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# Quality Procedure

Reviewed by:

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3rd February 2025

Approved by:

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# **Purpose**

The purpose of this procedure is to establish and maintain documented procedures to ensure that procurement procedure conforms to specified requirement

# Scope

This procedure applies to all purchasing of goods and services for Pustaka Negeri Sarawak, Miri.

# **Process Details**

# 1.0 Received Request for Purchase of Goods and Services

1.1 Assistant Accountant (AA) shall receive request for purchase of goods and services that is submitted by hand/email/fax from Requesting Officer (RO) via requisition form. Accountant/AA shall determine the classification of the request.

# 1.1.1 Direct Purchase

 Any amount up to RM20,000.00 approval by the Chief Executive Officer

# 1.1.2 Quotation

Amount above RM20,000.00 and up to RM100,000.00 by way
of Quotations approval from Jawatankuasa Pengurusan
Sebut Harga.

# 1.1.3 Tender

- Amount above RM100,000.00 up to RM5.0 Million approval by the Tender, Finance and Investment Committee (TFIC) and endorsement by the Board.
- Above RM5.0 Million, requires additional approval from State Financial Secretary (SFS)

# 1.1.4 Waiver of Quotation / Tender Procedure

• Seek approval from State Finance Secretary if the purchases are by other procurement methods. (Bab 4 – Tatacara Perolehan Badan-badan Berkanun Negeri Sarawak).

# 1.1.5 Perolehan Terus (Common Items)

 Seek approval from Jawatankuasa Perolehan Terus if the purchases are listed under Common Items for suppliers/services as stated in Surat Pekeliling Setiausaha Kewangan Negeri Bil.02/2019 dated 28<sup>th</sup> August 2019 or any latest version of the circular.

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# 1.1.6 Other relevant Financial Circular & Regulations

 Seek approval from any relevant committees imposed by the SFS from time to time.

### 2.0 Direct Purchase

- Whenever completing the Borang Permintaan Pembelian/Perkhidmatan/ Kerja the RO shall furnish the following particulars:
  - a. Tarikh
  - b. Bahagian
  - c. Perkara
  - d. Bilangan
  - e. Harga seunit
  - f. Amaun
  - g. Catatan (Jika ada)
  - h. Jumlah
  - i. Cadangan Pembekal/Kontraktor
  - j. No. Telefon Pembekal/Kontraktor
  - k. Emel Pembekal/Kontraktor
  - I. Bank Akaun Pembekal/Kontraktor
  - m. Tujuan dan sebab pembelian/perkhidmatan/kerja di atas
  - n. Nama dan tandatangan
  - o. Caj akaun
- 2.2 If he/she agrees with the purchase, The Unit Head/Division Head/Sector Head/Regional Manager (RM) shall endorse the Borang Permintaan Pembelian/Perkhidmatan/Kerja.
  - 2.2.1 If he/she disagrees, the purchase shall be cancelled.
- **2.3** After the Borang Permintaan Pembelian/Perkhidmatan/Kerja endorsed, AA shall fill in the balance of the allocation and get approval of
  - 2.3.1 Up to RM5,000.00 Sector Head / Regional Manager / authorized officer
  - 2.3.2 Above RM5,000.00 and up to RM10,000 Deputy Chief Executive Officer (DCEO)
  - 2.3.3 RM20,000 and below Chief Executive Officer (CEO)
- 2.4 Once the Borang Permintaan Pembelian/Perkhidmatan/Kerja has been approved, Accountant Assistant (AC) shall key in the relevant particulars into the Accounting Systems (e-Fas). AC shall prepare the Service Order.

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# 3.0 Quotation

- 3.1 Whenever the procurement unit received request(s) to purchase any goods and services above RM20,000.00 and up to RM100,000.00, the Accountant shall prepare the quotation as follows:
  - a. Instruction to Tenderer
  - b. Form of Quotation/Tender
  - c. Schedule of Rate (if applicable)
  - d. Form of Agreement
  - e. Sample of Bank Guarantee Form for Performance Bond (Supplier/Services)
  - f. General Conditions of Contract/Term Contract
  - g. Addendum to General Conditions of Contract (if applicable)
  - h. Specifications

Maklumat Latarbelakang, Teknikal dan Kewangan Petender (Lampiran A19) –

(Item 3.1 Maintained by Finance HQ)

- 3.2 After quotation documents have been prepared, the Accountant shall immediately prepare the Notice of Quotation (Kenyataan Sebut Harga) which shall include the following:
  - a) Quotation Number
  - b) Quotation Title
  - c) Registration (Category, Head, Sub-head on UPKJ Registration)
  - d) Document Fee
  - e) Type of Quotation
  - f) Closing Time and Date
  - g) Address to send the Quotation
  - 3.2.1 The notice of quotation shall be published on Pustaka's website and send to Pustaka's suppliers/contractors by mail/email.
- 3.3 After the document fee is received by the AA, the Quotation document shall immediately be issued to the intended Tenderer that participates in the Quotation together with Borang Penerimaan Bayaran untuk Yuran Dokumen Sebut harga/Tender.
- 3.4 The intended Tenderer will then drop the Quotation Document in the Tender Box before the closing date & time. Any quotation received after the closing date & time will be rejected.
- The sealed cost estimation shall be deposited into the tender box before the closing date/time.
- 3.6 The Opening of Quotation/Tender Committee (Jawatankuasa Pembukaan Sebut Harga/Tender) meeting shall be held on the same day of the closing date by completing the Jadual Sebutharga/Tender form as follows:

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- a) Tajuk Sebut harga/Tender
- b) No. Sebut harga/Tender
- c) Jenis Sebut harga/Tender
- d) Tarikh tutup
- e) Jumlah Petender yang telah mengambil dokumen Sebut harga/Tender
- f) Bilangan
- g) Pendaftaran (Kod Bidang)
- h) Harga yang ditawarkan (RM)
- i) Ulasan (jika ada)
- j) The Jadual Sebut harga/Tender Form will be signed by the Jawatankuasa Pembukaan Sebut Harga/Tender Present in the meeting.

Finance branch will then mail the Quotation Document to Finance HQ.

- 3.7 After the Jawatankuasa Pembukaan has met, the Jawatankuasa Penilaian Sebut harga/Tender meeting shall be held after evaluation report is done within 14 days and the Jawatankuasa shall evaluate the Quotation based on the evaluation report or by interviewing the bidders and make recommendations based on the evaluation result.
  - 3.7.1 The Superintending Officer in charge of the activity concerned shall evaluate the quotations received by filing in the Penilaian Sebutharga/Tender forms as follows:
    - a) Project Title
    - b) General Information
    - c) Financial Information
    - d) Summary Scope of Supplies/Services/Works
    - e) Quotation Submission
    - f) Evaluation by Jawatankuasa Penilaian Sebut Harga
    - g) Approval of Recommendation by Head of Statutory Body / Authorised Officer
    - h) Tenderer's Particular
    - Supplier's/ Contractor's Past Experience/ Completed Ongoing Projects
    - j) Supplier's/ Contractor's Present/Current Commitments/ Ongoing Projects
    - k) List of Plants and Equipment
    - I) List of Technical Staff
    - m) Schedule of Rates
    - n) Summary of Quotation
- 3.8 After above evaluation, the Jawatankuasa shall make recommendation and shall table it to the Jawatankuasa Pengurusan Sebutharga.
- 3.9 After receiving approval for the above recommendation from the Jawatankuasa Pengurusan Sebut harga, the Accountant/AA shall prepare and send the Letter of Acceptance to the successful tenderer by mail or by hand or email.
  - 3.9.1 The Accountant shall prepare the contract agreement and to be

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signed by both parties once the tender has been awarded. i.e. Pustaka and the awarded tenderer.

3.10 AA shall notify the Superintending Officer or his/her officer to fill in the Borang Permintaan Pembelian/Perkhidmatan/Kerja as per 2.1 immediately.

# 4.0 Tender

- 4.1 Whenever the procurement unit received request(s) to purchase any goods and services above RM100,000.00 the Accountant shall prepare the Tender documents as follows:
  - a) Instruction to Tenderer
  - b) Form of Quotation/Tender
  - c) Schedule of Rate (if applicable)
  - d) Form of Agreement
  - e) Sample of Bank Guarantee Form for Performance Bond (Supplies/Services)
  - f) General Conditions of Contractors/Term Contract
  - g) Addendum to General Conditions of Contract (if applicable)
  - h) Specifications
  - i) Maklumat latabelakang, Teknikal dan Kewangan Petender (Lampiran A19)
- 4.2 After tender documents has been prepared, the Accountant shall immediately prepare the Notice of Tender (Kenyataan Tender) which shall include the following:
  - a) Tender Number
  - b) Tender Title
  - c) Registration (Category, Head & Sub-head on UPKJ Registration)
  - d) Document Fee
  - e) Type of Tender
  - f) Closing Time and Date
  - a) Address to send the tender
- 4.3 After the document fee is received by the AA, the tender document shall immediately be issued to the intended Tenderer that had participated together with Borang Penerimaan Bayaran untuk Yuran Dokumen Sebut harga/Tender.
- 4.4 The tenderer will then drop the tender document in the tender box before the closing date and time. Any document received after the date and time shall be rejected.
- The sealed cost estimation to be deposited into the tender box before the closing date/time.

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- 4.6 Based on the following inputs, The Jawatankuasa Pembukaan Sebut Harga/Tender meeting shall be held on the same day of the closing date by completing the Jadual Sebut Harga/Tender form as follows:
  - a) Tajuk Sebutharga/Tender
  - b) No. Sebutharga/Tender
  - c) Jenis Sebutharga/Tender
  - d) Tarikh tutup
  - e) Jumlah Petender yang telah mengambil Dokumen Sebutharga/Tender
  - f) Bilangan
  - g) Nama Petender
  - h) Pendaftaran (Kod Bidang)
  - i) Harga yang ditawarkan (RM)
  - i) Ulasan (jika ada)
  - k) The Jadual Sebutharga/Tender Form will be signed by the Jawatankuasa Pembukaan Sebutharga/Tender present in the meeting.
- 4.7 The Jawatankuasa Penilaian Sebutharga Dan Tender shall be held after evaluation report is done within 45 days after the Jawatankuasa Pembukaan meets and the Jawatankuasa Penilaian Sebutharga Dan Tender shall evaluate the Tender based on the evaluation report or by interviewing the participant and make recommendation based on the evaluation result.
  - 4.7.1 The Superintending Officer in charge of the activity concerned will evaluate the tender received by filling in the Penilaian Sebutharga/Tender form as follows:
    - a) Project Title
    - b) General Information
    - c) Financial Information
    - d) Summary Scope of Supplier/Services/Works
    - e) Tender Submission
    - f) Evaluation by Consultant (if any)
    - g) Evaluation by Jawatankuasa Penilaian Tender
    - h) Approval of Recommendation by Head of Statutory Body/ Authorised Officer
    - i) Tenderer's Particulars
    - j) Supplier's/Contractors Past Experience/ Completed Projects (Past 3 years)
    - k) Supplier's/Contractors Present Experience/ Current Commitments/Ongoing Projects
    - I) List of Plants and Equipment
    - m) List of Technical Staff
    - n) Schedule of Rates
    - o) Summary of Tender
- **4.8** After the above evaluation, the Jawatankuasa shall make a recommendation and shall table it to TFIC.
- 4.9 After receiving approval for the above recommendation from TFIC, the accountant shall prepare and send the Letter of Acceptance to the successful tenderer by mail or by hand or e-mail.

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4.9.1 Accountant shall prepare the contract agreement and to be signed by both parties once the tender has been awarded.
i.e. Pustaka and the successful tenderer will sign the agreement once the tender has been awarded.

(Item 4.7 to 4.9 are maintained & prepared by Finance, HQ)

- 4.10 After para 4.9 is completed, the AA shall immediately notify the Superintending Officer or his/her officer to fill in the Borang Permintaan Pembelian/Perkhidmatan as in 2.
  - 4.10.1 For the purchase of physical books refer to Acquisition of Library Materials.
  - 4.10.2 For purchase of assets, refer to the Aset Management Unit workflow and to fill out the required form Borang Permohonan Pembelian Aset Alih Pustaka Negeri Sarawak, semakan 4, Tarikh kuatkuasa 1 Januari 2022.

Continue preparation of item in 2.1 and 7.0

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- 5.0 Waiver of Procedure of Quotation/Tender Seek approval from State Financial Secretary if the purchases are by other procurement methods (Bab 4 Tatacara Perolehan Badan-badan Berkanun Negeri Sarawak)
- Whenever the procurement unit received request (s) to purchase any goods and services by way of waiver of procedure of quotation/tender, the RO shall prepare and fill in Lampiran A32 & Lampiran A Permohonan Untuk Pengecualian Prosedur Sebut Harga/Tender specified by State Financial Secretary (SFS) as follows:
  - a) Nama Badan Berkanun
  - b) Latarbelakang Bekalan / Perkhidmatan / Kerja
  - c) Skop dan Maklumat Am Bekalan/ Perkhidmatan /Kerja
  - d) Justifikasi Permohonan
  - e) Maklumat Nama dan Tawaran Syarikat / Firma
  - f) Maklumat Kewangan
  - g) Senarai Dokumen Sokongan
  - h) Perakuan Jawatankuasa Pengecualian Sebutharga/Tender
  - i) Perakuan Ketua Badan Berkanun/ Pegawai yang diberi kuasa
  - j) Maklumat Terperinci Syarikat / Firma yang dicadangkan
- After the Jawatankuasa Pengecualian Sebutharga/Tender has evaluate and approve, the application shall be submitted to the State Financial Secretary for consideration and approval.
  - 5.2.1 The AA shall prepare a cover letter which is to be signed by the CEO and send the Lampiran A32 Permohanan Untuk Pengecualian Prosedur Sebutharga/Tender form to the SFS Office for approval.
  - 5.2.2 The RO and accountant shall receive notification by letter from SFS office on the application of the Waiver of Procedure of Quotation/Tender
  - 5.2.3 If the application is not approved by SFS, Accountant shall advice the respective RO to abide by the normal procedure for Quotation or Tendering.
  - 5.2.4 If the application is approved, AA shall notify the RO to fill in the Borang Permintaan Pembelian/Perkhidmatan/Kerja as per 2.1

# 6.0 Common Items for Supplies/Services

- 6.1 Upon receipt of Borang Permohonan Perolehan Terus (Common Items) and complete the following particulars:
  - a) Sektor/Bahagian
  - b) Latarbelakang Bekalan/ Perkhidmatan/ Kerja
  - c) Skop dan Maklumat Am Bekalan/Perkhidmatan/ Kerja
  - d) Justifikasi Permohonan
  - e) Maklumat Nama dan Tawaran Syarikat/Firma
  - f) Maklumat Kewangan
  - g) Maklumat Terperinci Syarikat/Firma yang dicadangkan

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- 6.1.1 If the acquisition for supplier/services is listed under Common Items, the application for approval shall be from the Jawatankuasa Perolehan Terus (JPT)
- 6.1.2 The Accountant shall identify the request based on the Common Item stated in Surat Pekeliling Setiausaha Kewangan Negeri Bil 02/2019 dated 28<sup>th</sup> August 2019 or any latest version of the circular.
- Based on the following input, the JPT shall evaluate the quotation and make recommendation.
  - 6.2.1 Consideration of Common Items for Supplies/Services:
    - a) Anggaran Harga/Kos
    - b) Skop perkhidmatan/bekalan
    - c) Justifikasi Perkhidmatan/ bekalan diperlukan
    - d) Peruntukan/Implikasi Kewangan
    - e) Maklumat dan harga tawaran pembekal/ kontraktor/ penyedia perkhidmatan
    - f) Keputusan JPT
- 5.3 The accountant shall prepare the report for all the Common Items for Supplies/Services and to be submitted to SFS every year before 15th January of the subsequent year.
- 7.0 Issuance of Service Order/Purchase Order (SO/PO) Pesanan Barangan/Perkhidmatan
- 7.1 The AC shall prepare Service Order/Purchase Order (SO/PO) based on information stated in the approved Borang Permintaan Pembelian/Perkhidmatan/Kerja within 5 working days.
- 7.2 The AA/RM shall sign the SO/PO which is RM50,000.00 and below. CEO to sign SO/PO which is above RM50,000.00.
- 7.3 The AA shall send the notification on the approved SO/PO to the RO/Superintending Officer via email.
- 7.4 The AC shall file the SO/PO into respective file within 5 working days.
- 7.5 The RO/Superintending Officer shall give the supplier/contractor the Customer Copy of SO/PO by hand/email/fax/communication channel.

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### 8.0 Verification of Goods or Services

- 8.1 AC shall compiled / matched invoice/bill/debit note/pro-forma invoice with PO/SO and checked the details in invoice/bill/debit note/pro-forma invoice correct against PO/SO by 3 workings day upon receivable invoice
- 8.2 RO shall verified any goods or services received by signing on the invoice/bill/debit note/pro-forma invoice and original SO to make sure that the goods or services received/rendered are in accordance as specified in the SO/PO or as stated in the specification of the contract agreement.
  - 8.2.1 If the goods or services are not in accordance with the SO/PO or as stated in the specification of the contract agreement, the RO shall reject and notify the supplier/contractor.
  - 8.2.2 The RO shall then request for the goods to be re-supplied and the services to be re-rendered.
- 8.3 Upon verification of the SO/PO, the AC shall proceed with the respective payment within 13 working days and will notify the supplier/RO via email notification not later than 3 working days.

# 9.0 Documented Information Maintained

- **9.1** The AC shall keep all the documented information related to these procedures according to:
  - 9.1.1 Payment Voucher consist of SO/PO, Borang Permintaan Pembelian/Perkhidmatan/Kerja, Invoice from supplier at Finance Unit (Filing room).
  - 9.1.2 Copy of Contract agreement for quotation/tender/waiver of of Procedure of Quotation/Tender/Common Items at the Finance Unit
  - 9.1.3 Notice of quotation/tender at the Finance Unit
  - 9.1.4 Letter of Approval of Waiver of Procedure of Quotation/Tender at the Finance Unit
  - 9.1.5 Extract of minutes of meeting for JPT approving the *Perolehan Terus* at the Finance Unit

# 10.0 Retention of Documented Information

- 10.1 The AA/AC shall keep all the documented information related to these procedures at the finance unit.
- 10.2 All documented information generated as a result of the management of change shall be retained for a period as stated in the Lampiran M, Treasury Instruction.

# 11.0 Disposal of Documented Information

11.1 Documented information generated as a result of the management of change shall be disposed in accordance to records management practices of Pustaka Negeri Sarawak.

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