

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 & Pemuatan 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

pharmaniaga[®]

Title of Project:	SERVICE CONTRACT FOR BUILDING MANAGEMENT SYSTEM (BMS) AT IDAMAN PHARMA MANUFACTURING SDN BHD (SERI ISKANDAR)		
Requester's Department/ Division:	Engineering	Requester's Name:	Nurul Ain Binti Abdul Halim
Closing Date	23/5/2025	Dedicated Email Submission RFQ	nurin.jamaluddin@pharmaniaga.com

Duration Contract Agreement	2 years (June 2025 – May 2027)
Quotation Validity	60 days
Site Visit: Idaman Pharma Manufacturing Sdn Bhd (Seri Iskandar) Lot 120, Taman Farmaseutikal, 32610 Bandar Seri Iskandar, Perak, Darul Ridzuan	Date: 15 May 2025 (Thursday) Time: 10:00 a.m

PIC Contact information

Name	Contact	Email
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IDAMAN PHARMA MANUFACTURING SDN BHD

Lot 120, Taman Farmaseutikal, 32610 Bandar Seri Iskandar, Perak.

USER REQUIREMENT SPECIFICATIONS: TO PROPOSE A MONTHLY SERVICE CONTRACT FOR BUILDING MANAGEMENT SYSTEM (BMS) AT IDAMAN PHARMA MANUFACTURING SDN.BHD.	Document No.	-
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**USER REQUIREMENT SPECIFICATIONS
TO PROPOSE A MONTHLY SERVICE
CONTRACT FOR BUILDING
MANAGEMENT SYSTEM (BMS) AT
IDAMAN PHARMA MANUFACTURING
SDN.BHD.**

IDAMAN PHARMA MANUFACTURING SDN BHD

Lot 120, Taman Farmaseutikal, 32610 Bandar Seri Iskandar, Perak.

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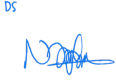
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1.0 APPROVAL

The following approval indicates that User Requirement Specifications has been reviewed and approved.

Responsible Person	Name	Signature	Date
Prepared By:			
Facilities Engineer	Nurul Ain Abdul Halim		29 Apr 2025
Reviewed By:			
Assistant Manager of Engineering Department	Saiful Azrin Jamaludin		29 Apr 2025
Approved By:			
Head of Engineering Department	Muhammad Hafizi Zainal Abidin		29 Apr 2025

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2.0 INTRODUCTION

This document is the user requirement specification (URS) for establish monthly service contract for BMS (Building Management System) at Idaman Pharma Manufacturing Sdn.Bhd Seri Iskandar, Perak. This URS is a guideline to the suppliers to quote a price for the service they offered.

3.0 OVERVIEW

This service contract is for monthly service BMS (Building Management System). This contract is intended for a duration of two years from June 2025 to May 2027.

4.0 SCOPE

4.1 The scope of requirement for monthly services of BMS (Building Management System) includes the following:

1. To provide monthly BMS servicing at Idaman Pharma Manufacturing Sdn Bhd.
2. System database backup.
3. System graphics backup.
4. System report backup.
5. Inspect any abnormality on the BMS system.
6. Inspect control relays and other BMS auxiliary contact relays.
7. Inspect any malfunction or faulty on BMS controller (NCU & DDC).
8. Inspect and fine tune control setting.
9. Data trend logging and reporting.
10. Perform trouble-shooting for hardware and software failure.
11. Provide servicing report and recommendation of making good the system
12. To include value added support inclusive.
13. Phone call support and assistance out of servicing schedule.
14. Remote support with provision of internet connection from client side.

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5.0 REQUIREMENT

5.1 The requirement of services as per below:

No.	Monitoring	Description
1.	System Monitoring	➤ Routine system checkups ➤ Data log analysis ➤ Alarm monitoring
2.	Preventive maintenance	➤ HVAC system checks ➤ Fire safety system
3.	Database management	➤ Database backup ➤ Graphic backup ➤ Report backup
4.	User Interface and access control	➤ Interface review ➤ Access control
5.	Emergency service	➤ On-call service

6.0 SERVICE PROVIDER/CONTRACTOR ACKNOWLEDGEMENT

This document has been reviewed and acknowledged by the Service Provider/ Contractor.

Signature:

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Name:

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Position:

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Date:

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