



TENDER NOTICE :

Appointment of Cash in Transit (CIT) Services at RHB Bank & Islamic branches for period from 2024 to 2027 (3 years)

Self-Registration Closing Date : 29th 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 two (2) financial institutions/Jewellery/Gold Shop/Luxury Gallery
 3. Mandatory requirements:
 - 1) Proven track records of 3 years' minimum of operation with at least two (2) financial institutions/Jewellery/Gold Shop/Luxury Gallery
 - 2) The company is in compliance with Kementerian Dalam Negeri (KDN) guidelines.
 - 3) Ensure adequacy of BCP/DRP readiness, business processes, systems, security practices & control.
 - 4) Armoury and operations centre is not shared to the other services or businesses
 - 5) Minimum with one operating centre for CIT services in Malaysia (with armoured vehicle)
 - 6) Service provided must be from the vendor itself, it is not a franchise or subcontract to other party
 - 7) Have firearms (License A) holder, Armed Guard (AG) with Carry & Use (C&U) license holder, Unarmed Guard (UAG)
 - 8) Must be Malaysian Armed and Unarmed Guard (21 years to 60 years old)
 - 9) Firearm used pump gun / pistol
 - 10) Shooting training minimum once per year as per KDN requirement
 - 11) Armed and Unarmed Guard attend the Certified Security Guard (CSG) training
 - 12) Company insurance policy of services with minimum amount of RM1,000,000.00
 - 13) Vendor must conduct mandatory screening and background check on every staff employed under the company:
 - Medical records - to medically certify staff is healthy
 - Criminal records - to be checked against Kementerian Dalam Negeri (KDN), and
 - To cross check with Immigration Department's record and Jabatan Pendaftaran's record, etc.
 - 14) Must implement minimum wage ruling as instructed by Government for staff employed under the company
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High Level Scope:

1. Collection of fund which consist of chq/cash & MOPO from AG's, Kastam's & MBMB's stations and delivered to RHB branches as per scheduled.
2. One run per day.
3. Delivery of validated credit advice/NPC on next visit
4. Counting and verify the collections at AG's, JKDM's & MBMB's station & RHB branch.
5. Provide vaulting service for collection during weekend/public holiday/branch closure.
6. Professionalism in servicing and able to provide manpower during critical situations.
7. Equipped with strong helpdesk setup with tracking mechanism to smoothen two-ways communication between vendor and complainant
8. Responsive for enquiries, requests and cases lodged by RHB Banking Group team in HQ.

*Detailed scope will be shared during pre-qualification exercise
