

## TENDER NOTICE:

### Appointment of Mailroom Management (3rd Party Management) FY2025 - 2028 (3 years)

Self-Registration Closing Date: **23<sup>rd</sup> June, 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 2 financial institutions
3. Minimum 3 years of operation
4. Mandatory requirements:
  - Vendor Experience & Recognition
    - a. Vendor should be able to maintain the pricing for 3 years.
    - b. Vendor must have all below documents:
      - i. Company's operating license with MCMC
        - License A – for domestic and international inbound/outbound services
        - License B – for domestic and international inbound services Only (Uses agent for outbound services)
      - 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 existing financial institution using the service
  - Staffing & Support Equipment/Vehicles Geographical coverage: All Malaysia
    - a. Must be able to provide manpower and equipment to manage the mailroom
  - Confidentiality & Security
    - a. Must have policy which requires staff to execute confidentiality agreement to preserve customer data.
    - b. Screening of employees during hiring process should be in accordance with policies, standards and/or procedures which is outlined by the authority.
    - c. Must have an independent 3rd party auditor to certify your processes & facilities.

- Operations
  - a. Must have written documentation of processes & procedures (user manual) with regards to overall mailroom operation
  - b. Vendor should be able to provide equipment details & required infra to manage the mailing room.
- Indemnity
  - a. Tenderers must follow and agreed all RHB Banking Group requirements.
  - b. To sign service agreement for 3 years (2025 – 2028).
- High Level Scope:
  - a. Professionalism in servicing and able to meet tight deadline during critical situations.
  - b. Equipped with strong helpdesk setup with tracking mechanism to smoothen two-ways communication between vendor and complainant.
  - c. Responsive for enquiries, requests and cases lodged by RHB Banking Group team in HQ.
  - d. Coverage of below entities:
    - i. RHB Bank Berhad
    - ii. RHB Investment Bank Berhad
    - iii. RHB Islamic Bank Berhad
    - iv. RHB Insurance Berhad
    - v. RHB Asset Management Berhad
    - vi. RHB Property Management Sdn Bhd
    - vii. RHB Kawal Sdn Bhd
    - viii. RHB Trustees Berhad
    - ix. Malaysian Trustees Berhad