

INSTRUCTION TO BIDDERS

This Instruction to Bidders applies to all non-trade procurement opportunities issued by Pharmaniaga Berhad and all its subsidiaries (*Hereinafter referred to as Pharmaniaga*), including but not limited to Requests for Quotation (RFQ), Requests for Proposal (RFP), Closed Tenders, and Open Tenders. By participating in any of these procurement exercises, bidders acknowledge and agree to the following terms and conditions:

1. Confidentiality & Integrity

- All documents, information, and communications related to this procurement exercise must be treated as confidential. Any breach of confidentiality may result in disqualification.
- Bidders must act with integrity and disclose any actual or potential conflict of interest. Pharmaniaga reserves the right to reject any bidder found in violation of ethical standards.
- Pharmaniaga is committed to the highest standards of integrity and transparency in procurement processes and adheres to the ISO 37001:2016 Anti-Bribery Management System (ABMS). Bidders are expected to comply with all applicable anti-bribery and corruption laws and regulations.

2. No Obligation to Award

- This procurement process does not constitute an offer to enter into any agreement, and Pharmaniaga is under no obligation to award any contract.
- Pharmaniaga reserves the right to amend, suspend, terminate, extend, or re-issue the procurement process at its sole discretion without liability.

3. Eligibility & Registration

- Bidders must meet all relevant registration and regulatory requirements.
- All vendors must be registered with Pharmaniaga before any award can be finalized. However, new vendors are allowed to participate but must complete the registration process at the earliest opportunity.

4. Pricing & Validity

- Prices must be detailed, including a clear breakdown of costs and applicable taxes.
- All prices must be quoted in Malaysian Ringgit (RM). However, foreign manufacturers may submit pricing in other currencies, subject to conversion at the prevailing exchange rate.
- Bidders must ensure that their quotations or proposals remain valid for a minimum of **60 days** from the closing date.

5. Submission & Deadline Compliance

- All required documents must be submitted in accordance with the instructions provided in the procurement notice.
- The bidders must follow the instructions carefully. If the requirement is soft copy, submission is via email to the email mentioned in the notice. If the requirement is hard copy, submission shall be inserted into the tender box.
- Submissions must be received **before the stipulated date and time**. **LATE SUBMISSIONS WILL NOT BE ACCEPTED** and will be rejected outright.

6. Award Notification & Decision Discretion

- Pharmaniaga will inform the successful bidder via email or telephone.
- The company reserves the right to appoint the winning bidder at its discretion and is **not** bound to accept the lowest-priced offer.
- If no notification is received within **180 days** from the closing date, bidders may consider their submission as unsuccessful.

By submitting a bid, bidders agree to comply with all the above terms. Non-compliance may result in disqualification from the procurement process.

ARAHAN KEPADA PEMBIDA

Arahan kepada Pembida ini terpakai kepada semua tawaran perolehan yang dikeluarkan oleh Pharmaniaga Berhad dan termasuk semua anak syarikatnya (*selepas ini dirujuk sebagai Pharmaniaga*), yang merangkumi Tawaran Sebut Harga, Tender Terhad, dan Tender Terbuka. Dengan penyertaan ke atas mana-mana proses perolehan ini, pembida mengakui dan bersetuju dengan terma dan syarat berikut:

1. Kerahsiaan & Integriti

- Semua dokumen, maklumat, dan komunikasi berkaitan dengan proses perolehan ini hendaklah dianggap sebagai sulit. Sebarang pelanggaran kerahsiaan boleh menyebabkan pembida dikeluarkan daripada proses perolehan.
- Pembida hendaklah bertindak dengan penuh integriti dan mendedahkan sebarang konflik kepentingan. Pharmaniaga berhak untuk menolak mana-mana pembida yang melanggar standard etika.
- Pharmaniaga komited dengan standard integriti dan ketelusan tertinggi dalam proses perolehan serta mematuhi Sistem Pengurusan Anti-Rasuah ISO 37001:2016 (ABMS). Pembida dikehendaki mematuhi semua undang-undang dan peraturan anti-rasuah serta anti-korupsi yang berkaitan.

2. Tiada Kewajipan untuk Pemberian Kontrak

- Proses perolehan ini bukan merupakan tawaran untuk memasuki sebarang perjanjian, dan Pharmaniaga tidak mempunyai kewajipan untuk memberi sebarang kontrak.
- Pharmaniaga berhak untuk meminda, menggantung, menamatkan, melanjutkan, atau mengeluarkan semula proses perolehan ini mengikut budi bicara mutlaknya tanpa sebarang liabiliti.

3. Kelayakan & Pendaftaran

- Pembida hendaklah memenuhi semua syarat pendaftaran dan peraturan yang berkaitan.
- Vendor hendaklah berdaftar dengan Pharmaniaga sebelum sebarang tawaran kontrak diberikan. Vendor baharu dibenarkan untuk menyertai tetapi hendaklah melengkapkan proses pendaftaran secepat mungkin.

4. Harga & Tempoh Sah Laku

- Harga yang ditawarkan mesti mempunyai butiran lengkap, termasuk pecahan kos dan cukai yang berkaitan.
- Semua harga mesti dinyatakan dalam Ringgit Malaysia (RM). Walau bagaimanapun, pengeluar asing boleh membida dalam mata wang lain, tertakluk kepada kadar pertukaran semasa.
- Pembida mesti memastikan bahawa sebut harga atau cadangan mereka kekal sah sekurang-kurangnya 60 hari dari tarikh tutup.

5. Penyerahan & Pematuhan Tarikh Akhir

- Semua dokumen yang diperlukan hendaklah dikemukakan mengikut arahan dalam notis perolehan.
- Pembida hendaklah mematuhi arahan dengan teliti. Sekiranya keperluan adalah salinan digital, penghantaran hendaklah dibuat melalui e-mel ke alamat e-mel yang dinyatakan dalam notis. Sekiranya keperluan adalah salinan cetak, penghantaran hendaklah dimasukkan ke dalam peti tender.
- Semua penyerahan mesti diterima **sebelum tarikh dan masa yang ditetapkan**. Penyerahan **LEWAT TIDAK AKAN DITERIMA** dan akan ditolak.

6. Pemakluman Pembida yang Berjaya & Hak Keputusan

- Pharmaniaga akan memaklumkan pembida yang berjaya melalui e-mel atau panggilan telefon.
- Pharmaniaga berhak untuk melantik pembida yang berjaya mengikut budi bicaranya dan tidak terikat untuk menerima tawaran harga terendah.
- Sekiranya tiada sebarang pemakluman diterima dalam tempoh 180 hari dari tarikh tutup, pembida boleh menganggap penyertaan mereka sebagai tidak berjaya.

Dengan penghantaran tawaran bidaan, pembida bersetuju untuk mematuhi semua terma di atas. Kegagalan mematuhi mana-mana syarat boleh mengakibatkan penyingkiran daripada proses perolehan.

USER REQUIREMENT(S) SPECIFICATION	
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Title of Project:	CONTRACT AGREEMENT FOR SECURITY SERVICE AT PHARMANIAGA LIFESCIENCE SDN BHD		
Requester’s Department/ Division:	Human Resources/ Administration	Requester’s Name:	Muhammad Fahmi Bin Musa
Closing Date	16/5/2025	Dedicated Email	nontradetender1@pharmaniaga.com

Quotation Validity	60 days
Site Visit	Date: 7 May 2025 (Wednesday) Time: 10:30 a.m

PIC Contact information

Name	Contact	Email
Mohd Syahril Aziz	03-33429999 (Ext: 710)	syahril@pharmaniaga.com

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USER REQUIREMENT SPECIFICATION OF SECURITY SERVICE

The following signatories indicate that this User Requirement Specification (URS) has been reviewed and approved.

Documentation Responsibility	Name	Designation & Department	Signature	Date
Written By	Nur Izzatie Idanie Azaazwin	Safety Officer, Human Resource & Administration	<i>izzatie</i>	07-May-2024
Reviewed By	Khairubi Mahmad	Head of Unit, Human Resource & Administration		
Approved By	Ahmad Syamsury Sulaiman	Head of Plant		

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1. OBJECTIVE

This User Requirement Specification (URS) specifies the user requirements to formally define and document the intended operation of the security services to be implemented for all departments/area at Pharmaniaga Life Science, Puchong (PLS).

2. SCOPE

The scope of works includes the supply of manpower for security services with relevant tools be provided.

3. REFERENCES

3.1 Job Description

3.1.1 HR-001.09 Security Access Card

3.1.2 HR-004.17 Security Procedure

3.1.3 HR-008.05 Security and CCTV Standing Order

4. Functional Requirement

4.1 Company General Requirements

No.	Item
1	Company's Profile
2	MoF License
3	KDN License
4	SOCSO Registration Number
5	EPF Registration Number
6	Member of <i>Persatuan Industri Keselamatan Malaysia (PIKM)</i> (opt.)
7	Registered with Human Resource Development Corporation (HRD Corp)

4.2 Security Services General Requirements

Description	Requirements
Construction and Workmanship	
General	The contractor/supplier is required to: 1. Perform the inspection and security services for the whole perimeter as follows: a. To patrol all premise area b. To check CCTV c. To register visitors and contactors d. Parking allocation for visitors e. Lock and unlock cafeteria door

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	f. Ensure staffs, visitors, and contractors comply with SOP g. Update safety board h. Monitoring and check vehicles that enter premise 2. Provide trained security guards to fulfil the PLS operation hours (2 shifts, 12 hours). 3. The contractor shall provide the relevant tools/equipment/uniform to fulfil the security requirement by PLS. 4. The contractor shall ensure the safety and security of premises and be responsible in accordance with the job description and task given from time to time. 5. The contractor shall provide immediate replacement in the event of the team member(s) did not present to work on their shift. The contractor shall ensure that the regular monitoring as per security procedures: a. HR-001.09 Security Access Card b. HR-004.17 Security Procedure c. HR-008.05 Security and CCTV Standing Order		
Design	No specified design required.		
Manpower	The contractor/supplier shall provide security guards with these requirements: 1. Non-Malaysian/Non-Local. 2. Mentally and physically fit as certified by medical practitioner. 3. Able to read and write.		
Documentation	1. Quotation a. To provide the full quotation of supply 6 non-local unarmed.		

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		b. 2 shifts from 0700 to 1900 hours and 1900 hours to 0700 hours. c. 6 Guards X 12 hrs X 30.5 days X Rate/hr = d. 1 Security Leader in-charge to oversee and monitor the security guards on daily basis and improvise the services. Security leader to be appointed from the security guards and one for each shift. 2. List of documentation deliverable a. Company's Profile b. MoF License c. KDN License d. SOCSO Registration Number e. EPF Registration Number f. Copy of related documentation: i. Training Records of Security Guards ii. Work Permit iii. IC/Passport of Security Guards g. Periodical medical check-up/health surveillance report for every security guard (as per OSHA 1994).	
Accessories and Spare Parts			
Materials		All equipment and tools related to security guards 1. 6 Uniforms (Uniform shirt, black pants, cap, reflective vest). 2. 6 Torch lights (each security guards). 3. 3 Rain Coats, 3 Boots 4. 6 Safety Shoes (each security guards). 5. 1 Chota. 6. Other relevant tools.	
Accessories		NA	
Spare Parts		NA	
Physical and Chemical Parameters			

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Functional	1. The contractors shall provide trained security guards working for 12 hours per shift, Monday to Sunday inclusive public holidays. 2. The contractors shall provide the relevant tools/equipment/uniform to fulfil the security specifications. 3. The contractor shall perform the patrolling and inspection of designated area and all security guard are able to work for 12 hours from Monday to Sunday with 2 shifts. 4. The contractor shall provide the patrolling services at these parameters: a. Front main road b. New factory c. Factory Perimeter d. Cafe e. Water Tank f. DK Factory g. WH Main Entrance h. QC Stair i. Lobby Area j. Genset Area k. Gas Area l. WH Loading Bay 5. The contractor shall provide the vehicle inspection services whenever there are vehicles exiting the premise. 6. The contractor shall provide training/briefing on general rules for security management at manufacturing industry.
Operation and Scope of Work	
Operation	1. The contractor shall provide manpower according to PLS working deployment and

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	shifts. 2. The contractor shall follow the working hours as follows: <table border="1"> <tr> <th data-bbox="855 551 1166 600">Labour Deployment</th><th data-bbox="1166 551 1481 600">Monday to Sunday</th></tr> <tr> <td data-bbox="855 600 1166 703">3 Guards Shift 1</td><td data-bbox="1166 600 1481 703">7.00 AM to 7.00 PM</td></tr> <tr> <td data-bbox="855 703 1166 808">3 Guards Shift 2</td><td data-bbox="1166 703 1481 808">7.00 PM to 7.00 AM</td></tr> </table>	Labour Deployment	Monday to Sunday	3 Guards Shift 1	7.00 AM to 7.00 PM	3 Guards Shift 2	7.00 PM to 7.00 AM
Labour Deployment	Monday to Sunday						
3 Guards Shift 1	7.00 AM to 7.00 PM						
3 Guards Shift 2	7.00 PM to 7.00 AM						
Scope of Work	1. Guards shall register the visitors entering the premise using the Visitor Management System established. 2. Guards shall understand the responsibility of security guards during emergency situations. 3. Guards shall monitor and clocking on time at specific locations. Guards shall transfer the clocking record to the computer. 4. Guards shall ensure the safety and secured conditions inside the premise. 5. Guards shall inspect each vehicles leaving the premise. Guards shall inspect the shipment delivery of finished goods. Checking the consignment note. 6. Guards shall monitor CCTV conditions daily. 7. Guards shall ensure visitors to follow the general rules when entering the premise. 8. Guards shall ensure no object or intruders enter the premise. The guards shall report any incident/accident/abnormality situation in the premise. 9. Guards shall ensure the safety and security aspect as PRIORITY. 10. Any other instruction delivered by the management or Safety, Health & Security						

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	Unit.
Safety at Work	
Compliance	1. Guards shall always follow instruction from person-in-charge during performing work at PLS. 2. Alert and follow the safety and security signage displayed at designated area. 3. Ensure PPEs are worn by contractor performing work at site. Prohibit any illegal substances, alcohol and non-HALAL coming into the premise. 4. Forbid smoking activities inside the premise.
Customer Services	
Training	1. The contractor is required to: a. Perform on job training to designated area within specified frequency by the owner. b. Provide trained staff to fulfil the PLS operation hours (2 shifts) with approval from PLS. 2. The client shall provide the relevant training on tools/equipment/procedure to fulfil the monitoring specification by PLS.
Maintenance	The contractor shall keep all the material/tools/equipment/procedure in the proper storage which provided by the client with proper arrangement.
Other Requirements	
1. The contractor shall be responsible on the monitoring and inspection issue after appointment. 2. All charges shall be mentioned clearly in the quotation. PLS shall not be responsible for contractor/supplier on overtime charges, travelling expense, accommodation and subsistence allowance during any meeting or discussion and any handover period.	

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5 ABBREVIATIONS AND TERMINOLOGY

n/a

6 INDEX OF APPENDICES

n/a

7 CHANGE OF HISTORY

Revision 00 :

- New document.