

PBL/HO/FMD/MSS/2023/629

September 27, 2023

**Sub: Request for Quotation (RFQ) for Conducting Mystery Shopping Survey through Vendor for Prime Bank Limited.**

Please refer to the captioned subject, we are pleased to invite sealed quotation from reputed supplier(s) which is to be forwarded us under in cover letter for Conducting Mystery Shopping Survey for Prime Bank Limited on the basis of below mentioned details:

**Scope of Work:**

Name of Service	Scope	Vendor response																
<p>Mystery Shopping Survey at Branches of Prime Bank along with conducting Mystery Shopping Survey at 05 other leading banks' 10 branches (02 branches for each bank) in order to give a comparative scenario of service standard as well as conducting Telephonic Mystery Shopping Survey at Branches of Prime Bank.</p>	<ul style="list-style-type: none"> <li>• The organization must be well established (established before 2005).</li> <li>• Should have the experience to conduct the same survey for at least 07 reputed banks of the country and at least 01 giant multinational company.</li> <li>• Should have the capability to conduct Mystery Shopping Survey in 146 branches of the Bank around the country.</li> <li>• Should be able to conduct the survey in 05 other competitor Banks (02 branches per bank) as well so that we can get a comparative analysis of our current service standard.</li> <li>• Must have divisional setup in 04 major divisions with full-time employees as well as regional office.</li> <li>• For conducting the Mystery Shopping Survey, operational manpower of the organization should be around 300 for MSS (at least as follows):</li> </ul> <table border="1" data-bbox="778 1400 1198 1765" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Operational Task</th> <th>Minimum Manpower</th> </tr> </thead> <tbody> <tr> <td>Field Investigator</td> <td>200</td> </tr> <tr> <td>Field Supervisor</td> <td>40</td> </tr> <tr> <td>Field Controller</td> <td>20</td> </tr> <tr> <td>Quality Chequer</td> <td>05</td> </tr> <tr> <td>Call Center Agent</td> <td>10</td> </tr> <tr> <td>Quality Manager</td> <td>01</td> </tr> <tr> <td>Research Analyst</td> <td>05</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• The organization should have an internal Call Center setup containing at least 10 agents to conduct Telephone Surveys.</li> <li>• For Telephonic Mystery Shopping Survey, the organization should have the experience to conduct this survey for at least 03 other leading banks of the country.</li> </ul>	Operational Task	Minimum Manpower	Field Investigator	200	Field Supervisor	40	Field Controller	20	Quality Chequer	05	Call Center Agent	10	Quality Manager	01	Research Analyst	05	
Operational Task	Minimum Manpower																	
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Research Analyst	05																	



**Financial offer:**

SN	Name of Service	Scope of Service	Location	Turn Around Time (Working Days)	Total Price
1	Conducting Mystery Shopping Survey for Prime Bank Limited	Conducting Mystery Shopping Survey in 146 branches of Prime Bank, Comparative analysis through surveying other 5 leading banks' 10 branches (2 branches for each bank) and Telephonic Mystery Shopping Survey at 146 branches of Prime Bank.	All around the country	90	

**Note:** Above mention price is Including VAT, AIT, & Institutional Fees.

**Eligibility and other conditions:**

Interested bidders may participate in the RFQ as well as documentary evidence of the followings:

1. Practical work experience of minimum 05 (Five) years in relevant field. Copy of oldest Trade License need to be provided as proof.
2. Provide valid Trade License/Incorporation Certificate/Ownership Document, BIN, TIN Certificate & Bank Solvency Certificate.
3. Any vendor with previous negative experience with Prime Bank Limited will be directly disqualified. Their financial offer will not be acceptable and will not be opened.
4. Any Fake, Tempering of Data, Manipulation or any kind of unusual approach or failure to submit the proposal/offer within the stipulated time frame will be treated as "Disqualification" to attend to the bidding.
5. The RFQ must be submitted in sealed envelope mentioning the name of work on top of the envelope to the office of the undersigned as per aforesaid date on **05.10.2023** within **3:00 pm** and the RFQ will be opened at 3:30 pm on the same day in presence of the participants if any.
6. The Proposal must be submitted in 2(two) envelope system i.e. one "Technical Proposal" and another "Financial Proposal" mentioning Technical/Financial proposal on the top of each envelope. These two proposals will be submitted together in a sealed envelope. All the envelopes will contain the full name and address of the participant company. The name, address and telephone number of the contact person should be mentioned in the forwarding letter both of the "Technical Offer" and the "Financial Offer".





**Prime Bank**  
*a bank with a difference*

Facility Management Division

7. Banks (PBL) Right: Banks (PBL) reserves the right to accept/ cancel/ reject any or all offers without assigning any reason. Banks (PBL) is not obliged to purchase the lowest offer or any offer at all. Banks (PBL) reserves the right to share the Bidder's response to this RFQ with its advisors and Purchaser Business Units. Banks (PBL) reserves the right to: conduct negotiations with one or more Bidder and/ or accept the Bid without any negotiations
8. Please drop your tender - **Prime Tower (Ground Floor), Plot # 08 & 35 Airport Road, Nikunja-2, Khilkhet C/A, Dhaka -1229.**
9. **Point of Contact:** Kazi Reshad Mahboob [reshad.mahboob@primebank.com.bd](mailto:reshad.mahboob@primebank.com.bd) Cell: 01967809811

Thanking You

Kazi Sohel Masud  
AVP & Unit Head-Procurement  
Facility Management Division  
Tel: 09610990000-Ext. 11014