

TENDER NOTICE:

Appointment of Domestic Courier Service and Hand Delivery for RHB Banking Group for the year of 2025 to 2028 (3 years)

Self-Registration Closing Date: **10th 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 **RM200,000**
2. Preferably with past experience with at least **2 financial institutions**
3. Minimum **3 years'** operation
4. Mandatory requirements:
 - a) **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 with MCMC*
 - *Licence A – for domestic and international inbound/outbound services*
 - *License B – for domestic and international inbound services only (Uses agent for outbound service)*
 - 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*
 - vi. *List of flight frequency to overseas*
 - vii. *List of chartered flight from Malaysia to support the shipment*
 - viii. *List of existing financial institution using the service*
 - b) **Network Coverage**
 - i. Able to cover rural and remote areas.
 - c) **Security & Tracking System**
 - i. Online real time tracking of consignment is required.
 - ii. For Online real time tracking, to ensure the scanned support document is available.
 - iii. Tracking system's starting point requirement is at the point of collection of the shipment.
 - iv. To provide single point of contact customer service support
 - v. To ensure that the security of vendor premises is under tight control.
 - vi. To fully fill the handling procedures for deliveries of security document/media/fragile items/hampers

d) Manpower & Support Equipment/vehicles

- i. To establish management team to support day to day operation.

e) Operations

- i. To do collection/pick- up from RHB Branches
- ii. To verify/sight the beneficiary identification before release the document.
- iii. To provide Service Level Agreement for International Courier Service.
- iv. To provide sufficient stock of courier stationery.

f) Indemnity

- i. Tenderers must follow and agreed all RHB Banking Group requirements.
- ii. To sign service agreement for 3 years (2025 – 2028).

5. 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 Trustee Berhad