

## **BIDDING DOCUMENT**

Procurement of services for mystery shopping program for the Bank of Khyber Branches throughout Pakistan under frame work contract, single stage single envelope

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<b>Per-Bid Meeting</b>	<b>12 March 2020 at 10.30 AM</b>
<b>Last Date for Submission:</b>	<b>24 March 2020 at 10.30 AM</b>
<b>Tender Opening Date:</b>	<b>24 March 2020 at 11.00AM</b>

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**Note:** The prospective bidder is expected to examine the Bid Document carefully, including all Terms & Conditions and Annexures. Failure to furnish all information required by the Bidding documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.

Tender No. BOK/Proc/Service Quality/11/Mar/2020

The Bank of Khyber invites sealed quotations from well reputed firms/companies for hiring the Services for Conducting Mystery Shopping Exercise throughout the Branch Banking Network on single stage single envelope basis under KPPRA Rules.

### **SCOPE OF WORK**

- Conduct Mystery Shopping throughout the Branch Banking Network through expert Mystery Shoppers.
- Fulfillment of BOK requirement at branch level Overall conduct & behavior of staff with customers
- Evaluation of customer services being provided as per service standards
- Knowledge about Products & services
- Ability to understand and resolve customer's problems/queries
- Turnaround time taken for transaction and other customer requests
- The work environment
- Identify the areas of staff strength and weakness
- Visits to the branches shall be made as per defined frequency by the bank
- 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 etc.
- For conduct of the video mystery shopping exercise, BOK requires to adopt Standard "Video Mystery Shopping" (VMS), that is, one time visit to observe situation of a branch's interest on standard parameters. Relevant facts, actions and behaviors are recorded by interacting with Branch Staff
- Structured questionnaire will be used for data recording across the branches
- Mystery shopper will record branch evaluation based on mutually agreed survey instrument that will be designed and finalized in consultation with the client and agency.
- Branch evaluation will soon be recorded within an hour after a visit (somewhere away from the covered branch).
- Mystery shoppers will also be instructed to note down any misconduct/anomalous behavior, which they might observe in the service center.

- All visits conducted will be video recorded
- 169 branches, two visit per branch in year. 6 months gap between visits to branch from date execution of agreement.
- The Final report will be provided latest by 10 working days after the completion of all the visits

### **Mandatory Requirement**

Bidder should provide its proposal in accordance with the Scope of Work mentioned above and following **Mandatory Requirements**. Failing to which the proposal will not be considered.

#	Mandatory Requirements	Vendor Response
	Bidder must registered entity.	
	Bidders having minimum 5 (five) years of relevant experience for providing services according to Scope of work from the date of incorporation of the company / registration of the firm shall be eligible to participate. Evidence to be attached.	
	Bidder must provide evidence of company's registration / incorporation certificate. Government relevant authority.	
	The Bidder should be active Tax/Sale Tax/GST payer, copy of latest returns to be attached	
	Bidder must attach copy of registration certification with KPRA (Khyber Pakhtunkhwa Revenue Authority) having active status. In case of fresh registration, KPRA acknowledgement to be attached.	
	The bidder should not have been blacklisted by any of the Provincial / Federal Government or organizations of the State / Federal Government in Pakistan and must provide <b>Undertaking</b> on stamp papers duly registered with Notary Public that it is not being blacklisted. Also must provide List of arbitration/legal suits/unsettled disputes with organizations/clients (if any) in last five years.	
	The bidder must have mystery shoppers, for branches located in remote areas of KPK & Baluchistan, well conversant with local language. List of all mystery shoppers of the firm along with Photographs and complete Profile should be provided. The list should identify shoppers for the remote branches of the bank.	
	Bidder must provide 3 similar nature agreements with Pakistan Schedule Banks, having branch network preferably 200 branch throughout Pakistan.	
	Bidder must attached atleast three Banks satisfactory performance certificates.	
	Bidder must have legal presence in Pakistan and should submit list of Offices across Pakistan.	
	Bidder must accept this complete bidding document and affix sign and stamp of the company.	
	2% Bid Security (any banking instrument excluding Pay Order) of the bid amount, to be attached with proposal in separate envelope.	

	Bidder must submit Integrity Pact on Stamp Paper dully attested by the Notary Public with bid amount, with proposal.	
	Prices shall be quoted in PKR including all applicable taxes.	
	Bidder shall provide undertaking on stamp paper regarding provision 10% of the bid amount Performance Guarantee (issue by any schedule Bank) in favour of the Bank of Khyber.	
	Bidder shall provide Fair Price Certificate on stamp paper dully attested by notary public.	

**Financial Proposal:**

<b>S.No</b>	<b>Item Description</b>	<b>Per visit cost inclusive of applicable taxes</b>	<b>Number of visits (two visits per branch)</b>	<b>Amount inclusive of all applicable taxes</b>
2	Mystery Shopping (covering scope of work), Visits to the branches, details attached.		169*2=338	
<b>Total Amount</b>				

**Award of work**

Lowest quoted price bidder shall be considered successful subject to fulfillment of all mandatory requirement mentioned in this bid document.

**TERMS & CONDITIONS**

1. The Procurement shall be conducted in accordance with the Khyber Pakhtunkhwa Procurement Rules 2014 on **Single Stage Single Envelope Procedure**.
2. Company seal / stamp must be fixed on the Proposal.
3. All the firms applied for the Tender must provide documents in line with the Mandatory requirements and should qualify the mandatory requirements. If any firm fails to qualify the mandatory requirements, bid shall be considered as nonresponsive bid.

4. Bids not complying with all the given clauses in this tender document are liable to be rejected.
5. Bid Security (any banking instrument excluding pay order) 2% of the total bid amount must be attached with financial proposal in separate sealed envelope in favor of The Bank of Khyber.
6. Successful Bidder shall provide 10% of bid amount performance guarantee (issue by schedule bank) in favour of the Bank of Khyber, before execution of contract. Other bid security shall be returned.
7. All prices quoted must be in PKR inclusive of all Taxes applicable, such as GST, Income Tax, etc.
8. The prices quoted shall remain valid for 90 days, after the date of opening the tender.
9. Other Province Revenue Authorities taxes shall be deducted, if applicable.
10. Failure to implement/complete assignment within specified time as per contract period may invoke cancellation of Purchase Order. In addition to that, two percent (2%) bid security or Performance Guarantee of 10% of bid amount shall be forfeited, whichever is available with Bank.
11. Successful bidder shall execute agreement with BOK initially for one year, which can extendable for further two years subject to satisfactory performance and same locked prices, on yearly renewal basis.
12. 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.
13. No negotiations and revised bids will be allowed.
14. Any bid submitted after due date and time will not be entertained.
15. Pre bid meeting will be held on 12 March 2020 at 10.30 am the Office of, Incharge Procurement Department, 29 A The Mall, Peshawar Cantt.
16. Bidders are required to submit sealed proposals to the office of the **In charge Procurement Department, The Bank of Khyber** on or before 24 March 2020 at 10.30 am Tender Opening on same day at **11.00 AM** at 29-A The Mall, The Bank of Khyber, Peshawar.
17. This bid document terms and conditions shall prevail over the company's own standard terms and conditions.
18. No Conditional bid will be acceptable.

19. For any query, clarification regarding BID document contents, the applicants may send a written request at least 5 days prior to the opening date through registered posts/Courier Service Company.

20. Any bid not received as per terms and conditions laid down in this document are liable to be ignored. No offer shall be considered if:

- Received without bid security;
- It is received after the date and time fixed for its receipt;
- The tender document and the bid is unsigned;
- The offer is ambiguous;
- The offer is conditional i.e. advance payment, or currency fluctuations etc.
- The offer is from blacklisted firm in any Federal / Provincial Govt. Dept.:
- Hand written bids shall not be accepted; it must be typed.

**In-Charge Procurement  
The Bank of Khyber**

29-A, The Mall, Peshawar Cantt.

Phone No: 0915275352.

**Firm/Company Name:**

**Contract Person:**

**Email Address**

**Cell Number**

**Landline Number**

**Mailing Address**

**(On stamp paper without mentioning the Bid Amount)**

**INTEGRITY PACT**

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.  
PAYABLE BY THE SUPPLIERS OF GOODS,  
WORKS & CONSULTING SERVICES, CONSULTANCY SERVICES

Contract No. \_\_\_\_\_ Dated \_\_\_\_\_ Contract Value: \_\_\_\_\_ Contract Title: \_\_\_\_\_, [name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from The Bank of Khyber or any administrative subdivision or agency thereof or any other entity owned or controlled by The Bank of Khyber through any corrupt business practice.

Without limiting the generality of the foregoing, [name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from The Bank of Khyber, except that which has been expressly declared pursuant hereto.

[name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with The Bank of Khyber and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[name of Supplier] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to The Bank of Khyber under any law, contract or other instrument, be voidable at the option of The Bank of Khyber.

Notwithstanding any rights and remedies exercised by the Bank of Khyber in this regard, [name of Supplier] agrees to indemnify The Bank of Khyber for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to The Bank of Khyber in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from The Bank of Khyber.

Name of Buyer: ..... Name of Seller/Supplier: .....

Signature: .....[Seal] Signature: .....{Seal}

**Notary Public:**

(to be filled on Stamp paper dully attested from Notary public)

Fair Price Certificate  
(TO BE ENCLOSED WITH BID DOCUMENT)

I/We, M/S

hereby certify that prices quoted by us against The Bank of Khyber, for the tender No. are the lowest and most competitive as generally applicable to all other buyers and or sold through our agents as per prevailing international market as on the date of quote and if it is established at any stage that these were higher we shall be held responsible and agree to pay immediately the differential to The Bank of Khyber.

SIGNATURE AND SEAL OF THE  
BIDDER



(on stamp paper dully attested from notary public)

**Undertaking, for Provision of Performance Guarantee**

We M/s. \_\_\_\_\_ applying for BOK Tender No. \_\_\_\_\_  
\_\_\_\_\_, having tender opening

date \_\_\_\_\_, hereby under take that after announcement of company as successful bidder, we shall be bound to provide to the Bank of Khyber 10% of total bid amount performance guarantee (issue by schedule Bank only) in favour of the Bank of Khyber, against this tender before execution of contract and purchase order.

Name of Seller/Supplier: .....

[Seal] Signature: ..... {Seal},

Notary Public:

**Branch Details:**

<b>Areas</b>	<b>No of branches</b>
KPK	100
Merged Areas	10
Baluchistan	6
Islamabad	4
Punjab	33
Gilgit Baltistan	1
Muzaffarabad	3
Sindh	12
<b>Total</b>	<b>169</b>