



Project e-Shared Prosperity Organisation



Prepared For:

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1 ABOUT E-SPO PROJECT

We are responding to your tender for e-Shared Prosperity Organisation Project in the implementation of Productivity-Linked Wages system (PLWS), the specifics of your tender are re-produced below:

1. Memberi latihan berkenaan tiga (3) komponen utama *Productivity-Linked Wages System* (PLWS) yang terdapat di dalam sistem eSPO kepada syarikat/ organisasi secara dalam talian.
2. Menyelaras maklumat syarikat/ organisasi yang diberikan melalui latihan kepada sesebuah syarikat/ organisasi.
3. Menyediakan laporan mingguan bagi senarai syarikat/ organisasi yang telah melalui latihan dan juga diperakukan ke dalam sistem eSPO.

JOB SCOPE:

1. To give online training for 3 components of PLWS in the eSPO System to companies
2. To register a minimum 2,000 companies which practices Productivity-Linked Wages System (PLWS) into eSPO system. 2,000 companies must be registered into the system within 2 months.
3. Registration completion includes the issuance of eSPO Acknowledgement Certificate to the organisation.

2 ABOUT BLUESKIES NETWORK SDN BHD

BlueSkies Network Sdn Bhd [BlueSkies] is an established, dynamic and vibrant company providing integrated, quality and affordable training, advisory and consultancy services.

Being an owner-operator company BlueSkies possesses the added advantages of having committed and dedicated experts that are highly qualified in various filed of training and consultancy which undoubtedly enhance BlueSkies capabilities.

Until today, we have shared our extensive experience and expertise with organisations in various industries, not only in assisting them, but also improving their management system towards Total Quality Organisation. We would like to be part of you by providing our services so as to stimulate continuous improvement for the betterment of the society.

3 OPERATIONS MANAGEMENT

EXCELLENCE OPERATIONAL MANAGEMENT:

1. To provide management and consultancy services in terms of Business Consulting, Information Technology, Multimedia and Networking;
2. To assist organizations in upgrading and improving current system towards K- Organisation; and
3. To encourage the culture of continuous improvement to organizations, through business process re-engineering.

3.1 Setting KPIs and Expectations

- Set KPIs that is aligned with the program/Client's statement of direction.
- KPIs for different functions/positions in the organization will be defined and specific targets will be set for clarity of expectations.

3.2 Monitoring Performance

- Listen / review sample calls provided by Client
- Work with Client to establish call criteria and elements, fatal / non fatal scoring parameters

- Operations:
 - Regulatory requirements for monitoring performance include conducting progress reviews with employees where their performance is compared against their elements and standards/targets.
 - Ongoing monitoring provides the opportunity to check how well employees are meeting predetermined standards and to make necessary changes to unrealistic or problematic standards.
 - Unacceptable performance can be identified at any time during the appraisal period and assistance provided to address such performance deficiencies rather than wait until the end of the period when summary rating levels are assigned.

3.3 Coaching and Training

Monitoring and coaching to maintain and improve employee performance quality as well as identifying and planning training needs.

Providing employees with training and developmental opportunities encourages good performance, strengthens job-related skills and competencies, and helps employees keep up with changes in the workplace, such as the introduction of new CRM workflow and processes.

3.4 Performance Evaluation

Determine the degree to which the employee is performing his or her job effectively." The purpose of performance reviews are:

2.4.1. **Employee Development** plan: Personalized development plan based on the identified strengths and weaknesses of each employee, as well as the need (current and future).

2.4.2. **Financial:** Allocation of merit pay must be decided by the Manager guided by HR policies.

2.4.3. **Motivational:** Performance review enables the Manager to provide employee recognition based on objective data and results of work performance.

2.4.4. **Information:** Performance reviews provides opportunities to discuss relationships, work styles and values, management and employee expectations, as well as goals and objectives.

3.5 Rewarding

Good performance is recognized without waiting for nominations for formal awards to be solicited. Recognition is an ongoing, natural part of day-to-day experience.

The Company can provide a broad range of forms that more formal rewards can take, such as cash, time off, and many nonmonetary items.

4 CHARGE-OUT

Our charge-out is based on the following consideration:

1. Tenure of project is only 2 months (albeit with consideration for service extension) This short contract period will affect our ability to attract and hire support staff to carry out the call centre outbound calls.
2. Due to pandemic, there may be uncertainty of contact rate which may affect our ability to register enough companies.
3. We have no visibility on the quality of 5,000 database.

Considering the above, our proposal is as follows:

Option 1:

Based on per online training seat charge of **RM330.00 per day (4 hours online training)** seat or **RM52,800.00 for 2 months (40-man days)**

OR

Option 2:

MPC shall pay RM27.00 per participated company.

All charges are NOT inclusive of 6% of SST.