

Request for Proposal

Project Name:

Provision of Omni-Channel Contact Centre Solution Subscription, Deployment and Support Services

Reference No.: TC(RFP)100/26-5/1(19)

Talent Corporation Malaysia Berhad

1. Introduction

Talent Corporation Malaysia Berhad (“TalentCorp”) is soliciting proposals for the procurement of the products described in this Request for Proposal (“RFP”), and, to the extent specified in this RFP, of the services related to its procurement of the products, all in accordance with the requirements, terms and conditions set forth herein.

1.1 Objectives

The objective of this RFP is for the Vendor to provide TalentCorp with services related to the provision of an omni-channel contact centre solution, including annual subscriptions, deployment services, system integration, support and maintenance.

The primary objective of this is to establish a single, integrated contact centre platform to manage customer interactions consistently across the TalentCorp Group of Companies, with the aim to:

- a) implement an integrated omni-channel platform for customer interactions across the TalentCorp Group of Companies;
- b) provide consistent ticket and case management across all supported channels;
- c) enable role-based access, configurable dashboards, reporting and operational monitoring across the TalentCorp Group of Companies;
- d) provide scalable deployment, integration, training, support and maintenance services; and
- e) obtain transparent implementation and subscription costs under both a one-year and a three-year option.

1.2 Background

Talent Corporation Malaysia Berhad (“TalentCorp”) intends to procure an omni-channel contact centre solution to manage customer interactions across the TalentCorp Group of Companies through a single, integrated platform covering voice, email, social messaging, webchat and social media channels.

The solution is intended to provide centralised ticketing and case management, role-based access segregated by company, business unit, programme, queue or service function, and real-time dashboards and reporting to support operational monitoring and service level compliance. A total of thirty-five (35) user licences is required.

The new platform shall replace TalentCorp's existing contact centre platforms, which will be retired upon successful go-live and hypercare. The Vendor's proposal shall address all mandatory requirements in this RFP, and any assumptions, exclusions, dependencies or deviations shall be clearly stated in the Vendor's response.

1.3 Scope of Proposal

The proposal from the Vendor should include, at minimum, the following requirements:

1.3.1 Company Background

- Company profiles and its core area(s)
- Organization structure
- Company Track Record, Certification
- Proven experience in implementing and supporting omni-channel contact centre solutions
- List of references

1.3.2 Technical Proposal

- Clearly defined solution overview and compliance against the Scope of Services
- Clearly defined project team involvements
- Clearly defined implementation timeline

REQUIRED COMPONENT	DESCRIPTION
Solution Overview	Overview of the proposed omni-channel contact centre solution and how it meets TalentCorp's objectives
Compliance Statement	Item-by-item compliance against the Scope of Services in Section 1.5, with remarks for any partial compliance or non-compliance
Deployment Model and Architecture	Proposed deployment model (on-premises, private cloud, public cloud or hybrid), hosting location, infrastructure responsibility, high-availability, backup, recovery and scalability approach
Security and Compliance	Security controls, data protection approach and relevant security certifications or independent assurance reports
Implementation Plan	Detailed workplan, milestones and dependencies against the Project Timeline in Section 1.6

Support Model and Service Level Agreement	Support coverage, escalation arrangement, response, restoration and resolution targets, exclusions and service reporting
Training and Knowledge Transfer	Training approach for administrators, supervisors and end-users, and operational handover documentation
Project Team	Team structure, roles, responsibilities, CVs and relevant experience
Assumptions, Exclusions and Deviations	Any assumptions, exclusions, dependencies or deviations from the requirements of this RFP

1.3.3 Costing Proposal

The Financial Proposal shall clearly state the itemised costs, applicable taxes, discounts and payment schedule for both the one-year option (Option A) and the three-year option (Option B), with Year 1, Year 2 and Year 3 recurring charges shown separately. Optional items, namely the CRM module, AI add-ons and extended call recording retention, shall be priced separately and shall not be bundled into the mandatory base price.

- Clearly defined one-time charges for all deployment and professional services, including all discounts and related additional costs
- Clearly defined recurring subscription, support and maintenance charges for thirty-five (35) user licences
- Clearly defined cost of transportation and other reimbursable expenses, where applicable
- Clearly defined validity of quotation (e.g: 6 months) from the date of the letter of acceptance as agreed in the quotation document

1.3.4 Supporting Information

- Profiles and background (including CV, employment background)
- Security certifications or independent assurance reports, where available

1.4 Deliverables

	DELIVERABLE	DETAILS
1.	Project Plan and Solution Design	Project plan, requirements gathering and solution study outcomes, solution design and technical documentation
2.	Configured Omni-Channel Platform	Installed and configured platform covering voice, email, social messaging, webchat and social media channels, with thirty-five (35) user licences
3.	IVR, Call Routing and Queue Configuration	Multi-level IVR flows, call routing and queue management configured to the requirements of the TalentCorp Group of Companies
4.	Dashboards, Reporting, QA and CSAT	Configured agent dashboards, real-time wallboards, SLA tracking, reporting, Quality Assurance and Customer Satisfaction (CSAT) capabilities
5.	System Integration	Integration with relevant existing systems via API or standard integration, and CRM database set-up where the optional CRM module is subscribed
6.	Testing and UAT Support	Vendor testing and validation results, User Acceptance Testing plan and support, and system commissioning
7.	Training	Administrator, supervisor and end-user training, including training materials
8.	Go-Live, Cutover and Hypercare	Go-live and cutover to the new platform, parallel run, hypercare support and operational handover
9.	Documentation and Ongoing Support	As-built and operational documentation, knowledge transfer, and ongoing support and maintenance in accordance with the agreed Service Level Agreement

1.5 Scope of Services

The appointed Vendor for the project is responsible for the deliverables below:

NO.	SCOPE OF WORK	DETAILS
1.	Licensing	The Vendor shall provide a total of thirty-five (35) user licences for the solution, under the subscription options set out in Section 5.1.
2.	Omni-Channel Communications	The solution shall support the following communication channels: a. voice; b. email;

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		c. social messaging, namely WhatsApp, Facebook Messenger and Instagram Messenger; d. webchat; and e. social media interactions for Facebook and Instagram.
3.	Ticketing and Case Management	The solution shall provide, at minimum: a. centralised ticket management across all supported channels; b. automatic ticket creation, categorisation, routing, assignment and escalation; c. complete customer communication and contact history; d. SLA monitoring based on ticket status, including configurable pause conditions where a case depends on a third party; e. rule-based allocation using configured filters, categories and maximum allocation per user; f. workload balancing, including assignment to the eligible agent with the fewest open tickets where configured; and g. supervisor capability to distribute or reassign email tickets manually or automatically.
4.	User and Access Management	The solution shall provide: a. distinct user roles for agents, supervisors and administrators, with segregation by company, business unit, programme, queue or service function where required; b. role-based access and rights management; c. access control for ticket and email communication history; and

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		d. administrative audit trail for relevant configuration and user activities, with consolidated and entity-level reporting.
5.	Dashboard, Wallboard and Reporting	The solution shall provide: a. configurable agent dashboard based on individual and operational requirements; b. real-time dashboard and wallboard views for queue status, agent status, agent availability, abandoned calls and campaign status; c. reporting for ticket ageing, interaction volume, SLA compliance and agent operational metrics; and d. export capability and scheduled reporting, where supported. The Vendor shall state the dashboard and wallboard refresh intervals and any expected delay.
6.	IVR and Call Routing	The voice contact centre shall support: a. multi-level IVR configuration; b. configurable IVR flows based on the requirements of the TalentCorp Group of Companies; c. routing based on business rules, queues, skills and operating hours; d. option for callers to speak to a live agent when an IVR condition is not met or when requested; and e. queue announcements and after-hours routing scenarios.
7.	Call Recording	The solution shall provide: a. secure call recording, search and playback; b. default recording retention of six (6) months;

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		c. a separate optional price for extending retention to twelve (12) months; and d. role-based recording access and retention controls.
8.	CRM, Knowledge, Quality and Customer Management	The solution shall provide: a. customer profile and contact history management; b. consolidated interaction history across supported channels; c. Knowledge Base capability; d. Quality Assurance capability; e. Customer Satisfaction (CSAT) capability; and f. API or standard integration capability for relevant existing systems. The CRM module shall be quoted separately as an optional subscription.
9.	Optional AI Add-Ons	All AI functionalities shall be separately priced and shall not be bundled into the mandatory base price unless clearly identified. The Vendor shall explain the subscription basis, included usage and all usage-based charges for the following: a. inbound voicebot; b. outbound voicebot; c. chatbot; d. email rephrasing and response assistance; e. call transcription; f. conversation summarisation; g. sentiment analysis;

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		h. translation assistance; and i. configurable prompt assistance.
10.	Deployment and Architecture	The Vendor shall state the deployment options offered and the proposed architecture, covering: a. on-premises deployment using physical hardware or virtual machines; b. private cloud deployment; c. public cloud deployment; d. hybrid deployment, where applicable; e. hosting location, infrastructure responsibility and high-availability arrangement; and f. backup, recovery, capacity and scalability approach.
11.	Security, Privacy and Compliance	The solution and Vendor shall provide: a. role-based access controls and least-privilege administration; b. encryption for data in transit and at rest, where applicable; c. audit logging and administrative activity records; d. data retention, archival and deletion controls; e. data hosting location and cross-border data transfer disclosure; f. security incident notification and escalation process; and g. backup, restoration and business continuity arrangements. The Vendor shall provide relevant security certifications or independent assurance reports, where available.

12.	Deployment and Professional Services	The Vendor shall be responsible for: a. project initiation and project management; b. requirements gathering and solution study workshops; c. solution design and technical documentation; d. installation, configuration and system integration; e. system setup, testing and commissioning; f. User Acceptance Testing planning and support; g. administrator, supervisor and end-user training; h. Go-Live support and operational handover; and i. knowledge transfer and submission of as-built and operational documentation.
13.	Support, Maintenance and Service Levels	The Vendor shall provide: a. technical support coverage and escalation arrangement; b. incident management and resolution based on a proposed Service Level Agreement; c. software fixes, updates, upgrades and maintenance entitlement, where applicable; d. preventive maintenance and health checks, where applicable; and e. service reporting and service review meetings. The Vendor shall clearly identify support hours, response times, restoration targets, resolution targets and exclusions.

1.6 Project Timeline

Following award and issuance of the Purchase Order, the Vendor shall deliver the solution in accordance with the target schedule below. Vendors shall confirm that the schedule is achievable or propose an alternative with justification.

PHASE	ACTIVITY	TIMELINE
1	Planning and Setup Vendor kick-off (Week 1) Knowledge bank – FAQs and scripts (Week 1) System planning and design (Week 1 – Week 2)	January 2027
2	Configuration IVR flow, call routing and queue management (Week 1 – Week 2) Dashboards, SLA tracking, reporting, QA and CSAT (Week 1 – Week 2) CRM database set-up (Week 2)	February 2027
3	Testing and Training Vendor testing and validation (Week 3 – Week 4) User Acceptance Testing by ITOS and GCRM (Week 4) User training (Week 4)	February 2027
4	Go-Live Final checks and initial deployment (Week 1 – Week 2) Cutover to the new platform (Week 1 – Week 2)	March 2027
5	Hypercare and Exit Parallel run and hypercare support (Week 3 – Week 4) Retirement of the existing contact centre platforms (Week 4)	March 2027

2. Instructions to Vendor

2.1 General

- a) The section below provides instructions to Vendor with reference to the Request for Proposal ("RFP").
- b) Vendors should carefully read the instructions contained herein and submit a complete response to all requirements and instructions as directed.

2.2 RFP Governance

Submission of Proposal

- a) Vendor shall submit of its response to this RFP ("Proposal") in accordance with Section 3.3 below.
- b) Vendor's proposal must be received by TalentCorp on **6th November 2026 (Friday) by 5:00PM** (Submittal Date) at the address mentioned in Section 3.3 below.

Property of Proposal

- a) Vendor's Proposal or any part thereof will become the property of TalentCorp and will not be returned to the Vendor.
- b) TalentCorp may use the information contained in the Proposal, append the entire Proposal or any part thereof to any subsequent contract with the Vendor and may copy the documents for such purposes, unless relating to any intellectual property rights of the Vendor. Ownership of intellectual property rights in the information contained in the Proposal remains vested in the Vendor.

Accuracy of Proposal

- a) The Vendor undertakes and declares that the information and statements provided in its Proposal are complete, true and correct in every detail at the material time.
- b) The Vendor represents that its Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead TalentCorp as to any material fact.

Costs

- a) Vendor shall be responsible for all costs incurred in preparing, responding to and participating in this RFP including any travel expenses, diligence activities and preparation of its Proposal.
- b) This RFP does not commit TalentCorp to award contract, to engage in negotiations, nor to pay any costs incurred by Vendor, hence no reimbursable cost may be incurred in anticipation of an award.

Modification and Termination of RFP

- a) TalentCorp, in its absolute discretion and without liability for any loss or damage suffered by the Vendor, at any time, reserves the rights to:
 - amend the RFP in any ways including waiving any formalities or technical inconsistencies and delete any requirement or specification by giving written notice of such amendments to the Vendor and subsequently invite other Vendors or any one or more Vendors to amend their proposals;
 - extend the Submittal Date of this RFP;
 - suspend the RFP process;
 - terminate the RFP process; or
 - issue a new RFP for the same project that would supersede and replace this RFP.
- b) TalentCorp is under no obligation to explain the reasons for its decision(s) and may call for response to such or similar services at any time in future.
- c) No oral conversations or agreements with any personnel of TalentCorp shall affect or modify any terms of this RFP or be considered as binding by TalentCorp.

Modification and Withdrawal of Proposal

- a) Representation made by the Vendor within its proposal will be binding and on Vendor and shall be valid for a period of 120 days following the Submittal Date. TalentCorp shall not be bound to act by any previous communication or response submitted by Vendor other than Vendor's proposal.
- b) The proposal may not be modified, withdrawn or cancelled for 120 days following the submittal date unless agreed by TalentCorp.

Contacts by Vendor

- a) Direct meetings, discussions and/or communications between Vendor and any personnel of TalentCorp, pertaining to the commercial aspects of this RFP process prior to the submission of the Proposal are strictly prohibited.
- b) Vendors and/or their representatives shall not attempt to unduly influence the outcome of the RFP process.
- c) All contacts by Vendor related to this RFP or its Proposal must be directed in writing exclusively to the named party in TalentCorp as mentioned in Section 3.2 below. Clarification on technical matters will be carried out in a fair and supervised manner with the consent of the TalentCorp's Management. Telephonic inquiries will not be accepted.
- d) TalentCorp will assist the Vendor whenever and wherever possible in determining local conditions and clarification of this RFP.

Enquiries and Clarifications by TalentCorp

- a) TalentCorp reserves the right to seek clarification of any information contained in the Vendor's Proposal from Vendor or any 3rd party.
- b) TalentCorp may at its sole discretion conduct discreet enquiries to any 3rd parties verify the accuracy and authenticity of statements made and information provided in the Proposal.

Disqualification of Proposal

- a) TalentCorp reserves the right to disqualify any Vendor from any further proceedings if:
 - Vendor's proposal is received after the Submittal Date;
 - Vendor's proposal is construed as a non-conforming proposal due to non-compliance with the requirements and instructions of this RFP;
 - Vendor's proposal limits or modify any of the terms and conditions or specifications of this RFP;
 - any information or statements contained in Vendor's proposal be subsequently found to be inaccurate or untrue; or
 - Vendor has committed any material breach of the terms and conditions of this RFP.
- b) Under no circumstances is TalentCorp is bound or obligated to provide or communicate the reasons for any disqualification.

Proposal Evaluation

- a) TalentCorp has unfettered and sole discretion in its conduct of the assessment process and in making any decisions pertaining to this RFP process.
- b) TalentCorp at its sole discretion may reject or accept any one or more proposals or any part thereof without assigning any reason thereto and may waive any irregularities and informalities in the RFP evaluation process.

Contracts Award

- a) Notwithstanding any statement to the contrary, no information contained in this RFP constitutes nor is intended to constitute an offer, inducement, promise, guarantee, warranty or contract of any kind.
- b) Vendor's participation in this RFP process may result in further discussion and negotiation with TalentCorp. The commencement of such discussion or negotiation does not signify a commitment by TalentCorp to award the contract to the Vendor and TalentCorp reserves the right to terminate the discussion or negotiation at any time without assigning reason thereto.
- c) The award, if made, shall be made by giving written notice to the successful Vendor.
- d) TalentCorp is not bound to award a contract in whole or in part to any one Vendor after this RFP.
- e) TalentCorp reserves the right to divide the scope of work within the RFP into portions which can be awarded to several successful Vendors, as it deems fit.

Confidentiality

- a) All information concerning this RFP, including any materials issued, must be held in the strictest of confidence and must not be shown to any third party, other than information that is strictly necessary for the purpose of sending the proposal.

- b) Vendor shall ensure similar obligation is placed upon any 3rd party to which the Vendor may need to show any of the information and/or documentation of RFP for the purpose of the Proposal.

Waiver and Indemnity

- a) Vendor shall indemnify TalentCorp for costs incurred by TalentCorp associated with any challenge to the non-disclosure of proprietary information and for any damage incurred by Vendor should TalentCorp have to judicial action to show proprietary information.
- b) The Vendor waives any rights, which it may have now, or in the future, to take any legal proceedings against TalentCorp in relation to this RFP and/or the RFP process or any other documents or information provided by TalentCorp.

2.3 Acceptance of Terms

By sending this Proposal to TalentCorp, the Vendor:

- a) acknowledges that it has carefully read all sections in this RFP, including all forms, schedules and shows of this RFP and is fully cognizance of all existing conditions.
- b) accepts all the terms and conditions in this RFP; and
- c) certifies that the undersigned is its authorised representative and is empowered to bind the Vendor to the terms of this RFP and Proposal.

3. GENERAL INSTRUCTIONS TO VENDOR

3.1 Key Activities Dates

The key dates for this proposal are as follow:

No	Details	Start date	End date
1	Release of RFP document	27/10/2026	-
2	Proposal submission to TalentCorp	-	6/11/2026
3	Evaluation and Shortlisting	9/11/2026	13/11/2026
4	Presentation and Evaluation session from vendors	16/11/2026	20/11/2026
5	Final Evaluation & Selection of vendors	-	27/11/2026
6	Letter of Award	30/11/2026	-
7	Project Kick-off	January 2027 (Week 1)	-
8	Completion of the project	-	March 2027 (Week 4)

3.2 Clarifications

All enquiries regarding to the proposal must be submitted to the relevant parties in TalentCorp via email. All clarifications are to be addressed to:

To: itpmo@talentcorp.com.my

Cc: procurement.committee@talentcorp.com.my

3.3 Submission of Proposal

To submit your proposal/ quotation by **6th November 2026 (Friday) 5:00PM** via email addressed below:

To: itpmo@talentcorp.com.my

Cc: procurement.committee@talentcorp.com.my

Any proposal received after the date and time stated in the Section 3.1 Key Activities Date, shall not be included for further consideration.

3.4 Evaluation Process

The proposals will be evaluated based on the following criteria :

- Company Assessment based on the financial viability, market presence, track record and proven experience of the Vendor in implementing and supporting omni-channel contact centre solutions.
- Technical Assessment based on compliance with the Scope of Services, proposed deployment model and architecture, security and compliance,

implementation plan, and support model and Service Level Agreement proposed by the Vendor.

- c) Project Team Assessment based on the resumes proposed by the Vendor and the feedback from the TalentCorp Evaluation Panel on the level of synergy between the proposed team and the panel members.
- d) Pricing Assessment based on the price offering by the Vendor for both the one-year and three-year options, including optional items.

3.5 Post-Evaluation Process

The successful Vendor shall enter into a formal contract with TalentCorp, incorporating all agreed terms and conditions and obligations undertaken by the Vendor, as contained in the response to this RFP. Therefore contents of this RFP and the corresponding responses are an integral part of the formal contract that shall be entered into between TalentCorp and the successful Vendor. The award of the contract shall be subject to such additional terms and conditions as may be agreed upon between TalentCorp and the successful Vendor/s in addition to the terms and conditions specified in this RFP.

Upon being informed of award of the contract through a service agreement, TalentCorp shall submit a draft contract incorporating all the agreed terms and conditions and other documents including plans and specifications, as necessary. TalentCorp reserves the right to withdraw the award and award the contract to another Vendor.

At this stage, TalentCorp may exercise its right to engage the Vendor in further negotiations to reach mutually acceptable financial terms.

The draft contract will also be subjected to a legal due diligence by TalentCorp legal counsel or designate.

4. TECHNICAL REQUIREMENTS

The Technical Requirements encompasses the functional, non-functional, implementation and operational requirements of the RFP.

4.1 Proposed Schedule

Vendor is required to provide a proposed schedule for implementing the project based on the target schedule in Section 1.6. Vendor shall confirm that the schedule is achievable or propose an alternative schedule with justification.

4.2 Proposed Organisation Chart

Vendor is required to propose the Organisation chart of the team responsible for executing the project.

4.3 Resume of Key Personnel

The Vendor is required to provide detailed resume of key personnel who will be involved in the project. The resumes must include the details of the personnel's experience, roles and responsibilities in projects of similar type.

4.4 Compliance Statement

The Vendor is required to provide a compliance statement against each requirement in Section 1.5 Scope of Services, indicating whether each requirement is fully complied, partially complied or not complied, together with remarks. Any assumptions, exclusions, dependencies or deviations shall be clearly stated.

5. COMMERCIAL REQUIREMENTS

Vendors are requested to understand the following Commercial Requirements of the RFP. Vendors are advised to provide detailed pricing information to allow TalentCorp to conduct comprehensive evaluation.

5.1 Contract and Pricing Period

The commercial proposal shall provide two (2) pricing options:

- **Option A – One (1) year:** one-time charges and Year 1 recurring charges.
- **Option B – Three (3) years:** one-time charges, with Year 1, Year 2 and Year 3 recurring charges shown separately.

Any annual price adjustment, indexation, minimum commitment, usage threshold or foreign-exchange dependency shall be clearly stated for each option.

5.2 Pricing Proposal

The pricing proposal shall include but not be limited to:

- One-time charges (e.g. project management, solution design, installation, configuration, system integration, testing, training and go-live support)
- Recurring subscription charges for thirty-five (35) user licences, by year
- Support and maintenance charges, by year
- Hardware and infrastructure costs, where applicable (e.g. for on-premises deployment)
- Optional items, priced separately: CRM module subscription; AI add-ons (with subscription basis, included usage and usage-based charges); and extension of call recording retention from six (6) to twelve (12) months
- Pricing Structure/Schedule of Charges
- Payment schedule
- Cost escalation index, annual price adjustment or indexation (if any)
- Taxation (if any)
- Inclusions and exclusions
- Summary of Costs and Offerings
- Terms and Conditions

Each cost element must be accompanied with sufficient details so as to facilitate full and fair analysis.

The Vendor is required to clearly separate onetime and recurring costs or charges. All recurring costs or charges must be accompanied with attached condition e.g. Monthly/Quarterly/Annual, per booking, per segment, per request, etc.

5.3 Validity Period of Pricing

All pricing submitted with this RFP shall be binding and shall be valid for a period of not less than 120 days from date of submission. Vendors may not amend any pricing once submitted. Vendors are advised to submit their best price.

TalentCorp reserves the right to exercise the option to engage the Vendor in negotiations to reach mutually acceptable financial terms.

5.4 Man-day Rates Schedule

During the implementation of the Contract, TalentCorp may require from the Vendor additional services that is deemed beyond the scope of this Contract. For the additional services, agreed man-day rates shall be used. The Vendor is required to provide the man-day rates for services applicable for the RFP.