

TENDER NOTICE:

Appointment of Service Provider for Recruitment Service for Customer Contact Centre (CCC) for the year of 2026 to 2028 (3 years)

Self-Registration Closing Date: **1st July 2025**

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 RM200K
2. Preferably with past experience with at least 1 financial institutions & 1 corporate companies
3. Minimum 3 years of operation
4. Mandatory requirements:

Vendor Experience & Recognition

- a. Vendor should able to maintain the pricing for 3 years.
- b. To submit all below documents:
 - i. Company's operating license
 - ii. Company's quality certification (ISO9001)
 - iii. Company achievement / recognition certification
 - iv. Clarification on the scope of service allowed under the license.
 - v. List of branch available nationwide

Able to provide Scope of Work below:

- a. EPF / KWSP deduction of employee is required
- b. Vendor to commit 8 hours' weekdays operation (exclude lunch hour) for CCC
- c. Their good track record with the bank, including timely hiring and responsive management;
- d. Familiarity in providing suitable candidates for CCC; and
- e. Add-on value by providing required training for candidates and have an on-site consultant to manage and track candidates' performances.

Manpower & Support

- a. To continue with the current recruitment strategy of using CFS recruited through external agency for CCC as approved by GMD.

- b. Based on experience the agency managed to accommodate with CCC requirements in a timely manner.
- c. The agency has provided high quality candidates to meet CCC standards.
- d. The agency has added on value by providing required training for candidates and have an on-site consultant to manage and track candidates' performances.

Indemnity

- a. Tenderers must follow and agreed all RHB Banking Group requirements.
5. High Level Scope
- a. Recruitment agency that operates legally and effectively within Malaysia, ensuring compliance with local regulations and maintaining high standards of service. Recruitment agency must have the experience in managing contact center and provide quality profiles for recruitment.