

## TENDER NOTICE:

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

Self-Registration Closing Date: 16<sup>th</sup> 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  | <b>Vendor Experience &amp; Recognition</b><br>a. Vendor should able to maintain the pricing for 3 years.<br>b. To submit all below documents:<br>i. Company's operating license with MCMC <ul style="list-style-type: none"><li>• License A – for domestic and international inbound/outbound services</li><li>• License B – for domestic and international inbound services only (Uses agent for outbound service)</li></ul> ii. Company's quality certification (ISO9001)<br>iii. Company achievement / recognition certification<br>iv. Clarification on the scope of service allowed under the license.<br>v. List of accessibility and coverage area nationwide<br>vii. List of charted flight to support the shipment to East Malaysia and vice versa<br>viii. List of existing corporate institution using the service for reference call/email |
| 2  | <b>Network Coverage</b><br>a) Nationwide and able to cover rural remote areas domestically   |
| 3  | <b>Security &amp; Tracking System</b><br>a) Online real time tracking of consignment is required.<br>b) For Online real time tracking, to ensure the scanned support document is available.<br>c) Tracking system's starting point requirement is at the point of collection of the shipment.<br>d) To provide single point of contact customer service support and Customer support hours and response time for inquiries and complaints<br>e) To ensure that the security of vendor premises is under tight control.<br>f) To fully fill the handling procedures for deliveries of security document/media/fragile items/hampers<br>g) Able to adhere on Lost Incidents requirement/SLA  |
| 4  | <b>Manpower &amp; Support Equipment/vehicles</b><br>a) To established management team to support day to day  |
| 5  | <b>Operations</b><br>a) To do collection/pick- up from RHB Branches<br>b) To verify/sight the beneficiary identification before release the document.<br>c) To provide Service Level Agreement for International Courier Service.<br>d) To provide sufficient stock of courier stationery/consignment notes  |
| No | Requirement  |
| 6  | <b>Indemnity</b><br>a)Tenderers must follow and agreed all RHB Banking Group requirements.<br>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