

## Facility Management Division

Prime/HO (FMD/RFQ/2024/418)

July 14, 2024

**Subject:** RFQ for fixing the rate with vendors for Contact Point Verification (CPV) work for Prime Bank PLC.

Dear all,

Please be informed that Prime Bank PLC. wants to fix the rate with vendors for Contact Point Verification (CPV) work. In this regard we are seeking your application with details profile for engagement. The verification rate that has been fixed for next 06 months from the date of issuing 1<sup>st</sup> 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:

### **BOQ (Bill of Quantity):**

SI	VERIFICATION TYPE	RATE (INCLUDING VAT)
1.	Single House	
2.	Single Office	
3.	Single document (LOI/ Sign)	
4.	Single BS	
5.	Single Rent	
6.	Practice income	
7.	Personal Guarantor	
8.	Tuition Income	
9.	Trade License	
10.	Car Quotation	
11.	Previous Experience Certificate	
<b>For Complete Package:</b>		
12.	Complete Package for Loan proposals (inside Dhaka)	
13.	Complete Package for Loan proposals (outside Dhaka)	
14.	Complete Package for Credit Card proposals (inside Dhaka)	
15.	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)



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

Work nature	TAT
For Loan Proposals	Two (02) working days/ Rural or manageable or outstation area (03) working days
For Credit Card Proposal	Two (02) working days/ Rural or manageable or outstation area (03) working days

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

Work nature	TAT
For Loan Proposals	Two (02) working days/ Rural or manageable or outstation area (03) working days
For Credit Card Proposal	Two (02) working days/ Rural or manageable or outstation area (03) working days

## **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 20% for additional 1 working day 30% for additional 2 working days and 50% for additional 3 or more working days.

Note: TAT breach penalty will be applicable for agency dependency.





**Facility Management Division****Pre-bid meeting:**

- Interested bidders shall have to attend a pre-bid meeting at 11:00 am on 21 July 2024 at Prime Bank PLC., Prime Tower (10<sup>th</sup> floor), Plot No. 35 & 08, Airport Road, Nikunja-2, Khilkhet C/A, Dhaka-1229.

**Security Deposit:**

- The selected vendor (s) will have to deposit an amount of TK50,000 (fifty thousand) only in the form of Pay Order/Bank Guaranty favoring of Prime Bank PLC. 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 RFQ is to be submitted in 2 (two) envelope system i.e. one **"Technical Proposal"** and another **"Financial Proposal"** mentioning Technical/Financial proposal on the top of each envelope. These two proposals will be submitted together in a sealed envelope. All the envelopes will contain the full name and address of the participant company. The name, address and telephone number of the contact person should be mentioned in the forwarding letter both of the "Technical Offer" and the "Financial Offer. The RFQ shall be marked with "RFQ for fixing the rate with vendors for Contact Point Verification (CPV) work" on the top of the envelope. **The proposal should be submitted on July 23, 2024 by 3:00 p.m.** No quotations shall be dropped after this time period.

→ The RFQ shall be submitted in the tender box kept at the following address:

**Prime Bank PLC., Head Office  
Central Despatch, Prime Tower (Ground Floor)  
Plot No. 35 & 08,  
Nikunja-2 C/A, Airport Road, Khilkhet, Dhaka-1229**

**Contact Person for BOQ details :** Mr. Ashraf Uddin Ahmed, Head, Consumer CRM Department, Cell: +88 01710829999

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

Thanking you.



Kazi Sohel Masud  
AVP & Unit Head  
Procurement-FMD