



TENDER NOTICE :

Appointment of Outsourcing Service Provider for Supply & Printing of Bulk Cheque, Dividend Cheques and Notice of Credit (NOC) for RHB Banking Group for 2 years – Dec 2024 till Dec 2026

Self-Registration Closing Date : 24th July, 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. Preferably with past experience with at least 10 years of cheque printing with financial institutions
3. Minimum on Outsourcing - 5 years of operation

Mandatory requirements:

1. Vendor Experience & Recognition
 - a. Vendor should able to maintain the pricing for 2 years.
 - b. To submit all below documents
 - i. Company's operating license
 - 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 (if available)
 2. Network Coverage
 - a. Vendor is located in Klang Valley.
 3. Able to provide Scope of Work below:
 - a. Supply and printing of bulk cheque printing
 - b. Supply and printing of dividend cheques and Notice of Credit (NOC)
 - c. Able to enhance the printing of physical NOC to an electronic NOC (e-NOC) and delivery via email
 - d. Vendor to commit the CIP Outsourcing Requirement as per excel template
 4. Manpower & Support
 - a. To establish mobile team to support day to day
 - b. To assign one (1) support contact point for day to day activity
 5. Indemnity
 - a. Tenderers must follow and agreed all RHB Banking Group requirements.
 6. High Level Scope:
 - a. Professionalism in servicing and able to meet tight deadline during critical situations.
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- b. Equipped with strong helpdesk setup with tracking mechanism to smoothen two-ways communication between vendor and complainant.
 - c. Responsive for enquiries, requests and cases lodged by RHB Banking Group team in HQ / branches.
 - d. Coverage of below entities:
 - i. RHB Bank Berhad
 - ii. RHB Investment Bank Berhad
 - iii. RHB Islamic Bank Berhad
 - iv. RHB Insurance Berhad
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