



TENDER NOTICE :

Mail Room Outsourcing for RHB Banking Group for the year of 2023 to 2026 (3 years)

Self-Registration Closing Date : 19th May, 2023

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 RM 200,000.00
2. Preferably with past experience with at least 2 financial institutions
3. Minimum 3 years of operation
4. Mandatory requirements:

No	Requirement
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 <ul style="list-style-type: none">• Licence A – for domestic and international inbound/outbound services• License B – for domestic and international inbound services 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 flight frequency to overseas vii. List of chartered flight from Malaysia to support the shipment viii. <i>List of existing financial institution using the service</i>
2	Security & Tracking System 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. 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.
3	Manpower & Support Equipment/vehicles a. To established management team to support day to day Operation.
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 Mail Room Operations. Service. d. To provide sufficient stock of courier stationery.
5	Indemnity Tenderers must follow and agreed all RHB Banking Group requirements.

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-way communication between vendor and complainant.
 3. Responsive for enquiries, requests and cases lodged by RHB Banking Group team in HQ.
 4. Coverage of below entities:
 1. RHB Bank Berhad
 2. RHB Investment Bank Berhad
 3. RHB Islamic Bank Berhad
 4. RHB Insurance Berhad
 5. RHB Asset Management Berhad
 6. RHB Property Management Sdn Bhd
 7. RHB Kawal Sdn Bhd
 8. RHB Trustees Berhad
 9. Malaysian Trustees Berhad
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