



TENDER NOTICE :

SERVICE AND MAINTENANCE OF ALARM/CMS OF RHB'S OFF SITE ATM/CDM MACHINES LOCATED NATIONWIDE FOR YEAR 2025-2028 (3 years)

Self-Registration Closing Date : 3rd 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:

1. Minimum company paid up capital and shareholder fund of RM200,000
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 branch available nationwide
 - 2) Network Coverage
 - a. Vendor to state the region able to cover Klang Valley/Perak/Southern/Northern/Sabah/Sarawak/ East Coast)
 - 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. Check Alarm Panel, Transformer and back up battery
 - d. Check Link up to CMS communicator / response
 - e. Check Condition of the Cabling/ Wiring – Proper connection, rust free, etc.
 - f. Check Condition and Sensitivity of the Devices and working condition. Test all protection points to confirm all zones are in working condition.
 - g. Cleaning the equipment and readjusting if required.
 - h. Testing of alarm signal and prepare report of testing result for each alarm signal.
 - i. To connect the Alarm System to the Central Monitoring Station (CMS) such that upon the alarm to the System being activated a transmission will be automatically affected via leased line dialler or automatic dialler to the Central Monitoring Station, the Contractor will immediately upon receipt of the Action Service Call.
 - j. The Central Monitoring Station will be maintained by the Contractor twenty-four (24) hours a day, seven (7) days a week.



- 4) Manpower & Support
 - a. To establish mobile team to support day to day operation if existing worker is on leave/mc/resign
 - 5) Equipment
 - a. Please refer excel template
 - 6) Indemnity
 - a. Tenderers must follow and agreed all RHB Banking Group requirements.
5. 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 Islamic Bank Berhad