



Expression of Interest (EOI)

Appointment of Nationwide Courier Service Provider

Prime Bank FinTech Limited (PBFTL)

RFP Reference: PBFTL/EOI/2026/001

Release Date: 25 March 2026

Introduction

Prime Bank FinTech Ltd. ('PBFTL'), a subsidiary of Prime Bank PLC, invites **Expression of Interest (Eoi)** from experienced and reputed courier and logistics service providers in Bangladesh for the delivery of **Point of Sales Materials (POSM), official documents, and other operational materials** to its distribution houses and partner locations across the country.

The purpose of this Eoi is to identify capable courier partners with strong nationwide coverage, reliable delivery operations, own transport facilities and proven experience in handling corporate logistics services.

Scope of Work

The selected courier service provider will be responsible for the following activities:

- Pickup of materials from PBFTL designated warehouse, respective office locations and vendor's premise/factories.
- Nationwide delivery of:
 - POSM materials (e.g., banners, festoons, posters, stickers etc.)
 - Marketing and branding materials
 - Gift items
 - Official documents and operational materials
 - Laptops/handsets
 - Small equipment or accessories, if required
- Delivery to distribution houses and other designated locations across Bangladesh within stipulated time.
- Ensuring safe handling of materials during transportation.
- Providing **proof of delivery (POD)** for each shipment.
- Share delivery report everyday through email.
- Handling returns **or reverse logistics** where necessary.

Geographic Coverage

Interested courier companies must provide details on their service coverage including:

- Nationwide delivery capability
- District-wise coverage
- Upazila-level delivery availability
- Delivery service in remote or rural areas
- List of branch offices, hubs, or delivery centers (with phone numbers)

Service Capability

Courier companies should clearly mention:

- Standard delivery timelines (Dhaka, other divisional cities, district sadar and upazila sadar)
- Bulk shipment handling capacity
- Handling of large POSM items
- Packaging and safety procedures

Technology & Tracking System

Interested companies should specify their technology capabilities, including:

- Online shipment tracking system
- Mobile or web-based tracking interface
- Real-time shipment monitoring
- Delivery notification via SMS/email
- Capability to integrate tracking system with client platforms (if available)

Proof of Delivery (POD)

Courier providers must ensure:

- Delivery confirmation with receiver name and signature
- Photo or digital proof (if available)
- POD sharing within a reasonable timeframe after delivery

Pricing Structure

Applicants are requested to provide a detailed pricing proposal including:

- Delivery charges based on destination zones
- Pricing slabs based on weight or parcel size
- Rates for bulk shipment delivery
- Return shipment or reverse logistics charges
- Any additional applicable charges

Service Level Agreement (SLA)

Courier companies should provide details on:

- Standard delivery timelines (Dhaka, other divisional cities, district sadar and upazila sadar)
- Commitment to service reliability
- Compensation or liability coverage (in case of missing/damaged materials)
- Customer service and issue resolution process

Company Experience

Interested courier companies should include:

- Company profile and background
- Years of operation
- Experience with corporate clients
- Experience working with banks, fintech, telecom, or FMCG companies (if applicable)
- List of running clients

Operational Capacity

Courier providers should provide information on:

- Total number of branches or service centers
- Fleet size (number of own vehicles & rental vehicles)
- Number of delivery personnel (nationwide)
- Number of hubs in Dhaka with address

Reporting & Communication

Courier companies should confirm their ability to provide:

- Regular delivery reports
- Shipment status updates
- Escalation contacts for operational issues
- Dedicated account manager (preferred)

Required Documents

Interested companies are requested to submit the following documents along with their EoI:

- Letter of intent
- Valid & up dated Trade License
- Up-to-date TIN Certificate

- VAT Registration Certificate
- Certificate of Incorporation, MoA & AoA, Form XII & Schedule X (if registered with RJSC)
- Bank Solvency Certificate/documents (If applicable)
- List of branch offices or service coverage areas
- List of current clients
- Contact details of authorized representatives

Submission of EoI

Interested courier service providers are requested to submit their **Expression of Interest along with required documents** within the stipulated timeline.

Submission Deadline: 1 April, 2026

Submission Method: Email (no hardcopy is allowed)

Submission Address: info@pbftl.com

Way Forward

Detailed Scope of Work will be shared with the shortlisted agencies to participate in the RFP stage and provide Technical and Commercials.

For any further query:

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