TECHNICAL PROPOSAL – PROJECT BACK OFFICE

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1 Service presentation

1.1 Your Site Team. Our Back Office

faHR Engineering Consultancy provides **project back-office and management support** to contractors, EPC companies, engineering firms and project developers. We provide the technical and administrative capacity needed to support project teams throughout the project lifecycle — from mobilisation and planning to execution, monitoring and close-out.

Our Madagascar-based team can operate as an **extension of the client's project team**, supporting project controls, planning, cost and quantity management, QA/QC, HSE, document control, reporting, procurement and subcontractor coordination.

1.2 The Need We Address

Project teams often face:

- Increasing administrative and reporting workload
- Limited project-control resources
- Pressure to maintain accurate cost and schedule information
- High volumes of technical and contractual documentation
- Difficulty coordinating multiple subcontractors and suppliers
- Need for additional QA/QC and HSE monitoring capacity
- Pressure on site teams to focus on execution rather than back-office activities
- Temporary peaks in workload requiring additional resources
- Need to control project costs without building a large permanent back-office team

faHR helps project teams remain focused on execution while providing the structured back-office capacity required to keep projects under control.

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1.3 Type of Clients and Projects

1.3.1 Type of Clients

Contractors & Construction Companies

Project controls, planning, reporting, document control, QA/QC and subcontractor support.

EPC Contractors

Integrated project coordination, cost control, procurement, reporting and technical back-office support.

Engineering & Design Consultancies

Project coordination, technical documentation, reporting and design/project administration.

Project Developers & Investors

Project monitoring, reporting, cost control and coordination with technical teams and contractors.

International Companies Operating in Africa & the Indian Ocean

Remote project support and additional technical/management capacity from Madagascar.

1.3.2 Type of projects

The service is designed for:

→ Roads & Transportation
→ Ports & Maritime Infrastructure
→ Buildings & Construction
→ Water & Sanitation
→ Energy & Renewable Energy
→ Mining & Industrial Projects

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→ Environmental & Climate-Resilience Projects
→ Infrastructure & Development Projects
→ Engineering Studies & Technical Design
→ Tendering & Project Preparation

1.4 Objective

To strengthen project teams with reliable back-office capacity, improve project control and provide timely management information — allowing site teams to focus on execution and delivery.

faHR provides the resources, systems and technical support required to improve coordination between **site, management, contractors, subcontractors and stakeholders**.

1.5 Core Value Proposition

YOUR SITE TEAM.

OUR BACK OFFICE.

Project Control:	Better visibility of schedule, costs, quantities and progress.
Additional Capacity:	Access to experiences project professionals without immediately expanding the permanent team.
Structures management support:	Consistent reporting, documentation, coordination and follow-up.
Cost Efficiency:	A flexible Madagascar-based delivery model for back-office activities.

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Scalable Support: Resources can be adjusted according to project phase, workload and requirements.

Execution Focus: Your site team stays focused on site and delivery while faHR supports the management and control functions behind the project.

KEEP YOUR SITE TEAM FOCUSED ON EXECUTION.
LET faHR KEEP THE PROJECT UNDER CONTROL

PLANNING. CONTROL. REPORTING. QA/QC. HSE.
DOCUMENTATION. PROCUREMENT. SUBCONTRACTORS

2 Scope

faHR can provide **dedicated multidisciplinary back-office teams, targeted functional support, project-based resources during specific project phases or workload peaks, and fully integrated support combining project management, technical, commercial and administrative functions**, with the delivery model tailored to the project's specific requirements, complexity, phase, workload and reporting needs.

The scope, team composition and level of involvement are defined according to the project phase, complexity, workload, client requirements and required reporting structure.

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3 Services

S1-PROJECT CONTROLS

- Planning and scheduling
- Progress monitoring
- KPI tracking
- Baseline vs actual
- Look-ahead programs
- Risk tracking

S2-COST & QUANTITY CONTROL

- Quantity Survey
- BOW monitoring
- Cost tracking & forecast
- Payment support
- Cash-flow monitoring
- Budget control
- Value engineering support

S3-QA/QC

- Quality plans & ITP
- Inspection tracking
- Material submittals
- Test results
- NCR & corrective action
- Quality reporting
- Close-out support

S4-HSE

- HSE planning & monitoring
- Risk assessment tracking
- Safety inspections
- Incident / near-miss register
- Corrective actions
- Environmental monitoring
- HSE reporting

S5-DOCUMENT CONTROL

- Document registers
- Drawings & revisions
- Transmittals
- RFI / submittal tracking
- Approval tracking
- Correspondence
- Archiving & handover docs

S6-REPORTING & MANAGEMENT SUPPORT

- Daily / weekly / monthly reports
- Management dashboards
- Meeting minutes
- Action tracking
- Decision register
- Executive summaries
- KPI reporting

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S7-CONTRACT & COMMERCIAL SUPPORT

- Contract tracking
- Contract correspondence
- Variation tracking
- Extension of Time support
- Submission deadlines
- Contract registers
- Commercial reporting

S8-PROCUREMENT & SUBCONTRACTOR CONTROL

- Procurement schedule
- Material & equipment tracking
- Purchase order tracking
- Supplier follow-up
- Subcontractor monitoring
- Performance tracking
- Equipment tracking

4 Service packages

4.1 Package 01 - *CONTROL*

Project Control & Monitoring

- ✓ Project controls
- ✓ Document control
- ✓ Reporting
- ✓ Basic cost monitoring
- ✓ QA/QC tracking
- ✓ HSE tracking

→ Keep control of your project performance.

4.2 Package 02 – *PROJECT SUPPORT*

Support & Coordination

- ✓ All services from Package 01
- ✓ Cost & quantity control
- ✓ Procurement tracking
- ✓ Subcontractor tracking
- ✓ Technical coordination
- ✓ Meeting support

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- ✓ Action tracking
- ✓ Enhanced QA/QC & HSE

→ Extend your project team without expanding your structure.

4.3 Package 03 – *PROJECT MANAGEMENT*

Project Management

- ✓ All services from Package 02
- ✓ Project planning & organization
- ✓ Overall project coordination
- ✓ Schedule & cost management
- ✓ Risk management
- ✓ Procurement coordination
- ✓ Contract administration support
- ✓ Variation tracking
- ✓ QA/QC & HSE coordination
- ✓ Reporting & stakeholder management

→ Manage the project. Coordinate the stakeholders. Keep performance under control.

4.4 Package 04 – *CONSTRUCTION MANAGEMENT*

Construction Execution Management

- ✓ All services from Package 03
- ✓ Construction planning
- ✓ Site & works coordination
- ✓ Contractor / subcontractor management
- ✓ Variation tracking
- ✓ Handover preparation
- ✓ QA/QC & HSE site monitoring
- ✓ Quality & Safety close-out

→ From site execution to controlled project delivery.

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4.5 Package 05 – *FULL PACK*

Complete Project Management & Back Office

- ✓ All 08 service modules integrated
- ✓ Project management
- ✓ Construction management
- ✓ Cost & quantity control
- ✓ Procurement & subcontractor control
- ✓ Contract & commercial support
- ✓ Variation tracking
- ✓ EOT documentation support
- ✓ Full reporting & dashboards
- ✓ QA/QC & HSE at all stages

→ One integrated project support system – from planning to completion.

4.6 Package 06 - *CUSTOM*

Tailored Project Management

- ✓ Choose the services you need
- ✓ Adapted to your organization
- ✓ Flexible level of support
- ✓ Scalable resources
- ✓ Short or long-term engagement
- ✓ Specific technical support
- ✓ Integration with your existing teams

→ Build your own project support structure.

SAME STANDARDS. A BRIGHTER TOMORROW.

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5 Deliverables

5.1 P1 – Project Control & Monitoring

This package provides the core monitoring structure required to maintain visibility and control over project performance.

- Project baseline schedule
- Updated project program
- Progress monitoring reports
- KPI tracking dashboard
- Baseline vs actual analysis
- Look-ahead schedules
- Risk tracking register
- Basic cost monitoring
- QA/QC tracking summary
- HSE tracking summary
- Project document register
- Periodic project control report

Final Output: **Project Control & Monitoring Package**.

5.2 P2 – Support & Coordination

This package builds on the CONTROL package by adding cost, procurement, subcontractor and coordination support

- All Package 01 deliverables
- Quantity tracking reports
- BOQ monitoring
- Cost tracking & forecast
- Procurement tracking report
- Subcontractor tracking report
- Technical coordination records

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- Meeting minutes
- Action tracker
- Enhanced QA/QC tracking
- Enhanced HSE monitoring
- Project coordination reports

Final Output: **Integrated Project Support & Coordination Package**.

5.3 P3 – Project Management

This package provides a broader management structure covering planning, coordination, cost, risk, procurement, contracts and stakeholder management

- All Package 02 deliverables
- Project Management Plan
- Integrated project schedule
- Project organization and responsibility matrix
- Schedule & cost management reports
- Risk management register
- Procurement coordination reports
- Subcontractor coordination reports
- Contract administration tracking
- Variation tracking register
- QA/QC coordination reports
- HSE coordination reports
- Stakeholder coordination records
- Management dashboard
- Monthly Project Management Report

Final Output: **Integrated Project Management & Performance Package**.

5.4 P4 – Construction Execution Management

This package extends the back-office function into construction execution management and site coordination.

- All package 03 deliverables
- Construction Management Plan
- Detailed construction program
- Site coordination reports
- Contractor / subcontractor management records
- Material & Equipment tracking
- Inspection & testing coordination records
- Quantity & payment support reports
- Variation tracking
- Handover preparation records
- QA/QC site monitoring reports
- HSE site monitoring reports
- Quality and safety close-out records
- Construction performance reports

Final Output: **Construction Execution and Management Support Package**.

5.5 P5 – Complete Project Management & Back Office

This package integrates the **full range of the eight back-office service modules** throughout the project lifecycle.

- Integrated project management plan
- Master project programme and updates
- Cost & quantity control reports
- Procurement & subcontractor control reports
- QA/QC management reports

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- HSE management reports
- Document control system and registers
- Contract & commercial reports
- Variation tracking
- EOT documentation support
- Technical coordination reports
- Progress and management dashboards
- Risk and opportunity management
- Stakeholder coordination reports
- Construction management support
- Project close-out and handover documentation

Final Output: **One Integrated Project Support System – From Planning to Completion.**

5.6 P6 – Tailored Project Management & Back Office

This package allows the client to select and combine specific services according to the organization, project phase, workload and level of support required.

- Selected deliverables from Packages 01–05
- Selected back-office service modules
- Custom project dashboards
- Client-specific KPI reports
- Dedicated cost / planning / QA/QC / HSE reports
- Procurement or subcontractor monitoring
- Contract and commercial support
- Technical coordination
- Bespoke management reports

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- Project-specific documentation
- Client-defined deliverables

Final Output: **A Tailored Project Support Structure Built Around Your Needs.**

Deliverables are indicative and may be adapted according to the selected package, project phase, scope, complexity, reporting requirements and client organization. Packages can be combined, scaled or upgraded as project needs evolve.

6 Methodology



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7 References

7.1 Experience of faHR Engineering Consultancy

Projet de rehabilitation et d'extension de six (06) établissements du secondaire et du supérieur – Lot 4 Ecole Nationale Technique et Professionnelle de Ouani

Rehabilitation and New Construction inside the National Technic and Professional School of Ouani – Anjouan - Comoros

This project combined the rehabilitation of fragile colonial-era educational buildings with the construction of new technical facilities. The works included structural reinforcement, rebuilding deteriorated elements, full electrical and plumbing installations, and complete external infrastructure. Due to inaccurate preliminary studies and island supply constraints, the project required continuous technical adaptation and strict financial control. Execution took place under persistent climatic disruption and logistical instability.



Client : Direction Générale de la Sécurité Civile – Union des Comores

Contractor: Groupement EGT & BEDC-ATP SARL

Financing: AFD

Country: Comoros

Project Value: 2 000 000€

faHR scope: Execution of the site works paired with the package 05 of faHR Engineering Consultancy services.

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7.2 Experience of the Founder

Toamasina Port Development Project, Package 2

The **Port of Toamasina Extension Project** is a major maritime infrastructure development aimed at expanding and improving the port's capacity and supporting the development of maritime activities in Madagascar. As part of **Penta-Ocean Construction Co., Ltd.**, I contributed to the project as a **Civil Engineer within the Marine, Dredging and Reclamation Department**, supporting the execution of marine and civil works associated with the port extension.

.My experience on the Port of Toamasina Extension Project inspired the creation of faHR's Project Back Office services — providing the planning, reporting, control, coordination and technical support that allow site teams to focus on execution.



Client : Société du Port à Gestion Autonome de Toamasina (SPAT)

Contractor: Penta Ocean Construction Ltd. – DAIHO Joint Venture (PDJV)

Financing: Japan International Cooperation Agency (JICA)

Country: Madagascar

Project Value: 640 000 000$

Scope: Civil Engineer under Dredging and Reclamation – Marine Department

Refer to: Stephen Juntilo LEROG – Senior Civil Engineer

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8 Commercial information

8.1 Geographic area of operation

Madagascar-based. Indian Ocean. Africa. International Projects.

faHR Engineering Consultancy operates from **Madagascar,** providing engineering, project back-office and technical support services to clients and project teams across the **Indian Ocean and Africa**, with the capacity to support international projects through remote delivery and project-based mobilization.

MADAGASCAR

Our operational base, providing engineering expertise, technical resources and project support from Madagascar.

INDIAN OCEAN

Regional intervention across **Comoros, Mauritius, Réunion, Seychelles, Mayotte** and other Indian Ocean territories, depending on project requirements.

AFRICA

Supporting projects and international companies across **West, East, Central and Southern Africa**, through remote technical delivery, project support and talent mobilisation.

Supporting international engineering firms, contractors, EPC companies and project developers beyond the region through **engineering outsourcing, project back-office services and technical talent solutions**.

BASED IN MADAGASCAR
CONNECTED TO THE INDIAN OCEAN
READY FOR AFRICA
OPEN TO INTERNATIONAL PROJECTS.

8.2 Indicative Mission Information

The project timeline and team composition are defined according to the specific requirements, complexity and scope of each project. Depending on the client's preferred delivery model, faHR can either provide dedicated team members to support or manage site activities, or work alongside the client's existing site team while providing the required back-office functions from Madagascar. The level of faHR involvement can therefore range from remote back-office support to an integrated project team with dedicated site and back-office resources. This flexible approach allows the team structure, level of involvement and delivery timeline to be optimised during the initial project briefing and throughout the project lifecycle, according to the client's priorities and needs.

8.3 Contact

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