

Annexure – II

RFQ # City Bank/Proc/Y25/175

Scope of Service for Courier Service

This Scope is prepared considering Local (inside the country) Courier Service. The Scope is divided in three different requirements in three different table.

Table- A:

This table is developed with basic requirement of local courier service where the requested service- Document (Regular/ Secured), Parcel (Regular/ Fragile) and others are **Categorized** in-

1. **Service without OTP and Online Tracking:** This service is categorizing considering Physical POD where OTP and Online tracking is not required. Participants who can provide this requirement will offer their price or mention Not Available.
2. **Service without OTP but with Online Tracking:** This service is categorizing considering Physical POD where OTP through delivery is not required but Online tracking of each delivery is required. Participants who can provide this requirement will offer their price or mention Not Available.
3. **Service with OTP and Online Tracking:** This service is categorizing considering Physical POD (Optional) where OTP based delivery and Online tracking of each delivery is required. Participants who can provide this requirement will offer their price or mention Not Available.

All **Categories** have the same **Service Type** that is separated in-

- ❖ Regular Delivery:
- ❖ Urgent Delivery:

All **Categories Service Type** have the same **Service Area** that is allocated in-

- **Within Same City:** If the delivery address is in the same city of pick-up address.
- **Pick-up City to Another City:** If the delivery address is any district city except pick-up city.
- **City/Thana to Thana:** If the delivery address is not any district city for which we have to consider Thana.

Pick-up and Delivery Schedule considering Service Type and Service Area-

Service Type/ Service Area	Regular	Urgent	Pick up Request Time	Pick up Time	Remarks
Within Same City	1 working day	1 calendar day	Within 3pm	Within 6pm of same day of Pick up Request Time	For all Particulars
Pick-up City to Another City	2 working days	1 calendar day	Within 3pm	Within 6pm of same day of Pick up Request Time	For all Particulars
City/Thana to Thana	3 working days	2 calendar days	Within 3pm	Within 6pm of same day of Pick up Request Time	For all Particulars

Table B:

This table is introduced for exceptional services where courier service has to follow below schedule-

SI	Exceptional service Type	Pick up Request time	Pick up Time	Delivery Schedule	Remarks
1	Shuttle- Inside Dhaka (Dispatch & Receive) up to 5kg	Not required	Timing will not be same for all Unit/ Department/ Branch but fixed for individual Unit/ Department/ Branch	Within 2 hour of Pick up Time	This service is for regular (periodic) requirement.
2	Shuttle- Inside CTG (Dispatch & Receive) up to 5kg				
3	Shuttle- Inside Sylhet (Dispatch & Receive) up to 5kg				
4	Shuttle- Inside City other than Dhaka, CTG and Sylhet (Dispatch & Receive) up to 5kg				
5	Instant Delivery (Inside pickup city)	On call service	Within 1 hour of Pick up Request Time	Within 3 hours of Pick up Time	
6	Collection/ Delivery Charge: 1. This charge will be applicable for minimum level of collection/ delivery of Thana Except District City (if required). Not applicable for Instant delivery. 2. Vendor has to mention for how many consignments they will provide the service in free of cost				

Table C:

This table is reserved for requirements related to packaging services.

General Terms & Condition:

1. Service provider has to provide daily report to large stakeholders keeping GAD in loop.
2. Service provider has to provide monthly report to GAD with monthly invoice in excel.
3. For the participant of online tracking service universal tracing option has to be available. Service provider must provide access to online tracking software/solution/portal to City Bank personnel at free of cost.
4. In Online Tracking service, delivery man information has to be updated.
5. Archiving of Proof of Delivery is required for 3 years and deliver to City Bank PLC as and when required.