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 **<u>before the stipulated date and time</u>**. **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 tawaraan 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:	**QUO-PB-IT-1225-266 - PIERS Oracle Application System Administration and Database Support**		
Requester's Department/ Division:	IT & Digitalization	Requester's Name:	Mohammad Latip Mohd Ayob
Closing Date	23rd January 2026	Dedicated Email Submission RFQ	balqish@pharmaniaga.com

Duration Contract Agreement	1 year
Quotation Validity	60 days
Site Visit:	NA

PIC Contact information

Name	Contact	Email
Balqish Yakob	*03-33429999 (Ext: 220)*	*balqish@pharmaniaga.com*

Title	Request to renew Oracle Application System Administration and Database Maintenance 24x7 4Hrs Response Support for 1 Year.
Location	Pharmaniaga Logistics Sdn Bhd HQ and KVDC Cyberjaya
Duration	1 Year Staring from January 2026
Budget Source	Pharmaniaga Logisitics Sdn Bhd

Item no.	Descriptions	Qty	Unit Price (RM)	Amount (RM)
The Job Scope and Service Coverage;				
1	To ensure the PIERS Oracle E-Business Suite R12.2.6 Application and the Database are up and running.			
2	A dedicated team for level 3 support will be available to support in the following events for any e-Business Suite production issue. There are: - a) System down for GTEST(Dev), PTEST(Dev), PROD(Primary), Data Guard (DG) and Oracle ASM. b) Any e-Business Suites Module not able to execute. c) Apply any critical patches impact to Pharmaniaga Logistic that provided by Oracle Support. d) d. Quarterly health check (4 times a year) to application and DB for not more than 5 man-days on-site visit with a health check report.			
3	To support for IBM Power HA at the Oracle e-Business Suites Application.			
4	To ensure Oracle e-Business Suites can support Logical Hostname for IBM Power HA.			
5	To ensure pre-requisites database patches is applied to support future DB upgrade.			
6	To provide Root Cause Analysis Report for the onsite production incident after the resolution. The onsite activity report shall be presented and walkthrough with the client's representative for endorsement if it is required.			
7	To support issue with e-business Suite application integration that has the DB/Schema in PIERS Oracle PROD.			
8	To ensure LIMS Oracle Database is up and running for Production (PRD).			
9	To conduct performance tuning assessment exercise and provide report for the following list whichever is applicable:			
	a. Review on the table index re-building and/or creation. b. Review on DB/Table re-organization. c. Check Data block Structure. d. Review Tablespace optimization and/or re-size. e. Check and detect any chain row f. Perform DB/table analysis. g. Review data-file I/O tuning. h. Monitor and optimize system parameters configuration. i. Review log files tuning. j. Identify slow performing jobs.			

	k. Review server utilization. l. Access system error log. m. Review application concurrent manager. n. For all the above assessment exercises, i.e. item 9 from 'a' to 'm', Pharmaniaga and Vendor have to mutually agree on what are the tasks to be performed and can be completed with a maximum 5-man days (on-site) in a quarterly basis. Upon both parties' agreement, Vendor will be performed the above tasks up to maximum 5-man days. If additional man days is required for any of the above tasks, Vendor will provide Pharmaniaga to Change Request or Variation Order before starting the activities.			
10.	Vendor Qualification; Mandatory: **Must be an Oracle Certified Partner with a local presence in Malaysia**. Experience: Proven track record in managing IBM Power HA and Oracle EBS R12.2.6 environments.			
11.	Measurable Service Levels (SLA) & KPIs • Response Time: 24x7 support with a maximum 4-hour response time for all production issues. • System Availability: Vendor must ensure PIERS Oracle EBS and LIMS Database are "Up and Running" with a target uptime of 99.9% (excluding planned maintenance). • RCA Turnaround: A formal Root Cause Analysis (RCA) report must be submitted within 3 working days after the resolution of a production incident. • Service Credits/Penalties: *5% credit of the monthly fee for every hour the response time exceeds the 4-hour limit.*			
12.	Security, Compliance & Maintenance • Security Standards: Vendor must adhere to Pharmaniaga IT Security Policies, including secure remote access protocols and data privacy standards. • Audit Obligations: Vendor must maintain logs of all changes and patches applied for audit trail purposes. • Maintenance Windows: Major patching and health checks must be scheduled during pre-agreed blackout periods (e.g., weekend windows) to minimize business disruption.			
13	Certified with Oracle Database and E-Business Suite			
	Taxes (if any)			
	Total			

Price validity :
Payment term :