



TENDER NOTICE :

Appointment of Service Provider for Physical Guarding (PG) service at branches for RHB Banking Group for the year of 2024 to 2027 (3 years)

Self-Registration Closing Date : 9th April, 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. Audited Report Financial Year at least 2021/2022
3. Past experience with at least 1 Financial Institution & 1 Gold Shop / Jewellery Gallery
4. Minimum 3 years of operations in providing physical guarding service with Unarmed Guard (Armed Guard is an advantage).
5. Mandatory requirements:
 - 1) Vendor Experience & Recognition
 - a. Vendor should able to maintain the pricing for 3 years.
 - b. To submit all below documents:
 - i. License registration with Kementerian Dalam Negeri (KDN)
 - ii. Members of Persatuan Perkhidmatan Kawalan Keselamatan Malaysia (PPKKM)
 - iii. Registered with MOF under code 220801 (Kawalan Keselamatan)
 - iv. SSM (Suruhanjaya Syarikat Malaysia) company search
 - v. CTOS Company & CTOS All Directors
 - vi. Firearms (License A) holder and Armed Guard (AG) with Carry & Use license holder list name (supplementary for AG service)
 - vii. Valid Physical Guarding Insurance Policy (Company Insurance policy for guarding service with minimum amount RM1,000,000.00 other amount subject to RHB management approval)
 - viii. Latest Audited Company Statement
 - ix. Latest Standard Operating Procedure of Physical Guarding Services
 - x. Latest Business Continuity Plan (BCP)
 - xi. Latest Business Continuity Plan (BCP) report
 - xii. List of operation offices with guarding services.
 - 2) Network Coverage
 - a. Vendor to state the region able to cover based on operation offices.
 - b. Sub office (vendor branch) shall equip with armory (approved by PDRM) – (supplementary for AG service)
 - 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. Able to provide minimum requirement of 1 Unarmed Guard at each branch.
- d. Must be Malaysian (at age 21 years to 60 years old)
- e. All guards must wear tidy and clean uniform and staff ID tag at all times during duty
- f. In the absence of guard, the replacement shall be made within 2-3 hours after branch reporting
- g. Able to provide guarding service during weekend/Public holidays or 24hours at branch (subjects to requirement).
- h. Able to provide guard for ATM replenishment / escorting activity at branch during weekend/public holiday (estimated within 2-3hours activity per run)
- i. Support team (24 hours) for emergency purposes
- j. Service provided must be from the vendor staff itself, it is not a franchise or subcontract to other party.

4) Manpower & Support

- a. To conduct criminal check before hiring guard (KDN Certificate result)
- b. To establish operation team to support day to day operation if existing worker is on leave/mc/resign.
- c. All guards must be well trained prior providing service at branch
- d. Armed Guard shall attend shooting training minimum 1 time in a year (for branch with Armed Guard)
- e. All guards specially trained with CSG certification
- f. Specially trained to handle weapon and monitoring branch in terms of security aspects
- g. Commitment from Tenderers to provide on-going training from time to time for security guards
- h. Must implement minimum wage ruling as instructed by Government for staff employed under the Company

5) Equipment

- a. Firearm used pump gun only (for branch AG deployment)

6) Indemnity

- a. Tenderers must follow and agreed all RHB Banking Group requirements.

6. High Level Scope:

- 1) Professionalism in servicing and able to meet tight deadline during critical situations.
 - 2) Equipped with strong helpdesk setup with tracking mechanism to smoothen two-ways communication between vendor and complainant.
 - 3) Responsive for enquiries, requests and cases lodged by RHB Banking Group team in Headquarters / branches.
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