	<b>PROCUREMENT</b>	Doc No: QIMSB/RFP/2025/01
	<b>REQUEST FOR PROPOSAL (RFP)</b>	Issue Date: 1 <sup>st</sup> Oct 2025

**Name of Project**                      **Parking Management Operator**  
**Period**                                      **January 2026 – December 2030 (5 years)**

### 1. Introduction

Malaysia International Trade and Exhibition Centre (MITEC) invites qualified parking management operators to submit proposals to manage and operate the parking facilities at MITEC. The contract period will be for five (5) years, commencing January 2026 until December 2030.

### 2. Scope of Work

The appointed operator will be responsible for:

- Managing and operating the parking facilities at MITEC, covering **two basement levels (B1 & B1A)**.
- Ensuring smooth traffic flow, parking allocation, security, and safety of vehicles.
- Providing adequate manpower for daily operations and additional manpower during events.
- Implementing and maintaining updated parking technology solutions for efficient operations and customer convenience.


### 3. Manpower Requirement

- **Permanent Staff:**
  - Operator must provide sufficient daily staff for parking operations (minimum staffing plan to be proposed).
- **Event Extra Manpower:**
  - Operator must provide additional manpower during major events, on a per-pax chargeable basis (please state rates in proposal).

### 4. Technology & Equipment

Proposals must outline the equipment and technology to be deployed, which may include but not limited to:

- Automated payment machines (cashless preferred).
- License plate recognition (LPR) system.
- Electronic boom gates with real-time monitoring.
- Parking guidance system (digital display, sensors, etc.).
- Integration with MITEC's security and traffic monitoring system.
- Reporting and data analytics dashboard.

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## 5. Service Standards

The operator must ensure:

- 24/7 operational readiness.
- Regular preventive maintenance of equipment.
- Efficient crowd and vehicle management during peak events.
- Customer-friendly service with trained and professional staff.

## 6. Contract Duration

- Five (5) years: **1 January 2026 – 31 December 2030.**

## 7. Proposal Submission


Interested parties are requested to submit the following:

- 51% MUST be bumiputra shareholders.
- Certified copy of the company's registration with the Companies Commission of Malaysia (SSM) or valid business license.
- Company profile, including organizational structure.
- Certified true copies of audited financial statements for the last 2-3 years.
- Proof of financial capacity to undertake the project (e.g., bank guarantee capability, lines of credit).
- A declaration that the company, its directors, and principals are not bankrupt, blacklisted, or under investigation by any government agency.
- Detailed manpower plan (daily and event-based).
- Proposed equipment and technology solutions.
- Pricing structure (management fee, revenue sharing, extra manpower per pax rate, etc.).
- Maintenance and service plan.

## 8. Evaluation Criteria

Proposals will be evaluated based on:

- Experience and track record.
- Manpower plan and event readiness.
- Proposed equipment and technology (innovation and reliability).
- Cost-effectiveness and revenue model.
- Compliance with MITEC's operational and safety requirements.

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## 9. Financial Proposal Criteria

This is often a key deciding factor, structured in one of two ways:

- **Revenue Share Model (Most Common for such venues):**  
Bidder proposes a percentage of the gross parking revenue to be paid to MITEC  
The proposal should include a detailed projection of revenue.
- **Fixed Fee / Management Fee Model:**  
Bidder proposes a fixed monthly or annual fee to be paid to MITEC for the management rights, while the operator retains all parking revenue.
- **Pricing Breakdown:**  
Detailed proposed parking rates for different vehicle types (car, motorcycle, bus) and durations (hourly, daily, event-based).  
  
Any proposed season pass or monthly parking rates for tenants.
- **Cost Structure:**  
Breakdown of operational costs (manpower, system maintenance, utilities) to demonstrate the sustainability of their financial model.

## 10. Compliance and Legal Criteria

- **Insurance:**

  - Proof of ability to provide comprehensive insurance coverage, including:
  - Public Liability Insurance
  - Coverage for loss or damage to vehicles and property.
- **Adherence to Laws:**

  - Agreement to comply with all relevant Malaysian laws, including the Street, Drainage & Building Act 1974, local council by-laws, and data protection laws (PDPA).

## 11. Closing Date

The deadline for proposal submission is **12:00 noon, 10th November 2025**. Submissions are to be placed in the tender box at the MITEC North Entrance (near the Information Counter).