

TENDER NOTICE:

Appointment of Domestic Courier Service, Drop Mail Service & Hand Delivery Services from 2026 to 2028 (3 years)

Self-Registration Closing Date: 16th January 2026

Self-Registration Link **(Required for new vendor only)**:

<https://www.rhbgroup.com/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 RM200k
2. Preferably with past experience with at least 2 financial institutions
3. Mandatory requirements:

No	Requirement
1	<u>Vendor Experience & Recognition</u> <ol style="list-style-type: none"> a. Vendor should able to maintain the pricing for 3 years. b. To submit all below documents: <ol style="list-style-type: none"> i. Company's operating license with MCMC <ul style="list-style-type: none"> • License 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 accessibility and coverage area nationwide vii. List of chartered flight to support the shipment to East Malaysia and vice versa viii. List of existing corporate institution using the service for reference call/email
2	<u>Network Coverage</u> <ol style="list-style-type: none"> a) Nationwide and able to cover rural remote areas domestically
3	<u>Security & Tracking System</u> <ol style="list-style-type: none"> a) Online real time tracking of consignment is required. b) For Online real time tracking, to ensure the scanned support document is available. c) Tracking system's starting point requirement is at the point of collection of the shipment. d) To provide single point of contact customer service support and Customer support hours and response time for inquiries and complaints e) To ensure that the security of vendor premises is under tight control. f) To fully fill the handling procedures for deliveries of security document/media/fragile items/hampers g) Able to adhere on Lost Incidents requirement/SLA
4	<u>Manpower & Support Equipment/vehicles</u> <ol style="list-style-type: none"> a) To established management team to support day to day
5	<u>Operations</u> <ol style="list-style-type: none"> a) To do collection/pick- up from RHB Branches b) To verify/sight the beneficiary identification before release the document. c) To provide Service Level Agreement for International Courier Service. d) To provide sufficient stock of courier stationery/consignment notes
No	Requirement
6	<u>Indemnity</u> <ol style="list-style-type: none"> a) Tenderers must follow and agreed all RHB Banking Group requirements. <ol style="list-style-type: none"> i. To sign service agreement for 3 years (2026 – 2028).

4. 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

*Detailed scope will be shared during pre-qualification exercise