

**Facility Management Division**

Prime/HO (FMD)/RFQ/2023/301

April 18, 2023

**Subject: RFQ for Engagement of local courier service.**

Dear all,

Please be informed that Prime Bank Limited intends to fixing price for Engagement of local courier service. Unit rate may be fixed for next 06 months from the date of issuing notification of award/contract. The selected vendor has to deliver the products to the Bank's selected location (inside/ Outside Dhaka) as and when required at the approved rate. For this purpose, you are requested to submit financial offer along with technical specifications in your letterhead pad complying the following Terms & Conditions:

**GENERAL GUIDELINES & Terms & Conditions:**

1. The Company must have practical experience in this line of business of any Bank/Financial Institutions for at least 5 (five) years.
2. The Company must have updated registration from Ministry of Posts & Telecommunication, valid VAT and TIN Certificate.
3. **Pre-bid meeting:** Tenderers must attend pre-bid meeting which will be held at 11:00 a.m. on **03 May 2023** through Zoom platform/Physical.
4. **Undertaken:** All selected courier companies shall have to furnish an undertaking ensuring safe and timely delivery of our documents and parcels to the addresses properly.
5. **Security Deposit:** The selected vendor (s) will have to deposit an amount of **Tk.50,000 (fifty thousand)** only in the form of Pay Order/Bank Guaranty favoring of Prime Bank Ltd. which will be utilized to compensate any possible loss of Bank's property that may arise due to negligence and carelessness of the service team provided by the courier company.
6. **Financial Proposal:** Submit as per Annexure -1
7. **Payment:** Payment will be made within 30 (thirty) days after receiving invoice/ bill from the Service Provider as desired Bank.
  - a. Payment will be made after receiving POD
  - b. Payment will be made after deducting of VAT & AIT as per Government rules.



**8. Service Description:**

Product/Segment/Channel	Particulars	Notification
Deposit Product	<b>Account Opening:</b> <ul style="list-style-type: none"> <li>▪ CPV</li> <li>▪ Debit Card Delivery to Customer Address</li> <li>▪ PIN Delivery to Customer Address</li> <li>▪ Cheque Book Delivery to Customer Address</li> </ul> <b>Reissue/Replacement Services:</b> <ul style="list-style-type: none"> <li>▪ Replacement Debit Card Delivery to Customer Address</li> <li>▪ Replacement PIN Delivery to Customer Address</li> <li>▪ Reissue Cheque Book Delivery to Customer Address</li> </ul> <b>Other Deposit related Form Delivery to Branch/Agent outlet</b>	<b>SMS Notification:</b> <ul style="list-style-type: none"> <li>▪ SMS Notifications to customers at different stages of delivery (i.e. ready to deliver Credit Card/Card Cheque/Debit Card/PIN/other card at customer address)</li> <li>▪ Verification of delivery to right customer using OTP to customer's registered mobile number which will act as electronic POD</li> <li>▪ Notification for successful delivery to customer</li> <li>▪ Preservation of SMS (Electronic POD) as desired by Bank</li> </ul>
Asset Product	<b>Loan File Processing:</b> <ul style="list-style-type: none"> <li>▪ CPV</li> <li>▪ Documents transfer from Branches to CRM and Vice Versa</li> <li>▪ Documents transfer from Branches to CAD and Vice Versa</li> <li>▪ Documents transfer from CRM to CAD and Vice Versa</li> </ul> <b>Other Asset related Form Delivery to Branch/Agent outlet</b>	<b>Other Clauses:</b> <ul style="list-style-type: none"> <li>▪ Penalty arrangement for agreed TAT failure</li> <li>▪ Penalty arrangement for lost/damaged card/PIN, torn packages.</li> <li>▪ Penalty arrangement in case of mis delivery/temperament of delivery documents/fraud attempt by the delivery man.</li> <li>▪ Live portal to see status of assigned deliveries and integration capability with Card Management System if required</li> <li>▪ Reports on the status of assigned deliveries as and when desired by Bank in prescribed format</li> </ul>
Payroll	<ul style="list-style-type: none"> <li>▪ Transfer AOF from Sales Hub to Branches</li> <li>▪ Debit card delivery from Sales Hub to Branches</li> <li>▪ Deposit related Form Delivery to Different company</li> <li>▪ Other relevant documents Delivery to Branches</li> </ul>	
Monarch	<ul style="list-style-type: none"> <li>▪ Sending Gift to Customer Address</li> <li>▪ Sending Festival/Occasional Gift to Customer Address</li> <li>▪ Sending various gift items, brand collaterals etc. to Monarch centers.</li> </ul>	
Branches	<ul style="list-style-type: none"> <li>▪ Sending documents to Head Offices and Vice Versa</li> <li>▪ Sending Letters from Customer Address regarding dormant account activation, KYC update, loan installment reminder letter etc.</li> <li>▪ Documents movement from Branches to Warehouse</li> </ul>	
Credit Card	<ul style="list-style-type: none"> <li>▪ Contact Point Verification</li> <li>▪ Credit Card Delivery to Customer Address</li> <li>▪ PIN Delivery to Customer Address</li> <li>▪ Card Cheque Book Delivery to Customer Address</li> <li>▪ Credit Card statement delivery to customer address</li> <li>▪ Any other credit card related branding materials/documents delivery</li> <li>▪ Sending gift/ voucher/ documents to any designated address</li> </ul>	

	<b>Reissue/Replacement Services:</b> <ul style="list-style-type: none"> <li>▪ Replacement Credit Card Delivery to Customer Address</li> <li>▪ Replacement PIN Delivery to Customer Address</li> <li>▪ Reissue card Cheque Book Delivery to Customer Address</li> </ul>	
<b>Agent Banking</b>	<ul style="list-style-type: none"> <li>▪ Sending gift/ voucher/ branding materials/ documents to any designated address/ Agent outlets</li> </ul>	
<b>Welcome letter from LOD</b>	<ul style="list-style-type: none"> <li>▪ Courier has to sort out the recipient's name, branch setting, Serial number to be written on every letter upon receiving 'Welcome Letter' from LOD.</li> <li>▪ Each letter has to be pocketed in the envelope sequentially by their own responsibility.</li> <li>▪ Email has to be sent to LOD by entering CN number &amp; delivery status in excel file every day.</li> <li>▪ Courier has to sort out every letter to find out complete address and incomplete address on every letter and Incomplete addressed letter returns to LOD every day.</li> <li>▪ In some cases, in spite of the incomplete address they have to call and collect complete addresses and arranges to deliver the same so that customer service does not hinder.</li> </ul>	

9. **Delivery time:** Mention by vendor as per BOQ

10. LIST OF PAPERS / DOCUMENTS TO BE SUBMITTED:

- Photocopy of following documents should be submitted along with the offer:
- Up-to-date valid Trade License.
- Certificate of Incorporation (if)
- Registration from Ministry of Posts & Telecommunication (Updated copy)
- Up-to-date TIN/BIN Certificate
- VAT, Registration Certificate
- Bank Solvency Certificate
- Prove documents of 5 (five) years operation with banks/financial institutions.
- List of companies own branches along with contract person
- List of present clients.

11. After going through the terms & conditions, if you are interested to participate in the bidding process. Please submit your proposal in your company's letterhead pad as per above mentioned format duly signed by your company's authorized representative. The tender box kept at FMD, Facilities Tower (6th Floor), Kha-199/2, Maddhya Badda, Pragati Sarani, Dhaka-1212 on or before 08 May 2023 by 2:30 p.m. and clearly marked "Engagement of local courier service" on the top of the envelope.

12. PBL reserves the right to accept or reject any quotation without any explanation.

Thanking you.



Kazi Sohel Masud

AVP & Unit Head – Procurement

**Annexure – 1**

**Figure in Taka**

Item (for Head office, Branches & Customers)	For Dhaka and vicinity (Dhaka, Gazipur & Narayanganj)				Other Districts	
	Regular: 24 Hrs		Urgent - 6-8 Hrs		Regular : 24-48 Hrs	
	With OTP	Without OTP	With OTP	Without OTP	With OTP	Without OTP
<b>For Letter/ Documents</b>						
Letter/Documents per pc (up to 500 gm)						
<b>For Parcel</b>						
Parcel per kg.						
Gift Items up to 1 kg						
Gift Items up to 1-2 kg						
Gift Items per box ( up 2 to 10 kg)						
Parcel (Banner/Umbrella, Uniform/Dress etc) per lot/packet ( up to 7 kg)						
Parcel (computer (cpu & Monitor), printer, photocopier per unit.						
Parcel (Fake note detector/ UV machine) per unit						
Parcel (Calendar/Dairy) per kg						
<b>For MICR Cheque Book</b>						
Parcel per kg.						
<b>For LOD</b>						
Welcome letter						
<b>For Debit/Credit Card Service</b>						
Contract Point Verification (CPV) service (item wise)						
Credit/Debit Card per unit						
PIN Code per unit						
Cheque Book per unit						
Cardholders Statement per unit						
Bundle of Credit/Debit Cards in a single envelope						
Bundle of PIN Codes in a single envelope						
Bundle of Cheque Books in a single envelope						

**SIGNATURE OF THE KEY PERSON WITH DATE**

**FULL NAME** \_\_\_\_\_

**NAME OF THE COMPANY** \_\_\_\_\_

**COMPANY SEAL** \_\_\_\_\_

