

## TENDER NOTICE:

### Appointment of Service Provider for Contract for Service (CFS) Staff for RHB Banking Group for the Year of 2026 to 2027.

Self-Registration Closing Date: **11<sup>th</sup> July 2025**

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

[https://www.rhbgroup.com/malaysia/group\\_procurement](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 RM200,000.
2. Preferably with past experience with at least 1 financial institutions & 1 corporate companies
3. Minimum 3 years of operation
4. Mandatory requirements:

#### **Business Registrations**

- a) Must be registered with Suruhanjaya Syarikat Malaysia (SSM)
- b) Business type: Sendirian Berhad (Sdn Bhd)
- c) Valid SSM documents (Form 9, 24, 49 / Section 14, 17 under Companies Act 2016)
- d) Business nature must include recruitment / manpower / employment services.

#### **Recruitment License:**

Obtain a Private Employment Agency (Agensi Pekerjaan Swasta – APS License from the Department of Labor (JTKSM) under the Private Employment Agencies Act 1981.

#### **License Category:**

**Category A** – Recruit local workers for local employment

#### **Compliance & Legal:**

- a) To comply with:
  - Employment Act 1955
  - Industrial Relations Act 1967
  - Private Employment Agencies Act 1981
  - EPF, SOCSO, EIS registration

- b) Insurance coverage (e.g. professional indemnity)
- c) Adherence to Malaysian Labour Laws and anti-discrimination policies
- d) Latest audited financial statements (last 1-2 years).
- e) Business license and tenancy agreement.

**Office Requirements:**

- a) Physical office with signage
- b) Proper facilities for interviews and record keeping.

**Company Experience & References**

- a) Demonstrated experience in recruitment services, especially with corporate or government clients.
- b) Letters of award or past contracts
- c) CVs of key personnel and recruitment team.

**Indemnity**

Tenderers must follow and agree to all RHB Banking Group requirements.

**5. High Level Scope**

- 1. Professionalism in servicing and able to meet tight deadline during critical situations.
- 2. Equipped with strong helpdesk setup with tracking mechanism to smoothen two-way communication between vendor and complainant.
- 3. Responsive for enquiries, requests and cases lodged by RHB Banking Group team in HQ / branches.
- 4. Coverage of below entities:
  - RHB Bank Berhad
  - RHB Islamic Bank Berhad