

**Procurement Division**

Ref : Prime/HO/Proc./RFQ/2026/382

June 07, 2026

**Subject: Request for Quotation for Engagement of courier service providers for Prime NOW of Prime Bank PLC.**

Dear Concern,

Please be informed that Prime Bank PLC. intends to fix price for engagement of courier service providers. 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 and countrywide) as and when required at the approved rate. For this purpose, you are requested to submit financial offer along with technical specifications in your company letterhead pad complying the following Terms & Conditions:

**Eligibility and Terms & Conditions:**

1. The Company must have practical business experience of delivering parcels for at least 5 (five) years.
2. The Company must have updated registration from Ministry of Posts & Telecommunication, valid VAT and TIN Certificate.
3. Experience of 90%+ card delivery success rate within agreed TAT.
4. Nationwide logistics and distribution network for last mile delivery, e-commerce delivery experience required.
5. Advanced & highly secure API integration systems for efficient data exchange.
6. No conflict of interest in terms of banking/transactional business.
7. Multi-Point Pickup Facility.
8. Dedicated team for ensuring support.
9. Pre-delivery address verification using real-time records before parcel dispatch.
10. Real-Time Tracking System & Mobile App Dashboard by bank as well as customer.
11. Reverse Logistics & Return Packaging Support.
12. 24/7 Customer Service & Technical Assistance.
13. 100% OTP verification mandatory for delivery confirmation, order cancellation, and return processing.



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14. **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.
15. **Security Deposit:** The selected vendor (s) will have to deposit an amount of **TK50,000 (fifty thousand)** only in the form of Pay Order 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.
16. **Financial Proposal:** Submit as per BOQ (mentioned below):

Item (for Head office, Branches & Customers)	For Dhaka and vicinity (Dhaka, Gazipur & Narayangonj)		Other Districts including rural areas
	Regular: 24 Hours	Urgent - 2-8 Hours	Regular: 24-72 Hours
Card Pick-up and delivery per unit			
<b>For Parcel :</b>			
Parcel per kg.			

17. **Payment:** Payment will be made within 30 (thirty) days after receiving invoice/ bill from the Service Provider as desired Bank.
- Payment will be made after receiving POD
  - Payment will be made after deducting of VAT & AIT as per Government rules.

18. **Delivery Time:** As per BOQ

19. 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
- All related documents under Eligibility and Terms & Conditions clause

20. 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 below mentioned format duly signed by your company's authorized representative. The RFQ is to be submitted on 02 (two) envelope system i.e.



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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. 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 Proposal will be submitted on **June 14, 2026 by 03:00 PM** and clearly marked “**Engagement of courier service providers for Prime NOW**” on the top of the envelope.

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

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


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

→ No quotation will be received by mail.

→ No proposal shall be entertained after the specified time and date. RFQ documents must be properly filled in, sealed and signed by authorized official with bidder’s name address, etc.

**N.B.** For any clarification you may contact : Md. Razu Ahmed, Senior Officer, Procurement Division,  
Cell : 01714744931

Thanking you.



07.06.26  
**Tanveer Ahamed**  
Head of Procurement  
Prime Bank PLC.  
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