Prime Bank

Procurement Division

Ref: Prime/HO/Proc./RFQ/2026/666 October 25, 2026

Subject: RFQ for Engagement of Card Sorting & Packaging Service Provider.

Dear Concern,

Prime Bank PLC. intends to fix the unit rate for engaging a local card packaging service provider for a period of 12 (twelve) months from the date of contract or notification of award. The selected vendor will be responsible for card sorting, packaging and storing of various card products to the vendor own premises at the approved rate. You are requested to submit your financial proposal along with technical specifications on your official letterhead, in accordance with the following terms and conditions:

General Guidelines & Terms & Conditions:

1. The Company must have practical experience in this line of business of any Bank/Financial Institutions for at least 3 (three) years.
2. **Undertaken**: All selected Card Packaging /courier companies shall have to furnish an undertaking ensuring safe and timely packaging, delivery of our Cards and parcels to the addresses properly.
3. **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.
4. **Financial Proposal**:

Sl	Items	Service Type	Monthly Average (Approx.)	UOM	Unit Price (including AIT & excluding VAT)	Remarks
1	Card (Debit/Credit /Prepaid)	Per Card Wise Sorting, Packaging	18,000 – 22,000	Pcs		
2		Branch wise bundle Card Sorting, Packaging or additional step in sorting, packaging	3,500 – 6,500	Pcs		
3		Forwarding letter Printing Cost (with A4 paper)	5,000 – 7,000	Pcs		
4		Mailer printing cost (only customer information, e.g. name, address, contact info)	18,000 – 22,000	Pcs		
5		Return Card receive from courier service, vaulting and deliver to courier service/Prime NOW	500	Per Card		
6		Printing the QR codes per page, cutting each individual	5000	Per Page		160 gsm A4 size solid

Prime Bank PLC., Head Office- Prime View, Plot- SE (F)7, Bir Uttam Mir Shawkat Sharak, Gulshan Avenue, Gulshan, Dhaka-1212.
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		QR code and pasting them onto envelopes (160 GSM A4 size solid paper)				paper will be provided by Prime Bank
7		Others cost (if any)				

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

6. **Service Description:**

Product/Segment/ Channel	Particulars

Card (Debit/Credit/Prepaid)	We are seeking a qualified vendor to provide secure **card packaging services** for various types of ATM cards. Services are required on a daily basis and must comply with strict security, timeliness, and reporting standards.
	Card Packaging
	• Daily packaging volume: **1,000 to 1,200 cards**, occasionally up to **3000+ cards/day**
	• Cards will be provided **twice daily**:
	  ○ Morning: by **01:00 PM**
	  ○ Evening: by **5:00 PM**
	• Card types: VISA, MasterCard, JCB, TakaPay, or others
	• Packaging materials (provided by bank nominated third party):
	  ○ Envelope, Pouch, Mailer, Leaflet, Brochure, Flyer, Khaki Kham Legal size, etc.
	• Vendor must have space to maintain a **3-month buffer stock** of all stationary items
	• Daily printing of supporting documents (e.g. mailer, branch forwarding) on **A4 paper/or paper provided by the bank** need to be completed and managed by vendor's own cost.

	Courier Delivery • Completed packages must be delivered to courier **by 6:00 PM daily** • Vendor may use their own or third-party courier service • In certain cases, our organization may use its own courier
	Urgent Support • Must support same-day urgent delivery upon request within the city • Delivery to authorized bank personnel when necessary

	Facility & Security Requirements:
	• All packaging must be done onsite at the vendor's secure facility
	• Facility must have:
	  ○ **24/7 CCTV monitoring** (minimum 01 year recording facility)
	  ○ **24/7 security Guard**
	  ○ **Access control** (no unauthorized access)
	  ○ **No glass walls** in packaging room
	  ○ Staff restrictions: **No mobile phones, camera, pens, pencils, or paper** allowed inside packaging area
	• Bank reserves the right to conduct unannounced audits or inspections

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	Reporting & Billing
	• Daily reporting on:
	  ○ Stationery stock reconciliation
	  ○ Card packaging and delivery status
	• Monthly billing to be submitted by the **working day** of the following month

	Service Level Agreement (SLA) & Penalties
	• SLA to include:
	  ○ Timely packaging and delivery
	  ○ Secure handling (aligned with PCIDSS standard)
	  ○ Accuracy in card-to-package mapping
	• Penalties to apply for :
	  ○ Delay in packaging
	  ○ Loss or damage of cards
	  ○ Breach of packaging or data security protocol
	  ○ Prime Bank PLC. reserves the right to impose a penalty if the workmanship (including delay packaging, loss or damage of cards, breach of packing or data security protocol etc.) does not meet the Bank's standards. The amount of the penalty will be determined 2% to 5% of total monthly invoice upon critical of the workmanship. Prime Bank PLC. will notify the supplier either via email or official letter.

	Insurance
	• Vendor must provide proof of **insurance coverage** for:
	  ○ Card and stationary stock held on premises
	  ○ Protection against fire, theft, natural disasters, etc.

	Legal Compliance
	• Full compliance required with:
	  ○ Local labor laws
	  ○ Prohibition of child labor
	  ○ Data protection and confidentiality obligations
	  ○ Compliance with PCIDSS relevant controls

	Quotation Submission Requirements: Please include the following in your quotation: • Company profile and years of experience • Proposed packaging and courier workflow • Security and compliance certifications • SLA commitments and penalties • Daily capacity and scalability plan • Unit Rate Per Card in BDT • List of clients served in similar capacity (if any)
	Quotations will be evaluated based on: • Compliance with scope and security requirements • Capacity to handle daily volume • SLA terms and penalty clauses • Experience and references • Cost competitiveness

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7. 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 any)
- Up-to-date TIN/BIN Certificate
- VAT Registration Certificate
- Bank Solvency Certificate
- Prove documents of 3 (three) years operation with banks/financial institutions.
- List of companies own branches along with contract person
- List of present clients.

RFQ submission:

All RFQ including supplementary data and information shall be in English. The Proposal 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 **"Engagement of Card Packaging service provider".** Any deviation of this process your proposal will not be accepted.

→ The Proposal shall be submitted in the tender box on November 02, 2026 by 3:00 PM at the following address:

Prime Bank PLC, Head Office
Despatch, Prime View (First Basement), Plot # SE (F) 7, Bir Uttam Mir Shawkat Sharak, Gulshan Avenue, Gulshan, Dhaka - 1212

Contact Person : 1. For Service Description : Mr. Bhaskar Sarkar, EO, Cards & ADC Ops, Cell : 01670840376
2. For RFQ Submission : Mr. Md. Razu Ahmed, SO, Procurement, Cell : 01714744931

Any attempt of persuasion will result in immediate disqualification of the bidder from this tender process.

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

Regards,

25.10.26
Tanveer Ahamed
Head of Procurement

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