

The Bank of Khyber
Procurement Division
Head Office, Peshawar.

December 21, 2023

ANNOUNCEMENT

Procurement of services for mystery shopping program and customer satisfaction survey for the Bank of Khyber Branches throughout Pakistan under framework contract for three-year consultancy services

Tender No.BOK/Proc/SQ/47/Nov/2023 floated for Procurement of services for mystery shopping program and customer satisfaction survey for the Bank of Khyber Branches throughout Pakistan under framework contract for three-year consultancy services. The tender opening was held on 23 November 2023, following vendors participated: -

Following bidder participated:

- M/s. IRIS Communications

Following bidders met eligibility criteria.

- M/s. IRIS Communications

Summary of financial:

S.No	Item Description	Per visit cost inclusive of applicable taxes
1	Mystery Shopping (covering scope of work), Visits to the branches, details attached.	3623
2	Per Call/Per Customer Report	380

M/s. IRIS Communications selected for Procurement of services for mystery shopping program and customer satisfaction survey for the Bank of Khyber Branches throughout Pakistan under framework contract for three-year consultancy services

