



PBL/HO/CARD DIV./ TENDER/ 3750(A-7)/2021

17 October 2021

Notice inviting quotation from courier services to avail domestic courier services for Card related document/items of our Bank.

Sealed quotations are hereby invited from the eligible tenderers for delivering our Cards, PINs, Debit Card/Credit Card application forms, ATM/POS Roll Papers and Credit Card related documents/items to our Branches/regional office/other customer location across the country for the period of 01/01/2022 to 31/12/2022 as per below mentioned terms and conditions:

Interested courier companies are requested to please arrange for submission of the following:

1. Technical Part– as per Annexure I attached
2. Financial Part – as per Annexure II attached

The prequalification criteria, for eligibility to participate in the tender, are furnished below. Please be advised that only those courier companies which fully satisfy the prequalification criteria would be considered for opening of financial bids.

The empanelled courier company / companies identified through this exercise, has / have to execute necessary agreement in the prescribed format on required stamp paper. They may also be required to comply with other terms & conditions / formalities as prescribed by the Bank.

Terms and Conditions:

1. The eligibility criteria for pre-qualifications are as under:

- This invitation of Bids is open to all eligible large Courier networks that have large number of serviceable Branches/network in Bangladesh, provided they will meet the minimum qualification criteria mentioned in the document. Bids received from the Courier agencies who do not fulfill all, or any, or part, of the listed eligibility criteria are liable to be rejected.
- The courier agency should possess all the required statutory licenses/permission to carry on the business of domestic courier services, which should be the primary activity of the applicant. The agency shall comply with all applicable laws, rules and regulations of Government or local body for time being in force and as applicable to it or to this contrast without any liability and responsibility on the Bank whatsoever.
- The courier agency should have collection/service centers/offices in Major cities & centers in Bangladesh.
- The courier agency must have an experience of dealing with reputed Corporate Customers, Commercial banks, Governments. The contract of the Courier agency must not have been terminated by said Corporate Customers, Commercial banks, Governments for improper service on the part of courier agency.
- The Courier agency should be empaneled/providing similar services for minimum 3 Public/Private Sector Banks.

2. Following documents are to be attached with financial offer Documents.

- Pay Order of Earnest Money (Pay order in favour of Pubali Bank Limited refundable) i.e., Tk. 10,000/-. Tender security will be refunded to the unsuccessful bidders. Successful bidder have to submit an amount of Tk. 25,000/- through payment order in favour of Pubali Bank Limited as security money/performance security for the contract period i.e. 01 year after award of notification/at the signing time of contract.

3. The similar jobs executed during last 3 financial years by the bidder for various reputed organizations and Banks as per with documentary evidence i.e. Work order/Purchase order.

4. Each page of all offer related documents should be duly signed by the authorized persons with date and seal of the tenderer /bidder.

5. The proactive attitude to deliver before the specified time schedule of quantity, on time delivery, PODs, delivery challans & Bills submission will be taken into account on efficiency of the bidder/service provider in each cases/project of delivery.

6. EMPANELMENT OF COURIER AGENCIES:

Bidders should note that,

- In no circumstances agreed delivery Schedule will be extended and in case of backing out of the job a penalty will be imposed.
- It will be the responsibility of the Courier agencies to deliver in time and to submit PODs (Proof of delivery) to the Bank.
- If the services are not found to be satisfactory then the Bank will have the right to make suitable deductions from the payable amount or without paying any price /compensation. The decision of the Bank in this regard will be final.
- Delivery of the articles and performance of the Services shall be made by the courier agency in accordance with the time schedule mentioned in work order. Any delay in performing the obligation will result in imposition of liquidated damages and/or termination of rate contract for default. Bank will not give any payment assurance for delayed or wrong address delivery dispatches. The wrong delivery should be re-delivered at correct destination at the cost of courier agency. Extra cost can't be claimed from Bank.
- The Bank reserves the right to forfeit the Earnest Money &/or Security Deposit amount in case courier agency fails to execute the order. No indemnity/assurance on payment will be given and Earnest Money & /or Security Deposit will not be paid according to the situation.
- The taxes value / % of Govt. Taxes amount are to be included in invoices/ bills and Delivery challans, PODs to be attached for payment release. The rate quoted will be inclusive of all.
- The Bank will not be responsible for any dispute arising between Courier/Transport and or any other agency which is being deployed by the Courier agencies.

7. The courier agency shall ensure absolute security, safety, secrecy and confidentiality of the contents of the packets/parcels entrusted to them. The couriers shall be required to execute agreements incorporating these clauses.

8. PAYMENT TO THE COURIER AGENCIES:

The payment will be subject to submission of support documents i.e., sealed and signed POD copies along with invoices. The Courier agencies should submit the invoice as per agreed price with all PODs. The Bank will make the payment on monthly basis.



9. DEFECT LIABILITY CLAUSE:

- The courier agencies shall ensure absolute security, safety, secrecy and confidential nature of the documents while offering their services and undertake to arrange that the parcels/documents etc. are delivered in the same condition duly closed and sealed as given to it by the Bank.
 - In case of delay/lost by the courier in delivering the documents/parcels in terms of the above said, the Bank has the option to deduct amount payable as per bank's rule and may impose penalty as per banks rules including forfeit of deposit, delisting from panel and blacklisting from panel depending upon gravity / seriousness of the matter.
10. The successful bidder shall have to inform the Bank **03 (Three)** month before if they want to discontinue work to our Bank.
11. The authority reserves the right either to accept or to reject all or any offer without assigning any reason.
12. Bank is not bound to accept the lowest Quotation. To be successful in the bid, quality of the service, financial capability and reputation etc. of the tenderer as assessed by the Bank are the prime factors for consideration.
13. Photocopy of Trade License, TIN Certificate, VAT registration Certificate, Financial Solvency Certificate, Major client List and Company profile to be submitted with the Quotation.


Sealed quotations (Technical and Financial offers in envelopes) have to be submitted in the Tender Box kept at the Pubali Bank Limited, Establishment Division (12th floor), 26 Dilkusha C/A, Dhaka-1000 on or before the **31-10-2021 by 11.00 am** which will be **opened** on the same day at **11.30 a.m.** in presence of the bidders (if any).

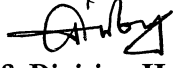
Sd/-
(Khaled Al Masud)
Senior Principal Officer

Sd/-
(Ashim Kumar Roy)
GM & Division Head

CC TO : The Member Secretary, Purchase Committee, Pubali Bank Ltd., Head Office, Dhaka for information and necessary action.

The Division Head, Pubali Bank Limited, ICT Operation Division, Head Office, Dhaka with request to publish the same at Bank's website.


Senior Principal Officer


GM & Division Head


Annexure I

TECHNICAL PART

Information	Particulars/ bidder response
Name of the Courier Service	
Agency and Name of the contact person.	
Date of Incorporation / Establishment (attach certificate of Incorporation)	
Address of the Registered office in Bangladesh (Attach documentary proof)	
Address of HO / Corporate Office in Bangladesh	
Address for communication / email / telephone / fax no.	
Details of locations served in Bangladesh directly / through its own fully managed operations(List to be attached)	
Details of empanelment with Commercial Banks to which security instrument courier services are being provided. (performance report / Certificate from the clients / copies of agreements be attached for reference check)	
Average number of consignments handled per month on behalf of Banks (Volumes handled during the last 12 months).	
Details of Website and confirmation as to whether tracking facility is available for tracking consignments.	
Full address / contact numbers of the call centre / offices / customer service helpline and support, where track and trace facility is available for ascertaining delivery status at any time (attach separate list if required)	
Copy of quality certificate if applicable.	
Enclose the delivery time to the destinations (inside or outside of Dhaka district or district wise separately)	
Names of the agencies (district wise) with whom tie up arrangements are made for delivery	

Date:

Sign and Stamp

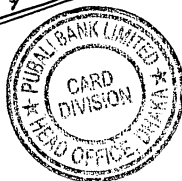



Financial Offer

Name of the Courier Company:.....

SL	Types of Document	Rates including VAT and tax		
		Qty.	In Dhaka	Out of Dhaka
1	Card/ PIN	Per pkt./doc.		
2	Card / PIN at Poly Bag	Per bag		
3	Card related Stationary item (Parcel)	Per kg.		
4	General Documents	Per pkt./doc		
5	Calendar /Dairy book	Per kg.		
6	POS machine/related machine	Per unit		
7	Credit card with welcome pack and gift item) at Poly bag	Per pcs. Card		

KA/Name



Sign and Stamp

Date: