

Our Ref : ad/mpc(upcsupport)/210220

21 February 2020

Malaysia Productivity Corporation (MPC)
 Lorong Produktiviti, Off Jalan Sultan
 46200 Petaling Jaya, Selangor
Attn.: Mohd. Yazid Abdul Majid

Dear Sirs,

RE: UPC AND EBENCHMARK RENEWAL LICENSE AND SUPPORT SERVICES

Refer to our meeting held on 19 February 2020.

MPC has the intention to execute below due to budget constraint: -

1. terminate the Contract entitled "Perjanjian Di Antara Perbadanan Produktiviti Malaysia dan Speedminer Sdn. Bhd. Penyelenggaraan *Unified Online Public Consultation Portal* Di Perbadanan Produktiviti Malaysia" dated 17 April 2019 prior to the completion of the 2 years' contract
2. refuse the subscription of support services of ebenchmark, refer our quotation dated 12 Nov 2019(Our Ref: q/mpc(ebenchmain)/121119)

In the meeting, we have explained the reason MPC needs to subscribe the license renewal and support service. Here, we wish to reiterate and bring the below to MPC's immediate attention: -

1. Your subscription includes renewal of license and support service, service level agreement as below: -

No.	Item	Description	Frequency
1	Renewal License	Speedminer Enterprise Web Add On License	Yearly
2	Telephone and Email Support	All technical issues relating to the use of the Software (including errors or problems with the Software, issues during setup and assistance understanding specific features). All received calls and email will be responded to by our skilled specialists and will be monitored until the problem is resolved. 1) email to support@speedminer.com 2) phone 03-7727 4417	-
3	Virtual Private Network Support	VPN will be setup for CUSTOMER. This enables CUSTOMER to get support via direct electronic link for problem determination and resolution. SPEEDMINER will inform CUSTOMER by phone and state the nature of use prior to dialing into CUSTOMER server. This will ensure fast problem resolution since travel time will not be required.	-
4	Helpdesk	Our Helpdesk is a web-based product support and it provides user guide for CUSTOMER. CUSTOMER will be given a Site name and Password to access the help desk at internal, users can login problems, keep track of the status of the problem until it is resolved or making query about Speedminer System at any time. All problems are logged into the Support Desk database for tracking, reporting and future references. The Support Helpdesk will maintain a resolution database, which will provide information on open, close and pending problems and resolution. It is also used to monitor and measure the Support helpdesk's performance. When a problem with Speedminer System has been detected. CUSTOMER shall proceed to lodge a service call with the Speedminer Helpdesk.	-

5	Change Request Support	Charges apply and shall be quoted to CUSTOMER for approval before starting work.	-
6	System Training	Charges apply and shall be quoted to CUSTOMER for approval before starting work.	when is needed from time to time
7	Support Progress Report	Provide the Support Progress Report.	Every 4 months
8	System Health Check	Disk Space checking, Check Application/System/Database events logging to highlight errors to administrator and rectify and resolve any errors related to the Speedminer Software.	Every 4 months
9	Database Maintenance/ Housekeeping	Check, rectify and fixed for database maintenance to ensure database is in place. Checking and established housekeeping / backup procedure to ensure it is done regularly by the administrator	Every 4 months
10	Other Maintenance	Highlight miscellaneous issues brought up by user directly/indirectly impact on system operation such as reports format, charts, graphs and others related issues. Rectify and resolve the highlighted issues related to the Speedminer Software only. In the event any of the application files or programmes became corrupt, we have to restore them to the correct working format as a matter of priority and without additional charge.	when is needed from time to time
11	Professional Services	Additional 10 man days of professional services per year shall be provided to MPC for the purpose of utilization of training, change request, customization etc.	10 man day/year

2. Maintain staff force who is familiar with the system. If a staff involves in the project has resigned, we shall put in a replacement staff and we shall have up to 3 months for both staffs to work together for hand over, this shall ensure we continue to have expertise to maintain the system, to further enhance the system and even to provide training for the system.
3. The environment where the system is running may be patched from time to time. For example, the Windows server, Apache Web Server, the Client Machine's Windows, the Client Machine's web browser, all these may patch from time to time, and the patch may cause any web based program not to function correctly, sometimes such patch can even cause simple web site not to display correctly. Our support staffs may already know from other sites or from MPC. Sometimes the fix can take quite some effort to develop, but other instances can be simple configuration or simple fix. As we provide fix to the system, we shall distribute the solution to all our customers under our support and maintenance. Occasionally, the fix may be done on individual system where our support staffs will need to fix it on MPC's system.
4. Old system may be phased out from time to time, like Microsoft Windows Server 2003 is now no longer in support by Microsoft Corporation. When HTML5 was introduced, many web site and web application needs to render the page in different way in order to continue running fine, when Microsoft upgrade their old IE to new version 11, web application also need to be modified. Moving forward, we expect things like this to continue to happen, and to have MPC bearing the entire cost to fix such changes will be expensive, therefore service maintenance will be like buying insurance that when such situation arise, we absorb the cost of development to provide patch and upgrade to fix the problem.

We hope with the above explanation, MPC shall cancel its intention mentioned above.

On goodwill basis, we have revised the below:-

1. *Perjanjian Di Antara Perbadanan Produktiviti Malaysia dan Speedminer Sdn. Bhd. Penyelenggaraan Unified Online Public Consultation Portal Di Perbadanan Produktiviti Malaysia*
Show the breakdown of license fee and support services in with the option below(Refer quotations as per attached):-

Option 1: Full Service Maintenance

License Fee + 30% discount on support service fee.

Option 2: Purchase Man Day in Block

License Fee + Professional service fee man day in block.

2. *Ebenchmark System*

Revise our quotation dated 12 Nov 2019 by giving discount. (Refer quotation as per attached).

We hope you can revert to us as soon as possible as we are still supporting both systems despite of ebenchmark support was expired since 13 Dec 2019.

Should you require further clarification, please do not hesitate to contact the undersigned at **012-3777 414**.

Thank you.

Yours faithfully,

Speedminer Sdn. Bhd.



CHUAN LEE MEI
Business Development Manager