



PROGRAMME IN BUILDING SURVEYING  
DEPARTMENT OF BUILT ENVIRONMENT STUDIES AND  
TECHNOLOGY  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITY TEKNOLOGY MARA  
PERAK BRANCH  
SERI ISKANDAR CAMPUS

**PROCESS OF TENDER FOR A PROJECT OF 'KERJA-  
KERJA PEMBAIKAN & BAIKPULIH BANGUNAN (SIVIL &  
ELEKTRIKAL) SERTA KERJA BERKAITAN TERMASUK  
PAGAR KESELAMATAN DI KUARTERS POLIS WAKAF  
MEK ZAINAB, KOTA BHARU, KELANTAN**

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PROGRAMME IN BUILDING SURVEYING  
DEPARTMENT OF BUILT ENVIRONMENT STUDIES AND  
TECNOLOGY  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
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KUARTERS POLIS WAKAF MEK ZAINAB, KOTA BHARU,  
KELANTAN)

FEBRUARY 2022

This practical training report is fulfillment of the practical training course

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# **CHAPTER 1**

# **INTRODUCTION**

## **CHAPTER1**

### **INTRODUCTION**

#### 1.1 Company Background

INB ENTERPRISE was established on 26<sup>th</sup> JUNE 2004. The history of this company was established due to deep interest in business, especially the construction and supply sector. This company is a BUMIPUTERA contractor company and conducts business in civil engineering and supply. The management of INB ENTERPRISE is led by experienced individuals and has trained and skilled employees. Educated in the field of Mechanical Engineering at Kota Bharu Polytechnic in 1996 to 1999, Mohd Harisan Bin Ya are as the manager of this company and has established INB ENTERPRISE to respond and plan development which the government wants.

With the experience of Mohd Harisan Bin Ya have while working with a local company, he have applied for a construction contractor license. INB ENTERPRISE has obtained a license in class G1 with the Contractor Service Center (PKK) and registered with the Malaysian Construction Industry Development Board (CIDB). This company is also, has obtained a financial license from the Ministry of Finance Malaysia (MOF).

In 2014 the company upgraded its license from class G1 to class G2. During holding the G2 class license, this company has received many job offers to gain the trust of various parties. To carry out construction work, the company has received approval from the Malaysian Construction Industry Development Board (CIDB) and is registered as a contractor with Grade G3 in 2017 in category B, CE as well as specialization B04, B24, CE21, CE01, CE20, CE10, CE06, CE34, CE36 and Bumiputera Status as well as Government Work Acquisition Certificate. Then in August, INB ENTERPRISE upgraded its license to G4.

INB Enterprise are also able to perform the work entrusted to them either from the government or the private sector. However, it still need guidance from various more experienced parties to help further improve the ability and quality of work to be performed.

INB ENTERPRISE aims to further expand its business in the future in response to the government's call to make Malaysia a developed country by 2020 in line with Vision 2020. Finally, we hope that we can be given the opportunity to show the company's capabilities. And in performing any work entrusted to, in accordance with the specified specifications.

Apart from that, INB ENTERPRISE also has subsidiaries that also join together in the construction and quotation offered. The subsidiaries involved are

1	Khalid Yusof Construction
2	Mohd Faizal B Mohd Suhaimi
3	Dahan Rata Enterprise
4	Ohs Trading
5	Bakti Sepadu Enterprise
6	Mn Purnama
7	Kb 35
8	Zul Construction
9	Ibar Berkat
10	Sri Mulong Beta Enterprise
11	Waja Baru Enterprise
12	Abd Electric
13	Adzhar Bin Zaki @ Hashim
14	Ahmad Che Awang
15	AV Bina
16	Anf Group Empire
17	Da8 Enterprise
18	Ibar Berkat
19	Bakti Sepadu
20	Az Two Enterprise

21	Dahan Rata Enterprise
22	Hidayah Construction & Enterprise
23	Lah Alffa Enterprise
24	Kel Engineering
25	Maisarah Maju
26	RMJ Construction
27	Sya Berkat Enterprise
28	Twin MHJ

*Table1: License G1*

1	Kemubu Enterprise
2	Asalancar Enterprise
3	Multiplex Nature Enterprise
4	Mar Teknik Enterprise
5	Mkaz Resources
6	Jasa Dinamik Enterprise
7	T Enterprise
8	Al Hakkim Maju Enterprise
9	HFC Resources
10	Paizon Enterprise
11	Zu Md Resources
12	Dwiniaga Nursery & Enterprise
13	Muhaimin Construction
14	Fazet Enterprise
15	Tgn Enterprise
16	Indah Motto Gj
17	Tiga Sa Enterprise
18	Dua K Lintang Enterprise
19	Jembal Maju Trading
20	Nordin Ros Enterprise

*Table2: License of G2*

1	Ta Restu
2	Arah teknik enterprise
3	Sri safar sendirian berhad

*Table3: License of G3*

1	RedWang Resources
2	Globalview
3	Inb enterprise
4	Nbs jitu
5	Zba sinar trading
6	Tiptop rezqi resource
7	Znz

*Table4: License of G4*

1	Gua Musang Elektrik Sdn. Bhd
2	Impian Timur DEV Sdn. Bhd.
3	Timur Development
4	Tunjung Prima Sdn. Bhd.

*Table5: License of G5*

1	Mindagang Resources
2	Rare Builders

*Table6: License of G6*

### 1.1.1 Manager Profile

NO	ITEM	DETAIL
1.	Name	Mohd Harisan Bin Ya
2.	Identification Card Number	770525-03-6729
3.	Date of Birth	25 Mei 1977
4.	Birthplace	Kota Bharu
5.	Citizens	Malaysia
6.	Educational Status	1990-1995 – Sekolah Menengah Mulong <b>Politeknik Kota Bharu, Kelantan</b> 1999-2000 – Diploma Kejuruteraan Mekanikal 1996-1998 – Sijil Kejuruteraan Mekanikal
7.	Experience	2001- C.J CONSTRUCTION & TRADING Jawatan- Penyelia Tapak Projek- Membina Dan Menyiapkan Satu Blok Tambahan Bagi Kelas Di Sek. Agama Arab Jalan Pondok, Tanah Merah. Pelanggan – Yayasan Islam Kelantan.  2002-2004 – Penolong Pengurus NAJNA ENTERPRISE 2004 – SEKARANG – INB ENTERPRISE

*Table7: Manager's Profile*

## 1.2 Company Information

No.	Item	Detail
1.	Company's Name	INB Enterprise
2.	Date of Incorporation	26 June 2004
3.	Company Registration	KT 0189535-T
4.	GST Registration	000333754368
5.	Registered Address	1558, Hilir Masjid, Kg. Nilam Baru, Mulong, 16010 KotaBharu, Kelantan
6.	Telephone no.	01111487797 / 0199881919
7.	Fax no.	097124368
8.	Email	<a href="mailto:Harisanya77@gmail.com">Harisanya77@gmail.com</a>
9.	Business Type	Single ownership
10.	CIDB Registration	0120041209-KN100480
11.	Principle Business	Engineering construction
12.	Bankers	Bank Islam Malaysia Berhad Cawangan Kubang Kerian, Kelantan.

*Table8: Company information*

### 1.3 Vision, Mission and Goals

#### **Vision**

Committed to developing and becoming a successful and potential organization in the field of construction and responding to the challenges of Vision 2022.

#### **Mission**

Aims to be a successful and active construction company in Malaysia.

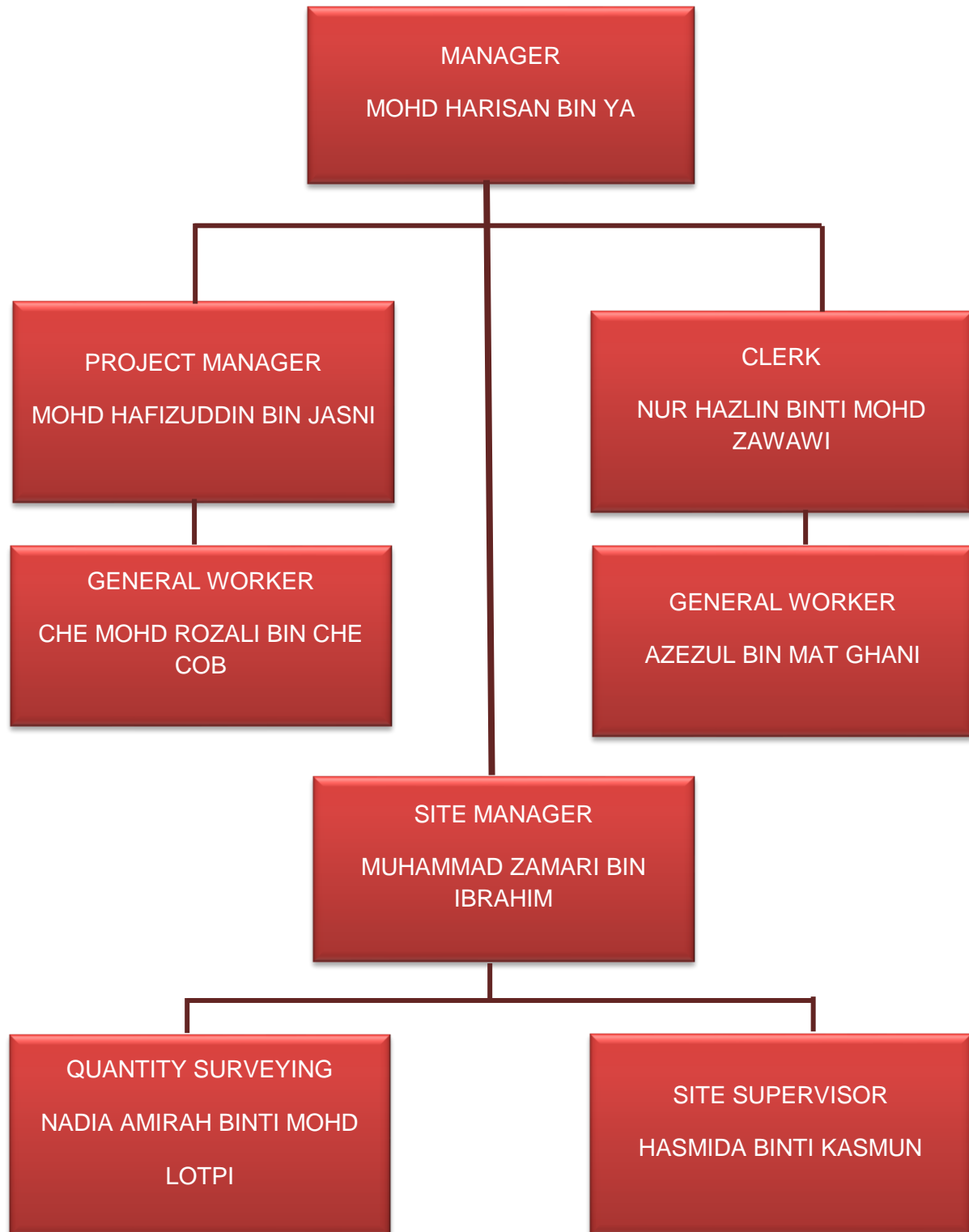
#### **Goals**

Expand business throughout the state to improve the state's economy and become a company known to the corners of the state as well as diversify customer tastes.

*Flow chart1: Vision, Mission and Goals*



#### 1.4 Organization Chart



Flow chart2: Organization Chart

### 1.5 Scope of Work

INB Enterprise have establish as a civil and structure company with the experience and capabilities to perform outstanding services in construction of project package. Offering the best quality of work and contraction available and possess enough flexibility to act as a contractor of any contractor or main contractor of any construction given project

The vast and accumulated knowledge and experience gained by its key personnel has put INB Enterprise in a position to successfully undertake project in various capacities. Cater for business in the building sector and specialist in fire proofing and grouting work. INB Enterprise are committed to high quality workmanship and pride in any activities provide.

## 1.6 Site Plan

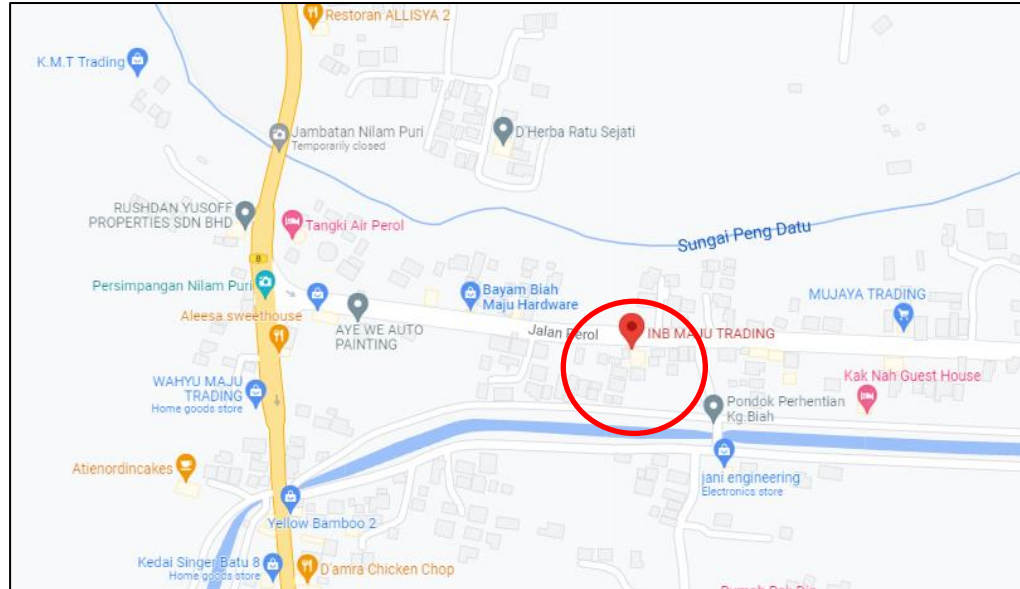


Figure1: site plan of INB Enterprise

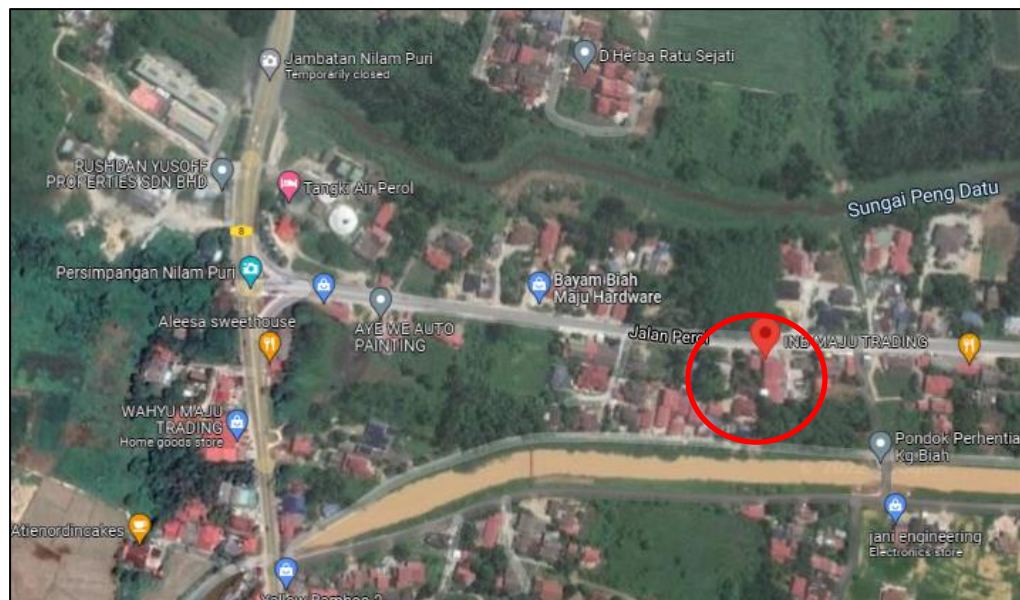


Figure2: Satellite view of INB Enterprise

### 1.7 Building Surrounding



*Figure3: INB Maju Trading*



*Figure4: Jotun's Board*



*Figure5: Road sign*



*Figure6: Traffic light*



*Figure7: Water tank tower*



*Figure8: Roti Paye's stall*



Figure9: Makcik Rosnah's Stall



Figure10: Alamanda Sweeties



*Figure11: Kak Nah's guest house*



*Figure12: Sekolah Kebangsaan Perol*



### 1.8 Training Duration

I have started my practical since 10 October 2021 and the practical duration will end on 30 January 2022. In the company I was placed at their office at Kg. Nilam Baru, Mulong, Kota Bharu, Kelantan by the company manager Mohd Harisan Bin Ya. The scope of work that has been given is to do the tender at the office and supervise the site constructions in a few places in Kelantan. I will do the tender that has been arrived at the office and will visit the site constructions two times in one month.

Other than that I also have to help Miss Hananim the assistance in the company to register the tenderer profile in the website that has been given by JKR, PKINK, UITM, JPN and many more. I also have to buy and send the tender with the date that has been given. For site job I have to measure the house or extend area. I also have to follow Mr. Azezul and Mr. Hafizzudin with the company of another intern which is Miss Nadhirah to monitor the site construction at Mahkamah Syariah Pasir Putih and follow up the construction work.

#### 1.8.1 Daily Activity

Time	Date
8.30 A.M - 5.30 P.M	Working Days (SATURDAY-THURSDAY)
Break	(FRIDAY ONLY)

Table9: Daily activity

**CHAPTER 2**

**LITERATURE**

**REVIEW**

## **CHAPTER2**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

A tender is an offer in writing to the contractors/suppliers to execute some specified work or supply some material within a fixed time frame. A tender document which is also called Request for Tender (RTF) contains the quantity which has to be supplied, specifications of the work to be carried out, time frame in which the work has to be completed, conditions of contract, plans and drawings. Many a time, we see Request for Tenders (RTF) in newspapers, it may be for construction work, engineering or the supply of some specific goods. The interested parties to the RTF submit their bids and the most attractive bid gets selected and awarded with the tender (Gauransh, 2021).

A tender document cannot be submitted as the Letter of acceptance (LOA) because it cannot bind a contractor to complete assigned work. This is the reason both parties sign a contract of tender which binds the contractor to complete the assigned work as per the terms of the contract. It usually contains the same terms and conditions as in RTF (Gauransh, 2021)

## 2.2 Definition of Tender

A tender is an invitation to bid for a project or accept a formal offer such as a takeover bid. Tendering usually refers to the process whereby governments and financial institutions invite bids for large projects that must be submitted within a finite deadline. The term also refers to the process whereby shareholders submit their shares or securities in response to a takeover offer (Will, 2022).

A tender is an invitation to bid for a project or accept a formal offer such as a takeover bid. Tendering usually refers to the process whereby governments and financial institutions invite bids for large projects that must be submitted within a finite deadline. The term also refers to the process whereby shareholders submit their shares or securities in response to a takeover offer (Will, 2022).

In construction, the main tender process is generally for the selection of the contractor that will construct the works. However, as procurement routes have become more complex, so tenders may be sought for a wide range of goods and services (for example, on a construction management contract the works are constructed by a number of different trade contractors each contracted to the client) and contractors may take on additional functions such as design and management (Will, 2022).

There is also an increasing tendency for suppliers to be aggregated into single contracts, for example, 'integrated supply teams' on public projects may include the main contractor, designers, sub-contractors, suppliers, facilities managers, and so on (Will, 2022).

Irrespective of the nature of the goods or services that are being sought, the process for securing tenders may take a number of different basic forms (Will, 2022).

## 2.3 Advantages and Disadvantages of Tendering

Tendering can be beneficial for both the buyer and the supplier if done in a proper manner. There is a great opportunity for the bidders to suggest innovative solutions by providing their expertise at a competitive price. And the buyers are also keen to take advantage of these opportunities as they can choose the best bid as per their needs at a cheaper price (Gauransh, 2021).

### Advantages

- No Nepotism
  - Tenders or bids are evaluated on the basis of certain predetermined criteria, such as price, quality and value for money. In other words, the firm offering the highest quality product or service at the lowest price point would win the contract. As most tender documents are opened and evaluated in a public process, I think that there remains little room for nepotism or favoritism of any kind (Medium, 2018).
  
- Value for Money
  - From the perspective of the client, tenders offer the greatest value for the amount of money spent. This is due to the fact that the client can choose from a wide pool of potential suppliers to select the ones that can produce the highest quality product or service at the lowest price point. This allows the company, establishment or organization to save money without having to compromise on quality. Therefore, despite being quite time consuming, tendering is, in my opinion, a profitable long-term process from an organization's point of view (Medium, 2018).

- Encourages Competition
  - The process of tendering helps promote a competitive market. This is because a number of potential contractors, firms or suppliers get a chance to bid for every project. And because selection depends on quality and price, every bidder tries to reduce operational inefficiencies and redundancies as much as possible in order to lower expenses and improve quality. This entire process encourages healthy competition in the market and prevents complacency and laziness, which in turn provides a boost to innovation and new ideas (Medium, 2018).
  
- Easier Entry
  - The system of tendering makes it easier and simpler for new firms to enter the market or even a particular industry. This is due to the fact that contracts under this system are awarded on the basis of predetermined, objective criteria. As a result, even a firm that is a new entrant to the market, having no connections or contacts in the industry, can win a prestigious and lucrative contract by providing the highest value for the client's money. This process therefore helps new firms to quickly get a foothold in the market or industry, thus significantly lowering the traditional barriers to entry (Medium, 2018).

## Disadvantages

- Use low-cost, low-quality materials and labor
  - The contractor who is compelled to play the competitive bidding process may feel pressured to keep costs low to maintain a reasonable profit margin. Using cheaper labor and materials is one method a contractor might cut costs. If the cheaper labor and materials are poor quality, the client more likely will receive inferior goods or services.
  
- Shortcuts for safety
  - Safety requirements will be another subject where the contractor will cut the costs. A contract's safety costs might quickly spiral out of control. Reduced safety costs are definite method to keep the price bidding low.
  
- Competitive bidding can be exceedingly time-consuming
  - The awarding of the bid can take a years when the government or private firms use competitive bidding. As a result, customers may have to wait for extremely long periods of time.
  
- Bidders are being threatened
  - Genuinely the bidders are sometimes will be threatened and that will prevented them from submitting their bids.

## 2.4 Types of Tender

No.	Types	Description
1.	Open Tendering	✓ It's a process where an invitation to tender is put in the public domain like in the newspaper with all prerequisite conditions mentioned. The interested suppliers who are eligible are required to submit all required information and the tender awarded based on the selection criteria stated by the organization (Gauransh, 2021)
2.	Selective Tendering	✓ A selective tendering is only open to a selective number of suppliers. The suppliers may be selected through an open tendering or the organization may select the supplier from the suppliers or businesses they have previously worked with
3.	Multi-stage Tendering	✓ In multi-stage tendering, an organization selects a suitable supplier for specific work in a single project as per the contract requirement. It is used when there are a large number of respondents.
4.	Invited Tendering	✓ In invited tendering, an organization itself invites a supplier to perform the contract. It is usually used in emergencies or when there is a need for specialist work.



No.	Types	Description
5.	Single-stage and two stage tendering	<ul style="list-style-type: none"> <li>✓ Single-stage tendering is used when all the information necessary to calculate a realistic price is available when tendering commences. An invitation to tender is issued to prospective suppliers, tenders are prepared and returned, a preferred tenderer is selected and following negotiations they may be appointed.</li> <li>✓ Two-stage tendering is used to allow early appointment of a supplier, prior to the completion of all the information required to enable them to offer a fixed price. In the first stage, a limited appointment is agreed to allow work to begin and in the second stage a fixed price is negotiated for the contract</li> </ul>

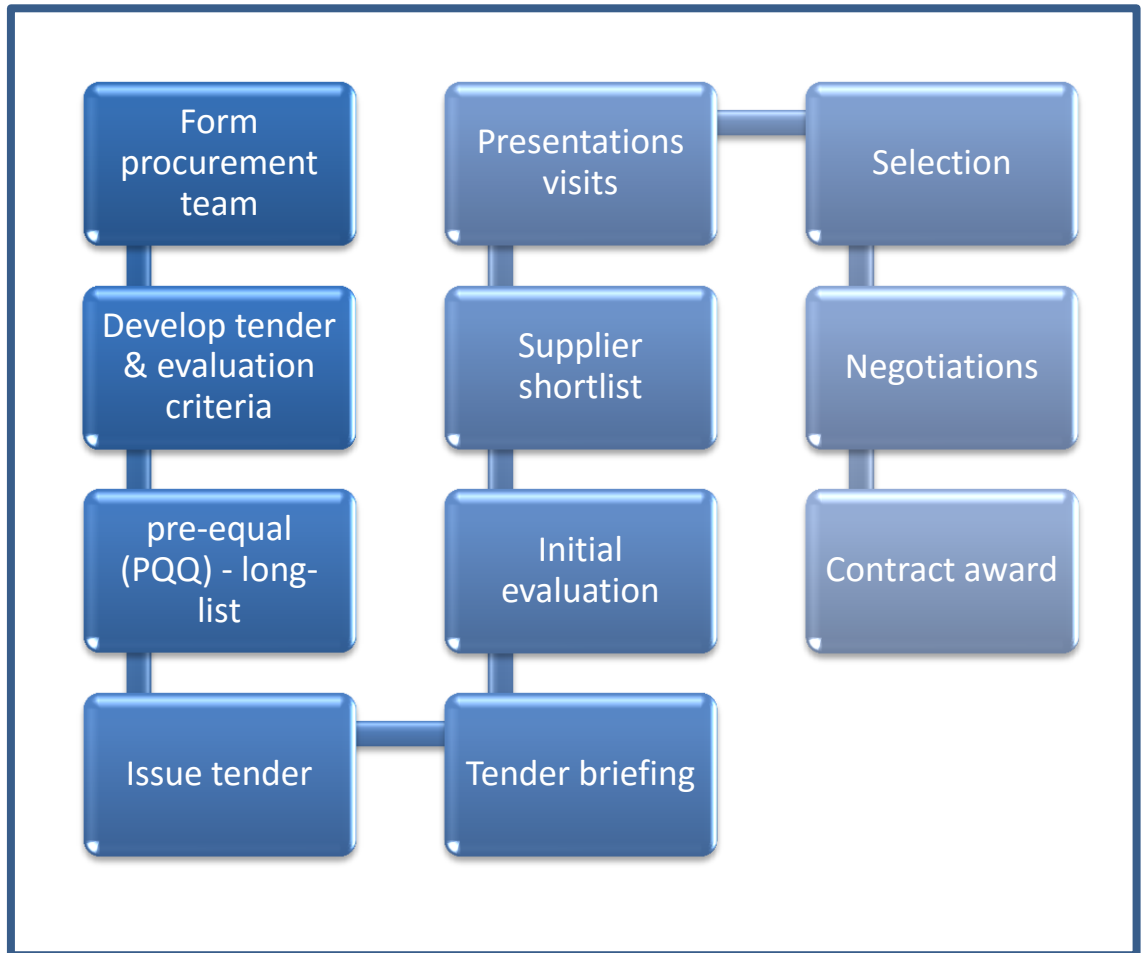
*Table 10: Types of tender*

#### 2.4.1 Characteristic of tender

- ✓ All prospective contractors and suppliers submit their proposals by the client's deadline and place.
- ✓ The bid will include all of the necessary information needed regarding of materials that will be used, the estimated cost of the project.
- ✓ After the deadline has passed, the client will evaluates all of the offers based on a set of established criteria such as price and quality.
- ✓ The tendering process starts with an invitation to tender or request for tender and concludes with a public evaluation procedure in which one of the firms that made a bid wins the project contract.
- ✓ Tenders are widely marketed in several media before the client floats them.

## 2.5 Process of the tender

The chart below shows the flow chart of tender proses.



*Flow chart3: Tender procurement process*

### I. Form procurement team

The procurement team will typically involve:

- ✓ Procurement
- ✓ The budget holder
- ✓ Others involved in managing the contract
- ✓ Possibly representatives from health and safety, human resources, quality management etc.

The higher the value of the contract, the bigger the procurement team often involving senior management. Also, the tendering process becomes more drawn out. The same applies to high-profile purchases.

For example, a very high-value contract, or one that involves contracting out for the first time, will often involve a large team (including directors). And it will have a full tender process. Conversely, smaller contracts may have a much simpler tender procurement process. You see this in the public sector. Higher value contracts must be advertised. Smaller jobs can be let via a mini-tender.

## II. Develop tender & evaluation criteria

The procurement team then agree what the tender will involve:-

- ✓ Specification or general requirement
- ✓ Supplier requirements and mandatory requirements (eg ISO standards)
- ✓ Questions
- ✓ Tender rules or instructions
- ✓ Evaluation criteria (how it will be scored e.g. 60% quality / 40% price)
- ✓ Contract (e.g. one-off, term or framework)
- ✓ The tender procurement process (e.g. PQQ or not)

## III. Pre-qual (PQQ) – long-list

This is an initial selection process to help sift potential suppliers for suitability. It is used to draw a long-list of bidders to be invited to tender. This stage of the tender process might be by invitation or open to everyone (e.g. public sector tenders tenders).

The qualification stage might take the form of an approved supplier list, an initial screening interview or a formal PQQ (questionnaire to assess against minimum requirements). Some tenders incorporate aspects of the PQQ within the tender therefore eliminating this stage.

UK public sector tenders no longer use a PQQ unless the contract value is very high. It has been replaced by a Supplier Questionnaire (SQ). SQs are simpler and are included within the tender documents.

#### IV. Issue tender

The invitation to tender (ITT) is issued to the long-list of selected bidders. The ITT can involve a set of questions to answer along with a pricing matrix. Alternatively it could be less formal – simply asking the bidder to submit a proposal and a price.

Public sector and corporates tend to use formal ITTs, especially for higher-value tenders. E-tenders are now the most common way of tendering.

#### V. Tender briefing

It is not uncommon for the tender procurement panel to hold supplier briefing meetings (pre-tender meetings). They help clarify the tender and answer any bidders' questions.

#### VI. Initial evaluations

The tender panel marks each bid against the agreed evaluation matrix. This results in a league table of the highest and lowest bidders' scores.

#### VII. Supplier shortlist

The evaluation is used to select a short-list of potential suppliers. The number of bidders in a short-list will depend on the nature of the contract. For example, a framework agreement has several suppliers. Another tender might only have one winner.

#### VIII. Presentations visits

Short-listed bidders are sometimes subject to further evaluation. This can be a tender short-list presentation or a question and answer session. And possibly a visit to supplier's premises and/or meeting some of their customers.

Again, the tender panel will assess this against their pre-determined evaluation criteria.

#### IX. Selection

Whatever the tender procurement process, the tender panel will arrive at its final scores. These are used to select the best performers and award contract(s).

#### X. Negotiations

The limit of tender negotiations depend on the nature of each individual tender procurement process. A formal tender may not offer any scope for negotiation. Others will allow small negotiations. This can include

- ✓ Some aspects of price (e.g. additional items)
- ✓ Contract wording and specification (e.g. items that don't affect the overall service)

It is unlikely that there will be opportunity for any major negotiation. Certainly not on the overall price.

Be sure that you know what is negotiable before finalising your tender submission. Always ask Tender Clarification Questions. Otherwise you can find yourself in a sticky situation!

## XI. Contract award

Once everything in the tender procurement process is finalised, contract(s) are awarded.

High-value EU tenders have a minimum 10-day standstill period (Alcatel). This is to allow unsuccessful bidders to challenge the tender procurement process if they feel it was flawed. Contracts are not be issued until this has been completed.

Unsuccessful bidders should have a chance to get feedback on tenders. This helps to gain a better understanding on how to improve future bids.

# **CHAPTER 3**

## **CASE STUDY**



## **CHAPTER 3**

### **CASE STUDY**

#### 3.1 Introduction

This chapter will discuss about the types of tender that has been receive. INB Enterprise has joins a lot of tender. This chapter also will show the process of the tender step by step on how they were in first process and so on. Next the content of this chapter also will contain the content of the document tender.

A tender is an offer to do work or supply goods at a fixed price. When the government puts out a tender, this means that it asks the public for price offers to do work or supply goods. Once the government accepts a tender, it is binding to both the government and the winning tenderer.

Make sure that you have enough time to prepare and submit an offer before the due date. Completed forms must be posted or delivered by hand to the originator of the tender, and before the cut-off date and time. All required forms and documentation will be listed in the tender document. When filling in tender documents, all sections must be completed in full. This includes disclosure of, for example, any connection with the tender board (Janine, 2016)

### 3.2 Observer of the Work

The observer of the project is JKR. Jabatan Kerja Raya (JKR), previously known as the Public Works Department, is the oldest government division in Malaysia. It was established under the British colonial ruling and has contributed to the massive construction of our roads.

No.	Items	Description
1.	Address	Jabatan Kerja Raya Negeri Kelantan Jalan Kuala Krai, 15050, Kota Bharu, Kelantan
2.	No. tel	<b>09-7455800</b>
3.	No. fax	09-7447877
4.	Web	<a href="http://jkr.kelantan.gov.my">http://jkr.kelantan.gov.my</a>
5.	Email	jkrkelantan[at]kelantan.gov.my

Table 11: JKR detail

Tag SPLWPK: <i>splwpk-tag=splwpk-tag</i>

BIL	SEBUTHARGA	PEJABAT IKLAN	TARIKH TUTUP
1	PENINGKATAN KEMUDAHAN PELANCONGAN PANTAI BISIKAN BAYU, DAERAH PASIR PUTEH, KELANTAN.	JKR JAJAHAN PASIR PUTEH	22/02/2022
2	KERJA-KERJA MEMBINA SEBUAH TELAGA TIUB DAN SISTEM PENAPIS AIR JENIS REVERSE OSMOSIS SERTA KERJA-KERJA BERKAITAN DI KLINIK KESIHATAN PENAMBANG, KOTA BHARU - TAWARAN SEMULA.	JKR JAJAHAN KOTA BHARU	20/02/2022

Figure 13: Quotation advertisement

### 3.2.1 What is JKR

Jabatan Kerja Raya (JKR), previously known as the Public Works Department, is the oldest government division in Malaysia. It was established under the British colonial ruling and has contributed to the massive construction of our roads. Since then, they have expanded rapidly and continued their devotion to the development of our country by providing infrastructure and public facilities.

The Public Works Department (PWD) of Malaysia has been established since 1872 and functions as a technical agency to the Government of Malaysia. JKR has the role of implementing infrastructure development and maintenance projects to various ministries, departments, statutory bodies and state governments such as roads, buildings, airports, ports and jetties.

The vision of JKR is will be the center of excellence for infrastructure development by using creativity and human capital innovation and cutting edge technology. Committed to providing and maintaining infrastructure and public facilities to fulfill the requirement of national development.

In fulfilling the above requirement, the department will continuously enhance quality professional service in the planning, designing, implementing and managing all projects and programs by giving attention to shortest possible time, economical cost and attractive design and best quality.

The department will always ensure the infrastructure and public facilities under its purview function as has been stipulated.

### 3.2.2 How to Participate

To participate in tender or procurement activities of JKR, companies must have a contractor license with the [Ministry of Finance \(MOF\)](#) or the [Construction Industry Development Board of Malaysia \(CIDB\)](#). Without a registered license, contractors will not be qualified to partake in any work that includes tenders or quotations from the Selangor State Government.

The purpose of these requirements is to certify that contractors bear the essential skills, integrity and experience to accomplish the projects they are hired to do.

According to the JKR Standard Specifications (2014), the appropriate contents of a tender document should include the following:

- ✓ PWD Form of Contract
- ✓ Form of Tender
- ✓ Letter of Acceptance of Tender
- ✓ Contract Drawings
- ✓ Summary of Tender
- ✓ Schedule of Rates
- ✓ A copy of agreement to terms and conditions
- ✓ Delivery and Objection Period
- ✓ Other relevant documents

For tender opportunities, you can access the JKR tender portal at <http://jkr.selangor.gov.my/portal/public/arkibtender/2020> and prepare the necessary documents as stated. Register with the MOF and find out about registration fees at [www.eperolehan.gov.my](http://www.eperolehan.gov.my). (Evans, 2018).

### 3.3 The Process of Tender

There are a few requisite elements in the tender process as well as how you can prepare your tender for the win, which entails strategic copywriting and honourable company image.

#### i Planning

The first course of action in the tender process is the same as any other procedure planning. Ministries and agencies are required to plan for procurement. The type of procurement or necessary materials should be determined. Then, a process chart is to be drawn out along with a schedule, followed by a review of the financial allocation. It is also required to conduct a market study and identify the registration field code.

#### ii Specifications

Specifications refer to substantially detailed accounts of the required material and work, so that bidders can form a clear idea on what is expected. It can range from performance specifications, where further design work is to be completed; to prescriptive specifications, where the desired design has been completed. With a performance specification, suppliers have more room for innovation and cost-effective work methods. They are typically used for clear-cut projects or renowned building types. Comparatively, prescriptive specifications are used for more complex buildings.

These specifications make the tender smoother for contractors to price and for client companies to compare different tenderers.

#### iii Follow the Instructions Carefully

Make sure to read the Invitation to Tender document carefully. Tenders consist of response forms with strict word limits and questions geared towards finding the most fitting responders. Following the instructions thoroughly is imperative in writing a compelling and concise tender. Think about what your client wishes to see in your response and directly address their needs.

Also add visuals where they may concern to further convey the idea, like diagrams, illustrations and graphs.

#### iv Understanding Tender Requirements

Tenders can be quite confusing, with its plethora of technical information. Therefore, it is essential to understand the specifications of the required goods and services, and whether confident or not in delivering them. If there's something that needs clarification, don't hesitate to ask questions through the tender portals.

#### v Don't Assume the Client Knows About Your Business

The company may be a well-known company, but the customer may only evaluate you based on the tender submission. However, an excellent company profile can set you apart from the rest in the events that your potential client does search you up. Not only should your tender be impressive, but so should the company website and presentation. This is where good copywriting comes in.

#### vi Be Realistic

Don't promise what can't be deliver. It can prove detrimental to the business in the long run if you win a contract that sets you up for failure.

#### vii Include Relevant Examples and References

Include references to previous projects in tenders to demonstrate the capability. This credibility will likely score the bonus points!

#### viii Get a Fresh Perspective

Writing tenders can be tedious and time-consuming. It can result in numbness to what you're trying to convey in the many documents, so it can be helpful to have someone uninvolved in the process to check that the responses make sense and answer the questions accurately.

#### ix Research on Prospective Clients

To get a clearer picture of what the prospective client is seeking, conduct research to gain more insight into the company. For example, what their market, organisation and affairs are. It helps to form networks at industry events and LinkedIn as well since a good existing relationship with the client's company provides a strong advantage.

x Proofread Your Tender

Another vital aspect is to check the tender for spelling and grammatical errors before submitting it. Take the time to proofread and read them aloud so you will know which sections need to be revised. If not confident about this step, hire a savvy editor or writer.

xi Design and Aesthetics

Sometimes, you may be asked to submit particular materials with the tender, such as a cover letter, title page and so on. The designs matter more than you think. A good company logo, letterhead and other aesthetics can make the company appear more professional.

xii Don't Miss the Deadline!

Lastly, always submit the tender early and allow extra timeframe for unforeseen delays, like network errors through online submission.

### 3.4 Project Information

Police quarters Wakaf Mek Zainab was repaired in May 2020 and estimated will be done in March 2021 but due for a few reasons the project was delayed. In January 2022 the project of Police quarters was finished.

There are 3 blocks of Police quarters that has been repaired which are Block L, M, and H. Block M and L contains of 10 houses, meanwhile block H contain of 46 houses need to be repaired. The total of the house that has been repaired by ZBA Sinar Trading was 66 houses.

<b>BLOK M</b>		
BIL	NO. RUMAH	CATATAN
1.	JKR 2587-2C	Kerja-kerja baik pulih
2.	JKR 2587-3A	Kerja-kerja baik pulih
3.	JKR 2587-4B	Kerja-kerja baik pulih
4.	JKR 2587-4C	Kerja-kerja baik pulih
5.	JKR 2587-4D	Kerja-kerja baik pulih
6.	JKR 2587-5A	Kerja-kerja baik pulih
7.	JKR 2587-5B	Kerja-kerja baik pulih
8.	JKR 2587-5D	Kerja-kerja baik pulih
9.	JKR 2587-6A	Kerja-kerja baik pulih
10.	JKR 2587-6C	Kerja-kerja baik pulih

*Figure14: Block M quantity of house*



**BLOK L**

BIL	NO. RUMAH	CATATAN
1.	JKR 2587-1B	Kerja-kerja baik pulih
2.	JKR 2587-1C	Kerja-kerja baik pulih
3.	JKR 2587-2A	Kerja-kerja baik pulih
4.	JKR 2587-2B	Kerja-kerja baik pulih
5.	JKR 2587-2C	Kerja-kerja baik pulih
6.	JKR 2587-2D	Kerja-kerja baik pulih
7.	JKR 2587-3B	Kerja-kerja baik pulih
8.	JKR 2587-3C	Kerja-kerja baik pulih
9.	JKR 2587-3D	Kerja-kerja baik pulih
10.	JKR 2587-4A	Kerja-kerja baik pulih

*Figure 15: Block L quantity of houses*

**BLOK H**

BIL	NO. RUMAH	CATATAN
1	JKR 2583 - 2D	Kerja-kerja baik pulih
2	JKR 2583 - 2C	Kerja-kerja baik pulih
3	JKR 2583 - 2F	Kerja-kerja baik pulih
4	JKR 2583 - 2H	Kerja-kerja baik pulih
5	JKR 2583 - 3B	Kerja-kerja baik pulih
6	JKR 2583 - 3C	Kerja-kerja baik pulih
7	JKR 2583 - 3G	Kerja-kerja baik pulih
8	JKR 2583 - 4H	Kerja-kerja baik pulih
9	JKR 2583 - 5C	Kerja-kerja baik pulih
10	JKR 2583 - 5D	Kerja-kerja baik pulih
11	JKR 2583 - 5F	Kerja-kerja baik pulih
12	JKR 2583 - 5H	Kerja-kerja baik pulih
13	JKR 2583 - 6A	Kerja-kerja baik pulih
14	JKR 2583 - 6E	Kerja-kerja baik pulih
15	JKR 2583 - 6G	Kerja-kerja baik pulih
16	JKR 2583 - 6H	Kerja-kerja baik pulih
17	JKR 2583 - 7A	Kerja-kerja baik pulih
18	JKR 2583 - 7B	Kerja-kerja baik pulih
19	JKR 2583 - 7C	Kerja-kerja baik pulih
20	JKR 2583 - 7D	Kerja-kerja baik pulih
21	JKR 2583 - 7E	Kerja-kerja baik pulih
22	JKR 2583 - 7F	Kerja-kerja baik pulih
23	JKR 2583 - 7G	Kerja-kerja baik pulih
24	JKR 2583 - 8A	Kerja-kerja baik pulih

*Figure 16: Block H quantity of house*

25	JKR 2583 - 8B	Kerja-kerja baik pulih
26	JKR 2583 - 8C	Kerja-kerja baik pulih
27	JKR 2583 - 8D	Kerja-kerja baik pulih
28	JKR 2583 - 8E	Kerja-kerja baik pulih
29	JKR 2583 - 8F	Kerja-kerja baik pulih
30	JKR 2583 - 8G	Kerja-kerja baik pulih
31	JKR 2583 - 8H	Kerja-kerja baik pulih
32	JKR 2583 - 9A	Kerja-kerja baik pulih
33	JKR 2583 - 9B	Kerja-kerja baik pulih
34	JKR 2583 - 9C	Kerja-kerja baik pulih
35	JKR 2583 - 9E	Kerja-kerja baik pulih
36	JKR 2583 - 9F	Kerja-kerja baik pulih
37	JKR 2583 - 9G	Kerja-kerja baik pulih
38	JKR 2583 - 9H	Kerja-kerja baik pulih
39	JKR 2583 - 10A	Kerja-kerja baik pulih
40	JKR 2583 - 10B	Kerja-kerja baik pulih
41	JKR 2583 - 10C	Kerja-kerja baik pulih
42	JKR 2583 - 10D	Kerja-kerja baik pulih
43	JKR 2583 - 10E	Kerja-kerja baik pulih
44	JKR 2583 - 10F	Kerja-kerja baik pulih
45	JKR 2583 - 10G	Kerja-kerja baik pulih
46	JKR 2583 - 10H	Kerja-kerja baik pulih

Figure17: Cont' of Block H

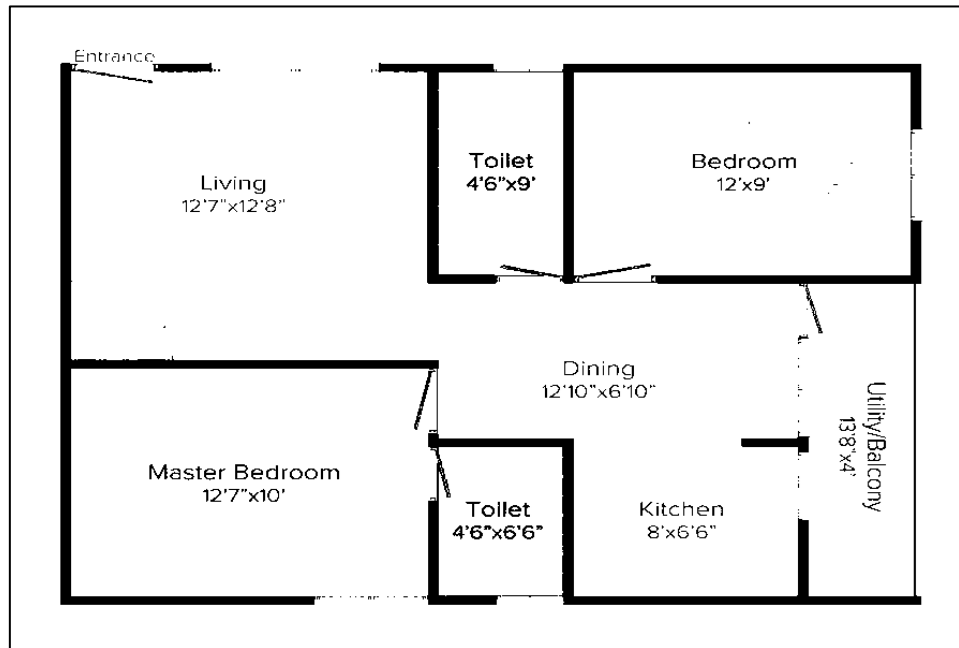


Figure18: Police Quarters floor plan



Figure19: Kitchen after repairing work



*Figure20: Living room after repairing work*

### 3.5 Type of the Document Tender

The type of the tender for the project 'KERJA-KERJA PEMBAIKAN & BAIKPULIH BANGUNAN (SIVIL & ELEKTRIKAL) SERTA KERJA BERKAITAN TERMASUK PAGAR KESELAMATAN DI KUARTERS POLIS WAKAF MEK ZAINAB, KOTA BHARU, KELANTAN' is an open tender. Open tendering is the process aimed at acquiring goods and services at the lowest price. The belief is to stimulate competition and minimize discrimination. This is a transparent procurement process that allows fair play for competing contractors, suppliers, or vendors. There are 2 types of biddings open bidding (seals are open in full view) and closed bidding (seals are open in view of the selective audience). It is also known as open competitive bidding, open competition, or open solicitation.

The fundamental requirements of open tendering are that they should:

- a. Be open to all qualified and interested bidders
- b. Be advertised locally (and internationally, when required)
- c. Have objective qualifications criteria
- d. Have neutral and clear technical specifications
- e. Have clear and objective evaluation criteria

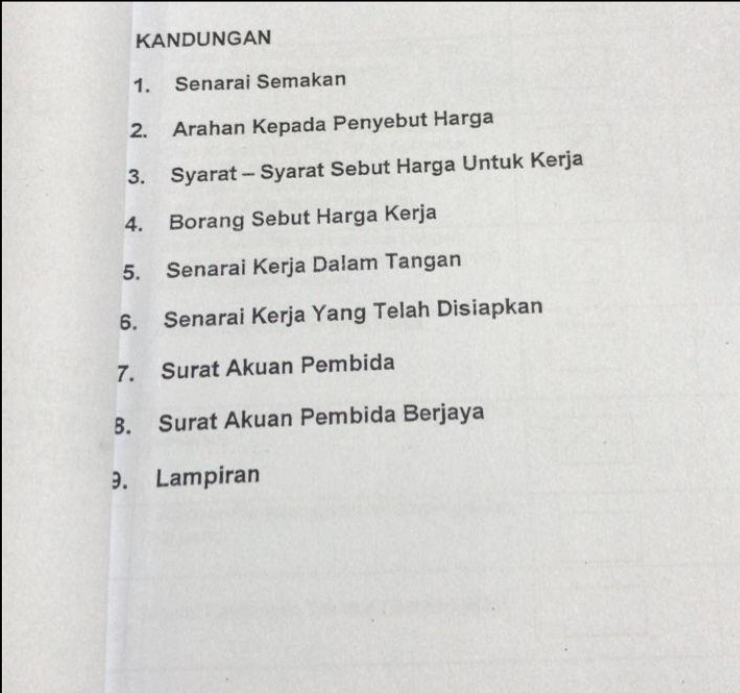
It is presumed that this procurement method fosters effective competition and adds value for money. However, there are arguments to the contrary given that the open tendering method is strictly procedures-based and was primarily designed for the procurement of simple goods. As a result, it is not suitable for complex procurements where the focus is more on the output and outcome of the contracting process rather than on strict adherence to standards.

Open tendering is a great procedure that can help in procuring better quality services at a cost-effective price and quickly. The benefits of open tender are;

- i This procedure leads to no practice of discrimination and favoritism as anybody can apply for the tender through the internet.
- ii Open tendering takes place online and because of that fact, there is a lot of competition on the internet. Hence, the clients can rest assured that they would only get the best services at a reasonable price.
- iii One of the biggest benefits of open tendering is that it allows new firms and organizations to also enter into the market and make a name for themselves.
- iv Open tendering provides individuals and organizations with better employment opportunities.
- v Through open tendering organizations can gain new experiences that are vital for their growth.
- vi It provides contractors with the necessary techniques and experiences to grow and flourish.
- vii Contractors and other organizations in the market can also form new customers and build longer contracts with them.

### 3.6 Content of the Document Tender

The figure shows the content of Police Quarters 'kerja-kerja pembaikan & baikpulih bangunan (sivil & elektrik) serta kerja berkaitan termasuk pagar keselamatan di kuarters Polis Wakaf mek Zainab. Kota Bharu, Kelantan'



KANDUNGAN	
1.	Senarai Semakan
2.	Arahan Kepada Penyebut Harga
3.	Syarat – Syarat Sebut Harga Untuk Kerja
4.	Borang Sebut Harga Kerja
5.	Senarai Kerja Dalam Tangan
6.	Senarai Kerja Yang Telah Disiapkan
7.	Surat Akuan Pembida
8.	Surat Akuan Pembida Berjaya
9.	Lampiran

*Figure21: Contents in Document Tender*



**SENARAI SEMAKAN**

ila tandakan  bagi dokumen-dokumen yang disertakan

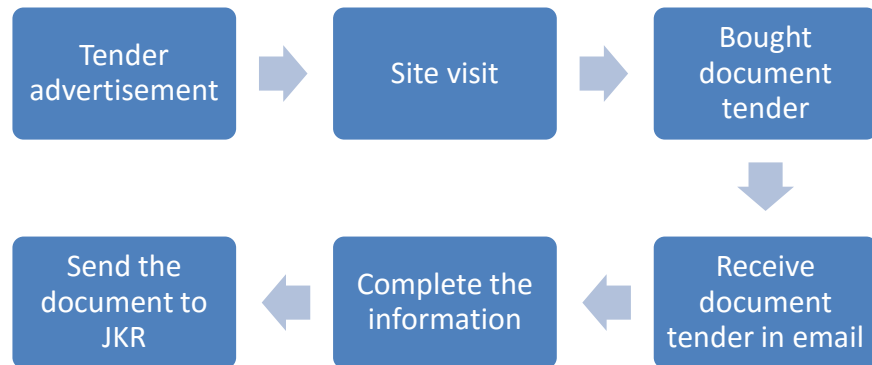
Bil.	Perkara/Dokumen	Untuk ditanda oleh Syarikat	Untuk ditanda oleh Jawatankuasa Pembuka Sebut Harga
1.	Salinan Perakuan Pendaftaran Kontraktor (PPK) dari CIDB	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Salinan Sijil Taraf Bumiputera (STB) dari BPKU (Kerja) (jika berkenaan)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.	Salinan Sijil Perolehan Kerja Kerajaan (SPKK) dari CIDB / Sijil Pusat Kontraktor Sabah (PUKONSA) / Sijil Unit Pendaftaran Kerja dan Juruperunding (UPKJ) Sarawak/Kementerian Kewangan	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.	Borang Sebut Harga Telah Diisi Dengan Lengkap (termasuk nilai tawaran dan tempoh siap) dan Ditandatangani	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.	Borang Maklumat Penyebut Harga	<input type="checkbox"/>	<input type="checkbox"/>
5.	Borang Penyerahan Contoh Dan Katalog (jika berkaitan)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7.	Cadangan Penyelenggaraan/Pyenggunaan (jika perlu)	<input type="checkbox"/>	<input type="checkbox"/>
3.	Senarai Kakitangan Teknikal (jika berkaitan)	<input type="checkbox"/>	<input type="checkbox"/>

	Salinan Penyata Bulanan Akaun Bank bagi Tiga (3) Bulan Terakhir*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
0.	Lain-lain Sekiranya Ada:	<input type="checkbox"/>	<input type="checkbox"/>

Figure22: 10 content in the tender

### 3.7 Process of Preparation Document Tender for the Selected Project



*Flow chart4: Tender process*

a) Tender advertisement

- JKR advertised the advertisement of the tender information. All of the contractor will make a move before the advertisement was expired. When the tender advertisement reach the expiry date, the contractor will lose the ability to join the selected project.

b) Site visit

- The contractor will do a site visit. The purpose is to gain more information about the site and client. Getting familiar with the site will make the planning become easy.

c) Bought document tender

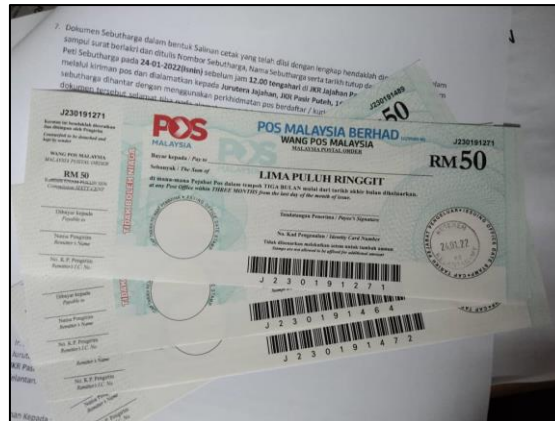


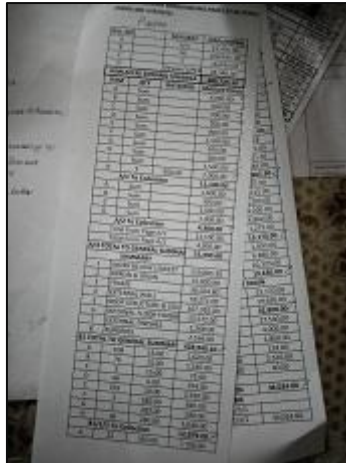
Figure23: 'wang pos'

- Before receive the document tender, the contractor will make a payment using online banking or also 'wang pos'. Postal money or Postal order is one of the payment methods without involving a bank account and this service is available at any post office.

d) Receive document tender in email

- After payment has been made, the document tender will be sent in email. Then print out the document tender without a single mistakes.

e) Complete the information in the tender



BOM	
NO	DESCRIPTION
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100	...

Figure24: Bill of Quantities

- There are a lot of detail that need to be fill. The bill of quantities (BQ) also need to be fill because that was the most important part. After complete re-check again to avoid any error occurred.

f) Send the document to JKR



Figure25: Tender seal in envelope

- After complete the information needed in the tender. The tender need to be sent within the time that has been set which is before 12noon. The document tender need to be seal in the envelope.

**CHAPTER 4**

**PROBLEM**

**IDENTIFY AND**

**RECOMMEN-**

**DATION**

## CHAPTER4

### PROBLEM IDENTIFY AND RECOMMENDATION

#### 4.1 Problem Identify

- i Shortage of skilled worker
  - The effect of lacking skilled labor is that it affects the output and ability to meet deadlines, which puts a risk of falling behind the competitors. The labor gap cuts across multiple areas, including mechanical, electrical, and plumbing engineers, civil engineers, architects, skilled trades, HVAC technicians, and plumbing.
  
- ii Poor project performance
  - Going over budget and failing to deliver on time is the biggest reason for the project underperformance. The cause of this is manifold. It can result from specific productivity problems, such as frequent inclement weather, or systemic issues, such as trade wars. These issues slow down projects, but they also force labor and machinery to become idle, which harms productivity and results in additional costs for the contractor.
  
- iii Rising cost of materials
  - The project is in 2020 but finish in 2022 so the materials in construction will arise due to increasing in global demand. There was a slowdown in the production of materials due to national and international lockdowns.

## 4.2 Recommendation

<b>No.</b>	<b>Problem identify</b>	<b>Recommendation</b>
1.	Shortage of skilled worker	<ul style="list-style-type: none"><li>- Mentorship also works for existing skilled labor, if one of the best workers has showed an interest in the business side of construction, mentor an already skilled worker on the ins and outs of construction project management or construction business ownership.</li><li>- Construction staffing agencies can have skilled workers ready to work for when needed. The agencies take care of pre-screening applicants, which saves time and gets the qualified workers quickly.</li><li>- Writing a better job ads, advertising in more places and calling references</li></ul>

*Table 12: Recommendation for shortage of skilled worker*

<b>No.</b>	<b>Problems identify</b>	<b>Recommendation</b>
2.	Poor project performance	<ul style="list-style-type: none"> <li>- Just like how it is a must to plan the construction projects for success, also need to plan the business. Having a good business plan is essential to running a financially successful construction business.</li> <li>- A good business plan should cover the finances, business operations and the marketing of the business. These are all integral to business growth, and will find that taking the time to review the business plan regularly will be worthwhile in terms of profitability and business success.</li> </ul>
3.	Rising cost of materials	<ul style="list-style-type: none"> <li>- Avoid (EOT) extension of time. Keeping an eye on the rising cost of construction materials is essential in this industry. As the increase in construction demand continues to rise, the supply and demand of materials will follow suit</li> </ul>

*Table 13: Recommendation for poor project performance and rising cost of materials*



# **CHAPTER 5**

# **CONCLUSIONS**

## **CHAPTER 5**

### **CONCLUSION**

ZBA Sinar Trading which is sub-contractor for INB Enterprise is a construction company that will manage and monitor the construction procedure from the start until the project finish. They will keep up the good work to give a good performance to their clients as well as to achieve their expectation to them ever since the company was establish.

The case study is located in Wakaf Mek Zainab, Kota Bharu, Kelantan. In the case study, there are a few process of preparation document tender for the selected project are tender advertisement, site visit, bought document tender, receive document tender in email, complete the information in the tender and the last one is send the document to JKR within the time given before 12noon.

From literature review in chapter two, there are explanations on definition of tender. The advantages of tendering are there are no nepotism, value for money, encourages competition, and easier entry. The disadvantages of tendering are use low-cost, low-quality of materials and labor, shortcuts for safety, competitive bidding can be exceedingly time consuming and bidders might be threatened. There are five types of tender which are open tender, selective tender, multi-stage tender, invited tender and single stage and two stage tender. There are also a few characteristic of the tender and also a few process of the tender.

There are also the problems detected which are shortage of skilled worker, poor performance which is going over the budget and failing to deliver on time and the last one is the rising cost of materials. When the problem arise, the recommendation is a must. The shortage of skilled worker will be solved if the best workers has showed an interest in the business side of construction, mentor an already skilled worker on the ins and outs. Poor project performance will be solved if plan the business. Having a good business plan is essential to running a financially successful construction

business. Arising cost of materials will be solved too if avoid extension of time and keeping an eye on the rising cost of construction materials.

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## APPENDICES