

Invitation for Expression of Interest (EOI)
Procurement of Consultancy for “Customer Service & Sales Training”

National Bank of Pakistan is one of the largest commercial Bank operating in Pakistan having more than sixteen thousand employees providing banking services with one of the largest branch networks. NBP intends to align itself with the present market dynamics with focus on improving sales & service delivery standards. Expression of interest is invited from consultancy firms registered with Federal/Provincial Income Tax and Sales Tax Departments and on Active Tax Payer List of FBR to provide services on Training of over 10000 NBP staff on Customer Service & Sales. Basic requirement of the project is outlined as under:

1. Conduct diagnostic study for identification of key factors impairing existing customer service and propose remedial action plan.
2. Prepare customized training curriculum with recommended duration.
3. Initial training of master trainers and supervise entire training exercise of proposed staff strength across the country, identifying the duration of entire exercise.
4. Develop qualitative & quantitative evaluation techniques to measure successful training and impact on work place.
5. Suggest suitable interventions/process for success & sustainability of Sales & Service Culture.

Criteria that will be considered for shortlisting:

Interested firms should have been incorporated for at least five (5) years. Should have provided consultancy services on similar project to at least two (2) Multinational/banking/financial /public sector organization in the last five (5) years with necessary details & documented reference/client reference. Availability of appropriate skilled staff with functional understanding of banking/financial sector and established experience/credentials on similar projects. A firm must also have strong financial background and aggregate net revenue of at least Rs.20.00 Million in last three (3) years (2013-2015) and must be able to provide their audited financial statement of these years. Consultant is required to provide all necessary information/details, to establish that they are qualified to perform the indicated services.

Expression of interest shall be submitted in two separate envelopes, one marked Original and one marked Copy and must be delivered to the address below not later than April 28, 2016 at 2:30 p.m. and will be opened on the same date at 3:00 p.m.

Shortlisted firms who will qualify on the basis of basic criteria and found to have established capability of such projects will be contacted for submission of technical and financial proposal as per “Procurement of Consultancy Services Regulations, 2010” of PPRA.

NBP also reserves the right to cancel this invitation at any stage. This advertisement is also available on NBP website (www.nbp.com.pk) and PPRA website (www.ppra.org.pk).

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