

MALAYSIA PRODUCTIVITY CORPORATION (MPC)

Lot 894, Lorong Demak Laut 3A,
Taman Perindustrian Demak Laut,
93050 Kuching.

4th January 2021.

Dear Liyana,

**RE : LETTER OF OFFER (20210104-1) - CONSULTANCY PROPOSAL - ISO 9001:2015
QUALITY MANAGEMENT SYSTEMS SET UP & IMPLEMENTATION**

Thank you for inviting ConsultLead Sdn Bhd an opportunity to propose our services to your organization. We are pleased to enclose herewith our customized proposal on consultancy package for ISO 9001:2015 QMS set up and implementation. The consultancy lump sum package will include the integration with the following conditions:

- (a) ISO 9001:2015 QMS set up for State Financial Department;
- (b) QMS scope: To be advised; and
- (c) Maximum project duration will be within twelve (12) months upon 1st consultancy visit.

Training (total 6 manday) provided in this lump sum package is HRDF/PSMB fully claimable.

ConsultLead shall guarantee your organization certification with terms and conditions stipulated in this proposal, without other hidden charges. Should you need further clarifications, please do not hesitate to contact our Kuching office @ 012-883 7177/017-819 9661.

We thank you and look forward to your favourable response to our proposal.

Yours Sincerely,
CONSULTLEAD SDN BHD

JAMES G.

Business Development Manager

Consultancy Proposal on Set Up & Implementation of ISO 9001:2015 Quality Management Systems



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**PRIVACY
STATEMENT**

1) Resource Requirement & Investment

The resource requirement and investment required for the set-up and implementation of **ISO 9001:2015 Quality Management System** project are as follows:

PHASE	PROJECT ELEMENT	Consultancy Manday	Training Manday
1	Training 1 - Appreciation Course of ISO 9001:2015: “Understanding & Implementing ISO 9001:2015 QMS”	0	2
2	Training 2 – Risk Management Workshop: “Understanding ISO 9001:2015 Risk Based Thinking”	0	2
3	Quality Management System (QMS) Documentation Set-up and Preparation a) System Development: Procedures/Work Instruction/Form/Etc b) QMS scope confirmation & justification for non-applicability, if any c) Quality Policy and Objectives setting d) QMS documentation review e) Advising for improvement of services	5	0
4	Training 3 – Training of Internal Quality Auditor (IQA): “ISO 9001:2015 QMS Process Approach Internal Audit”	0	2
5	Guide on the Internal Audit Process a) Internal audit findings review (Non-conformance, Observation, compliance) b) Advice/analyse internal audit findings c) Review of effectiveness and implementation of correction/corrective actions	2	0
6	Quality Management System Management Review Support	1	0
7	Post Certification Audit Corrective Action Support	1	0
Subtotal		9 Manday	6 Manday
Best Rate		RM1,000/Manday	RM1,200/Manday
Total		RM16,200 only	

2) Confidentiality

All information about our client is considered confidential and is to be released only to authorized personnel.

Terms and Conditions

1. **CONSULTLEAD** shall guarantee the client will attain ISO 9001:2015 certifications through full commitment and adhering to proposed programme by both parties.
2. The above investment is inclusive of the traveling and other out-of-pocket expenses of the Consultant for works done in Kuching only. For visitation to other site or office that is not in Kuching, client will bear the expenses of hotel accommodation & traveling (return air ticket & all taxi fare) for consultant.
3. The fees quoted are covering consultancy and training support until successful ISO 9001 certification. However, additional charges for consultancy and training may incur should any of the following situations arise:
 - a) changes or addition of scope to that specified in the proposal
 - b) changes in organization structure
 - c) change of key personnel (such as ISO 9001 coordinator & Top Management)
4. For an effective project management, each consultancy visit by **CONSULTLEAD** shall be notified to the client at least one week prior to the visit date. Changes shall only be made if unforeseen circumstances arise, and when both parties agree and being informed.
5. The above mentioned investments shall be based on consultant visit on weekdays only (Monday to Friday). Any work required by client to be carried out on weekends (Saturday & Sunday) as well as Public Holidays, additional of RM 500 per man-day will be charged.
6. Where and should there be a need for the Consultant to provide additional training or consultancy services other than those specified in this proposal, the additional training or consultancy services rendered shall be chargeable.
7. **CONSULTLEAD** will provide consultancy services to the client until successful achieve ISO 9001:2015 QMS certification or not exceeding TWELVE (12) months from the commencement date of Phase 1, whichever comes first. The client is reminded to complete the certification process before the contract is expired failing which, the balanced contract sum shall be chargeable to the client upon expiry of the Project Agreement. Any consultancy services required after the contract expired will be chargeable where a new contract will be signed.
8. The fee quoted does not include charges and fees required by certification body, calibration service, and /or translation services if any.
9. There shall be no cancellation allowed once the Project Agreement is endorsed. In the event the client wishes to terminate the signed agreement, the client shall pay minimum charges of 50% of the contracted fees being the cancellation fees.
10. Intellectual property rights and copyright of the training materials shall remain with **CONSULTLEAD** unless otherwise contracted. The Client shall not sell, duplicate, reproduce, lend, nor provide the materials provided to a third party for commercial use. No video or voice recording of the training session is allowed unless otherwise contracted.

11. The client shall provide the necessary training facilities to accommodate the number of participants. The following training facilities should be made available:
 - a) LCD Projector
 - b) Flip Chart / White Board
 - c) Writing Material
12. Master copy (hard copy) of the training material shall be delivered to the company before the commencement of the training. The client shall use the master copy to photocopy copies for the participants. To ensure effective interaction between the trainer and participants, the size of training session shall not more than 20 members.
13. **CONSULTLEAD** requires 4 weeks lead time to commence the programme of work from the receipt of duly signed Project Agreement of this Proposal.
14. These terms and conditions shall not be revised except concession is made by both parties.