

Facility Management Division

Prime/HO (FMD/RFQ/2022/652)

September 22, 2022

Subject: RFQ for fixing the rate with vendors for Contact Point Verification (CPV) work

Dear all,

Please be informed that Prime Bank Limited wants to fix the rate with vendors for Contact Point Verification (CPV) work. In this regard we are seeking your application with detail profile for engagement. The verification rate that has been fixed for next 06 months from the date of issuing 1st work order. The selected vendors have to serve the Bank as and when required with the approved rate. For this purpose, you are requested to submit financial offer along with technical specifications in your letterhead pad complying with the following Terms & Conditions:

Financial Proposal

Sn	Verification Type	Rate (including VAT)
01	Physical Verification of Applicant (Photograph, Signature, contact points, Professional practice income verification and LOI where applicable)	
02	Physical Verification of two guarantors (with Photograph, Signature, contact points etc.)	
03	Verification of Bank A/C statement (each)	
04	Only LOI/Quotation Verification/ Rent Verification/Project Details etc.	
05	Telephonic verification of customer & guarantors	
For Complete Package:		
01	Complete Package for Loan proposals (inside Dhaka)	
02	Complete Package for Loan proposals (outside Dhaka)	
03	Complete Package for Credit Card proposals (inside Dhaka)	
04	Complete Package for Credit Card proposals (outside Dhaka)	

Eligibility and other conditions

1. The Company must have a digital platform to perform all the activities of Contact Point Verification all over Bangladesh. They also must have technical compatibility with our existing IT infrastructure as the whole process will be driven on digitized platform.
2. The Company must have practical experience in this line of business with any Bank/Financial Institutions for at least 5 (five) years.



3. Copies of Work-Orders and performance certificates of executing same work with different Commercial Bank (Minimum 03 commercial bank work experience)
4. Valid registration/ownership document, VAT & TIN certificate, up-to-date Trade License, and up-to-date Bank Solvency Certificate.
5. Certificate of Incorporation & Memorandum & Articles of Association (in case of limited company).

Service Instruction & Turn Around Time (TAT)

1. Physical verification of applicant's photo, signature, residence address, office address, office phone and residence phone, residential status, applicant's details to be delivered to the bank

Work nature	TAT
For Loan Proposals	Two (02) working days (48 hours)
For Credit Card Proposal	One (01) working days (24 hours)

2. Physical verification of guarantor's photo, signature, residence address, office address, office phone and residence phone, residential status, applicant's details to be delivered to the bank

Work nature	TAT
For Loan Proposals	Two (02) working days (48 hours)
For Credit Card Proposal	One (01) working days (24 hours)

3. Verification of banks statements and other income documents to be delivered to the bank

Work nature	TAT
For Loan Proposals	Two (02) working days (48 hours)
For Credit Card Proposal	One (01) working days (24 hours)

4. Verification of any other relevant documents to be delivered to the bank

Work nature	TAT
For Loan Proposals	Two (02) working days (48 hours)
For Credit Card Proposal	One (01) working days (24 hours)

Penalty:

1. If the Agent is unable to provide services in accordance to the service level agreement, fails to perform, and observe any obligations within a specified time period, Bank shall have the absolute right to suspend payment of any amount, deduct from payment or penalize the Agent and the penalty imposed by the bank shall be final. If the services provided by the Agent proved to be inaccurate while cross verification is conducted by the Bank during the processing period of the loan/credit card or any time till adjustment of the loan Bank shall penalize the Agent.
2. The Agent shall indemnify the Bank in full and against all claims, liabilities, losses and damages (including, without limitation, reasonable attorney fees, expert witness fees to the Agreement, all expenses and cost of settlement) to the extent that the claims, liabilities, losses or damages is caused by, relates to or arises out of:
 - a) The negligence/misconduct of the Agent.
 - b) Wrong, Fake or Misleading report submitted by the Agent.
 - c) Any corrupt practice, fraudulent practice, coercive practice, collusive practice, or obstructive practice of the Agent and its employees, directors, officer's, agents, or any other party related to the performance of the obligations under this Agreement.
3. If any of the employees/agents of the 3rd party agencies take/accept any form of gift/bribe, it should be returned by him/her in due course & report us the incident in writing without fail. If later, it was found



that agent him/herself was the guilty party in that case, Bank shall preserve the full right/authority to take legal action against them as per the country's prevailing law.

4. In addition, the Bank shall charge penalty on exceeding TAT and delay of submitting any CPV reports by following by deduction of bill 10% for additional 1 working day 20% for additional 2 working days and 25% for additional 3 or more working days.

Pre-bid meeting:

- Interested bidders shall have to attend a pre-bid meeting at 11:00 am on 28 September 2022 through Zoom (Zoom ID & Password share separately)

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.

RFQ Submission:

- 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 03 October 2022, by 3.00 p.m. and clearly marked "RFQ for fixing the rate with vendors for Contact Point Verification (CPV) work" on the top of the envelope. No quotations shall be dropped before or after this time period.

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

Thanking you,



Kazi Sohel Masud
Asst. Vice President