



The Bank of Khyber

Service Quality Division Head Office-SLIC Building Peshawar

TENDER

The Bank of Khyber invites sealed quotations for hiring the Services of a Company for Conducting Mystery Shopping Exercise throughout the Branch Banking Network.

Criteria	Assignment Details
<p>The Company should have at least five years of Mystery Shopping experience in the relevant field.</p> <p>The Company should presently be working with reputable banks, national and international brands across various industries.</p> <p>The Company should base all over Pakistan.</p>	<ul style="list-style-type: none">• Conduct Mystery Shopping throughout the Branch Banking Network• Visits to the branches shall be made as per defined frequency• Video / Voice / recording of the Mystery Shopping done at each branch• Timely sharing of all reports & Observations.• Devising different Scenarios for Mystery Shopping.• Various reporting which Includes Online Reporting System, Dash Board view for Summary, Automatic updation of results, all graphical and statistical analysis,• Conducting Customer Satisfaction Surveys through Telephone, Face to Face Interviews via Questionnaires.

TERMS & CONDITIONS

1. The Bank of Khyber invites bids from authorized companies for conducting the Mystery Shopping Exercise.
2. 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 20/07/2016 at 10:00 O'clock and the opening timings is 11:00 O'clock on same day morning at BOK SERVICE QUALITY DEPARTMENT.
3. Call deposit must be attached with financial proposal in sealed envelopes.
4. All Bids must be submitted and will be opened on same day dated 20/07/2016 Wednesday at 10:00 O'clock and the opening timings will be 11:00 O'clock morning at BOK SERVICE QUALITY DEPARTMENT.
5. If any bids submitted late on the date of opening after opening times will not be entertained.
6. 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.
7. If the details does not meet BOK requirement, then financial proposal shall not be opened.
8. 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.
9. All prices quoted must include all Taxes applicable, such as GST, Income Tax, etc.
10. Company seal/stamp must be fixed on details and financial proposal.
11. All options will be evaluated and BOK reserves the right to select the best option based on specifications and cost.

Address:-

Head Service Quality Department, Head office

The Bank of Khyber

Ground Floor,

State Life Building, Peshawar.

Phone: 091-5284909

UAN: 091-111-95-95-95



The Bank of Khyber



Tender For Conducting Mystery Shopping Exercise

Sealed Bids/Proposals are invited from the authorized companies:-

1. Mystery Shopping Program:

Further details / Specifications, TORs can be seen on website <http://www.bok.com.pk/downloads/>

Bids in all respects along with 2% earnest money should reach the following address on **20-07-2016** 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: 091-5284909

UAN: 091-111-95-95-95

9x2