



**CITIZENS BANK PLC**  
**Card and ADC Division**  
**Chini Shilpa Bhaban-2,76- Motijheel C/A**  
**Dhaka-1000**

**Procurement of Secure PIN Mailer for Citizens Bank PLC**

**Submission Deadline: August 04, 2025 (Monday) by 03:00 PM**



# Request for Proposal (RFP)

**Procurement of 50,000 PIN Mailers**  
**Citizens Bank PLC**

## **1. Introduction**

Citizens Bank PLC invites qualified and experienced vendors to submit proposals for the supply, printing, and secure delivery of **50,000 PIN Mailers** to support the bank's customer debit, credit, and prepaid card issuance operations.

## **2. Objective**

The objective of this RFP is to identify a reliable vendor that can provide secure, tamper-evident PIN mailers that comply with international banking standards, ensuring data privacy and confidentiality.

## **3. Scope of Work**

- Supply and printing of **50,000 PIN Mailers**
- Personalization of PINs based on data securely provided by Citizens Bank PLC
- Secure packing, sealing, and dispatch of mailers
- Delivery to designated branches or central distribution point
- Destruction of any unused or spoiled materials per bank guidelines

## **4. Technical Specifications**

- **Material:** Security-grade paper or equivalent
- **Design:** Tamper-evident, watermarked or equivalent security feature
- **PIN Concealment:** Scratch-off panel or equivalent secure method
- **Specification:**

Size: 6.5"X 3.667"

Product Features: 3-ply wood-free paper with carbonized CNF ink area and sprocket margin with continuous sheet.

Logo Color: 4 color on 2-ply fronts

Paper: CB white 55 GSM (1<sup>st</sup> ply), CB white 80 GSM (2<sup>nd</sup> ply), CB white 80 GSM (3<sup>rd</sup> ply)

**OR**

Others (as per market standard)

- **Compliance:** PCI DSS and local data protection regulations



## 5. Vendor Qualification Criteria

- Proven experience in PIN mailer production for financial institutions
- Compliance with PCI DSS standards
- Secure printing facilities
- Data confidentiality policies
- Minimum 2 client references (preferably banks)
- Ability to meet delivery deadlines

## 6. Proposal Submission Requirements

Vendors must include the following:

- Company profile
- Relevant experience and references
- Detailed technical proposal
- Delivery schedule
- Pricing breakdown (unit cost, taxes, total)
- Quality assurance and security procedures
- Valid trade license and compliance certificates

## 7. General Terms & Conditions:

Sealed quotations are hereby invited from the reputed vendors for the supply of Secure PIN Mailer of our bank as per the terms & conditions:

- Previous experience working with ITC PLC will bring benefits.
- Delivery lead time must be mentioned in the offer.
- The successful bidder should be bound to replace the faulty/defective PIN mailer without any charges.
- In case of late delivery, a penalty will apply as decided jointly by the vendor and the bank. The vendor must inform the bank in advance of any unavoidable delay. Justified delays may be considered, and the Card Division's decision will be final.
- Offer is to be submitted in sealed envelope to into the tender box kept at Card Division, Head Office on or before 04.08.2025 within 3:00 pm and be marked "Quotation for supply of 50,000 (Fifty Thousand) units of Debit, Prepaid & Credit Card PIN mailer for Citizens Bank PLC (CZB)" at the top of the envelope.
- The bank is not bound to accept the lowest Quotation. To be successful in the bid, the quality of the offered items, financial capability, and reputation etc. of the tenderer, as assessed by the Bank, are the prime factors for consideration.
- Successful bidders will get a work order for the supply of the item(s) within the scheduled time.



## 7. RFP Timeline

Milestone	Date
RFP Issuance	[28/07/2025]
Deadline for Questions	[31/07/2025]
Proposal Submission Deadline	[04/08/2025]

## 8. Contact Information

Please communicate with the officials of Citizens Bank PLC for any further information and clarification.



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THE END

