



TENDER NOTICE :

Appointment of Call Centre and Roadside Assistance Service Provider for RHB Insurance from 2025 to 2027

Self-Registration Closing Date : 24th May 2024

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' minimum of operation with at least 2 financial institutions.
 3. Mandatory requirements:
 - 1) Able to provide Call Centre and Roadside Assistance in Malaysia nationwide, including Sabah and Sarawak. Furthermore to provide Towing Assistance in Singapore, Brunei and Thailand (within 60km from the Malaysia-Thailand border)
 - 2) Able to provide the following supplemental services in Malaysia nationwide:
 - Alternative travel assistance
 - Car delivery assistance
 - Hotel accommodation assistance
 - Medical referral assistance
 - 3) Call centre's IT system must be able to record conversations and track drop calls
 - 4) The service provider must have effective business continuity plan in place to ensure no interruption of service.
 - 5) Able to provide monthly performance report to indicate the call center performance and achievement including the turnaround time.
 - 6) Able to support digital roadside assistance under the Phase 2A of Phased Liberalization for Motor and Fire. These includes (at minimum) ability to:-
 - Integrate with RHBI's website and mobile app to receive first notification of loss (FNOL) and provide tow truck tracking.
 - Able to support FNOL via whatsapp messages
 - Provide tow truck tracking system
 4. High level scope of work:
 - 1) Operating a call center for inbound calls to support RHB Insurance Roadside Assistance Programme.
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- 2) To provide breakdown assistance; i.e. onsite repair and/or towing, to our motor policyholders in Malaysia nationwide and towing arrangement in Singapore, Brunei and Thailand (within 60km from Malaysia-Thailand border).

Note: Detailed scope will be shared during pre-qualification exercise