Prime Bank

Procurement Division

Prime/HO/Procurement/2026/Gen/501 **August 02, 2026**

Subject: Request for Technical Proposal (RTP) for Vendor Empanelment (vendor pool) of Security Guard Service Providers to Prime Bank PLC.

With reference to the above subject, Prime Bank PLC. intends to empanel proven, experienced, and reliable Security Guard Service Providers on an as-and-when-required basis. The selected vendors will form an approved vendor pool to serve various bank facilities nationwide, including branches, ATM booths, agent banking outlets, corporate offices etc.

Interested vendors are invited to submit their technical proposals for empanelment for an onboard contract period of two (02) years.

Below are the proposed eligibility criteria, evaluation matrix, and key terms & conditions for establishing the Security Guard Service Provider Vendor Pool for Prime Bank PLC.

1. Eligibility Criteria (Mandatory) : Interested vendors must provide documentary proof for the following:

- **Regulatory & Statutory Compliance:** Valid Trade License, Security Service License, TIN, BIN/VAT Registration, and Latest Income Tax Return Certificate.
- **Relevant Experience:** Minimum 3 years of proven experience in providing security guard services to commercial banks, financial institutions, or reputed corporate entities.
- **Financial Health:** Sound financial capability supported by audited financial statements.
- **Operational Scale:** Currently managing an active force of **at least 500+ trained security guards**.
- **Operational Capability:** Adequate manpower reserves, recognized training facilities, robust supervisory network, and a 24/7 central control room.
- **Vetting & Welfare:** Background verification system, valid Police Clearance for all guards, and full compliance with applicable local labor laws.

2. Technical Evaluation Matrix (Total: 100 Marks): The baseline criteria below may be further refined by the Procurement Committee in line with the Bank's Procurement Policy. The qualifying pass mark will be determined by the Bank Authority.

SL No	Criteria	Marks
A.	Technical Evaluation (100 Marks)	
01	Legal & Regulatory Compliance (Trade License, Security License, TIN, BIN, RJSC, Tax Return, Labour Compliance)	10
02	Relevant Experience (Years of Experience, Banking/Financial Institution Experience)	10
03	Financial Strength (Audited Financial Statements, Annual Turnover, Financial Stability)	10
04	Client Portfolio & References	10
05	Experience & Banking Track Record	10
06	Operational Capability (Recruitment, Training Centre, Control Room, Supervisors, Emergency Response)	10
07	Infrastructure & Training Facilities	10
08	Operational Scale- at least 500+ trained security guards	5
09	Manpower Capacity (Number of Guards, Supervisors, Quick Replacement Capability)	10
10	Training & Quality Management (Fire Safety, First Aid, CCTV Awareness, Customer Service, Security SOP)	5

Prime Bank

11	Technology Capability (GPS Attendance, Mobile Patrol App, Incident Reporting System, Guard Monitoring)	5
12	Risk & Compliance Management (Background Verification, Police Clearance, Insurance, Confidentiality)	5
	Total Technical Score	100

Note: Bank Authority will determine the Pass mark.

3. Terms & Conditions

1. **Compliance:** Full adherence to Prime Bank's security policies, SOPs, and regulatory requirements.
2. **Performance Reviews:** Periodic performance evaluation will be conducted based on agreed KPIs and Service Level Agreements (SLAs).
3. **Replacement:** Guaranteed timely replacement of non-performing or absent security personnel upon notice.
4. **Professional Conduct:** Strict maintenance of professional discipline, confidentiality, guard hygiene, and service continuity.
5. **Bank's Discretion:** Prime Bank PLC. reserves the right to inspect facilities, suspend, or remove vendors from the pool due to non-compliance or poor performance.

4. Mandatory Disqualification Criteria: A tenderer shall be immediately disqualified if any of the following conditions apply:

- Absence of a valid Security Service License or Trade License.
- Failure to submit the latest Tax Return Certificate, TIN, or BIN/VAT Registration.
- Non-compliance with the Bangladesh Labour Act and other applicable labor laws.
- Listed as a blacklisted vendor by any Government agency, Bangladesh Bank, or any Financial Institution.
- Submission of false, forged, fabricated, or misleading documents/information.
- Proven record of material breach of contract or unsatisfactory performance within the last three (3) years.

5. Submission Details

- **Deadline:** August 13, 2026, by 3:00 PM
- **Submission Venue:**
  Prime View Dispatch (Semi-Basement)
  Plot-SE(F)7, Bir Uttam Mir Shawkat Sharak
  Gulshan, Dhaka-1212

Point of Contact: Mr. Md. Tariqul Islam Cell: +88 01712-221013

6. Reservation of Rights (Bank's Right): Prime Bank PLC reserves the right to accept, cancel, or reject any or all proposals without assigning any reason whatsoever. The Bank is not bound to accept the lowest or any offer. Prime Bank PLC reserves the right to share the Bidder's response to this Request for Technical Proposal with its advisors and business units, to negotiate with one or more bidders, and/or to accept any bid without prior negotiations

02.08.26

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