



TENDER NOTICE :

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

Self-Registration Closing Date : 16th 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 1 financial institutions & 1 corporate companies
4. Minimum 3 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*
 - *Licence A – for domestic and international inbound/outbound services*
 - *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 flight frequency to overseas*
 - vii. *List of chartered flight from Malaysia to support the shipment*
 - viii. *List of existing financial institution using the service*
 - 2) Network Coverage EPF / KWSP deduction of employee is required
 - a. Able to cover rural remote areas internationally
 - 3) 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.

4) Manpower & Support Equipment/vehicles

- a. To established management team to support day to day Operation.

5) 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.

6) 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 complainant.
 - 3) Responsive for enquiries, requests and cases lodged by RHB Banking Group team in HQ.
 - 4) Coverage of below entities:
 - a. RHB Bank Berhad
 - b. RHB Investment Bank Berhad
 - c. RHB Islamic Bank Berhad
 - d. RHB Insurance Berhad
 - e. RHB Asset Management Berhad
 - f. RHB Property Management Sdn Bhd
 - g. RHB Kawal Sdn Bhd
 - h. RHB Trustees Berhad
 - i. Malaysian Trustees Berhad
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