

TENDER NOTICE

APPOINTMENT OF COMPANY TO PROVIDE ASNB CALL CENTER AND LIVE CHAT SERVICE

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

MANDATORY REQUIREMENT	
i. Registration	The company MUST have valid Malaysia Digital Status (MD) under the Malaysia Digital Economy Corporation (MDEC).
ii. Experience	The company MUST have experience and successfully completed minimum of two (2) projects for call center work related to financial institution or similar.
iii. Technical Capability	Competent staff with minimum three (3)-years of experience for project management in similar nature of works.
v. Paid Up Capital	Company must have a minimum paid-up capital of RM1,000,000.00.

2. The scope of work related to these projects as listed below:

SCOPE OF WORKS	
i.	The Amanah Saham Nasional Berhad ("ASNB") Call Center will act as a one-stop call center to answer questions / provide feedback from / to the public regarding ASNB related products / services / scope received from calls and live chat.
ii.	The appointed company will provide all Infrastructure, employees, technology, systems, equipment and location for the ASNB Call Center operation.

3. **REGISTRATION OF INTENT**

Tenderers who wish to participate in the tender **MUST** indicate their intention and submit the compulsory document (mandatory requirement) by sending an email to procurement@pnb.com.my and nurulasyiqeen@pnb.com.my with their Ariba Network ID (ANID) of PNB **from 26 MARCH 2026 to 8 APRIL 2026 on or before 5:00pm**. Companies yet to have the ANID of PNB must register their company via PNB Procurement's microsite at <https://bit.ly/305E7Wc> or 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 the tenderer fails to attend the briefing and site visit.

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

The information and tender process will be conducted via SAP Ariba PNB (invitation, collection and submission of tender document). Only registered tenderer with SAP Ariba PNB who successfully attended the briefing and site visit 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. 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.