



**DEPARTMENT OF BUILDING
UNIVERSITI TEKNOLOGI MARA
(PERAK)**

**PROCUREMENT OF ROLLER SHUTTER
FOR MASJID KOTA KEMUNING, SEKSYEN 31 SHAH ALAM**

Prepared by:

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DEPARTMENT OF BUILDING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA
(PERAK)

DECEMBER 2018

It is recommended that the report of this practical training provided

by

Mohammad Zulfazdley Bin Mohd Zulkifli Cheng
2016458686

entitled

Procurement of Roller Shutter
For Masjid Kota Kemuning, Seksyen 31 Shah Alam

accepted in partial fulfillment of the requirement for obtaining the Diploma In Building.

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STUDENT'S DECLARATION

I hereby declare that this report is my own work, except for extract and summaries for which the original references are stated herein, prepared during a practical training session that I underwent at Islah Niaga Sdn. Bhd. for a duration of 14 weeks starting from 3 September 2018 and ended on 7 December 2018. It is submitted as one of the prerequisite requirements of DBG307 and accepted as a partial fulfillment of the requirements for obtaining the Diploma in Building.

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Thank you so much.

ABSTRACT

Procurement is a crucial step in construction management, therefore this report will discuss about procurement, which is the process of obtaining goods and services from another after some considerations. This report was conducted for the construction of Masjid Kota Kemuning, Seksyen 31 Shah Alam. The objective of this report is to highlight the methods of procurement and to determine the problems occurred and solutions taken to overcome the issues. This report is carried out mainly using interviews, observations and documents reviewing methods. It focused on how the procurement is done, following each and every step from identifying the goods needed to purchasing stage, as well as the problem faced during the procedure. This report also looked at the efficiency management based on time, quality and cost that can be used to lessen problems and delays in construction process, and also as a reference document. As conclusion, procurement is seen as an important process as it helps ensuring continuity and consistency during construction process.

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CHAPTER 1.0

INTRODUCTION

1.1 Background

This report refers the project entitled ‘Cadangan Membina Dan Menyiapkan Masjid Kota Kemuning Di Atas Lot 140573, Mukim Klang, Daerah Klang, Selangor Darul Ehsan’. Specifically, this report will focus on the procurement process, from its initial preparation, evaluation to awarding contracts.

Management in any company must understand the art of acquiring products and services, also known as procurement. Procurement is the acquisition of goods, services or works from an outside external source. It is favorable that the goods, services or works are appropriate and that they are procured at the best possible cost to meet the needs of the purchaser in terms of quality and quantity, time, and location, just as quoted in <https://blog.procurify.com>. Theoretically, there are four types of procurement. Firstly, traditional method; where the contractor only has responsibility for construction and not for design. Next, ‘design and build method’ whereas the design and build responsibility covered by contractor. Third is management contracting, in which the works are constructed by a number of different works contractors who are contracted to a management contractor. Lastly, joint venturing or partnering. In this type of procurement, different parties establish a working environment based on trust, mutual, objectives and sharing risks and rewards to overcome barriers. However, the aim of this is to analyze the procurement procedure of roller shutters for the project mentioned above.

At the end of the topic, this report has concluded the importance of procurement process. All the findings in this report were made based on the project entitled ‘Cadangan Membina Dan Menyiapkan Masjid Kota Kemuning Seksyen 31, Shah Alam, Daerah Klang, Selangor Darul Ehsan’.

1.2 Scope of Study

This report is intended to give explanations about procurement process. Procurement for each goods or services requires separate operation; and while a standard construction requires a huge quantity of goods and services, this report focused specifically on the series of steps of roller shutters acquisition.

Roller shutter (or roller door) as shown in Figure 1.1 is a type of door shutter consisting of many horizontal sections that are hinged together and attached to a roller at the top. According to www.hag.co.uk, the door is raised to open it and lowered to close it. Traditionally manufactured from galvanized steel or extruded aluminium, roller shutters are used as a method of insulation, can protect windows against hail damage, and can be made to withstand high wind.

This report also discussed the problems that may occur in the whole process of procurement, involving parties such as the subcontractors, architect, and the local authorities.



Figure 1.1: Roller Shutter

(Source: www.hag.co.uk)

1.3 Objectives

The aims of this report mainly focus on understanding and investigating the procurement process regarding particular goods. The objectives include:

- i. To study the methods on carrying out procurement.
- ii. To determine the problems that may occur during procurement process and ways to solve them.

1.4 Method of Study

There are three methods of study that were used in obtaining required information for this report.

i. Observation method

This observation method is done directly through close monitoring to what is shown and done by quantity surveyors involved, and by participating in various meetings with parties involved. Information gathered was recorded through notes and pictures.

ii. Interview method

To obtain additional information for this report, interviews were conducted. Some experienced and involved were interviewed, including site supervisors, contractors, architect and quantity surveyors, in both office and site to collect suitable data.

iii. Document reviews

To fulfill the objectives of this report, related documents including construction drawings, bill of quantities standard operating procedures and past samples quotation were reviewed.

CHAPTER 2.0

COMPANY BACKGROUND

2.1 Introduction of Company

Islah Niaga Sdn. Bhd. is a wholly owned by 100% bumiputera contractor company. It was established on 27th November 2007 with the mission to provide quality products and services that exceed their customers' expectations.

Islah Niaga Sdn. Bhd. comprised of a team of professional and experienced personnel, is very confident with their prowess and ability to handle and manage varieties of projects to meet the needs and expectations of their valued clients. The company puts much emphasis on timely delivery and meeting clients satisfactory, which results in success in handling their past projects.

With clean records and good reputations, Islah Niaga Sdn. Bhd. strives to be more active and try to compete with other construction companies to get more tenders and contracts.

2.2 Company Profile

Islah Niaga Sdn. Bhd. (INSB) is registered under CIDB (as shown in Appendix 1) in accordance to grade G7 B (Pembinaan Bangunan), G7 CE (Pembinaan Kejuruteraan Awam) and G7 ME (Mekanikal Dan Elektrikal). Besides its headquarters located in 311, Block 2 Laman Seri Business Park, Seksyen 13, 40100 Shah Alam, Selangor (as shown in Figure 2.1), Islah Niaga Sdn. Bhd. (INSB) also has a branch located in Taman Universiti, 81300 Skudai, Johor.

INSB is also registered under Minister of Finance and owned a Bumiputera Certification to aid their vision of to be a trusted and successful Bumiputera Contractor in Malaysia.



Figure 2.1: Map location of INSB
(Source: Google Maps)

2.3 Organization Chart

Led by the wisdom and experience of Tuan Haji Mohd Adnan Bin Haji Mongin and En. Zulkifli Bin Haji Alang, INSB is filled with skilled personnel based on their scope of works.

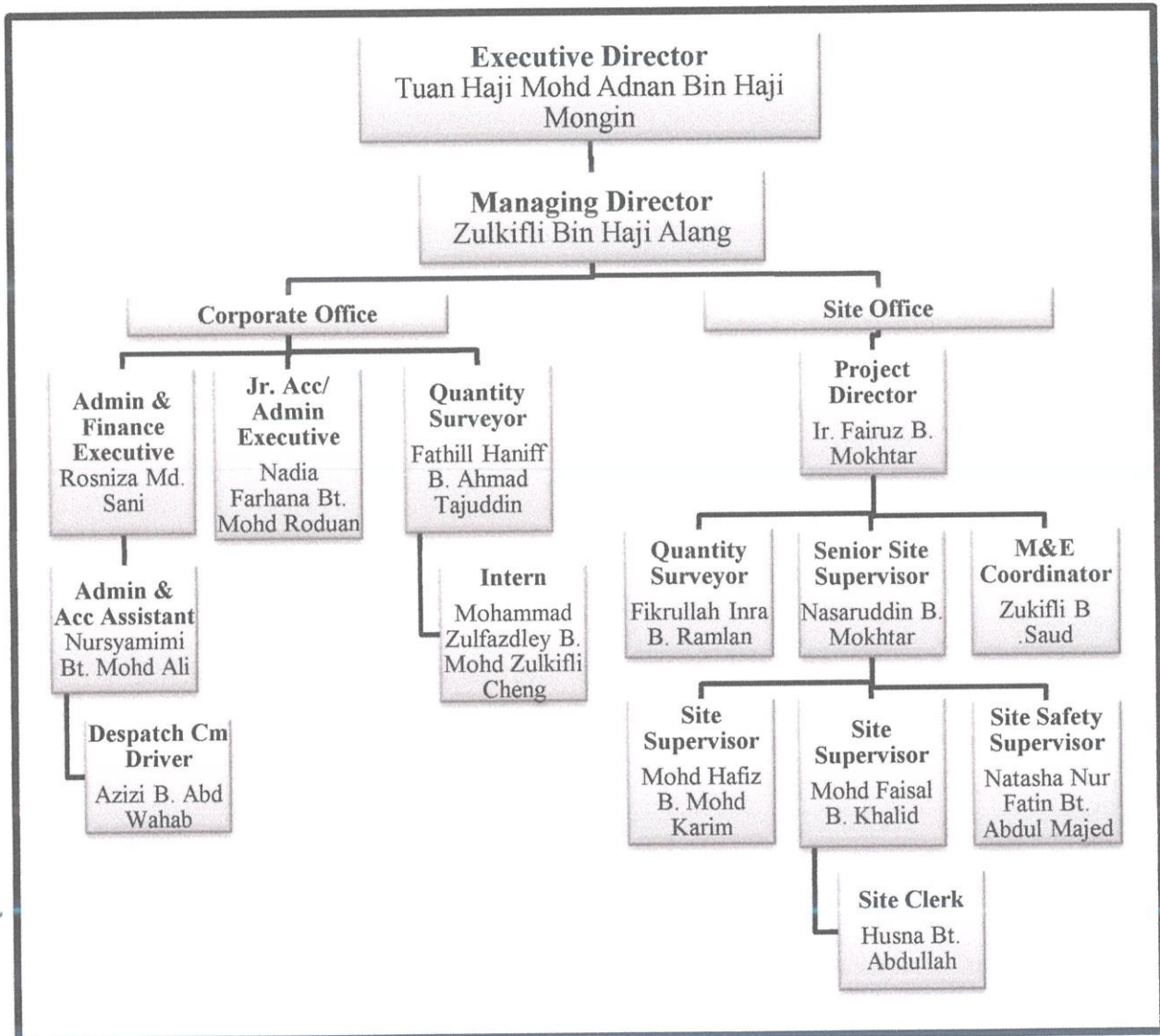


Figure 2.2: Organization chart of INSB

(Source: INSB Company Profile)

2.4 List of Projects

Since the establishment of INSB, many projects were successfully completed by them. INSB has been involved in several constructions of commercial and residential buildings, earthworks and civil structural works. (Source: INSB Company Profile, courtesy of Islah Niaga Sdn. Bhd.)

2.4.1 Completed Projects

Table 2.1: List of completed projects

No.	Completed projects	Cost	Date completed
1.	Kerja-kerja Menaiktaraf Fasad Kota Darul Ehsan Di Lebuhraya Persekutuan, Petaling Jaya, Selangor Darul Ehsan.	RM 9.8 million	12/10/2016
2.	Perlaksanaan Sistem Jalan Sehala Di Jalan Utara, Jalan Timur, Jalan Barat, Jalan Sultan Dan Jalan Yong Shook Lin, Petaling Jaya, Selangor Darul Ehsan.	RM 23.8 million	24/05/2016
3.	Merekabentuk, Membina, Menyiapkan, Menguji Dan Mentauliah Sebuah Kompleks Sukan Yang Mengandungi Stadium, Dewan Gelanggang Serbaguna, Kolam Renang, Rumah Sukan Air Dan Kerja-kerja Infrastruktur Luaran Di Kampus Sultan Azlan Shah Untuk Universiti Pendidikan Sultan Idris.	RM 21 million	02/04/2015
4.	Membina Dan Menyiapkan Sebuah Bangunan Hotel Harga Rendah Yang Mengandungi 400 Bilik Hotel Laluan Pejalan Kaki (Link Bridge), 1 Unit Pondok Pengawal, 1 Unit Rumah Sampah, Lain-lain Kemudahan Di Atas Plot 5, Sebahagian PT13 (HSD 7429) Low Cost Carrier Terminal, Lapangan Terbang Antarabangsa KLIA, Daerah Sepang, Selangor Darul Ehsan, Untuk Tetuan TP Sepang Sdn. Bhd.	RM 34 million	31/03/2014
5.	Membina Rumah Kondominium 20 Tingkat (Block A) Yang Mengandungi 524 Unit Untuk Tetuan Medan Prestasi Sdn. Bhd. (Damansara Damai, Selangor Darul Ehsan).	RM 63 million	15/06/2013

2.4.2 Project in Progress

Table 2.2: List of project in progress

No.	Project in progress	Cost	Completion date
1.	Membina Dan Menyiapkan Masjid Kota Kemuning, Seksyen 31 Shah Alam, Selangor Darul Ehsan.	RM 17 million	10/09/2019

CHAPTER 3.0

PROCUREMENT OF ROLLER SHUTTER FOR MASJID KOTA KEMUNING, SEKSYEN 31 SHAH ALAM

3.1 Background of the Project

The project 'Cadangan Membina Dan Menyiapkan Masjid Kota Kemuning Seksyen 31, Shah Alam, Daerah Klang, Selangor Darul Ehsan' started on 13th of September 2017, and is expected to be completed by 10th of September 2019. With Jabatan Agama Islam Selangor (JAIS) as the client, INSB is proud to be awarded as the main contractor for this project worth estimated around RM17million. Figure 3.1 shows the architect impression of the mosque.



Figure 3.1 Architect impression of the right view (front side) of the mosque.

(Source: Courtesy of ATSA Architects)

The project is located in Lot 140573, Kota Kemuning, Seksyen 31 Shah Alam, Selangor (Figure 3.2). It is located in the middle of Kota Kemuning in which will be easy for its residences to access to mosque. Within the area, there are a few *surau* nearby, but the nearest mosque is about 6 km away in Taman Sri Muda, Seksyen 25 Shah Alam. The mosque is being built besides Taman Tasik Kota Kemuning, which will act as an attraction as well as an extra aesthetical value for the mosque.



Figure 3.2 Map Location of Project Site
(Source: Google Maps)



Photo 3.1: Project Progress to date 29/10/2018

3.2 Procurement Procedure

To keep the procurement management process fair, transparent, and efficient, a good understanding of the procurement process flow is the key. Although the procurement process for every organization differs from each other, a procurement plan has been developed and the most appropriate procurement methodology has been determined.

The procedure below sums up the important steps taken in the acquisition of roller shutter by INSB, according to their Project Quality Planning (Figure 3.3)

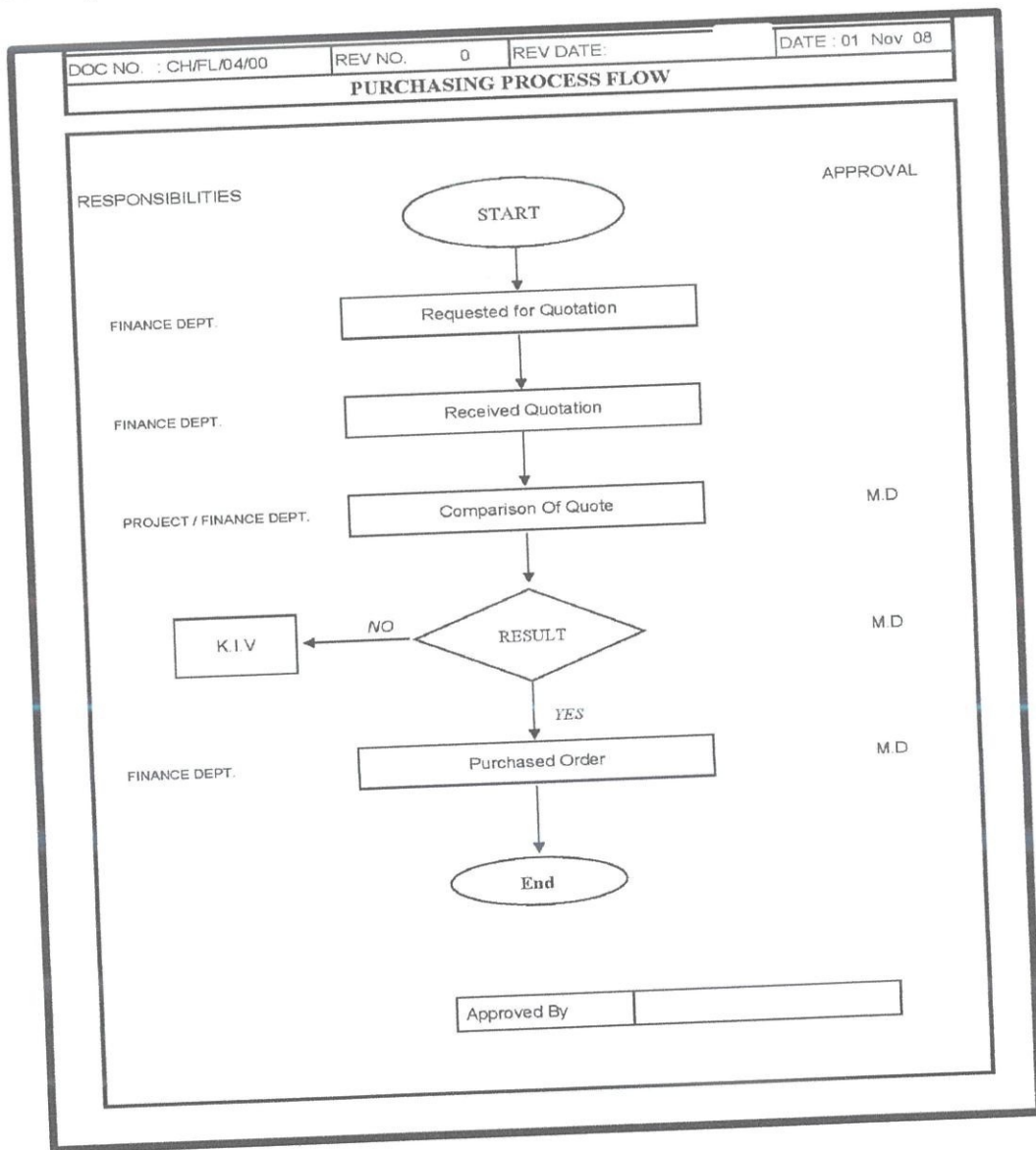


Figure 3.3: Project Quality Planning- Purchasing Process Flow
(Source: Courtesy of INSB)

i) STEP 1: IDENTIFY GOODS OR SERVICE NEEDED

Before starting to seek for suppliers or subcontractors, what kind of goods or services required were identified. A list of materials (Photo 3.2) needed was prepared in advance to ease this very first step of procurement. Once the supplier and/or subcontractor had been chosen, the name of the supplier (company) was recorded for every material. In this case, roller shutter doors were still unsupplied and therefore, subcontractors were searched for.

In addition, as preparation, an estimated cost of the goods/ service has been developed and funding was prepared.

030	300mm x 200mm x6mm MML glazed porcelain wall tiles	MML (Malaysian Mosaics)	X	X	X		X		25-Jun-18	Process
031	600mm x 600mm x6mm MML polished porcelain floor tiles	MML (Malaysian Mosaics)	X	X	X		X		25-Jun-18	Process
032	600mm x300mm x6mm MML non-slip porcelain floor tiles	MML (Malaysian Mosaics)	X	X	X		X		25-Jun-18	Process
033	Washed pebbles			X	X	X			19-Mar-18	Process
034	Carpet Tiles	Paragon Carpetmaker S/B		X	X	X			19-Mar-18	Process
035	Carpet Roll	Paragon Carpetmaker S/B		X	X	X				
036	Staircase Railing									
037	Common Bricks	PD Brick	X		X		X		20 Ogos 18	Process
038	Common Bricks	United Brick Square	X		X		X		20 Ogos 18	Process
039	13.5mm glass wall 3M sticker									
	Window									
040	600mm x 700mm									
041	600mm x 2100mm									
042	1700mm x 700mm									
043	5400mm x 3000mm									
044	4800mm x 3000mm									
	External Door									
045	900mm x 2400mm single leaf door D1	Otm Group								
046	1200mm x 2400mm single leaf door D4	Otm Group								
047	1800mm x 2400mm double leaves fire rated door 2hrs D5	Gaya Door Sdn Bhd	X	X			X		07-Sep-18	Process
048	1800mm x 2400mm fire rated door 2hrs	Gaya Door Sdn Bhd	X	X			X		07-Sep-18	Process
049	1800mm x 2400mm double leaves fire rated door 2hrs D7	Otm Group	X	X			X		07-Sep-18	Process
050	1025mm x 3000mm glass sliding door SD1									
051	3000mm x 2100mm roller shutter									
	Internal Door									
052	900mm x2400mm D1	Otm Group	X	X			X		07-Sep-18	Process
053	750mm x 2400mm D2	Otm Group	X	X			X		07-Sep-18	Process
054	750mm x 2300mm D6 Phenolic door									
055	4200mm x 3000mm acoustic sliding									
056	2200mm x 3000mm SD2									
057	978mm x 3000mm SD3									
058	1800mmx 2400mm FD1									
059	900mm x 2400mm FD3									
	Ceiling Finishes									
060	12mm thk fibrous plaster ceiling									
061	12mm thk fibrous plaster ceiling with water resistant									
062	12mm thk fibrous plaster ceiling with islamic geometric									
	Facade Treatment									
063	x									

Photo 3.2: List of Materials

ii) **STEP 2: SEEK SUPPLIERS/ SUBCONTRACTORS**

This step was taken in order to determine where to obtain the roller shutters. This company is yet to have an approved supplier list for roller shutters; therefore a number of roller shutter suppliers were explored using the internet. The suppliers' information such as the companies' names and contact numbers and email addresses were then recorded and listed for reference.

After that, each listed supplier was called to confirm their identities, before were asked if they were able to supply required goods or services to site location. Those suppliers who came short or were not able carry out the tasks mention above were ticked off and the rest were shortlisted (Photo 3.3).

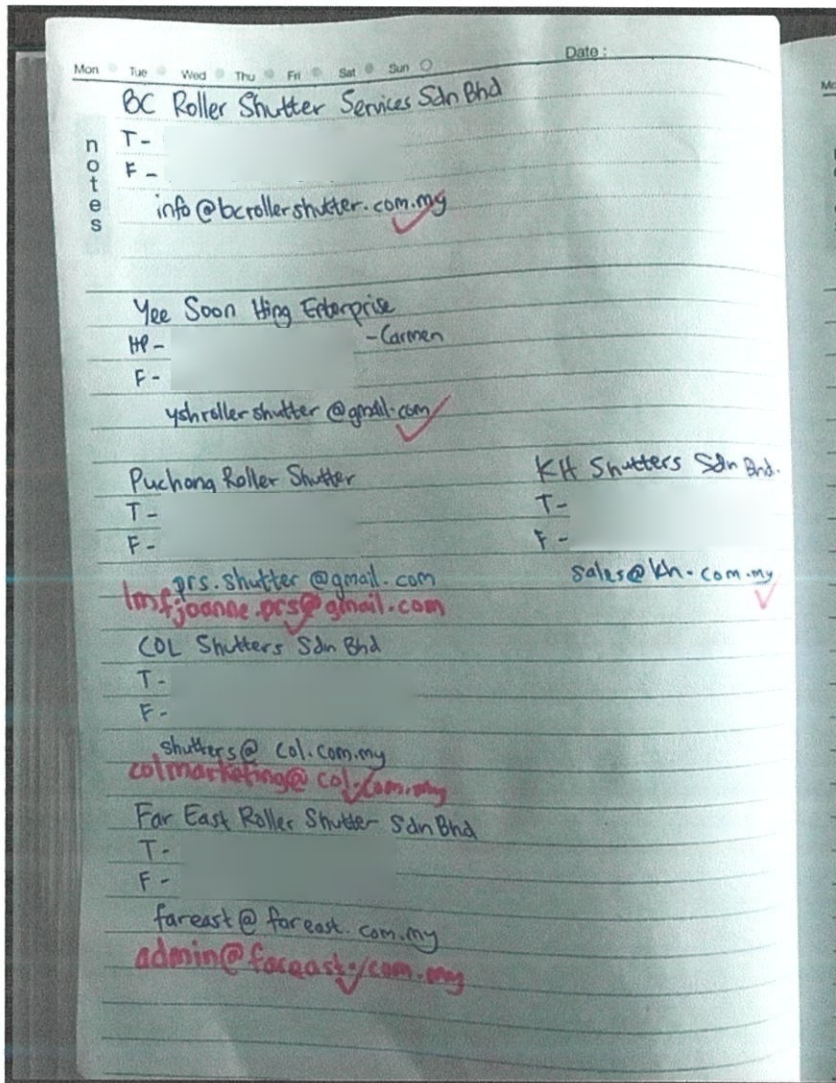


Photo 3.3: List of Suppliers Recorded

iii) STEP 3: SEEK QUOTATIONS

The shortlisted suppliers were then approached by email, as shown in Figure 3.4 to ask for quotations regarding roller shutters required. Here, necessary information such as the name of sender's company (Islah Niaga Sdn. Bhd.) and the project title and location were briefed. Contact number was also included in case if contacted suppliers have any enquiries. It is critical to make sure the purpose of the email clearly laid out.

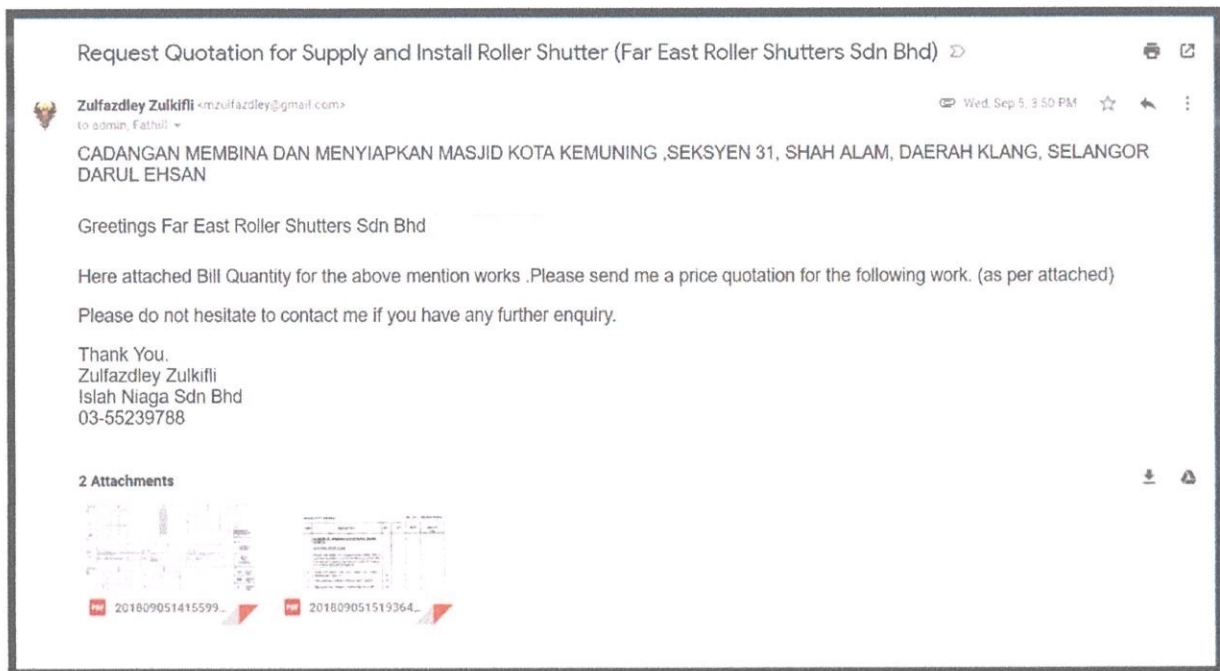


Figure 3.4: Email Sent to Far East Roller Shutter Sdn Bhd

Other alternative is to seek quotation through phone call but that is not practical as in this case as roller shutter have varieties of category and the architect himself had clearly stated his desired specifications. Thus, email was used and as a result, any background information was stated clearly and easily, and related documents were attached.

In the email, the specifications of the goods were included to ensure all the suppliers bid on the same item. Logically, the more detailed the specifications, the more accurate the quote would be and comparable to other suppliers. Related documents such as the Bill of Quantities, as shown in Figure 3.5, and related drawings were attached to aid the supplier to give quotations as accurate as possible. In this step, every contacted supplier was treated equally.

MASJID KOTA KEMUNING		BILL NO.2 - BUILDING WORKS			
ITEM	DESCRIPTION	UNIT	QTY	RATE	AMOUNT (RM)
ELEMENT 2F - WINDOWS AND EXTERNAL DOORS					
(CONT'D)					
EXTERNAL DOOR (Cont'd)					
Supply and install wrought pressure treated timber door or approved equivalent complete with 20mm groove line all to manufacturer's detail as described in Architect's Drawings No. ATSA/P1608/ARC/TD/08/01/01:-					
A	Single leaf timber solid door overall size 900mm x 2400mm high (Type D1)	No	4		
B	Ditto overall size 900mm x 2400mm high (Type D4)	No	3		
C	Ditto overall size 1200mm x 2400mm high (Type D5)	No	3		
D	Double leaves timber solid door overall size 1800mm x 2400mm high (Type D7)	No	4		
Supply, deliver, store and fix in position the following fire resistant doors including metal frame, painting, ironmongery (measure separately), accessories and connectors as specified all in accordance with the manufacturer's recommendation and producing certificates from the Inspectorate of Fire Services Malaysia :-					
E	Two hour fire rated door with interlock ironmongery overall size 1800mm x 2400mm high in double leaves to manufacturer's detail (Type FD1)	No	4		
F	Ditto overall size 1800mm x 2400mm high in double leaves to manufacturer's detail (Type FD2)	No	1		
Design, supply, deliver and install the following 1.5mm thick aluminium frame PEF (Polyester Facade) eshara metallic and TGIC (Triglycidyl isocyanurate free) powder coated finished with 7.38mm thick laminated low emission tinted glass sliding door (Dormer Gear) with 3M sticker (Islamic pattern) including all necessary hinges, ironmongeries and accessories as described in Architect's Drawing No. ATSA/P1608/ARC/TD/08/01/02 :-					
G	Glass sliding door comprising of 2 nos equal size 1025mm x 3000mm high of sliding panel and 2 nos equal size 1025mm x 3000mm high of fixed panel (Type SD1)	No	18		
Supply and install 1.5mm thick anodised aluminium frame with natural anodised roller shutter complete with manual and auto lockset system to manual, accessory and fittings or approved equivalent as manufacturer's detail to Architect's approval and Drawing No. ATSA/P1608/ARC/TD/08/01/03:-					
H	Roller shutter overall size 3000mm x 2100mm high (Type RS1)	No	1		
To Collection					


CICQS SERVICES SDN BHD
CIC/C2016

B2/2F/3

Figure 3.5: Example Bill of Quantities attached
(Courtesy of INSB)

iv) **STEP 4: RECEIVE AND EVALUATE QUOTATIONS**

After some time, the suppliers replied with their own quotations (Figure 3.6) for materials enquired. All the quotations received were saved, printed out and recorded for documentation reference purposes. In INSB, the protocol requires to obtain at least 3 suppliers' quotations before they can be evaluated and considered. After 3 quotations were successfully obtained, all 3 quotations were keyed-in in Microsoft Excel (as shown in Appendix 2) to compare their prices with each other, in addition to the price set by INSB.



KH SHUTTERS SDN BHD
71835-T

Lot 4268 (PT 1365), Jln. Kesidang 5, Kg. Mohd Taib, Kaw. Ind. Sg. Chohi, 48000 Sg. Choh, Selangor.

Tel No: Fax No: email: info@kh.com.my

GST NO. : 000987021312

Doc ref: K305/13/702
 E.B. Date: 15/09/2017
 Rev: 0

ISLAH NIAGA SDN BHD
 No.311, Block 2
 Laman Seri Business Park
 Persiaran Sukan Seksyen 13
 40100 Shah Alam, Selangor.

ATTN : Mr. Zulfadzley Zulkifli
 Tel No :
 Fax No :
 Email : mzulfadzley@gmail.com

SITE : CADANGAN MEMBINA DAN MENYIAPKAN MASJID KOTA REMUNING,SEKSYEN 31,SHAH ALAM,DAERAH KLANG,SELANGOR DARUL EHSAN

QUOTATION

NO : P07179 (REV.1)
 DATE : 15/10/2018
 S/MAN : CHIEW (016-330 3273)
 PAGE : 1 OF 1

NO	DESCRIPTION	SQ.FT	UNIT PRICE (RM)	QTY (SETS)	AMOUNT (RM)
TO SUPPLY AND INSTALL					
KH-STEELGUARD CONVENTIONAL MANUAL OPERATED ROLLER SHUTTERS WITH 1.5MM THK N.A ALUMINIUM SLAT,STANDARD SIDE RAIL,ROLL FORMED STEEL T-TYPE BOTTOM BAR WITH ANTI-SOUND END CAP AND OTHER NECESSARY FITTINGS					
1	RS1: 3100MM(W) X 2100MM(H) + 400MM-MIN.100SQFT	100	30.00	1	3,000.00
2	RS01: 3100MM(W) X 2950MM(H) + 400MM	112	30.00	1	3,360.00
3	RS03: 4100MM(W) X 2600MM(H) + 400MM	132	30.00	1	3,960.00
4	INSTALLATION FEE	-	900.00	3	2,700.00
TOTAL :-					13,020.00

NOTE :-

- ALL PRICE ARE BASIC PRICE ONLY
- FOR INFO R/SHUTTER TO BE EXEMPTED FROM SST TAX **TOTAL AMOUNT = 13,020.00**
- (AS PER ANNOUNCEMENT BY GOVERNMENT)
- IF ANY TAX APPLICABLE, PRICE WILL BE REVISED ACCORDINGLY

TERM & CONDITIONS:-

- a. Quoted prices are based on the measurement provided. Any discrepancies from site measurement, the quoted value shall be revised accordingly.
- b. Terms of payment : **50% UPON ORDER, 50% AFTER COMPLETE WITHIN 07DAYS.**
- c. Validity : 14 days from the here of date. *(***above prices subject to be changed without prior notice)*
- d. Cancellation of confirmation order shall be liable for 80% of contracted amount;
- e. Warranty: One (1) year warranty against manufacturing defects;
- f. Price quoted is base on normal working hours. Additional charges for after normal hours, night work, Sunday and Public Holidays;
- g. BOMBA Compliance Certificate and license shall be released upon full payment received;
- h. Inclusive 2 times pre-testing after commissioning, additional charges of RM600.00 per day trip, or RM1200 per night trip and will be charge on the extra pre-testing as required by clients / main-contractor / sub-contractor.
- i. Customer to provide required utilities e.g: electricity, crane services at site and comply to all statutory and regulatory requirement, if needed;
- j. A site supervisor / representative be stationed at site during construction period.

We trust our quotation is in line with your requirements and look forward to receive your esteemed order, should you have any clarifications please do not hesitate to contact us.

AUTHORISED SIGNATURE

CONFIRMED & ACCEPTED BY,

.....

CO. CHOP & SIGN

Figure 3.6: Quotations Received from KH Shutters Sdn Bhd

v) **STEP 5: ARRANGE MEETING**

After the quotations were evaluated, a few chosen suppliers were invited to INSB office for a meeting. The meeting was arranged to discuss about the service to a greater extend, including any condition of work, payment terms, construction period, to clarify technical difficulties and to clear any misunderstandings. The suppliers were asked to bring along a product sample and the company's catalogue beforehand as those items act as further descriptions about the product. Besides, those items helped in progression of meeting compliance as stated in **STEP 6**. It is crucial to be fair, which means treating everyone as equals — no playing favorites. Every info shared with one supplier was also distributed to all other suppliers. Photo 3.4 shows a meeting session with the suppliers, and the product sample is shown in Photo 3.5.



Photo 3.4: Meeting with Supplier



Photo 3.5: Product Sample

vi) STEP 6: MEETING COMPLIANCE

After the meeting was held, all related documents including the catalogue and the product sample were sent to the architect, client and the authorities to seek approval and compliance confirmation. In this particular project, the parties are ATSA Architects Sdn. Bhd., Jabatan Agama Islam Selangor (JAIS), and Jabatan Kerja Raya (JKR) Klang respectively.

As a condition of seeking approval from JKR, a particular form called '*borang kelulusan bahan*', as shown in Appendix 2, was filled and sent along to them in addition of the items above.

vii) STEP 7: AWARDING CONTRACT

Once all the specifications and regulations matter were done, a formal letter of (contract) award as shown in Photo 3.6 was sent to the chosen supplier. In the letter, information such as Special Provision to Conditions of Sub-Contract, Sub-Contract Bill of Quantities and List of Drawings were included together for the awarded supplier. For roller shutter, INSB had awarded Far East Roller Shutter Sdn Bhd the contract to supply and install roller shutters.

gn

Islah Niaga

KR2017
ber 2018

Our Ref : ISLAH/JKR2017/OPRT(P)/1.2/13/010/FH/ZA
Date : 10th October 2018

a Bhd,
1, Kawa
as Kajang
e

Aktif Aluminium Sdn Bhd,
Lot 50325, Jalan KPB 1, Kawasan Perusahaan Budiman,
Batu 10 1/2, Jalan Cheras Kajang,
43200 Cheras Selangor

Tel :
Fax:

Yang

Attn : Mr Boo Hong Yang

Dear Sir,

GAN M
I ALAM

**PROJECT : CADANGAN MEBINA DAN MENYIAPKAN MASJID KOTA KEMUNING,
SEKSYEN 31, SHAH ALAM, DAERAH KLANG, SELANGOR DARUL EHSAN.**

D: DOV

LETTER OF AWARD: DOME SYSTEM WORKS

Bhd (b
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We **Islah Niaga Sdn Bhd** (hereinafter called the "Main Contractor") are pleased to confirm award to your company **Aktif Aluminium Sdn Bhd** (hereinafter called the "Sub-Contractor") the above mentioned works (hereinafter called the "Sub-Contract Work") for installing and completing of **Sub-Contract works for Dome System** for the sum of **RINGGIT MALAYSIA : Three Hundred Forty Eight Thousand Only (RM 348,000.00)** based on the terms of this Letter of Award and the documents set out below, all of which form part of the Sub-Contract:

- Special
- Condit
- Sub-Co
- List Of

- Annexure A - Special Provision to Conditions of Sub-Contract
- Annexure B - Conditions of Sub-Contract
- Annexure C - Sub-Contract Bill of Quantities (All Provisional)
- Annexure D - List Of Drawings

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Sub-Cont

It is acknowledged that in entering into this Sub-Contract the Main Contractor is relying upon the skill, judgment and expertise of the Sub-Contractor in the execution of the Sub-Contract Works and the co-ordination and planning thereof and the Sub-Contractor hereby undertakes and covenants that it has all the necessary expertise and experience to carry out and complete all his obligations under the Sub-Contract.

include
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cupationa

Your obligations shall include the provision of all equipment, tools, labour, materials (where specified), consumables, supervision, transportation, accommodation and everything else necessary to install and dismantle the scaffolding as required herein to the satisfaction of Main Contractor also requirement from National Institute of Occupational Safety and Health (NIOSH) and Department of Occupational Safety and Health (DOSH).

shall sup
cation or

This Letter of Award shall supersede all terms and conditions stated in your quotations and all other verbal communication or agreement (if any) made prior to this letter, unless otherwise specifically agreed.

BARON/ER
112861 / 015

ISLAH NIAGA SDN BHD, (170994-D)
NO. 111, BLOCK 2, TAMAN SERI BUSINESS PARK, PERDARAJAN SURAU, SEKSYEN 13, 40100 SHAH ALAM, SELANGOR
Tel: 03-7091 1111

Photo 3.6: Example Letter of Award

viii) STEP 8: PURCHASING STAGE

After the contract was awarded, the procurement process then proceeded to the purchasing stage. Purchase order was placed, in which the price, specifications, and terms and conditions of the product were specifically defined. Next, the purchase order was delivered to recipient. Both parties keep a copy on file.

After that, the product was delivered and Delivery Order was received. With the completion of delivery of product, and after the product was accepted in good condition, an invoice was sent from the supplier for the receiver to pay accordingly. Finally, all records were properly maintained by the company. These include purchase records to verify any tax information and purchase order to confirm warranty information. Purchase records reference future purchases as well.

3.3 Problems During Procurement Process

A reliable procurement system is designed for speed, efficiency, and accuracy. Appropriate procedures are in place to ensure that persons submitting quotations are dealt with fairly and equitably during the quotation process. Yet despite all precautions, problems ranging from human error to organizational shortcomings can still have a negative effect on a company's procurement and purchasing ability. Common problems include;

i) Unclear specifications of materials

In order to fulfill the needs of customers, suppliers are highly dependent on their customers' orders or instructions. Therefore, if any difficulties such as unclear specifications or dimensions stated in the documents attached, problem will definitely arise. In regard to seek quotation for roller shutter, a drawing for one of the doors' dimensions had been labeled wrongly (Photo 3.7) and was pointed out by a supplier. As a result, a slight delay occurred and the drawing was resent to the architect for him to readjust correctly to overcome this issue.

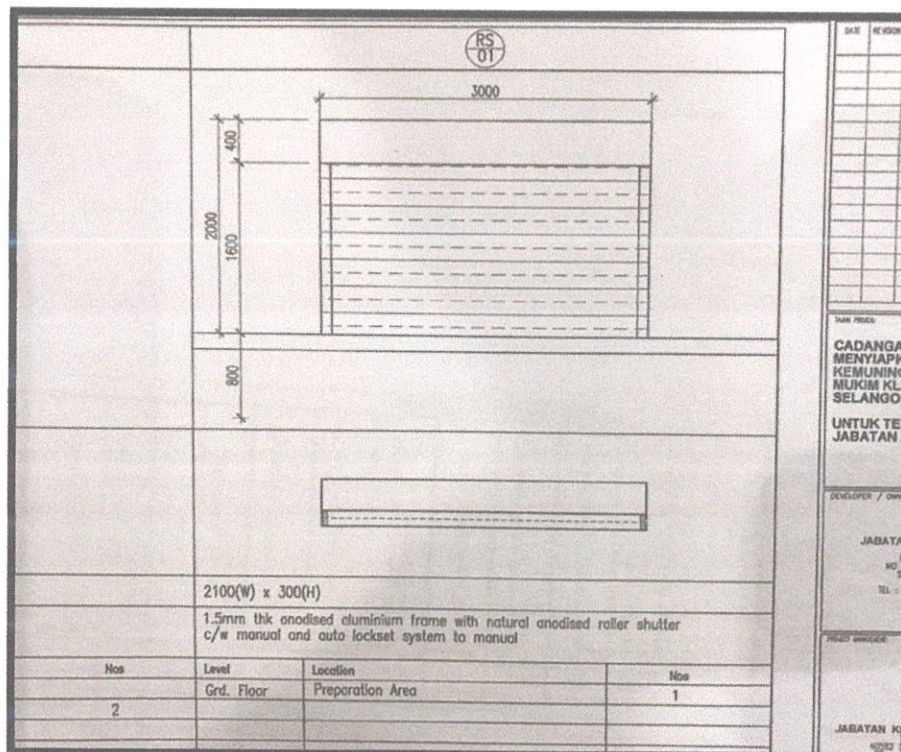


Photo 3.7: Faulty Labeling of Dimension

ii) Late or no replies

This problem is not uncommon as some suppliers may have overlooked the email that had been sent. Occasionally, if suppliers give no response for a long time, most probably because they are not interested in the project, or unable to comply with the service required; and thus decline without any notification. Therefore, those suppliers were called once again as a follow-up to be enquired about the email sent.


In one occasion, a supplier representative had agreed to come for a brief meeting with INSB, but failed to present. A second chance was given but he was still absent despite reminders, and thus was removed from shortlist.

iii) Delays during approval process

Approval is required at various stages in the procurement process. It depends on the value and complexity of the requirements, and all those must abide all the rules and specifications. Compliance issues can arise at any point, but the process of seeking approval is not always smooth either. In this case, INSB faced difficulties in getting the approval from both the architect (ATSA) and authorities (JKR) in terms of waiting time. Both of the parties took long times to confirm their approvals.

iv) Misquotation from suppliers



Sometimes, suppliers may overlook some specifics details and thus, quoting price for the wrong specifications of product. Besides, this problem may happen due to inflexibility of suppliers who are unable to satisfy specific orders. In Photo 3.8, the supplier overlooked the details in Bill of Quantities attached in email sent, and had quoted 2 roller shutters with 1.2mm slat thickness, instead of 3 1.5mm slat thickness roller shutters as stated in the Bill of Quantities. In order to solve this issue, the supplier had been informed and indicated about the error and a revised quotation was asked.



COL®
Shutters Specialist
科卷门

穎科卷門有限公司
COL® SHUTTERS SDN BHD (415253-P)
(Member of COL Group of Companies)
Lot 14, Jalan Perusahaan Dua, Batu Caves Industrial Area, 68100 Selangor Darul Ehsan, Malaysia
Tel: Fax: E-mail: shutters@col.com.my / sales@col.com.my
http://www.col.com.my GST No: 000928153800

Specialist in:
• Roller Shutter

SIRIM Certified
45:179 Part 2, 1981 MS:1673 Part 2, 1980 ISO 9001:2015 0031506688

QUOTATION

CLIENT:
ISLAN NIAGA SDN BHD
N 311 Block 2 Laman Seri Business Park
Persiaran Sukan,
Seksyen 13, 40100 Shah Alam,
Selangor.
Tel:
Fax:
Attn: Zulfadzley

Site :
Cadangan membina dan menyiapkan masjid kota kamuning
seksyen 31 shah alam daerah ktang selangor.

Quotation No
Date
Marketing Dept.
Contact No

COL/08/938823
12/9/2018
Wawa
012-2817278

SGT No: W19-1808-21011714

We are pleased to forward herewith our quotation of roller shutter for your kind consideration.

Description	Dimension			Total Measurement	Unit Price RM/sq. ft.	Unit Price RM/no.	Qty	Amount RM
	W	H	H (box)					
To supply and install COL® N.A Aluminium (1.2mm thk) manually spring operated roller shutter. Including of side guide,spring,pulley,key lock set. Finishing/Colour : Natural Anodised								
RS 1	3000 mm	2100 mm	380 mm	<100.00 sq ft	L/sum	2,800.00	1	2,800.00
RS 2	3000 mm	2950 mm	380 mm	107.49 sq ft	L/sum	3,009.80	1	3,009.80
Sub Total							2	5,809.80
Tax 10%								580.98
Rounding								0.02
Total								6,390.80

*****Remarks :** a) Additional charges of RM 100 per Hour will be applied if waited at site more than 2 Hours.
 b) Additional charges of RM 500.00 per night will be applied if night work is required.
 c) Necessary equipment such as tower crane and scaffolding has to be provided by clients for loading up process of roller shutter.
 d) Opening of ceiling for installation of roller shutter will be charged accordingly, we are not responsible for

Photo 3.8: Misquotation from supplier

CHAPTER 4.0

CONCLUSION

The completion of this report is subject to the INSB's project entitled 'Cadangan Membina Dan Menyiapkan Masjid Kota Kemuning Di Atas Lot 140573, Mukim Klang, Daerah Klang, Selangor Darul Ehsan'. The objective of this report is mainly to understand procurement, in terms of its procedure, possible problems and solutions, and its importances and consequences.

Based on the series of steps shown in case study, the acquisition of the roller shutter was carried out using traditional method. Theoretically, the methods involved are mostly standard, from identifying the goods or services needed, to receiving the goods (or services). However, in order to satisfy the needs and regulations of the architects, client and the local authorities, a few steps were taken regarding seeking approvals.

In this process, problems such as late replies, misquotations and incomplete details are not uncommon. Therefore, it is advisable to seek as many possible subcontractors, and prepare each document clearly to avoid any difficulties.

To conclude this report, procurement is an important step as it helps the efficiency management based on time, quality and cost, in addition of ensures compliances. Hence, the continuity and consistency during construction process will be ensured.

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APPENDICES



Certificate of Achievement

This is to Certify that

ISLAH NIAGA SDN. BHD.
0120080916-SL120058
Grade Registered : G7

has been evaluated according to the SCORE criterias set by the Board and
has achieved the rating of



(3 Star)


for the year
2018
(Valid until 03/07/2020)



Ketua Eksekutif
Lembaga Pembangunan Industri Pembinaan Malaysia
04/07/2018

SC066474

Appendix 1: Certificate of Achievement
(Source : INSB)

 JKR MALAYSIA	PROSEDUR PEMBINAAN DAN PENYELIAAN TAPAK BINA	No. Dokumen	JKR/PH/CD/1/1
		No. Keluaran	05
		No. Pindaan	00
		Tarikh	1 Jun 2017
		Muka Surat	1 / 1

LAMPIRAN 5

BORANG KELULUSAN BAHAN/PEMERIKSAAN MOCK-UP

PROJEK:		Kontraktor:	
No. Kontrak:			
BUTIRAN KERJA KELULUSAN BAHAN/MOCK-UP/ DESKRIPSI ITEM SAMPEL:		Lokasi "Mock up/ Bahan/Kerja":	Tarikh:
Model Kod Item:	Pengilang:	Negara Asal:	Pengedar Tempatan:
PERAKUAN JKR/PERUNDING (Arkitek/M&E/C&S): Saya dengan ini mengesahkan bahawa cadangan bahan/peralatan/mock-up adalah mematuhi kehendak spesifikasi dan berfungsi seperti kehendak kontrak.			
Disertakan : Katalog <input type="checkbox"/> Lukisan <input type="checkbox"/> Sampel Bahan <input type="checkbox"/> Spesifikasi <input type="checkbox"/> Saji <input type="checkbox"/> Sampel kerja <input type="checkbox"/> Mock-up <input type="checkbox"/>			
Tandatangan JKR (PTB) /Perunding Arkitek/M&E/C&S*		Jawatan/Cap Rasmi	
Nama :		Tarikh :	
PERAKUAN KONTRAKTOR : Saya dengan ini berjanji akan mematuhi kehendak JKR/Perunding* dan memastikan "bahan/peralatan/mock up/kerja yang dicadangkan mengikut spesifikasi dan berfungsi seperti di dalam kontrak.			
Tandatangan Wakil Kontraktor		Jawatan/Cap Rasmi	
Nama :		Tarikh :	
KEPUTUSAN JKR : Dipersetujui (concurrent) <input type="checkbox"/> Walaupun perkara di atas telah dipersetujui, adalah menjadi tanggungjawab kontraktor bagi memastikan "bahan/peralatan/mock up/kerja mematuhi kehendak spesifikasi dan berfungsi seperti yang telah dinyatakan di dalam kontrak.			
Ditolak dan perlu kemukakan semula <input type="checkbox"/>			
Tandatangan HODT*(Arkitek/M&E/C&S)(**Jika Perlu)		Jawatan/Cap Rasmi	
Nama :		Tarikh :	
Tandatangan *PP/WPP/PD/WPD		Jawatan/Cap Rasmi	
Nama :		Tarikh :	

Nota: * Potong yang tidak berkenaan

**Jika Perlu - Jika melibatkan perubahan kepada spesifikasi asal bahan/peralatan/mock up/kerja

Appendix 3: 'Borang Kelulusan Bahan'