

**Facility Management Division**

Prime/HO (FMD/RFQ/2022/221

March 16, 2022

**Subject: 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 22 March 2022 through Zoom platform.
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.1,00,000.00 (One Lac) 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.



**8. Service Description:**

Product/Segment/Channel	Particulars	Notification
<b>Deposit Product</b>	<b>Account Opening:</b> <ol 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> </ol> <b>Reissue/Replacement Services:</b> <ol 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> </ol>	<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 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> <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>
<b>Asset Product</b>	<b>Loan File Processing:</b> <ol 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> </ol>	
<b>Payroll</b>	<ul style="list-style-type: none"> <li>▪ Transfer AOF from Sales Hub to Branches</li> </ul>	
<b>Monarch</b>	<ul style="list-style-type: none"> <li>▪ Sending Gift to Customer Address</li> <li>▪ Sending Festival/Occasional Gift to Customer Address</li> </ul>	
<b>Branches</b>	<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>	
<b>Credit Card</b>	<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 documents delivery</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
- 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 24.03.2022, 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**  
**Unit Head, Procurement**  
**01730028367**

**Annexure – 1**

**Figure in Taka**

Item (for Head office, Branches & Customers)	For Dhaka and vicinity (Dhaka city, Savar, Ashulia, Narayanganj and Tongi)				For District				Unit Rate for Upozela & Others	
	Regular		Urgent		Regular		Urgent		Regular	
	Delivery Time:	Unit Rate	Delivery Time:	Unit Rate	Delivery Time:	Unit Rate	Delivery Time:	Unit Rate	Delivery Time:	Unit Rate
<b>For Letter/ Documents</b>										
Letter/Documents per pc/weight										
<b>For Parcel</b>										
Parcel per kg.										
Gift Items unit/pc/weight										
Parcel (Banner/Umbrella, Uniform/Dress etc) per lot/packet/ weight										
Parcel (computer, printer, Fax, photocopier etc.) per unit.										
Parcel (Fake note detector/ UV machine) per unit.										
Parcel (Calendar/Dairy) unit/ weight										
<b>For MICR Cheque Book</b>										
Parcel unit/ weight										
<b>For Debit/Credit Card Service</b>										
Contract Point Verification (CPV) service (item wise)										
Credit/Debit Card per unit/ weight.										
PIN Code per unit/ weight.										
Cheque Book per unit/ weight.										
Cardholders Statement per unit/ weight.										
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										

**Note: Delivery time to be mention by vendor**

**SIGNATURE OF THE KEY PERSON WITH DATE**

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

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

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

