



TENDER NOTICE :

Appointment of Tour Operator for – GCB Sales Challenge 2023 - Trip to Spain & Korea

Self-Registration Closing Date : 12th Oct, 2023

Self-Registration Link (Required for new vendor only) :

<https://www.rhbgroup.com/malaysia/group-procurement>

Please proceed to perform supplier self-registration if the following requirements are met:

1. Minimum company paid up capital and shareholder fund of RM 200,000.00
2. Proven track records of 3 years' experience with at least 2 financial institutions
3. Mandatory requirements:
 - 1) Return air ticket (full service airline) including airport taxes, fuel surcharge, baggage allowance up to 30kgs, meal arrangement at the airport, travel insurance/flight insurance to be taken from RHB Insurance Berhad.
 - 2) Hotel Accommodation (4* & 5* rating) with full board meals arrangement to be halal (or pork free) including weekend surcharge etc.
 - 3) For hotels, the requirement for Gala Dinner for delegates recognition (certificate of achievement)
 - 4) Professional Tour Guide, Tour Manager, reliable coach service etc. is a must with the ability to converse in English and BM (multilingual)
 - 5) Tour Guide, Tour Manager and coach services to include Complimentary WIFI service while travelling on coach, tipping cost, operator management fee or advance fee (if any) and any other ground agent handling fee i.e. transfers, parking, runner, excursions, including general admissions fees.
 - 6) Travel Kit (Itinerary booklet, luggage tag, travel bag, group photo book, hand sanitizer, mask) Token/welcome gifts/souvenirs/door gift for the delegates. Corporate Image banners for group photograph session.
 - 7) Tour operator to assist delegates should they request for deviation/extension stays.
 - 8) Tour operator to conduct inspection to finalize the hotels, restaurants, itinerary of the trip etc.
 - 9) Tour operator to coordinate local flight transfer and hotel accommodation for outstation delegates, to and from their origin states to airport.
 - 10) Tour operator is required to manage the halal menu request diligently. Segregate the delegates with special menu request accordingly (Breakfast/Lunch/Dinner).
 - 11) Tour package shall inclusive of all entrance fees i.e. to amusement park, places of interest, boat ride etc. The indicated cost per ticket per pax shall include all fees i.e. taxes, visa fees (if any) and should the proposal exceed the budget indicated, the tour operator (that exceed) shall not be considered.
 - 12) Other value added services: Travel apps/e-registrationlink/teaser/videos/photographer/videographer.
 - 13) The quotation must consist of detailed breakdown in costing, minimum no. of delegates, proposed travelling dates, payment T&C, cancellation T&C (voluntary & involuntary).
 - 14) In the event there are multiple groups of participants handle by the travel agency, tour arrangements for the respective groups are NOT to be organized concurrently/simultaneously.
 - 15) Preferred Travelling Period to be completed within a specific period for the groups.



4. Special Notes:

- 1) Ability of Tour Manager to keep the delegates enthusiasm throughout the traveling period
 - 2) Ability of Tour Manager to handle unexpected emergency situation is a must and to ensure the well-being and safety of all delegates.
 - 3) Management shall have the right to recommend the tour operator to justify, amend the itinerary and any other reconsideration during the RFQ process.
 - 4) Final decision shall rest with the management and Group Tender Committee of the bank.
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