

REQUEST FOR EXPRESSION OF INTEREST

Procurement of Services to Develop Branch Operation Manual/Procedure Manual/Desktop Manuals of Operation Group (OPG), National Bank of Pakistan.

1. Introduction

National Bank of Pakistan (NBP) is one of the largest commercial banks operating in Pakistan and has a branch network comprising conventional banking, corporate banking, and Islamic banking branches. NBP does have an international presence through its branches and subsidiaries in the Far East, Middle East, South Asia, Central Asia, and North America.

Currently, the Bank operates under a Standard Procedure Manual (SPM) issued in 2008, which contains detailed instructions concerning branch operations. All these instructions are summarized in the form of chapters on key functional areas. SPM is required to be replaced with “Branch Operations Manual” after incorporating internal circulars, SBP circulars/guidelines, input from internal stakeholders, and industry best practices.

Over the past decade, the Bank has embarked upon a strategic journey towards centralization of critical business processes. To enhance the process efficiency, several processes have been centralized including Account Opening, Debit Card issuance, ADC Settlement, Trade Operations. This requires NBP to develop a “Procedure Manual” for these centralized operations activities.

The bank intends to invite Expression of Interest (EOI) from Service Providers to develop the following documents / manuals:

- Branch Operations Manual
- Procedural Manual for the centralized operations.
- Desktop Manuals” describing/referring to the software/system in use for conducting procedures as defined under Manuals [i.e., “Branch Operations Manual” and “Procedure Manual”], where applicable.

2. Objectives and Scope of Services

The objectives and Scope of Services are:

- a) To Review and standardize existing Operations policies and develop required (missing/non-existent) policies to cover operations across the domestic and international locations, in line with regulations and international best practices.
- b) Develop a governing document to update Operation PnP on account of changes in regulations and automated processes.
- c) Develop Branch Operations Manual covering stepwise detailed explanation of procedure for functions and activities performed at Branches, in line with regulatory requirements and Industry best practices.
- d) Develop Procedure Manual for various Centralized Operations, in line with regulatory requirements and Industry best practices.

- e) Develop Desktop Manuals to conduct procedures as described under Branch Operations Manual and Procedure Manuals for Centralized Operations.
- f) Alignment of the policies, procedure/manuals governing operations with the forthcoming upgraded version of the CBA.
- g) To develop, revise, or update “Procedures” governing operations, after the Board of Directors approval for enforcement, implementation, and circulation. The consultant is required to:
 - i. have an up-to-date inventory of required policies covering the bank’s operations,
 - ii. updating existing policies in line with regulations and industry best practices, and
 - iii. develop the missing/non-existent policies.
 - iv. Performs a Post Implementation Validation Process after completion of approved policies and manuals.

3. Evaluation Criteria

- a) The Bidder should be a registered entity in Pakistan in the form of Public Ltd. /Private Ltd. (support proof) and must be registered with SECP.
- b) The Bidder should be a registered Taxpayer, enrolled with concerned Tax authorities and appears on the Active Taxpayers list of FBR.
- c) Bidder should provide an affidavit that "the bidder is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in any kind of lawsuits in this regard either current or pending. Further, it is not in the sanctioned list of NACTA (National Counter Terrorism Authority)."
- d) The Service Provider should be a Category ‘A’ Chartered Accountant Firm from the SBP Panel of Auditors, with international affiliations, and proven track record in developing the documents outlines in point 2 above. They should possess a comprehensive understanding of regulatory requirements for banks in Pakistan.

Additionally, preference will be given to firms with previous engagements with NBP in recent years, particularly in activities such as updating controls, policy procedures, or ensuring regulatory compliance within the Operations department.

- e) In order to be eligible to apply, the Consultant/Applicant should not be engaged in provision of any other services, consultancy, goods or works to NBP which by its nature creates a situation of conflict of interest with the scope of services/assignments mentioned herein.

4. Guidelines for Submission of EOI

To qualify for the next stage, the consulting firm must meet the above-stated evaluation criteria. The Service Providers fulfilling the defined criteria are requested to submit their Expression of criteria interest along with necessary documents (including confirming to above-stated criteria which reflect their capabilities and expertise required for desired services).

The proposal, prepared following the Expression of Interest (EOI), must be submitted on EPADS **by January 20, 2025 03:00 PM**. Proposals will be opened on the same day at 03:30 PM.

Shortlisted firms qualifying as per the above-stated eligibility criteria will be contacted for submission of Technical and Financial Proposal. According to Regulation-3 (B) Methods of Selection for Consultants of “Procurement of Consultancy Services Regulations, 2010” of PPRA “Quality & Cost Based Selection” will be adopted for the selection of Service Provider.

For more details, please contact SVP/Divisional Head, LCMG on following address and telephone numbers.

SVP/Divisional Head Procurement Division,
Logistic Communications & Marketing Group
National Bank of Pakistan
3rd Floor, Head Office Building, Karachi.
021-99220331, 021-38902647