Prime Bank

Procurement Division

Prime/HO/Proc./RFQ/CPV/2026/479

July 19, 2026

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 will be fixed for 12 (twelve) 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:

BOQ (Bill of Quantity):

Verification Type	Without Digital Platform		With Digital Platform	
	Dhaka Metropolitan (In-station)	Outside Dhaka Metropolitan (Out-station)	Dhaka Metropolitan (In-station)	Outside Dhaka Metropolitan (Out-station)
Single House (Residence Verification)				
Single office (Office/ Business Verification)				
Single Document (Salary Certificate/ Pay Slip/ Letter of Introduction / Cash Voucher/ Previous Experience Certificate) verification				
Single BS (Bank A/C Statement Verification)				
Single Rent (House Rent) Verification				
Professional Income (Practice/Tuition) Verification				
Personal Guarantor Verification (Residence + Office/ Business+ Signature)				
Car Quotation Verification for Auto Loan				
Trade License Verification				
For Complete Package				
Complete Package for Loan Proposal				
Complete Package for Credit Card Proposal				

Eligibility and other conditions

1. The Company have a digital and/or conventional platform to perform all the activities of Contact Point Verification all over Bangladesh. For digital platform they also must have technical compatibility with our existing IT infrastructure as the whole process will be driven on digital 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 02 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 of Association and Articles of Association (in case of Limited company).

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Procurement Division

Other terms and conditions:

1.	**Engagement Period:** The engagement period shall be **12 (twelve) months** with effect from issuing the first work order (which may be continued for further period, if both party agree).
2.	**Security Deposit:** The selected vendor (s) will have to deposit an amount of TK50,000 (fifty thousand) only in the form of Pay Order/BG/any security instruments 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 CPV service company.
3.	**Turn Around Time (TAT):** Verification of relevant documents to be delivered to the bank • **For Loan and Credit Card Proposals**: Two (02) working days/ Rural or manageable or outstation area (03) working days
4.	**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 a penalty for exceeding TAT and delay in submitting any CPV reports, which will deduct from bill as under: • 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.**
5	**Payment/Invoicing** 1. The service provider will submit the invoice/bill of the month after successfully completing the job within 10 working days of the following month. 2. Bank will not make any advance payment. 3. The applicable TAX will be deducted as per Bangladesh Income TAX Act, and other legislation might be applicable from time to time.

Prime Bank PLC., Head Office- Simpletree Anarkali, Holding No: 89, Plot No: 03, Block: CWS(A), Gulshan Avenue, Gulshan, Dhaka-1212, Bangladesh
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Procurement Division

	4. Bank representative will sign challan copy after receiving required product or service. 5. Responsibility of obtaining acknowledgement delivery challan for any location where PBL is located for bill purpose lies solely with the supplier.
6.	**Notification of Address:** Any change of address of your firm or authorized person(s) must be informed in writing to the Bank immediately.
7.	**Zero Tolerance** a) Intentional double invoicing/fraud invoicing by supplier. For first incident, penalty amount will be 50% of the monthly involving amount (on average) or BDT 100,000 whichever is higher for the first incident. For second incident 100% of the monthly involving amount (on average) or BDT 300,000 whichever is higher. If such incident happens for third time, Bank will terminate the agreement with the supplier (except wrong/ mistaken invoicing). In case of any fraudulent issue, CCRM decision will be considered as final. b) Any activity which may lead to financial loss for Prime Bank due to negligence/oversight of the service provider. c) Indulging in illegal/unethical practices.
8.	**Confidentiality/No/Non-Discloser Agreement (NDA):** a) We acknowledge that during the course of this engagement, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to the Bank and its business that is provided to us pursuant to this Agreement. b) Except as otherwise expressly provided in this Agreement, a party shall (and shall ensure that its employees, agents, consultants, sub-contractors and professional advisers shall) not during the term of this Agreement or thereafter disclose to any person or use, copy, adapt or alter for any purpose any Confidential Information obtained by it (the "**Recipient Party**") from the other (the "**Disclosing Party**") without the prior written consent of the Disclosing Party. c) The Recipient Party shall treat and keep Confidential Information confidential and take all necessary precautions to ensure that all Confidential Information is held in confidence (whether communicated orally, in writing, electronic form or otherwise) and minimise the risk of unauthorised disclosure or use of such Confidential Information. d) No party will be under an obligation to keep Confidential Information confidential that it can demonstrate: i. is publicly available or generally known to the public at the time of disclosure or has subsequently entered into the public domain, except as a result of a breach of this Agreement; or ii. was already in the Recipient Party's possession from another source prior to disclosure by the Disclosing Party and the Recipient Party was not under any obligation of confidentiality in respect of the Confidential Information when it was received from the other source not connected to a party under this Agreement.
9.	**Cancellation:** Bank reserves the right to disqualify the engagement of any or all the firms with or without assigning any reason whatsoever. Further, Bank shall not be under any obligation to accept any complain regarding it.

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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 for Contact Point Verification (CPV) work" on the top of the envelope. **The proposal should be submitted on July 26, 2026 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,
Airport Road, Khilkhet C/A, Dhaka-1229

Contact Person :

1. **For BOQ details** : Mr. Mustafijur Rahman, SEO, Consumer CRM Department, Cell: 01924083719
2. **For RFQ submission** : Mr. Md. Razu Ahmed, Senior Officer, Procurement Division, Cell : 01714744931

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

Thanking you.

19.07.26
Tanveer Ahamed
Head of Procurement

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