

## TENDER NOTICE

### PROPOSAL FOR DYNATRACE APPLICATION PERFORMANCE MONITORING (APM) SOFTWARE MAINTENANCE RENEWAL AT PNB TECHNOLOGY OPERATIONS CENTRE

1. PNB wishes to engage the services of registered, established and qualified vendor to participate in the tender for the work mentioned and comply with the following criteria:

#### MANDATORY REQUIREMENT

- i. Company must be incorporated and registered with Suruhanjaya Syarikat Malaysia (SSM) and Ministry of Finance Malaysia with field code and sub field code that is relevant to the Scope of Work of this tender.
- ii. Company must have a minimum paid-up capital of RM 500,000.00.
- iii. Company must possess relevant experience and expertise for the Scope of Work of this tender or similar for the last three (3) years.
- iv. Company must be a Dynatrace Authorized Partner.

2. The Scope of Work are inclusive, but not limited to the stated below, and subject to change:

#### SCOPE OF WORK

Dynatrace software maintenance renewal inclusive of Standard Support Software License at PNB Technology Operations Centre

3. **REGISTRATION OF INTENT**

Tenderers who wish to participate in the tender **must** indicate their intention by sending an email to [mfirdaus@pnb.com.my](mailto:mfirdaus@pnb.com.my) and [procurement@pnb.com.my](mailto:procurement@pnb.com.my) with their Ariba Network ID (ANID) of PNB from **6 OCTOBER 2025 to 15 OCTOBER 2025, on or before 5.00pm**. Companies that yet to have the Ariba Network ID of PNB must register their company via PNB Procurement's microsite at <https://www.pnb.com.my/ms/e-perolehan-ms> or [www.pnb.com.my](http://www.pnb.com.my).

4. **TENDER BRIEFING**

Only tenderers who successfully sent an email and registered their company in the SAP Ariba PNB will be invited for the tender briefing. **The VIRTUAL TENDER BRIEFING is MANDATORY.** PNB reserves the right to reject tender participation if attendance of tender briefing is not fulfilled.

5. **TENDER SUBMISSION VIA SAP ARIBA PNB**

The information and tender process (invitation, tender document and submission of tender document) including the tender closing will be conducted via SAP Ariba PNB. Only registered tenderer with SAP Ariba PNB who successfully attended the briefing based on the required condition is qualified to participate.



6. PNB reserves the right to accept or reject any application and to annul the tender process and reject all applications, without thereby incurring any liabilities or any obligation to inform the applicants on the grounds for the action. Only a successful participant will be notified.
7. PNB is not responsible for any costs incurred by the participants in preparing and completing the tender documents. Bumiputera companies are encouraged to participate.
8. Tenderers may also refer to PNB's official website at [www.pnb.com.my](http://www.pnb.com.my) for further information pertaining to this tender notice.

A handwritten signature in black ink, appearing to be 'Dr' followed by a stylized flourish.