

## TENDER NOTICE:

### **Appointment of Service Provider for Service & Maintenance, Supply of New Spare Parts and New Air Conditioners at RHB Banking Group Branches Nationwide for 2 years (01/06/2025 – 31/05/2027)**

Self-Registration Closing Date: **30<sup>th</sup> April, 2025**

Self-Registration Link (**Required for new vendor only**):

<https://www.rhbgroup.com/malaysia/group procurement>

Please proceed to perform supplier self-registration if the following requirements are met:

1. Minimum company paid up capital and shareholder fund of RM200,000
2. Preferably with past experience with at least 2 financial institutions
3. Mandatory requirements:
  - a) Company establishment more than 5 years
  - b) Registered with CIDB (min. grade G2 code registration M01 or M15 or M20)
  - c) SLA commitment - 3 hours for West Malaysia & 4 hours for East Malaysia
  - d) Technical support team - Minimum 2 people technician with minimum 5 years' experience
  - e) Assigned contact personnel/helpdesk. 24/7 support on standby.
  - f) Company Insurance - Contractors All Risks Insurance, Public Liability Insurance and Workmen's Compensation.
4. High Level Scope
  - a. Geographical coverage: All Malaysia
  - b. The scope of this tender
    - i. The contractor shall perform all professional services as necessary to provide RHB Banking Group with a complete design package including the requirements outlined in the document tender "Service and maintenance, supply of new spare parts and new air conditioners at RHB banking Group branches nationwide.
    - ii. The contractor shall follow operational and compliant with all applicable standards, building codes, any authority requirements and government requirements
    - iii. The contractor shall include specifications, calculations and costing in their proposal/quotation to RHB to review. After approval by RHB on the proposal/, the contractor shall provide all necessary to successfully complete their work.