

Our Ref : q/mpc(upc23-24)/180123(R2)

28 April 2023

Malaysia Productivity Corporation (MPC)  
 Lorong Produktiviti, Off Jalan Sultan  
 46200 Petaling Jaya, Selangor  
**Attn.: Dr. Yugesvari Sambasevam**

Dear Sirs,

**RE: UNIFIED ONLINE PUBLIC CONSULTATION PORTAL RENEWAL LICENSE & SUPPORT FEE QUOTATION**

We are pleased to quote the below for your kind consideration: -

**1. Price**

No.	Description	Price (RM)	Discount (RM)	Price Aft Discount (RM)	Sub Total (RM)	Total(RM)
1	<b>Unified Online Public Consultation Portal Renewal License &amp; Support Fee</b> ▪ From 18/5/2023 to 17/5/2024					171,000.00
A	<b>Renewal License Fee</b>				104,000.00	
a)	Speedminer Enterprise Web Add On ▪ HQ: 10 concurrent user ▪ Public : Unlimited	51,885.23	2,885.23	49,000.00		
b)	Cachè Entrée(Multi Server) Web Add-on Database ▪ HQ: 10 concurrent user ▪ Public : Unlimited	56,602.06	1,602.06	55,000.00		
B	<b>Support and Maintenance Service Fee</b> ▪ Scope of work as per Appendix A				67,000.00	
a)	Preventive Maintenance	10,000.00	1,000.00	9,000.00		
b)	Corrective Maintenance	31,771.25	2,771.25	29,000.00		
c)	Technical Support	31,771.25	2,771.25	29,000.00		
<b>Total</b>						171,000.00
<b>6% SST</b>						10,260.00
<b>Total with 6% SST</b>						181,260.00

**2. Payment : Upon P.O**

**3. Validity : Until 17/5/23**

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

Thank you.

Yours faithfully,

**Speedminer Sdn. Bhd.**



**CHUAN LEE MEI**  
**Business Development Manager**

## APPENDIX A: SCOPE OF WORK

No.	Item	Description	Frequency
1	Telephone and Email Support	<p>All technical issues relating to the use of UPC Application(including errors or problems with UPC Application, issues during setup and assistance understanding specific features). All received calls and email will be responded to by our skilled specialists and will be monitored until the problem is resolved.</p> <p>1) email to support@speedminer.com 2) phone 03-7727 4417</p>	-
2	Virtual Private Network Support	<p>VPN will be setup for CUSTOMER. This enables CUSTOMER to get support via direct electronic link for problem determination and resolution. SPEEDMINER will inform CUSTOMER by phone and state the nature of use prior to dialling into CUSTOMER server. This will ensure fast problem resolution since travel time will not be required.</p>	-
3	Helpdesk	<p>Our Helpdesk is a web-based product support and it provides user guide for CUSTOMER. CUSTOMER will be given a Site name and Password to access the help desk at internal, users can login problems, keep track of the status of the problem until it is resolved or making query about Speedminer System at any time. All problems are logged into the Support Desk database for tracking, reporting and future references.</p> <p>The Support Helpdesk will maintain a resolution database, which will provide information on open, close and pending problems and resolution. It is also used to monitor and measure the Support helpdesk's performance.</p> <p>When a problem with Speedminer System has been detected. CUSTOMER shall proceed to lodge a service call with the Speedminer Helpdesk.</p> <p>In Speedminer Helpdesk, it display</p> <p><b>Type</b></p> <p>1)Query 2)Problem 3)Change Request 4)Comment</p> <p><b>Status</b></p> <p>1) Open 2) Pending 3) Pending From Sites 4) Pending From Speedminer 5) Pending From Intersystem 6) Under Investigation 7) Closed 8) Logging</p> <p><b>Priority</b></p> <p>1) High(Class A) 2) Medium(Class B) 3) Low(Class C)</p>	-

		<p>The Speedminer Helpdesk will assign a product specialist with a log number. The Log numbers will be used to track the progress of the problem resolution.</p> <p>Based on the log numbers, the product specialist will act to respond to the problem within 6 hours of the problem logging. Upon receiving the problem, the product specialist will contact the appropriate IS person at CUSTOMER for definition, clarification, identification and assessment of the problem. Severity of problem can be classified as follows:-</p> <p><b>Class A</b></p> <p>Severity Class A is defined as severe problem which involved System failures, total stoppage in one or more UPC Application Module(s) or Cache system, which seriously affects operation of the stakeholders. For examples,</p> <ol style="list-style-type: none"> <li>1. Database crashed and unable to auto recover</li> <li>2. Critical Dashboard cannot be loaded thus making normal activities such as forms/reports not accessible.</li> <li>3. Database crashed and unable to auto recover.</li> </ol> <p><b>Class B</b></p> <p>Severity Class B is defined as less severe problem and the operation is possible but there is serious degradation of the operation, capacity or functionality of the Stakeholders. For examples,</p> <ol style="list-style-type: none"> <li>1. Dashboard cannot be loaded</li> <li>2. Forms cannot be loaded</li> <li>3. Forms entry cannot be saved.</li> <li>4. Inaccurate analysis result due to system function error (not user formula error)</li> </ol> <p><b>Class C</b></p> <p>Severity Class C is defined as not severe problem, such as single Speedminer Function/Feature problem, without disturbance of operation of the stakeholders. For examples,</p> <ol style="list-style-type: none"> <li>1. Unable to export to MS Excel not due to oversize data set.</li> <li>2. Unable to browse transactional data from Pivot.</li> <li>3. Non service affecting such as backup error, certain explanation of non-serious error/warning messages.</li> <li>4. Technical questions on managing platform and troubleshooting.</li> </ol> <p>The resolution time and fashion will then be determined by the support escalation procedure, which are as follows:</p> <p><b>Level 1</b></p> <p>Support is provided through the telephone for the event. When a solution is not achieved, the event is escalated to Level 2.</p> <p><b>Level 2</b></p> <p>The product specialist will dial-into or login remotely into the system to diagnose and resolve the problem. If the problem continues to persist, it is immediately escalated to Level 3.</p> <p><b>Level 3</b></p> <p>The product specialist will be sent onsite to resolve the problem.</p>	
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4	Change Request Support	Charges apply and shall be quoted to CUSTOMER for approval before starting work.	-															
5	Response Time and Resolution Time	<table border="1"> <thead> <tr> <th>Type</th><th>Response Time</th><th>Resolution Time</th></tr> </thead> <tbody> <tr> <td>Class A</td><td>4 hours</td><td>1 day</td></tr> <tr> <td>Class B</td><td>6 hours</td><td>2 days</td></tr> <tr> <td>Class C</td><td>10 hours</td><td>3 days</td></tr> <tr> <td>Change Request</td><td>-</td><td>Mutually agreed timeframe at an additional cost based on our man-day rates</td></tr> </tbody> </table>	Type	Response Time	Resolution Time	Class A	4 hours	1 day	Class B	6 hours	2 days	Class C	10 hours	3 days	Change Request	-	Mutually agreed timeframe at an additional cost based on our man-day rates	-
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6	System Training	Charges apply and shall be quoted to CUSTOMER for approval before starting work.	when is needed from time to time															
7	Support Progress Report	Provide the Support Progress Report.	Every 6 months															
8	System Health Check	Disk Space checking, Check Application/System/Database events logging to highlight errors to administrator and rectify and resolve any errors related to the Speedminer Software.	Every 6 months															
9	Database Maintenance/ Housekeeping	Check, rectify and fixed for database maintenance to ensure database is in place. Checking and established housekeeping / backup procedure to ensure it is done regularly by the administrator	Every 6 months															
10	Other Maintenance	<p>Highlight miscellaneous issues brought up by user directly/indirectly impact on system operation such as reports format, charts, graphs and others related issues. Rectify and resolve the highlighted issues related to the Speedminer Software only.</p> <p>In the event any of the application files or programmes became corrupt, we have to restore them to the correct working format as a matter of priority and without additional charge.</p>	when is needed from time to time															
11	Exclusion	<p>SPEEDMINER is not obligated to provide Support and Maintenance for errors or problems caused by the following :</p> <ol style="list-style-type: none"> <li>1) third-party components not provided by SPEEDMINER;</li> <li>2) any modifications to the Software;</li> <li>3) use of UPC Application other than in a recommended environment described in the Documentation.</li> </ol>	-															
12	CUSTOMER Obligation	CUSTOMER agrees to provide SPEEDMINER with all information and materials requested by SPEEDMINER for use in replicating, diagnosing and correcting an error or other problem with UPC Application reported by CUSTOMER. CUSTOMER acknowledges that SPEEDMINER's ability to provide satisfactory Support and Maintenance Services is dependent on SPEEDMINER having the information necessary to replicate the reported problem with the Software. In reporting an error to SPEEDMINER, CUSTOMER will	-															

		<p>send a complete and accurate error report (an "Error Report") that includes</p> <ol style="list-style-type: none"> <li>1) CUSTOMER name and on-site technical contact information;</li> <li>2) a reasonably detailed description of the error, together with any supporting information that CUSTOMER's engineers believe will assist SPEEDMINER in its diagnostic process;</li> <li>3) any error message(s) or other message(s) generated by the system in association with the error;</li> <li>4) any applicable trace files and/or error logs;</li> <li>5) a test case or instructions necessary to demonstrate the error;</li> <li>6) identification of any additional information (such as dumps, logs, etc.) that are, or can be made, available; and</li> <li>7) the date and time that the error report is submitted to SPEEDMINER. CUSTOMER acknowledges that any Update or Upgrade provided by SPEEDMINER may be necessary to the proper operation of UPC Application and therefore CUSTOMER agrees to promptly install all Updates or Upgrades made available by SPEEDMINER to ensure that CUSTOMER's version of UPC Application remains supported.</li> </ol>	
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