migrasi dari pembayaran berdasarkan kertas (tunai dan cek) kepada pembayaran elektronik akan meningkatkan kecekapan keseluruhan sistem pembayaran, dan memberikan penjimatan kos dan kecekapan yang bermakna kepada seluruh ekonomi. Ini kerana sumber daya yang terlibat dalam pemprosesan manual dapat digunakan semula dan kos yang berkaitan dengan pengendalian wang tunai dan cek dapat dikurangkan dengan ketara. E-pembayaran merupakan cara pembayaran yang lebih pantas dan efisien, memberi peluang untuk meningkatkan tahap produktiviti dan menurunkan biaya menjalankan perniagaan.

Kajian menunjukkan bahawa peralihan dari kertas ke sistem pembayaran berdasarkan elektronik dapat menghasilkan penjimatan tahunan hingga 1% daripada KDNK. Lebih-lebih lagi, pembayaran elektronik juga dapat meningkatkan kemasukan kewangan dengan memperluas perkhidmatan kewangan kepada masyarakat yang tidak mempunyai bank. Dengan berbuat demikian, masyarakat seperti itu akan dibawa ke dalam sistem kewangan formal dan ke arus perdana ekonomi. Ini akan membolehkan mereka menikmati kos perkhidmatan kewangan yang lebih rendah dan kaedah penjimatan yang lebih baik.

Peralihan kepada e-pembayaran adalah satu lonjakan yang sangat penting bagi usaha mencapai pertumbuhan ekonomi yang lebih tinggi dan meningkatkan daya saing ekonomi yang lebih mapan.

BNM berusaha untuk mempercepat migrasi ke pembayaran elektronik. melalui perbankan atas talian. Antara inisiatif yang dibuat oleh BNM ialah mengurangkan yuran transaksi RENTAS untuk pembayaran pihak ketiga yang dikenakan ke atas bank anggota telah dikurangkan dari RM2.50 kepada RM1.50 berkuatkuasa pada 15 Julai 2008. Berikutnya itu, ada juga pengurangan caj bank sebanyak RM1.00 yang dikenakan oleh bank anggota kepada pelanggan mereka untuk pembayaran RENTAS berkuat kuasa mulai tarikh yang sama.

Pada tahun 2020, pencapaian Perkhidmatan Servis e-Pembayaran dalam Perkhidmatan Kerajaan menunjukkan pencapaian sebanyak 62.9%. Sementara itu, perbandingan di antara servis e-Pembayaran dan mod pembayaran konvensional (tunai, cek, draf bank, pesanan pos) adalah sebanyak 57.5%. Justeru itu, bagi merapatkan jurang penggunaan e-Pembayaran ini, pendekatan BI diperlukan untuk meningkatkan penggunaan Platform e-Pembayaran sebagai pilihan utama perkhidmatan pembayaran Sektor Awam yang kondusif, selamat dan efisien.

C) OBJEKTIF KAJIAN

- O1 Mengenal pasti jurang, isu dan permasalahan utama kajian;
- O2 Mengenal pasti keadaan semasa dan menganalisa cabaran secara terperinci;
- O3 Membangunkan instrumen yang paling berkesan dalam pengumpulan data;
- O4 Mengesyorkan pelan tindakan dan cadangan penambahbaikan dalam meningkatkan penggunaan platform e-pembayaran bagi produk dan perkhidmatan kerajaan.

D) KERANGKA TEORI KAJIAN

Kajian wawasan tingkah laku atau *Behavioural Insights* (BI) ini akan menggunakan kerangka Teori Dorongan “Jentikan Hati” (*Nudge Theory*). Dari kerangka besar tersebut, kajian akan mempraktikkan dua teori serpihan iaitu: 1) Teori Penukaran (*Conversion Theory*) dan juga, 2) Prinsip Pengurangan (*Scarcity Principle*).

Nudge (dorongan “jentikan hati”) adalah konsep dalam ekonomi tingkah laku, teori politik, dan sains tingkah laku yang mengemukakan peneguhan positif dan cadangan tidak langsung sebagai cara untuk mempengaruhi tingkah laku dan membuat keputusan secara berkumpulan atau individu. Demi mencapai kepatuhan, dorongan secara “jentikan hati” adalah berbeza dengan cara dorongan pemujukan biasa samada melalui pendidikan, perundangan atau penguatkuasaan. Dorongan “jentikan hati” didasarkan dari aspek pilihan diri untuk mengubah tingkah laku orang dengan cara

yang dapat diramalkan tanpa meletakkan sebarang larangan atau mengubah insentif ekonomi mereka dengan ketara. Untuk dianggap sebagai dorongan semata-mata, campur tangan mestilah mudah dan murah. "Nudge" bukan mandat, tapi dorongan yang dipilih sendiri.

Kajian ini bertumpu pada pandangan tingkah laku awam (BI) mengenai tahap pengetahuan dan kesedaran mereka mengenai bahaya dan keselamatan elektrik. Hasilnya memberikan data empiris untuk memahami bagaimana masyarakat dapat "didorongkan" dengan fokus untuk mewujudkan budaya keselamatan dalam bahaya elektrik dan langkah-langkah untuk keselamatan nyawa dan keselamatan aset (termasuk lampu jalan yang ada).

Menurut Thaler dan Sunstein (2008), "nudge" adalah konsep yang merupakan cara yang agak halus bagi mendorong manusia untuk membuat keputusan yang sesuai dengan kepentingan diri mereka. Ringkasnya, ini adalah untuk memudahkan mereka membuat keputusan tertentu; dan tidak pernah menghukum mereka sekiranya mereka tidak bertindak dengan cara tertentu.

Projek ini bertumpu pada keperluan mendorong masyarakat untuk membuat pembayaran melalui sistem e-pembayaran dalam perkhidmatan kerajaan. Untuk menggunakan sebarang teori, sangat penting untuk mengetahui bagaimana orang berfikir. Dan bagaimana pemikiran orang hampir selalu berkaitan dengan peraturan norma sosial. Melalui teori *Nudge*, penyelidik dapat memudahkan masyarakat untuk membuat pilihan yang terbaik untuk mereka, keluarga dan masyarakat mereka.

Dari Teori *Nudge* ini, kajian mendapati keperluan kepada sesebuah teori yang lebih bersifat praktikal ke arah penukaran tingkahlaku akibat dari sesuatu tekanan yang mendorong untuk bertindak dengan segera. Dalam hal ini, kajian ingin mendapat hasil kajian yang menunjukkan kesungguhan yang lebih nyata terhadap penggunaan e-pembayaran seperti jomPAY, myBayar dan myPAY.

1) Teori Penukaran (Conversion Theory)

Ia merupakan satu teori sosio-psikologikal bagi mempengaruhi pemikiran manusia. Teori Penukaran (Conversion Theory) lebih bersifat "pengaruhi" dan bukan "pujukan". Ia bertindak untuk menukar pemikiran seseorang kepada tingkahlaku yang diingini. Teori ini amat dekat dengan Teori *Nudge* kerana ia lebih memenuhi keperluan masyarakat dengan cara yang benar-benar berbicara kepada mereka. Ini dapat dipelajari dengan cara memahami mengapa seseorang meng"klik" atau meng-retweet sesuatu informasi.

Dalam kes ini, golongan minoriti yang telah melakukan e-pembayaran dalam kumpulan boleh mempengaruhi mereka golongan majoriti. Biasanya, mereka boleh dipengaruhi jika mereka melihat sendiri betapa mudahnya sistem perbankan e-pembayaran (yang telah diamalkan oleh golongan minoriti) atau bila mana mereka merasa tidak ada alternatif lain. Didapati suara minoriti yang konsisten dan yakin adalah paling berkesan untuk mempengaruhi majoriti.

2) Prinsip Pengurangan (Scarcity Principle).

Teori ini menekankan realiti kehidupan di mana jika terdapat pengurangan atau diletakkan sebarang had ke atas sesuatu, keinginan manusia akan meningkat di mana dalam masa yang sama mereka menjangkakan penyesalan dan ketinggalan jika mereka tidak bertindak pantas. Contoh Prinsip Pengurangan (Scarcity Principle) boleh dilihat dengan promosi iklan istimewa yang digunakan oleh syarikat pengiklanan bagi memasarkan barang mereka. Menghadkan jangka masa tertentu menyebabkan manusia lebih handal bertindak dalam membuat keputusan.



Pembudayaan platform e-pembayaran dalam perkhidmatan kerajaan terutama jomPAY, myBayar dan myPAY boleh dipertingkatkan melalui tahap kesedaran sivik yang tinggi di kalangan masyarakat.

E) KAEADAH DAN METODOLOGI KAJIAN

Kajian yang dijalankan akan menggunakan metodologi seperti berikut:

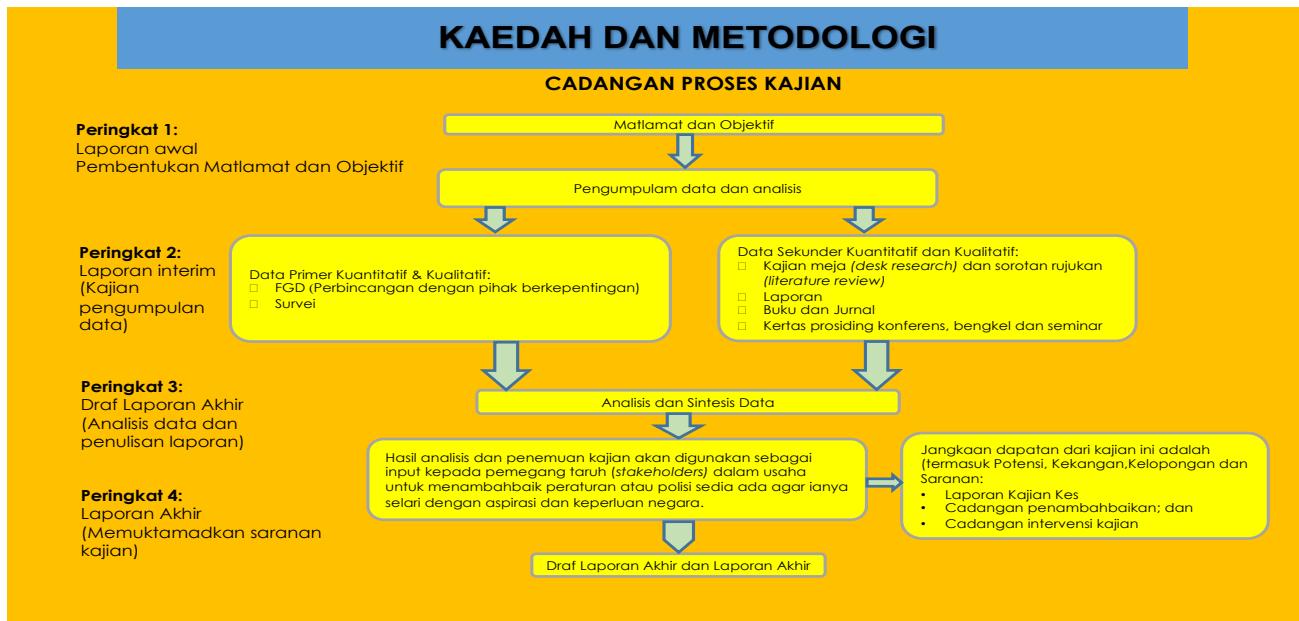
1. Kajian meja (*desk research*) dan sorotan rujukan (*literature review*) untuk mendapatkan gambaran awal mengenai isu dan permasalahan utama;
2. Sesi libat urus bersama pemegang taruh dan pihak berkepentingan;
3. Pengumpulan data secara kuantitatif atau kualitatif; dan
4. Membuat analisa kajian dalam bentuk grafik dan bertulis bagi memudahkan penyampaian hasil penemuan kajian.

Bagi mendapatkan pencapaian kajian yang positif lagi memberangsangkan, kajian ini akan bekerjasama dengan dua agensi kerajaan persekutuan iaitu Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (atau Malaysian Administrative Modernisation and Management Planning Unit - MAMPU) dan Kementerian Kewangan (atau Ministry of Finance - MOF).

Data akan diambil dengan kaedah primer dan sekunder bagi kedua-dua teknik kuantitatif dan kualitatif. Kaedah primer melibatkan: 1) Perbincangan Fokus Berkumpulan (*Focus Group Discussions* - FGD); dan 2) Kertas kajian survei. Manakala, kaedah sekunder melibatkan: 1) Kajian meja (*desk research*) dan sorotan rujukan (*literature review*); 2) laporan; 3) buku dan jurnal; dan 4) kertas prosiding konferense, bengkel dan seminar. Ringkasan kaedah dan metodologi kajian boleh dilihat di Carta 1.

Dengan pengunaan pelbagai teknik dan kaedah pengumpulan data, memungkinkan kajian ini memperolehi elemen penting bagi tujuan kajian garis dasar (*baseline study*), seperti yang diharapkan.

Carta 1: Kaedah dan Metodologi Kajian Bi Meningkatkan Kadar Penerimaan Pengguna Platform E-Pembayaran Dalam Perkhidmatan Kerajaan



Bagi data kaedah sekunder, kajian menjangkakan bahawa teknik kualitatif akan lebih meluas diguna pakai. Ini kerana kajian analisis tema (*thematic analysis*) mudah dibuat dari kajian meja (*desk research*), sorotan rujukan (*literature review*), laporan, buku, jurnal serta kertas prosiding konferense, bengkel dan seminar. Bilamana perlu, teknik kuantitatif akan digunakan.

Bagi kaedah primer yang melibatkan dapatan empirikal, kajian akan memastikan penggunaan prosedur pengkajian secara saintifik. Walaupun Perbincangan Fokus Berkumpulan (*Focus Group Discussions - FGD*) adalah bersifat kualitatif manakala Kertas Kajian Survei adalah bersifat kuantitatif, kedua-dua teknik memerlukan asas yang sama, iaitu:

- Objektif
- Teknik penyampelan
- Saiz sampel dan kriteria
- Tapak kajian (kajian kes)
- Tempoh masa (15/4/2021 – 15/5/2021)

F) JANGKAAN DAPATAN KAJIAN

Hasil penemuan kajian akan digunakan sebagai input kepada pemegang taruh (*stakeholders*) dalam usaha untuk menambahbaik peraturan atau polisi sedia ada agar ianya selari dengan aspirasi dan keperluan negara. Jangkaan dapatan dari kajian ini adalah:

1. Laporan kajian kes
2. Cadangan penambahbaikan
3. Cadangan intervensi kajian

APPENDIX 3

APPENDIX 3 : LETTER OF ACCEPTANCE



PERBADANAN PRODUKTIVITI MALAYSIA (MALAYSIA PRODUCTIVITY CORPORATION)
 Pud Surut 64, Jalan Sultan, 48004 Petaling Jaya, Selangor D.E., Malaysia.
 Tel: 03-7865 7286, 7865 7080, 7865 7085, 7865 7172, 7865 7190, 7865 7232, 7865 7341
 Fax: 03-7857 8086 (Block Inovasi) 7865 1824, 7860 8284 (Block Produktiviti) 7854 0795 (Promosi)
 Lemong Produktiviti, Off Jalan Sultan, 48200 Petaling Jaya, Selangor D.E., Malaysia.
<http://www.mpc.com.my>



(Badan Baharuan di bawah Kementerian Perdagangan Anjasangsa dan Industri - MIT)

SURAT SETUJU TERIMA

MPC(PCT)100-1/4/1/23

23 Mac 2021

IIUM Entrepreneurship and Consultancies Sdn. Bhd.
 Level 3, Research Centre Building
 International Islamic University Malaysia,
 Jalan Gombak
 53100 Kuala Lumpur
 Wilayah Persekutuan Kuala Lumpur, Malaysia

**TAWARAN LANTIKAN UNTUK PEROLEHAN PERKHIDMATAN PERUNDING
 BUKAN FIZIKAL SECARA LANTIKAN TERUS BERSERTA KOS SILING**

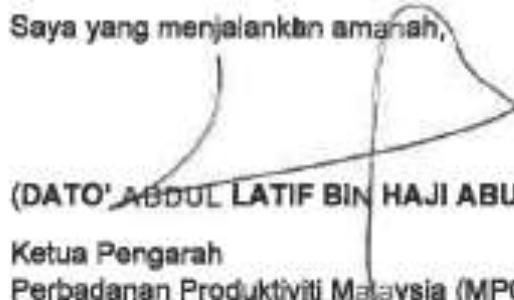
Adalah saya dengan hormatnya dimaklumkan bahawa berdasarkan Cadangan Teknikal dan Cadangan Kos yang telah dipersetujui, Perbadanan Produktiviti Malaysia bersetuju melantik Tuan/Puan sebagai perunding dengan kaedah bayaran secara Input Masa bagi kajian seperti berikut:

Nama Kajian	:	MENINGKATKAN KADAR PENERIMAAN PENGGUNA PLATFORM e-PEMBAYARAN DALAM PERKHIDMATAN KERAJAAN
Kos Projek (termasuk 6% SST)	:	RM40,000.00
Yuran Perunding	:	
i) Fasa I (50%)	:	RM20,000.00 (termasuk 6% SST)
ii) Fasa II (50%)	:	RM20,000.00 (termasuk 6% SST)
Kaedah Perolehan	:	Lantikan Terus Berserta Kos Siling
Bidang Perunding	:	340105 (Kajian Pemasaran dan Penyelidikan) 340104 (Kajian Kemsosiarakan) 340103 (Kajian Ekonomi) 340106 (Kajian Sumber Manusia)
Perjanjian Piawai yang digunakan	:	Form CSA2014 (Amendment 2018) - Research
Skop Perkhidmatan	:	Lampiran 1 (Terms of Reference)
Tempoh Perkhidmatan	:	3 bulan (23 Mac – 23 Jun 2021)

2. Pihak Tuan/Puan adalah diingatkan bahawa perbelanjaan imbuhan balik hendaklah mengikut perbelanjaan sebenar berdasarkan prinsip yang mana lebih rendah dan tidak melebihi kos yang telah dipersetujui.(jika berkaitan)
3. Dengan penerimaan tawaran perlantikan ini, suatu ikatan kontrak terwujud di antara Kerajaan dengan Tuan/Puan. Suatu perjanjian formal akan disempurnakan kemudiannya dengan memasukkan semua terma perjanjian sebagaimana yang dipersetujui.
4. Bersama-sama surat ini juga disertakan Surat Akuan Perunding Yang Dilantik untuk tandatangan pihak Tuan/Puan dan dikembalikan bersama Surat Setuju Terima ini.
5. Untuk makluman pihak Tuan/Puan, prestasi perkhidmatan firma Tuan/Puan akan dinilai sepanjang tempoh lantikan berdasarkan kualiti kerja, ketepatan masa dan pematuhan kepada terma rujukan.
6. Salinan butiran kos terperinci, jadual pelaksanaan projek/kajian dan carta ahli pasukan kerja berserta peranan (Lampiran 3) serta tanggungjawab yang telah dipersetujui disertakan untuk makluman pihak Tuan/Puan.
7. Surat ini dihantar kepada pihak Tuan/Puan dalam tiga (3) salinan. Sila kembalikan dua (2) salinan yang telah ditandatangani dan disaksikan dengan sempurna di ruang yang berkenaan dalam masa 14 hari daripada tarikh surat ini kepada pejabat ini untuk tindakan selanjutnya.

Sekian, terima kasih.

**"BERKHIDMAT UNTUK NEGARA"
"PRIHATIN RAKYAT: DARURAT MEMERANGI COVID-19"**

Saya yang menjalankan amanah,

(DATU¹ ABDUL LATIF BIN HAJI ABU SEMAN)
Ketua Pengarah
Perbadanan Produktiviti Malaysia (MPC)

Dengan ini yang bertandatangan di bawah ini mengakui penerimaan surat tersebut di atas, salinannya yang mana telahpun disimpan dan mengesahkan bahawa tiada apa-apa terma, syarat atau stipulasi tambahan kepada yang terkandung dalam surat tersebut.



Tandatangan Perunding

Nama Penuh :

No. Kad Pengenalan

Muhammad Nur Azrai Shahbudin Manager

Alamat : IIUM Entrepreneurship and
Consultancies Sdn. Bhd.

Meteri atau Cop 800606-14-5999
Perunding

Tarikh : 25/3/2021



Tandatangan Saksi

Nama Penuh :

No. Kad Pengenalan

NORSHUHAIRAH ZAHARAH 2020554

Alamat :

Senior Project Executive
IIUM Entrepreneurship and
Consultancies Sdn. Bhd.

Tarikh : 25/3/2021

Meterai atau Cop Perunding



Tarikh : 25/3/2021

LAMPIRAN A**BUTIRAN KONTRAK**

**PERKHIDMATAN PERUNDING BUKAN FIZIKAL SECARA LANTIKAN TERUS BERSERTA KOS SILING
KAJIAN MENINGKATKAN KADAR PENERIMAAN PENGGUNA PLATFORM e-
PEMBAYARAN DALAM PERKHIDMATAN KERAJAAN**

1. Pendaftaran Syarikat Dengan Suruhanjaya Syarikat Malaysia (SSM) (jika berkaitan)

1.1 No. Pendaftaran : 563743-P

1.2 Tempoh Sah Laku :

2. Pendaftaran Syarikat Dengan Lembaga Profesional (jika berkaitan)

2.1 No. Pendaftaran :

2.2 Tempoh Sah Laku :

3. Pendaftaran dengan Kementerian Kewangan (jika berkaitan)

3.1 No. Pendaftaran : 465-00010454

3.2 Tempoh Sah Laku : 14/09/2021 - 13/09/2023

3.3 Kod Bidang : 340101, 340102, 340103, 340104, 340105, 340106, 340107,
340108, 340109, 340403, 340503, 340901

3.4 Ekuiti Bumiputera : 100%

4. Pendaftaran Cukai Perkhidmatan dengan Jabatan Kastam Diraja Malaysia (jika berdaftar), sekiranya berkaitan

4.1 No. Pendaftaran : W10-1809-32001151

4.2 Tarikh Kuat Kuasa : 19/09/2018

5. Harga dan Tempoh Kontrak5.1 Harga LTBKS (butiran harga seperti di *Lampiran A1*) : RM40,000.00
Lampiran A1 adalah butiran kos perunding melibatkan yuran dan imbuhan balik

5.2 Peruntukan Cukai Perkhidmatan (sekiranya berkaitan) : RM

5.3 Harga Kontrak : RM

5.4 Tempoh Kontrak	:	3 Bulan
5.5 Tarikh Mula Perkhidmatan	:	23 Mac 2021
5.6 Tarikh Tamat Perkhidmatan	:	23 Jun 2021

6. Terma Rujukan/Skop Perkhidmatan Perunding

* Terma Rujukan/Skop Perkhidmatan Perunding yang ditetapkan seperti di **Lampiran A2**
Lampiran A2 akan disediakan oleh Agensi

7. *Polisi Insurans Tanggung Rugi Profesional (jika berkaitan)

7.1 Nilai Polisi	:	RM.....
7.2 Tempoh Perlindungan	:	Dari tarikh kuat kuasa kontrak sehingga 12 bulan selepas tamat Tempoh Tanggungan Kecacatan

8. Kenaan Liquidated & Ascertained Damages (LAD)

(Lewat mengemukakan deliverables yang telah dipersekutu)

8.1 Formula	:	$\frac{\text{Base Lending Rate} \times \text{Yuran Perunding}}{100} \times \frac{365}{365}$ (tertakluk minimum RM100 sehari)
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8.2 Kadar sehari	:	RM.....
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*potong mana yang tidak berkenaan

Lampiran B**SURAT AKUAN PERUNDING BERJAYA**

**PERKHIDMATAN PERUNDING BUKAN FIZIKAL SECARA LANTIKAN TERUS BERSERTA KOS SILING
KAJIAN MENINGKATKAN KADAR PENERIMAAN PENGGUNA PLATFORM e-PEMBAYARAN
DALAM PERKHIDMATAN KERAJAAN**

Saya, MUHAMMAD NUR AZRAEI..... nombor K.P. 800606-14-5999 yang mewakili..... (nama syarikat)..... nombor pendaftaran (*MOF/CIDB/SSM) 563743-P..... dengan ini mengisyiharkan bahawa saya atau mana-mana individu yang mewakili syarikat ini tidak akan menawar atau memberi rasuah kepada mana-mana individu dalam atau mana- mana individu lain, sebagai ganjaran untuk dipilih dalam *lantikan terus beserta kos siling (LTBKS)/tender seperti di atas. Bersama ini dilampirkan Surat Perwakilan Kuasa bagi saya mewakili syarikat seperti tercatat di atas untuk membuat pengisyiharan ini.

2. Sekiranya saya atau mana-mana individu yang mewakili syarikat ini didapati bersalah menawar atau memberi rasuah kepada mana-mana individu dalam(nama kementerian/agensi)..... atau mana-mana individu lain sebagai ganjaran mendapatkan *sebut harga/tender seperti di atas, maka saya sebagai wakil syarikat bersetuju tindakan-tindakan berikut diambil:

- 2.1 penarikan balik tawaran kontrak bagi *LTBKS/tender di atas; atau
- 2.2 penamatkan kontrak bagi *LTBKS/tender di atas; dan
- 2.3 lain-lain tindakan mengikut peraturan perolehan Kerajaan yang berkuat kuasa.

3. Sekiranya terdapat mana-mana individu cuba meminta rasuah daripada saya atau mana-mana individu yang berkaitan dengan syarikat ini sebagai ganjaran mendapatkan *LTBKS/tender seperti di atas, maka saya berjanji akan dengan segera melaporkan perbuatan tersebut kepada pejabat Suruhanjaya Pencegahan Rasuah Malaysia (SPRM) atau balai polis yang berhampiran.

Yang Benar,


MUHAMMAD NUR AZRAEI
 (Nama dan No. KP) SHAHIBUDIN
800606-14-5999

Cop Syarikat :

Catatan:

- i) * Potong mana yang tidak berkenaan
- ii) Surat akuan ini hendaklah dikemukakan bersama Surat Perwakilan Kuasa

Lampiran C**SURAT AKUAN SUMPAH SYARIKAT**

Saya, MUHAMMAD HUR AZRAKI B. SHAHBUUDIP nombor kad pengenalan 800606-14-5999 yang mewakili syarikat Ilmu Entreprenurship & Consulting Sdn Bhd, nombor pendaftaran 563742-P ("MOF/Lembaga Profesional/SSM") dengan sesungguhnya dan sebenarnya mengaku bahawa:

- syarikat TIDAK membuat salah nyataan (*misrepresentation*) atau mengemukakan maklumat palsu semasa berurusan dengan Kerajaan bagi perolehan ini atau melakukan apa-apa perbuatan lain, seperti memalsukan maklumat dalam Sijil Akuan Pendaftaran Syarikat, mengemukakan dokumen lain yang palsu atau yang telah diubah suai;
- syarikat TIDAK membenarkan Sijil Akuan Pendaftaran Syarikat disalahgunakan oleh individu/syarikat lain;
- syarikat TIDAK terlibat dalam membuat pakatan harga dengan syarikat-syarikat lain atau apa-apa pakatan sepanjang proses perolehan sehingga dokumen kontrak ditandatangani;
- syarikat/ pemilik/ rakan kongsi/ pengarah TIDAK disabitkan atas kesalahan jenayah di dalam atau luar Malaysia; dan
- syarikat TIDAK digulungkan.

Sekiranya pada bila-bila masa, dibuktikan bahawa pengisyhtaran perenggan di atas adalah tidak benar, Kerajaan berhak menarik balik tawaran kontrak atau menamatkan perkhidmatan syarikat bagi projek ini.

Dan saya membuat Surat Akuan Bersumpah ini dengan kepercayaan bahawa apa-apa yang tersebut di dalamnya adalah benar serta menurut Akta Akuan Berkanun 1960.

Diperbuat dan dengan
sebenar-benarnya diakui oleh

Tandatangan... 

di..... KUALA LUMPUR
pada..... 25 MAR 2021



NO 8A, LORONG SELANGOR,
TAMAN MELAWATI,
53100 KUALA LUMPUR,
0126385528

Catatan:

- *Potong mana yang tidak berkenaan.
- Surat akuan ini hendaklah ditandatangani oleh hanya penama di sijil pendaftaran MOF/CIDB.

APPENDIX 4**APPENDIX 4 : DELIVERABLES**

No.	Deliverables Stages	Details	Due Date of Submission
1.	Laporan Awal	<ul style="list-style-type: none"> - Persiapan awal, ulasan literatur dan maklumat asas kajian - Pelaksanaan kajian rintis 	22 April 2021
2.	Laporan Interim	<ul style="list-style-type: none"> - Pelaksanaan kajian lapangan - Proses kemasukan data - Penganalisaan data 	22 May 2021
3.	Laporan Akhir	<ul style="list-style-type: none"> - Penyediaan draf laporan akhir - Penambahbaikan laporan akhir 	23 June 2021

APPENDIX 5A**APPENDIX 5A : SUMMARY OF TOTAL CONSULTING COST**

Bil.	Perkara	Jumlah (RM)
(1) Yuran Perunding		
	A. Kakitangan Ikhtisas	29,101.32
	B. Kakitangan Separa Ikhtisas	8,634.53
JUMLAH (1)		37,735.85
(2) Kos Imbuhan Balik		
	i. Tiket Penerbangan Tempatan/Antarabangsa	-
	ii. Lain-lain Perbelanjaan Berkaitan Dengan Perjalanan termasuk Teksi	-
	iii. Tuntutan Perjalanan Kenderaan (<i>Mileage Claims</i>)	-
	iv. Elaun Penginapan dan Sara Hidup	-
	v. Kos Perhubungan	-
	vi. Kos Dokumentasi Dan Penyediaan Laporan	-
	vii. Kos Bagi Menjalankan Kajian Selidik (Pengumpulan Data)	-
JUMLAH (2)		-
SST (6%)		2,264.15
JUMLAH KESELURUHAN KOS PERUNDING (1)+(2)		40,000.00

APPENDIX 5B**APPENDIX 5B: CONSULTING FEES**

Bil	Nama	Status Kakitangan (Tetap/ Sementara)	Tempoh Pengalaman Bekerja (Tahun)	(1)	(2)	(3)	Jumlah Yuran RM
				Gaji Pokok (Sebulan)	Input Masa (Bulan)	Faktor Pengganda (Rujuk Lampiran A4)	
A) YURAN PERUNDING BAGI KAKITANGAN IKHTISAS (INPUT MASA)							
1	Assoc. Prof. Dr. Rohaiza Rokis	Tetap	23	10,590.66	1.0	2.0	21,181.32
2	Muhammad Nur Azraei Shahbudin	Tetap	16	7,920.00	1.0	1.0	7,920.00
JUMLAH KECIL (i)					2.0	-	29,101.32
B) YURAN PERUNDING BAGI KAKITANGAN SEPARA IKHTISAS (INPUT MASA)							
1	Norshuhaida Zakaria	Tetap	13	2,055.84	2.0	2.1	8,634.53
JUMLAH KECIL (ii)					2.0	-	8,634.53
JUMLAH BESAR YURAN PERUNDING: (i) + (ii)					4.0	-	37,375.85

APPENDIX 5C

APPENDIX 5C: OUT OF POCKET EXPENSES

[DETAILED BREAKDOWN/CALCULATION OF OUT OF POCKET EXPENSES-
TO BE INSERTED BY RELEVANT AGENCY]

- None -

APPENDIX**APPENDIX 6: SCHEDULE OF AGREED ITEMS**

Item	Clause of Agreement	Description	Remarks
1.	3.1	Commencement date	23 March 2021
2.	3.1	Contract period	3 months
3.	3.1	Contract Expiry date	23 June 2021
4.	3.2(b)	Period for negotiation of the terms and condition for extension of the contract period	Fourteen (14) days prior to Contract Expiry Date
5.	1.1(c), 5.12(c), 6.1(a) & 8.1(a)	MPC's Representative (MPCR)	1) Mohamad Muzaffar Abdul Hamid 2) Khalidatul Asrin Abdul Aziz 3) Nurul Farahaton Najihan Jusoh
6.	6.2(b)	Period for MPC to give decision	Fourteen (14) days
7.	6.4(c)	Consultant's bank account details for purposes of payment	Name: IIUM Entrepreneurship And Consultancies Sdn. Bhd. Account No.:14162010003102 Bank Address: Bank Islam Malaysia Berhad Azman Hashim Complex International Islamic University Malaysia 53100 Kuala Lumpur
8.	14(d)	Period for Consultant to submit statement of final account for the Services and supporting documentation to MPCR	Fourteen (14) days
9.	14(e)	Period for MPCR to verify the statement of account and supporting documentation.	Fourteen (14) days
10.	5.3(b)	Formula for calculation of Liquidated and Ascertained Damages: $\text{LAD} = \frac{\% \text{ BLR}}{100} \times \frac{\text{Fees}}{365}$ (subject to a minimum of RM100/- per day)	RM 100/day
11.	17(a)	a) <u>For MPC</u> b) <u>For the Consultant</u>	Perbadanan Produktiviti Malaysia Lorong Produktiviti, Jalan Sultan, 46200 Petaling Jaya, Selangor. Tel. No.: 03-7955 7266 Fax No.: 03- 7957 8068 IIUM Entrepreneurship and Consultancies Sdn Bhd, Level 3, Research Management Centre, International Islamic University Malaysia, Jalan Gombak, 53100 Kuala Lumpur

APPENDIX

			<p>Fax No.: 03-6421 5439 Tel No.: 03-6421 5434 Email: admin@iiumconsu ltants.com.my</p>
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APPENDIX 7**APPENDIX 7: SERVICES IMPLEMENTATION SCHEDULE****GANTT CHART**

Aktiviti	B1				B2				B3			
	1	2	3	4	1	2	3	4	1	2	3	4
<u>Peringkat 1: Laporan Awal/Insepsi</u>												
1. Persiapan awal, ulasan literatur dan maklumat asas kajian												
2. Pelaksanaan kajian rintis												
3. Penyerahan laporan insepsi												
<u>Peringkat 2: Laporan Interim</u>												
1. Pelaksanaan kajian lapangan												
2. Proses kemasukan data												
3. Penganalisaan data												
4. Penyerahan laporan interim												
<u>Peringkat 3: Laporan Akhir</u>												
1. Penyediaan draf laporan akhir												
2. Penambahbaikan laporan akhir												
3. Penyerahan laporan akhir												

APPENDIX 8**APPENDIX 8: CONSULTANT'S PERSONNEL****[TO BE INSERTED BY RELEVANT AGENCY]**

No	Name of Personnel (inclusive of owner & principal)	Role in Team	Number of Years of Working Experience	Age	Employment Status with the firm (Permanent/Temporary)	Full Name of Highest Academic Qualification (specify name of university)	Professional Certificates (list name of certificate and membership no.(if any))
1	Assoc. Prof. Dr. Rohaiza Rokis	Project Leader	23	49	Permanent	PhD. (Sociology of Work - University of Bristol, England)	
2	Dr. Norasikin Basir	Consultant	25	48	Permanent	PhD. (Anthropology and Sociology - Universiti Sains Malaysia (USM))	
3	Muhammad Nur Azraei Shahbudin	Project Manager	16	41	Permanent	Degree (Perancangan Bandar dan Wilayah – Universiti Islam Antarabangsa Malaysia)	

APPENDIX**APPENDIX 9: CONSULTANT'S PERSONNEL TIME INPUT SCHEDULE
(IF APPLICABLE)**

No.	Name of Personnel Involved in each stage	Total Time Input by each personnel and according to deliverable stages	Start Date (work commenced by each personnel)	End Date (work ended by each personnel)
Inception Report				
1	Assoc. Prof. Dr. Rohaiza Rokis	4 weeks	23 March 2021	22 April 2021
2	Muhammad Nur Azraei Shahbudin	4 weeks	23 March 2021	22 April 2021
Interim Report				
1	Assoc. Prof. Dr. Rohaiza Rokis	4 weeks	23 April 2021	22 May 2021
2	Muhammad Nur Azraei Shahbudin	4 weeks	23 April 2021	22 May 2021
Final Report				
1	Assoc. Prof. Dr. Rohaiza Rokis	4 weeks	23 May 2021	23 June 2021
2	Muhammad Nur Azraei Shahbudin	4 weeks	23 May 2021	23 June 2021

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APPENDIX 10 : CONSULTANT'S SERVICES TAX LICENSE



JABATAN KASTAM DIRAJA MALAYSIA
 IBU PEJABAT KASTAM DIRAJA MALAYSIA,
 CAWANGAN PENGUATKUASAAN PENDAFTARAN SST,
 ARAS 4, BLOK A, MENARA TULUS,
 NO.22, PERSIARAN PERDANA, PRESINT 3,
 61200 PUTRAJAYA.



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 Laman Web : <https://www.mysst.customs.gov.my>
 E-Mel : ccc@customs.gov.my

IIUM ENTREPRENEURSHIP AND CONSULTANCIES SDN BHD	Ruj Kami	W10-1809-38094905
LEVEL 3, RESEARCH MANAGEMENT CENTRE BUILDING,	Tarikh	19/09/2018
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	No. Daftar CP	W10-1809-32001151
53100 P.O BOX 10, JALAN GOMBAK	Stesen Mengawal	Kuala Lumpur

Tuan/Puan,

KELULUSAN PENDAFTARAN DI BAWAH SEKSYEN 13 AKTA CUKAI PERKHIDMATAN 2018

Perkara di atas dirujuk.

Tuan/Puan telah didaftarkan di bawah Akta Cukai Perkhidmatan 2018 dan maklumat akaun pendaftaran tuan adalah seperti berikut:

Tarikh Permohonan	:	13/09/2018
Tarikh Kuatkuasa Pendaftaran	:	01/09/2018
Asas Perakaunan	:	Asas Bayaran
Tempoh Bercukai	:	Dua Bulan
Tempoh Bercukai Pertama	:	01/09/2018 sehingga 31/10/2018
Tarikh Akhir Mengemukakan Penyata dan Bayaran	:	30/11/2018
Tempoh Bercukai Kedua	:	01/11/2018 sehingga 31/12/2018
Tarikh Akhir Mengemukakan Penyata dan Bayaran	:	31/01/2019
Tempoh Bercukai Berikutnya	:	Setiap Dua Bulan
Tarikh Akhir Mengemukakan Penyata dan Bayaran	:	Hari terakhir bulan berikutnya setelah tamat tempoh bercukai

Stesen Mengawal & Alamat	:	Stesen Kuala Lumpur Kompleks Kastam WPKL 22, Jalan SS 6/3 Kelana Jaya 47301 Petaling Jaya
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Sebagai orang yang telah didaftarkan di bawah Akta Cukai Perkhidmatan 2018 tuan/puan dikehendaki mematuhi kehendak Akta Cukai Perkhidmatan 2018, Peraturan- Peraturan Cukai Perkhidmatan 2018 dan mematuhi tanggungjawab yang ditetapkan oleh Ketua Pengarah seperti di **LAMPIRAN I**.

Tuan/Puan boleh melayari laman web MySST di capaian www.mysst.customs.gov.my atau menghubungi pejabat ini seperti maklumat yang tertera di atas untuk keterangan lanjut.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

**Ketua Pengarah Kastam
 Jabatan Kastam Diraja Malaysia**

APPENDIX 70**APPENDIX 11 : SCHEDULE OF PAYMENT**

No.	Stage	Payment (%)	Payment (RM)
1	Stage 1: After submission of Inception/Proposal Report	50%	20,000.00
2	Stage 2: After submission of Final Report	50%	20,000.00
TOTAL		100%	40,000.00