

**Trust Bank PLC.**  
**General Services & Security Division (GSSD), Purchase & Procurement Department (PPD)**

Ref: TBL/HO/GSSD/PPD/2025/0078

Date: 20 April 2025

**Invitation for Tenders**

Invitation for Tenders		Descriptions		
1.	Tender Ref. No.	TBL/HO/GSSD/PPD/TENDER/2025/17		
2.	Tender Date	20 April 2025		
3.	Invitation for	International Courier Service Provider.		
KEY INFORMATION				
4.	Procurement Method	Open Tender Method (OTM)		
FUNDING INFORMATION				
5.	Source of Funds	Own Source		
PARTICULAR INFORMATION				
6.	Project Name	Procurement of International courier service provider for AD (Authorized Dealer) branches of Trust Bank PLC. for 02 (Two) years (2025-2027).		
7.	Eligibility for the Bidder	Authorized International qualified Firms/Companies/Distributor/Agents having related work experience in Banking Industry/Corporate Organization.		
8.	Renewal/Enhancement of time	If Trust Bank PLC. management found satisfactory services from the firm, then time extension may be enhanced for maximum 02 times for 01 year.		
9.	Tender Notice Issuing Date	20 April 2025		
10.	Last Date of Tender Schedule Collection	04 May 2025		
11.	Tender Schedule Collection Details	Interested bidders may collect Tender schedule from website of Trust Bank PLC. ( <a href="https://www.tblbd.com/tender">https://www.tblbd.com/tender</a> ) <b>Note:</b> Vendor must submit offer as per schedule (Technical and Financial) of TBL.		
12.	Tender Document Submission Date and Time	From	To	<b>Note:</b> Except weekend and Government holiday.
		Date: 20 April 2025 Time: 10:00 am	Date: 04 May 2025 Time: 02:00 pm	
13.	Location of Tender Document Submission	Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.		
14.	Tender Closing Date and Time	Date: 04 May 2025	Time: 02:00 pm	
15.	Tender Opening Date and Time	Date: 04 May 2025	Time: 04:00 pm	
		<b>Note:</b> The tender will be opened in presence of the intending tenderer(s) (if any). If the Tender cannot be opened as per scheduled date and time due to unavoidable circumstances, the same will be opened on the next working day at the same time or opening schedule will be provided to the respective tender section of Trust Bank PLC. website ( <a href="http://www.tblbd.com/tender">www.tblbd.com/tender</a> ).  Tender Opening Sub Committee will open the Financial Offers in presence of the vendors (if any vendor remains present).		
16.	Pre-bid Meeting	A pre-bid meeting will be held before submission of tender documents as per following schedule: <b>11:30 AM on 27 April 2025</b> at Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.  <b>Note:</b>		



S/N	Particulars	Descriptions
		<ol style="list-style-type: none"> <li>1. The bidders must purchase the tender schedule before attending pre-bid meeting and bring deposit slip at the pre-bid meeting.</li> <li>2. Specification and others terms may change based on the shared interest of all parties.</li> </ol>
17.	Tender Schedule Fees and Earnest Money	<p>1. Interested person/firm is required to deposit <b>Tk. 2000.00 (non-refundable)</b> as a Tender Schedule fees from any branch of TBL or, fund transfer through BEFTN in the following account:</p> <ol style="list-style-type: none"> <li>a. Name of the Account: Tender Participation Fees A/C</li> <li>b. Account Number: 0022-0210018483</li> <li>c. Bank, Branch &amp; Routing Number: TBL; Millennium Corporate Branch; 240262958</li> </ol> <p>2. <b>2%</b> of total quoted amount as '<b>Earnest Money</b>' (<b>refundable</b>) are required to deposit for the tender by issuing a Pay Order from any bank in favor of "Trust Bank PLC".</p> <p>Note: Photocopy of Deposit Slip / Acknowledgement Slip and Original Pay Order must be submitted during the time of submission of Tender (with the Financial Offer).</p>
18.	Location of Tender Opening	Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.
19.	Details of the Work	<ol style="list-style-type: none"> <li>a. <b>Brief Description of Items:</b> As stated in the Financial and Technical Offer.</li> <li>b. <b>Delivery of Items.</b> AD Branches , Trust Bank PLC.</li> </ol>
20.	Structure of Financial Offer	<ol style="list-style-type: none"> <li>a) The offer must be signed by the authorized person of the firm with full name, designation and official seal.</li> <li>(b) The bidders should be quoted the price as per table mentioned in Financial Offer, avoid erasing/overwriting.</li> <li>(c) Total calculated amount to be written in words and to be signed by the Bidder. In this case no error will be accepted. If any error found, then TBL may reject the offer.</li> <li>(d) The tenderer must comply with the specification, terms and conditions of tender documents. Conditional tender will not be accepted.</li> <li>(f) Price must be included product cost, Tax &amp; VAT, delivery cost, labor cost and all other related costs.</li> </ol>
21.	Sealed Bid	Bid envelop ( <b>A4 size or equivalent</b> ) shall be properly sealed. At the top of the envelop bidder shall clearly write the <b>Name of the Project and Name of the Firm</b> .
22.	Special Instructions	<ol style="list-style-type: none"> <li>(a) The intending bidders are required to submit documentary evidence like certificate of manufacturer/local agent of mentioned items in support of their past experience and specialization in the field.</li> <li>(b) Bidder may assess the requirement before submitting proposal or discuss with bank and fulfil the Technical/financial schedule as usual.</li> <li>(c) Evaluation will be based on offered products, declaration of product channel/ Partner Certificate, experience certificates/work orders business strength etc. <b><u>During the evaluation, the technical offers shall be opened and evaluated first followed by the financial offers of those bidder who are found technically qualified.</u></b></li> <li>(d) Product must be supplied from authorized distributor/partners/dealer and necessary documents must be attached with the</li> </ol>

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S/N	Particulars	Descriptions
		<p>(e) The offer must be signed by the authorized person of the firm with full name, designation and official seal.</p> <p>(f) All products must be delivered &amp; installed into the branch premises.</p> <p>(g) Any kind of persuasion and promotional activities will be treated as disqualification for the tenderer.</p> <p>(h). Tax &amp; VAT will be deducted from the final bill after assessment as per Govt. rules.</p>
<b>General Guidelines &amp; Terms &amp; Conditions:</b>		
23.	The Company must have practical experience in this line of business (international) of any Bank/Financial Institutions for at least 5 (five) years.	
24.	The Company must have updated registration from Ministry of Posts & Telecommunication, valid VAT and TIN Certificate.	
25.	Vendor should mention how many years the Company is in the business of offered services. The Bank may inspect the Office(s) of the service providers, if required.	
<b>Commercial Terms and Conditions:</b>		
26.		<ol style="list-style-type: none"> <li><b>Price and VAT and Tax:</b> The quoted price must include carrying cost, maintenance, installation, commission, manual labor charge and any kind of charge thereof, if applicable. The price must also include applicable withholding Tax and VAT, which shall be deducted during payment as per Government rules and regulations.</li> <li><b>Delivery Place &amp; Time:</b> The Bidder will deliver the product as per instruction of Trust Bank PLC. Concerned department, on the Agreed Date of Delivery. The Delivery time must be mentioned in vendor's offer.</li> <li><b>Liquidated Damages for Delay:</b> The Bidder has to complete the entire work within the stipulated period as mentioned in clause no 2, in failure, bank reserves right to deduct 10% of total contract value for each Week delay but Penalty will be considered pro-rata basis. Bank will not consider any delay in delivery unless due to force majeure (Natural, Political, Government or other similar factors that are out of control of the participant).</li> <li><b>Payment Terms:</b> No Advance shall be paid for supply of Products and Goods. However, on special occasions, such as for services and special products, advance may be provisioned based on discussion between the supplier/service provider and the Trust Bank PLC. Payment will be made after successful completion of delivery of ordered product) and upon submission of the bill with work order and original challan which is duly signed by authorized personnel of Trust Bank PLC. Payment will be made through Bank Account only. Trust Bank PLC. will deduct all applicable withholding income Tax and VAT from the invoice at the time of payment as per Government Rules. Any advance payment and payment milestone fixation request is subject to Policy and Management approval of Trust Bank PLC.</li> <li><b>Currency:</b> The currency must be quoted in BDT.</li> <li>Bank Reserves right to conduct 2nd or multiple rounds of bid if deemed necessary.</li> <li>Trust Bank PLC. reserves the right to call in the bill of Entry for availing applicable adjustment in the VAT or ATV at import stage (If applicable).</li> <li><b>Any Terms/Conditions in Bidders' offer contradictory to this Instruction to Bidder may lead to disqualification.</b></li> </ol>
27.		<b>Documents pick up time :</b> All Documents/Parcels must be picked up by your authorized deliverymen from AD Branches of Trust Bank PLC. once daily in every working day and also as & when required.
28.		<b>Price quotation for-</b> <ul style="list-style-type: none"> <li>Asian Country</li> <li>European Country</li> <li>American Country</li> <li>African Country</li> <li>Australian Country</li> </ul>



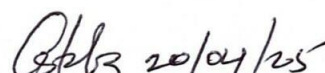
S/N	Particulars	Descriptions
29.	<b>Security Deposit:</b> The selected vendor (s) will have to deposit an amount of <b>Tk.50,000 (Fifty thousand)</b> only in the form of <b>Pay Order/Bank Guaranty</b> favoring of Trust Bank PLC. which will be utilized to compensate any possible loss of Bank's property that may arise due to negligence and carelessness of the service team provided by the courier company.	
30.	Only offers submitted in this prescribed schedule with seal & signature of the company will be considered.	
31.	<b>Payment:</b> Payment will be made within 30(thirty) days after receiving invoice/ bill from the Service Provider as per the following terms & Conditions: <ul style="list-style-type: none"> <li>• Payment will be made after receiving POD</li> <li>• Payment will be made after deduction of VAT &amp; AIT as per Government Rules.</li> </ul>	
32.	<b>LIST OF PAPERS/ DOCUMENTS TO BE SUBMITTED:</b> Photocopy of following documents should be submitted along with the offer: <ul style="list-style-type: none"> <li>• Up-to-date/ Valid Trade License.</li> <li>• Certificate of Incorporation</li> <li>• Memorandum &amp; Articles of Association (in case of limited company)</li> <li>• Registration from Ministry of Posts &amp; Telecommunication</li> <li>• Letter of authorization (for international courier service)</li> <li>• Up-to-date TIN/BIN Certificate</li> <li>• VAT Registration Certificate</li> <li>• Up-to-date Bank Solvency Certificate</li> <li>• Experience Certificate in support of 5 (five) years operation with banks/financial institutions.</li> <li>• List of present clients.</li> </ul>	
33.	<b>A. Annexure-Scope of work and Feasibility.</b> <b>B. Annexure- Price Annexure for International Courier Service.</b>	

  
29/04/25

Monjur Morshed  
PO, PPD, GSSD

  
2014

Col Khandaker Yusuf Hasan (Retd)  
EVP & Head of PPD, GSSD

  
20/04/25  
Mohammad Golam Mostofa  
SAVP, PPD, GSSD

#### A. Annexure-Scope of Work and Feasibility

Trust Bank PLC. invites qualified courier service providers to submit proposals for providing comprehensive courier services. Trust Bank PLC. currently operates with a self-network of **119 branches, 17 AD(Authorized Dealer) branches** across the country. This extensive network requires efficient and reliable courier services to manage the logistics seamlessly. The scope of work includes the following requirements and standards to ensure the efficient and secure handling of all dispatched items, including documents, envelopes, gift items, and fragile items.

##### **1. General Requirements:**

The service provider must handle deliveries promptly and efficiently, adhering to agreed timelines.

All items must be transported safely and securely to ensure they reach their destination in good condition.

The service provider must have sufficient infrastructure, staff, and logistics to manage both local and nationwide deliveries.

Delivery attempts should be twice for mailing address delivery. Customer should be notified about 2<sup>nd</sup> attempts of delivery through SMS.

Delivery to anyone other than customers shall be considered as Authorized delivery. Which should have visibility in tracking system.

Clear communication and coordination with Trust Bank PLC. must always be maintained.

##### **2. Protection of Envelopes, parcels and Fragile Items:**

**Envelope Protection:** All envelopes must be covered with protective poly wrappers to prevent damage from moisture, dirt, or other environmental factors.

**Parcel protection:** Train delivery personnel to handle parcels, avoid stacking heavy items on top of lighter or delicate packages. Ensure proper sealing and packages to avoid damage.

**Gift Items and Fragile Items:** Fragile items must be packed with appropriate protective materials, such as bubble wrap, foam padding, or corrugated boxes, to avoid damage during transit. Clearly mark packages containing fragile items with "Fragile" stickers or labels.

**Generic instructions:** Based on requirement use waterproof and weather resistant materials, such poly wrapping, to protect parcels from rain, dust or moisture.

##### **3. Use of Seals and Stickers:**

**Seals and Stickers:** Use tamper-evident seals for sensitive or priority documents to ensure their confidentiality and security. Priority stickers should be used to identify urgent or high-priority deliveries, ensuring timely handling. Proper labeling must be applied based on the nature of the product (e.g., "Confidential," "Fragile," "Handle with Care").

##### **4. Proof of Delivery (POD) Maintenance:**

The service provider must ensure that a Proof of Delivery (POD) is collected for every delivery and includes the following mandatory details:



Receiver's signature, Receiver's valid contact number, Date and time of delivery. POD hard copies must be maintained and accessible for at least 5 years.

**5. Online Tracking Facility:**

The courier service provider must offer an online tracking system for all deliveries.

Tracking system with Capacity of sharing required data through API

Tracking should be accessible via a web portal or mobile application.

Real-time updates on the delivery status (e.g., "In Transit," "Delivered") must be available.

Unique alphanumeric tracking IDs should be generated for each consignment.

Dashboard with products date wise daily status.

**6. Reporting and Escalation:**

Provide daily, weekly, or monthly reports on delivery status, including undelivered or delayed items.

Establish a clear escalation matrix for resolving issues related to lost or delayed deliveries.

Must be maintained a Dashboard from where delivery, pending and returned will be reflected.

**7. Quality Assurance and Compliance:**

The service provider must comply with all regulatory like courier license and legal requirements for courier operations.

Regular audits and feedback sessions will be conducted to ensure service quality.

**8. Value-Added Services:**

Offer and propose innovative solutions for enhancing delivery efficiency and customer satisfaction.

Online tracking dashboard to see delivery status, pending and returned detail.

Trust Bank PLC. expects all service providers to adhere to these standards and demonstrate their ability to deliver exceptional courier services.

**9. Non-disclosure requirements:**

Customer mobile numbers will be shared for delivery. The service provider must ensure that all information related to Trust Bank PLC. is strictly kept confidential and a Non-disclosure Agreement (NDA) will be signed.

**10. Customized service capability:**

The courier service provider must have the capacity to redesign and deliver specialized services tailored to the specific need of Trust Bank PLC.

**11. Changes of employee:**



Any changes like new staff onboarding and termination should be notified officially by email. To avoid unexpected happening employee replacement should be done with the same level of expertise and experience.

**12. Document Pick-up & Drop-off Time:**

Document delivery will be between 10.00 AM to 6.00 PM pick from branches every working day.

**Feasibility Analysis form**

Company name:
Company organogram (With resources skill of years)
Years of experience in the industry:
Years of experience with Bank:
Existing customers (Bank):
Experience certificates from Banks:
Availability of own transport:
No of Vehicle used:
If there any bond room:
Courier License:
Upto date Trade License:
TIN no:
Upto date Tax return copy:
Total Employee No:
Fire Extinguisher <input type="checkbox"/> used <input type="checkbox"/> unused
Generator <input type="checkbox"/> used <input type="checkbox"/> unused
CC camera <input type="checkbox"/> used <input type="checkbox"/> unused

Quality control assistance <input type="checkbox"/> used <input type="checkbox"/> unused
Do u arrange training for your employee <input type="checkbox"/> Yes <input type="checkbox"/> No
Do u delivery by 3rd party <input type="checkbox"/> Yes <input type="checkbox"/> No
Audit Done every year <input type="checkbox"/> Yes <input type="checkbox"/> No
Contact person number:
Declaration needed if delivery done by own :
Address:
Email ID:
Service area (Urban/ Rural/ Remote):
Number of own offices nationwide (With Map Location):
Number of agents Nationwide (With map Locations):
Delivery timelines (Urban/Rural/ Remotes):
Mandatory Online tracking facilities with proof of delivery:
Resources with Years of skills at operations:





**Price Annexure for Local Courier Service**

S.L No	Particulars	Pick-up/ Delivery Destination	Unit Price
1	A/C Statement	All Over Bangladesh	
2	Capture Card (Same Day Delivery)	Dhaka City Area	
		District Town	
		Thana	
3	Capture Card (Next Day Delivery)	District Town	
		Thana	
4	Credit Card	All Over Bangladesh	
5	ATM Card/Debit Card	All Over Bangladesh	
6	Credit Card PIN Mailer and Cheque Book	All Over Bangladesh	
7	Debit Card PIN Mailer	All Over Bangladesh	
8	Daily Doc's (incl. Divident)	All Over Bangladesh	
9	Parcel (from 500+ gm) per kg	All Over Bangladesh	
10	Urgent service within Dhaka	(One to Four Hours service)	
11	Money Detector Machine	All Over Bangladesh	
12	Poss Terminal	All Over Bangladesh	
13	Fax Machine	All Over Bangladesh	
14	Telephone Set	All Over Bangladesh	
15	Postage Charge	All Over Bangladesh	
16	Statement Processing per Account	At Anik Tower	
17	Security Documents	All Over Bangladesh	
18	Cards Acquiring Documents (Delivery/Collection)	All Over Bangladesh	
19	Chq book/ Welcome Packet	Dhaka City Corporation	
		Other City Corporation	
		District Town	
		Thana Upozilla	
20	CPU/Monitor/Laptop	All Over Bangladesh	
21	Printer/Scanner all types	All Over Bangladesh	
22	UPS/Toner	All Over Bangladesh	
23	Key Board/Mouse/Modem/ Hardware Token	All Over Bangladesh	
24	Fan all Types	All Over Bangladesh	
25	Photocopy/Money Counting Machine	All Over Bangladesh	
26	Chair all types	All Over Bangladesh	
27	Link Chair	All Over Bangladesh	
28	Oven	All Over Bangladesh	
29	Network Switch/Router	All Over Bangladesh	
30	Mobile Phone	All Over Bangladesh	
31	Tab	All Over Bangladesh	
32	Bucket	All Over Bangladesh	
33	X- Stand with Banner	All Over Bangladesh	
34	Banner	All Over Bangladesh	
35	Standee	All Over Bangladesh	
36	Table Talker/Leaflet Holder	All Over Bangladesh	
37	T- Shirt	All Over Bangladesh	
38	Uniform Set	All Over Bangladesh	
39	BBL Mug	All Over Bangladesh	
40	Wall clock & similar gift items	All Over Bangladesh	
41	Cup & saucer (Set)	All Over Bangladesh	
42	Plate/ half Plate	All Over Bangladesh	
43	ID card ( 1-20 pcs)	All Over Bangladesh	

**Price Annexure for Local Courier Service**

S.L No	Particulars	Pick-up/ Delivery Destination	Unit Price
44	Trade finance local cheque & documents	All Over Bangladesh	
45	Trade finance local cheque & documents-Urgent	All Over Bangladesh	
46	Dummy cheque 1 to 5 pcss at each location	All Over Bangladesh	
47	Master Packet	Dhaka City Corporation	
		District Town	
		Thana/ Upazilla	
48	Poly packing /warping item	All Over Bangladesh	
49	2nd time delivery charge	All Over Bangladesh	
50	Product Insurance Coverage	All Over Bangladesh	
51	Fire Extinguisher	All Over Bangladesh	
	<b>Terms and Conditions</b>	<b>Response</b>	
1	Price must be inclusive of VAT and Tax		
2	Price must be valid for 2 years		
3	Penalty shall be applicable as per SLA		
4	Packing or wrapping must be completed as per the scope file		





**B. Annexure - Price Annexure for  
International Courier Service**

S.L No	Continent name	Country Name	Weight 0.5Kg	Unit Price in USD	Weight 1Kg	Unit Price in USD	Weight 1.5Kg	Unit Price in USD	Weight 2Kg	Unit Price in USD	Weight 2.5Kg	Unit Price in USD
1												
2												
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**Terms and Conditions**

- 0.5 kg to 2.5 will be considered as unit price for Bank documents.
- If weight is more than 2.5kg then the price will be considered on the basis of supplier zone wise unit price.
- All destination taxes and other charge will be borne by service provider.
- The number of countries may increase in future and supplier may include zone wise rate
- Bank will deduct VAT & TDS from the invoice amount

