

TENDER NOTICE

CUSTOMER SATISFACTION SURVEY & MYSTERY SHOPPING - 2019

National Bank of Pakistan (NBP) seeks proposals from well reputed interested firms / companies for hiring of services of a company for Conducting “CUSTOMER SATISFACTION SURVEY & MYSTERY SHOPPING – 2019” throughout the Pan Pakistan NBP Branch Banking Network. All interested firms / companies should have valid registration certificate sales tax / income tax and enrolled in Active Tax Payer List (ATL) of FBR. All bidders can obtain the Bidding Documents, containing details of above mentioned tender at tender cost of Rs. 1,500/- in shape of Payment Order (Non-refundable) in favour of National Bank of Pakistan from the office of the “the Wing Head – Stationary, Transport and Engineering Procurement Wing, 3rd Floor, National Bank of Pakistan, Head Office, I.I. Chundrigar Road, Karachi. Tel: +92-21-99220331 Fax: +92-21-99220334 Email: ams@nbp.com.pk on any working day during office time. upto **24th December 2018**.

This is a “Single Stage, Two Envelope bidding Procedure” as per Rule 36(b) of PPRA. The single package should contain two separate sealed envelopes. Each envelope should contain separately the Technical Proposal and the Financial Proposal. The envelopes shall be marked as “Financial Proposal” and “Technical Proposal” in bold and legible letters. The Sealed bids completed in all aspects, duly signed and stamped by the authorized person, should be dropped in the Tender Box placed in the Conference Room of the Divisional Head, Property & Procurement Division, 3rd Floor, Logistic Support Group, National Bank of Pakistan, Head Office, Karachi on Tender opening date i.e. **26th December 2018 till 11:00 a.m.**

As per PPRA Rules the Sealed Tender(s) for Technical Evaluation will be opened on same day i.e. **26th December 2018 at 11:30 a.m.** by the Tender Purchase Committee and in presence of representative of parties, who wish to be present at the time of tender opening.

Firms / Companies are required to provide all documentation proof for Technical Evaluations with their respective Proposals. Failure to comply with the aforesaid requirement will result in their disqualification.

The Bank as per Rule 33 of PPRA,2004 reserves the right to reject all bids or proposal at any time prior to acceptance of the same and shall incur no liability.

For more details please contact to the under-signed on following Telephone Numbers **021-99220331, 38902435** or Fax No.**021-99220434**.

Please also visit on following websites:

<http://www.nbp.com.pk>

<http://www.ppra.org.pk>

**SVP/Wing Head – Stationary, Transport
& Engineering Procurement Wing,
Logistic Support Group**



NBP

National Bank of Pakistan

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