



## TENDER NOTICE

Tenderers are invited from suppliers / contractors registered with Ministry of Finance (MOF) / Pusat Khidmat Kontraktor (PKK) / Construction Industry Development Board Malaysia (CIDB) and Tenaga Nasional Berhad (TNB) for supply / work as follows:

Tender No: **RFX 4000054228 T-29421**

Description: **MANPOWER OUTSOURCING MANAGED SERVICES AGREEMENT FOR  
CALL MANAGEMENT CENTER (CMC) AND DEBT PAYMENT  
REMINDER FUNCTIONS FOR TNB CARELINE**

MOF/CIDB Kod Bidang: **221110, 221104, 221101**

Tender Fee: **RM3,000.00**

Floatation Start Date and Time: **27/08/2026 19:00**

Closing Date and Time: **10/09/2026 17:00**

Sale & Submission of Tender\* **e-tender**

Document:

### 1. Tender Briefing

| Date       | Time  | Location                                                                                                                                                    |
|------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 02/09/2026 | 10:00 | <a href="https://tnb.webex.com/tnb/j.php?MTID=m744d49e804732f64fe4d286f05e6d03d">https://tnb.webex.com/tnb/j.php?MTID=m744d49e804732f64fe4d286f05e6d03d</a> |

### 2. Site Visit

| Date | Time | Location |
|------|------|----------|
|      |      |          |

### 3. Contact info for General Enquiries

- 1. Munirah Binti Azed 2. Puteri Siti Madinah Binti Abdul Aziz Level 5, Tower B, TNB Platinum No. 3, Jalan Bukit Pantai, Bangsar 59100 Kuala Lumpur 1. [munirah.azed@tnb.com.my](mailto:munirah.azed@tnb.com.my) 2. [puteri.madinah@tnb.com.my](mailto:puteri.madinah@tnb.com.my)

### 4. Contact info for Technical Enquiries

- Noor Afifah binti Saari TNB CareLine, SME & Residential, Bahagian Retail, TNB Wisma TNB, No. 17 Jalan Timur, 46000 Petaling Jaya, Selangor. noorafifah.saari@tnb.com.my

**Notice of e-Tender Requirement:**

- This is an electronic tender under the implementation of Supply Chain Management System (SCMS). Tender document can only be acquired online; therefore it is not available for sale at TNB tender counter.
- For guidelines on tender participation, and tender fee online payment. Please Visit SRM website : <https://www.tnb.com.my/doing-business-with-tnb/suppliers/supplier-relationship-management>
- Manual or hardcopy submission may result in rejection of your tender response
- This tender is only open for participation to suppliers that have registered as Supplier Self-Service (SUS Supplier).
- All relevant certificates must be updated in SUS Portal to enable supplier's participation.

**Tender Fee Payment**

- **Payments made for tender fee are not refundable.**
- RFX or eTender should be made via online payment . Kindly refer to the userguide for online payment here:  
[https://www.tnb.com.my/assets/files/PANDUAN\\_PENGGUNA\\_\(SUPPLIER\)\\_PEMBAYARAN\\_PEMBEKAL\(FPX\).pdf](https://www.tnb.com.my/assets/files/PANDUAN_PENGGUNA_(SUPPLIER)_PEMBAYARAN_PEMBEKAL(FPX).pdf)
- For Normal/ manual tender, please refer to the tender advertisement and initiator of the tender

All existing TNB Suppliers who wish to charge TNB with SST must send a copy of Royal Malaysian Customs Department letter to TNB Supplier Registration Unit via e-mail to [ssdproc@tnb.com.my](mailto:ssdproc@tnb.com.my).

**Tenaga Nasional Berhad does not bind itself to accept the lowest or any tender nor to assign any reason for the rejection of any tender nor will it be responsible for any cost incurred by the tenderers.**