



## TENDER NOTICE:

### Appointment of Service Provider to Provide Courier Service for Outward Cheque Clearing for RHB Malaysia

**Contract Period:** 1 January 2027 to 31 December 2029 (3 years)

**Self-Registration Closing Date:** 30<sup>th</sup> June 2026

**Self-Registration Link:** <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 **RM 200,000.00**
2. Preferably with past experience with at least 2 financial institutions
3. Mandatory Requirements :

No.	Requirement
1	The vendor must have company's operating license with MCMC – License A and B
2	The vendor must have quality certification such as ISO9001 etc.
3	The vendor must be able to cover all areas in Malaysia and rural remote areas as well
4	The vendor must have online real time tracking system of consignment notes
5	The vendor is to provide single point of contact to provide customer service support.

#### **High Level Scope:**

1. Must be able to adhere to Lost Incident Requirement/ SLA.
2. Manage a strong network of support teams to serve branches nationwide/by state.
3. Professionalism in service delivery and responsiveness to urgent queries.

*Detailed scope will be shared during the pre-qualification exercise.*