



TENDER NOTICE :

Appointment of Service Provider for CATERER FOR RHB ACADEMY for the year of 2025 to 2027 (3 years)

Self-Registration Closing Date : 18th April, 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 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:
 - a) Vendor Experience & Recognition
 - a. Vendor should able to maintain the pricing for 3 years. – See: COMMERCIAL TEMPLATE
 - 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
 - b) Network Coverage
 - a. Vendor to state the region able to cover (RHB Academy/ RHB Centre-HQ/ Others)
 - c) 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 the assigned location
 - c. See: GENERAL REQUIREMENTS FOR CATERER FOR RHB ACADEMY
 - d) Manpower & Support
 - a. To establish mobile team to support day to day
 - b. Operation if existing worker is on leave/mc/resign
 - c. See: GENERAL REQUIREMENTS FOR CATERER FOR RHB ACADEMY
 - e) Equipment
 - a. To maintain the kitchen at RHB Academy, Bangi
 - b. See: GENERAL REQUIREMENTS FOR CATERER FOR RHB ACADEMY
 - f) Indemnity
 - a. Tenderers must follow and agreed all RHB Banking Group (RHB Academy) requirements.
 - g) 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-ways communication between vendor and complainant.



- 3) Responsive for enquiries, requests and complaints lodged by RHB Academy team on meal arrangement/coordination and other related services.
- 4) Coverage of below entities:
 - a. RHB Bank Berhad
 - b. RHB Investment Bank Berhad
 - c. RHB Islamic Bank Berhad
 - d. RHB Insurance Berhad
 - e. Others – as requested by RHB Academy.