



**BIDDING DOCUMENT**

**TENDER FOR MYSTERY SHOPPING PROGRAM**

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<b>Last Date for Submission:</b>	<b>30<sup>th</sup> July, 2018 at 11:00 A.M.</b>
<b>Opening Date:</b>	<b>30<sup>th</sup> July, 2018 at 11.30 A.M.</b>

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**Note:**

**Bidders should read the Bidding Document carefully and comply strictly while submitting their tenders.**

**If the Bidder find any discrepancy, error, or omission in the Bidding Document, he may notify it to the Head Procurement five days prior to the closing date for Tenders.**

**The Bid Opening Committee reserves the right to accept or reject any or all bids as per KPPRA rules.**

## **MYSTERY SHOPPING PROGRAM**

The Bank of Khyber invites sealed quotations from well reputed firms for hiring the Services of a Company for Conducting Mystery Shopping Exercise, upto 31-12-2018, throughout the Branch Banking Network on single stage two envelop basis – one for technical proposal and one for financial proposal. Financial proposal of technically qualified bidders shall be opened.

### **SCOPE OF WORK**

- a. Conduct Mystery Shopping throughout the Branch Banking Network through expert Mystery Shoppers.
- b. Visits to all the branches shall be made on biannual basis.**
- c. Video / Voice / recording of the Mystery Shopping done at each branch
- d. Timely sharing of all Reports & Observations.
- e. Devising different Scenarios for Mystery Shopping.
- f. Various reporting which Includes Online Reporting System, Dash Board view for Summary, Automatic updation of results, all graphical and statistical analysis etc.

### **RATES TO BE QUOTED ON THE FOLLOWING TEMPLATE**

#### **Financial Proposal – Mystery Shopping**

<b>No. Of Branches</b>	<b>Visit Chares Per Branch per visit inclusive of tax</b>	<b>Total # of visit per branch</b>	<b>Total Bid amount</b>
167			

## **TERMS & CONDITIONS**

1. All bids must be accompanied by a call deposit of two percent (2%) of the total bid amount in favor of The Bank Of Khyber and must be delivered to the HEAD PROCUREMENT DIVISION, THE BANK of KHYBER **on 30-07-2018 at 11:00 AM and the opening timings is 11.30 AM on same day at BOK Head Office** in presence of the bidders who may opt to attend the bid opening
2. **Mandatory Requirements are as follows: -**
  - a. The bidder should provide **KPPRA** registration Certificate with Technical Proposal.
  - b. The bidder should provide **FBR** registration certificate with Technical Proposal.
  - c. The bidder must have legal presence in Pakistan. Firm registration certificates to be provided.
  - d. The bidder should provide an **undertaking** on stamp paper that it is not blacklisted by any of the Provincial / Federal Government or organization of the state / Federal Government in Pakistan.
  - e. The bidder must submit **Annual Audited Report** for the last three years.
  - f. **List/addresses of Offices** across Pakistan to be provided. Bidders having office in Peshawar shall be given preference.
  - g. The bidder shall have at least **Five Year Relevant Experience** for the similar services. Documentary evidence of the same to be provided.
  - h. **The firm must have mystery shoppers, for branches located in remote areas of KPK & Baluchistan, well conversant with local language.**
  - i. **Profile of the managerial staff to be provided.**

## **OTHER TERMS AND CONDITION**

3. Call deposit must be attached with financial proposal in sealed envelope.
4. **If any bids submitted late on the date of opening after opening times will not be entertained.**
5. The Technical Proposal should contain brief profile of the bidder, all relevant documents to prove the requirements mentioned in the bidding document.
6. **If the Technical Specification does not meet BOK requirement, then financial proposal shall not be opened.**
7. The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
8. Services provision will start immediately of issuance of work order.
9. All prices quoted must be quoted in Pak Rs. and inclusive of all applicable taxes.
10. Failure to provide services, in accordance with scope of work, within the prescribed time period will invoke the contract and, two percent (2%) Call Deposit (CDR) amount will be forfeited.
11. Company stamp must be fixed on Technical specification and financial proposal.
12. Technical evaluation shall be based on bidders experience, financial soundness, technical competence, control framework, managerial skills, monitoring environment and business continuity plan. Brief profile of the company should cover all these areas with documentary evidences.
13. **No negotiations and revised bids will be allowed.**
14. **Bids should be submitted strictly in compliance of bidding document, non-conforming bids shall be considered as non-responsive.**

For any query/details, please contact:

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**Address: -**

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