



TENDER NOTICE:

Collection of Outward Cheque Clearing from RHB Branches in Peninsular Malaysia and make delivery to various Unisys Processing Centres, and other collections and deliveries as per Commercial Template. Contract period is from 01/01/2024 to 31/12/2026 (3 years).

Self-Registration Closing Date : 20th April, 2023

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. Minimum 5 years of operation
4. Mandatory requirements:

No	Requirement
1	Vendor Experience & Recognition <ol style="list-style-type: none">1. Vendor must have a minimum 3 years minimum operation with at least 2 years serving Financial Institution.2. The company is in compliance with The Occupational Safety and Health Practice & Control3. Have registered office with SSM (Suruhanjaya Syarikat Malaysia)4. Service provided must be from the vendor itself, it is not a franchise or subcontract to other party5. Have on operation office in Klang Valley and at least 1 operating centre in each region in Peninsular Malaysia.
2	Daily Collection of Outward Cheque Clearing from various RHB Branches and Same Day Delivery to various Unisys (M) Sdn Bhd Processing Centres <ol style="list-style-type: none">1. Courier Region allocated are Perlis, Kedah, Perak, Pulau Pinang, Selangor, Wilayah Persekutuan, Pahang, Negeri Sembilan, Melaka and Johor2. Includes collection of night consignment from 8 Unisys Processing Centres located at Alor Setar, Pulau Pinang, Ipoh, Kuala Lumpur (2 sites), Kuantan, Melaka and Johor Bahru3. Able to perform normal courier delivery in Klang Valley
3	Daily Collection of Upfront Reject Cheques from KL HPC, RHB Centre and Next Morning Delivery to RHB Branches <ol style="list-style-type: none">1. To provide courier services on collection of cheques from RHB Centre, KL and perform next delivery to RHB Branches under region Perlis, Kedah, Perak, Pulau Pinang, Selangor, Kuala Lumpur, Pahang, Negeri Sembilan, Melaka and Johor.2. Pick up time: by 5pm; Next Day Delivery: by 12.00pm.



4	Collection of SI Payment Cheques from Cheque Printing Vendor and perform delivery to recipients (i.e. RHB SI Payment recipients) 1. Destination located in Klang Valley 2. Destination located outside Klang Valley in Peninsular Malaysia 3. Destination located in East Malaysia
5	Indemnity Tenderers must follow and agree with 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. All workers/riders must be well trained and flexible on the courier task
 5. Commitment from Tenderers to provide on-going training from time to time for workers
 6. Support team (24 hours) for emergency purpose
 7. Able to provide delivery and transportation to the destination within same day delivery
 8. Courier must have back up worker/riders or mobile team to ensure service operations are not interrupted
 9. Able to provide normal courier service upon request if required
 10. Professionalism in courier tracking and being responsive to urgent query and provide timely problem solution
 11. Provide courier tracking status with Estimated Time Arrival (ETA) via Email/Group WhatsApp whenever required
 12. Adequacy of resources to meet the delivery timeline in any situation
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