



# The Bank of Khyber

Service Quality Department Head Office-SLIC Building Peshawar

## TENDER

The Bank of Khyber invites sealed quotations for purchase of the following Software with below specifications:

Description	Specifications
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### Complaint Management Software

- Complaint lodgment
- Previous history, last activity happen on that particular customer.
- Launch complaints & share status of previously launched complaints.
- Feature to handle non customer's complaints through Non Customer Forms.
- Initiate complaints from multiple channels like Contact Center, Branch & Website.
- Various Pre defined complaints types.
- TAT definition on complaint categories according to escalation matrix of the bank.
- Implementation of Complaint Management throughout the branches.
- Complaint routing strategies, Automatic, Manual Assign & Pool Assignment.
- Print dynamic Letters on complaint resolutions.
- Management reporting, Dashboards, Root Cause Analyses KPI tracking and SBP reporting.

Head Service Quality Department, Head Office  
 The Bank of Khyber  
 Ground Floor,  
 State Life Building, Peshawar  
 P.O. Box 1000  
 Peshawar  
 F-11000

### TERMS & CONDITIONS FOR SOFTWARE

1. The Bank of Khyber invites bids from authorized dealers for the supply, delivery and Installation of the software.
2. The bidder should provide for each quoted item manufacture's authorization certificate.
3. All bids must be accompanied by a call deposit of two percent (2%) of total bid amount in favor of the Bank and must be delivered to the Head Service Quality Department, THE BANK OF KHYBER on 18-07-2016 at 10 O'clock and the opening timings is 11 O'clock on same day morning at BOK Service Quality Department.
4. Call deposit must be attached with financial proposal in sealed envelopes.
5. **All Bids must be submitted and will be opened on same day dated 18-07-2016 Wednesday at 10 O'clock and the opening timings will be 11 O'clock morning at BOK Service Quality Department.**
6. **If any bids submitted late on the date of opening after opening times will not be entertained.**
7. The Tender Bids must be in sealed envelopes. Proponents applying for bids should submit two separate sealed bids/envelopes, one for Technical Proposal and one for Financial Proposal.
8. The Technical Proposal should contain all the bid items (Specification of bid) without quoting the price and must list the support plan (After Sale Service Plan) during warranty period.
9. **If the Technical Specification does not meet BOK requirement, then financial proposal shall not be opened.**
10. 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.
11. Delivery of all items must be made within (4 – 6) weeks of issuance of purchase order.
12. Suppliers / vendors quoting for more than one lot must quote separately in Sealed Envelope for each Lot mentioned in this document. Each lot will be separately evaluated for the purchase.
13. All prices quoted must include all Taxes applicable, such as GST, Income Tax, etc.
14. **In case of failure to supply the item. The work order should be awarded to second lowest.**
15. Failure to supply items within (4 - 6) weeks' time period will invoke. In addition to that, 2% Call Deposit (CDR) amount will be forfeited.
16. Company seal/stamp must be fixed on Technical specification and financial proposal.
17. The company should have at least five years of working experience in the relevant field with (Reputable Banks)
18. Bidders must submit at least one bid that matches or is better than the advertised specifications and are free to quote more options each clearly marked as option 1, option 2 in separate envelopes. All options will be evaluated and BOK reserves the right to select the best option based on Technology and cost.

**Address:-**

*Head Service Quality Department, Head office*

**The Bank of Khyber**

Ground Floor,

State Life Building, Peshawar.

Phone: 091-5253867

091-5284909

UAN: 091-111-95-95-95



## The Bank of Khyber

### Tender For Purchase Of Software

Sealed Bids/Proposals are invited from the authorized dealers/ Software Companies.

#### 1. Complaint Management Software:

Further details / Specifications, TORs and quantity of the above Software can be seen at on website  
<http://www.bok.com.pk/downloads/>

- Bids in all respects along with 2% earnest money should reach the following address on - 18-07-2016 at 10:00 AM and the opening timings will be 11:00 AM on same day morning at BOK Service Quality Department Head office.

**Head Service Quality Department**

**The Bank of Khyber**

**Ground Floor,**

**State Life Building, Peshawar.**

Phone: 091-5253867, 5284909

UAN: 091-111-95-95-95

*Ad. Spwim*

*10/07/16  
20-6-14  
10:00 AM*