



TENDER NOTICE:

Appointment of Digital Mailroom Service for RHB Banking Group for the year of 2024 to 2027 (3 years)

Self-Registration Closing Date : 26th Feb, 2024

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. Audited Report Financial Year at least 2021/2022
3. Preferably with past experience with at least 2 financial institutions
4. Minimum 5 years of operation
5. Mandatory requirements:
 - 1) 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
 - a. Licence A – for domestic and international inbound/outbound services
 - b. License B – for domestic and international inbound service 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 branch available nationwide
 - vi. List of existing financial institution using the service
 - vii. Experience in providing mailroom management service
 - 2) Mailroom Management Software
 - a. Functionality and usability
 - i. Digitalize current manual process on mailing room operation
 - ii. Proposed system easy to set up and friendly user
 - iii. Barcode and QR code scanning capabilities that reduce time spent on data entry
 - iv. retention period of scanned mail
 - v. less human intervention
 - b. Security
 - i. Support for End-to-End traceability.



- ii. Reducing mail errors and never losing an important mail.
- iii. Can easily retrieve old mail.
- iv. Provide a quick audit trail for specific packages and recipients.
- c. Reporting
 - i. Real-time reports and dashboards
 - ii. Logging deliveries of mail arrival and pickup details
 - iii. Fast tracking of document whereabouts

3) Manpower & Support Equipment/vehicles

- a. To share details on software and hardware of mailroom solution.
- b. Manpower to support the mailroom operation with the system.

4) Operations

- 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.

5) Indemnity

- a. Tenderers must follow and agreed all RHB Banking Group requirements.
- b. To sign service agreement for 3 years (2024 – 2027).

6. 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 complaint.
 - 3) Responsive for enquiries, requests and cases lodged by RHB Banking Group team in HQ.
 - 4) To provide service for 4 mailroom
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