



TENDER NOTICE :

Appointment of Office Cleaning Service Provider for RHB Big Buildings and RHB branches/ premises nationwide for 3 years from 1/4/2025 to 31/3/2028

Self-Registration Closing Date : 19th December, 2024

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:

RHB Big Buildings

1. Minimum company paid up capital and shareholder fund of RM 500,000.00
2. Preferably with past experience with at least 2 financial institutions
3. Mandatory requirements:
 - 1) Vendor Experience & Recognition
 - a) Vendor should able to maintain the pricing for 3 years.
 - b) Vendor must have a minimum 8 years of experience in serving Financial Institution and Hotel (Min 3 Star Rating or Bank's training academy with hostel).
 - c) Registered with MOF under code 221001 (pembersihan bangunan dan pejabat) dan 221002 (membersih kawasan)
 - d) Have registered office with SSM (Suruhanjaya Syarikat Malaysia) in Klang Valley.
 - e) To submit all below documents:
 - i. Salinan Sijil Kementerian Kewangan
 - ii. Salinan Sijil SSM
 - iii. Laporan Terkini Akaun Tahunan Syarikat
 - iv. Insuran Perlindungan Pekerja
 - v. Salinan Pendaftaran KWSP
 - vi. Salinan Pendaftaran PERKESO
 - vii. DOSH Compliance (to submit DOSH past 2 years audit report)
 - viii. Hazard for Cleaning (HIRARC & SOP) Registered under the Cleaning Company and NOT third party
 - ix. Chemical Health Risk Assessment. Registered under the Cleaning Company and NOT third Party
 - 2) Comprehensive Workers
 - a) Have an In-House Training Centre with workers' data record
 - b) All workers / cleaners must be well trained prior taking charge of the cleaning place.
 - c) Specially trained with certified certification for working at high such as Gondola for High rise cleaning and etc. Registered under the Cleaning Company and NOT third party.
 - d) Specially trained to handle types of floors and marbles
 - e) Commitment from Tenderers to provide on-going training from time to time for workers.
 - f) Support team (24 hours) for emergency purpose

- g) Vendor must have back up cleaner or mobile team to ensure cleaning service operations are not interrupted when main cleaner is absent
- 3) Cleaning Contractor Is Solely Responsible For Their Employees:-
 - a) Foreign worker without a valid work permit are not allowable worked at RHB Banking group premises
 - b) Cleaner employment must be from aged between 18 to 60 years only and physically able to perform cleaning duties.
 - c) Communicating and understanding instruction in English / Bahasa Melayu.
 - d) NO UNHCR (United Nation High Commissioner for Refugees) refugees or asylum are allowed
 - e) Medical records - to medically certified worker/cleaner is healthy.
 - f) Criminal records - to be checked against Kementerian Dalam Negeri.
 - g) To cross check with Immigration Department's record and Jabatan Pendaftaran's record, etc.
 - h) All employees must wear tidy and clean uniform, Security pass and staff ID tag at all times during duty.
- 4) Chemical
 - a) All chemical used must be comply with local authorities requirement
 - b) Using GREEN Chemical.
 - c) CHRA /HIRAC endorsed by Certified JKPP competence person.
 - d) Chemical handling storage management
- 5) Equipment
 - a) Cleaning equipment must be provided by vendor. Broom, mop, dustpan, cloth, scrubber & toilet brush are to be changed every 6 months.
 - b) All machineries must be in good condition and comply with local authority's requirement.
 - c) Trained worker to use the equipment
- 6) Indemnity
 - a) Tenderers must follow and agreed all RHB Banking Group requirements.
- 7) High Level Scope:
 - a) Professionalism in servicing and able to meet tight deadline during critical situations.
 - b) Equipped with strong helpdesk setup with tracking mechanism to smoothen two-ways communication between vendor and complainant.
 - c) Responsive for enquiries, requests and cases lodged by RHB Banking Group team in HQ .

RHB Branches/premises

1. Minimum company paid up capital and shareholder fund of RM 500,000.00
2. Preferably with past experience with at least 1 financial institutions & 1 corporate companies
3. Minimum 3 years of operation
4. Mandatory requirements:
 - 1) Vendor Experience & Recognition
 - a) Vendor should able to maintain the pricing for 3 years.
 - b) To submit all below documents:
 - i. Company's operating license
 - ii. Company's quality certification (ISO9001)
 - iii. Company achievement / recognition certification
 - iv. Clarification on the scope of service allowed under the license.

v. List of branches available nationwide

- 2) Network Coverage
 - a) Vendor to state the region able to cover (Klang Valley/ Perak/ Southern/ Northern/ Sabah/ Sarawak/ East Coast)
 - b) Cleaner requirement based on sqft the branch and residing business unit on the same branch. 1 cleaner for 7500* sqft below.
- 3) Able to provide Scope of Work below:
 - a) EPF / KWSP deduction of employee is required
 - b) Vendor to commit 8 hours weekdays operation (exclude lunch hour) for branches
 - c) Saturday, Sunday and Public Holiday - 1 Time cleaning
 - d) Vendor to commit 4 hours weekdays – Part Time operation (no lunch hour).
 - e) Maintain impeccable cleanliness in all areas, including floors, surfaces, restrooms, and common spaces. Tasks will include dusting, sweeping, mopping, vacuuming, and window cleaning.
- 4) Manpower & Support
 - a) All workers / cleaners must be well trained prior taking charge of the cleaning place.
 - b) Vendor must have back up cleaner or mobile team to ensure cleaning service operations are not interrupted when main cleaner is absent
 - c) Foreign worker without a valid work permit are not permitted worked at RHB Banking group premises.
 - d) Cleaner employment must be from aged between 18 to 60 years only and physically able to perform cleaning duties.
 - e) Communicating and understanding instruction in English / Bahasa Melayu.
 - f) All employees must wear tidy and clean uniform.
- 5) Chemical
 - a) All chemical used must be comply with local authorities requirement
 - b) Using GREEN Chemical
 - c) CHRA /HIRAC endorsed by Certified JKPP competence person.
 - d) Chemical handling storage management
- 6) Equipment
 - a) Cleaning equipment must be provided by vendor. Broom, mop, dustpan, cloth, scrubber & toilet brush are to be changed every 6 months.
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 - c) Trained worker to use the equipment
- 7) Indemnity
 - a) Tenderers must follow and agreed all RHB Banking Group requirements.
- 8) High Level Scope
 - a) Professionalism in servicing and able to meet tight deadline during critical situations.
 - b) Equipped with strong helpdesk setup with tracking mechanism to smoothen two-ways communication between vendor and complainant.
 - c) Responsive for enquiries, requests and cases lodged by RHB Banking Group team in HQ / branches.
 - d) Coverage of below entities:
 - i. RHB Bank Berhad
 - ii. RHB Investment Bank Berhad
 - iii. RHB Islamic Bank Berhad
 - iv. RHB Insurance Berhad