

## Tender for Mystery Shopping and Base Line Study on Service Quality, Tender ID: NBP/LSG/CRBG/22022016

National Bank of Pakistan, one of the largest commercial bank operating in Pakistan invites sealed bids from firms registered with Federal/Provincial Income Tax and Sales Tax Departments and on Active Tax Payer List of FBR for Mystery Shopping and Base Line Study on Service Quality as per PPRA Rules.

2. Bidding documents, containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid security, bid validity, opening of bid, evaluation criteria, objective and scope of project etc. are available for the interested bidders from the office of undersigned after submission of a Non-Disclosure Agreement valid for 5 years (specimen of NDA may be obtained from the office of the undersigned) along with copy of CNIC and Company's Authority Letter on or before March 04, 2016 during office hours. Price of the bidding documents is Rs.2000 (non-refundable) in form of a pay order in favor of National Bank of Pakistan.

3. The bids, prepared in accordance with the instructions in the bidding documents, must reach at the office of undersigned on or before March 10, 2016 at 3:00 p.m. Bids will be opened on the same day at 3:30 p.m. publicly in the presence of Tender Opening Committee and bidders who opt to attend. NBP reserves the right to cancel this invitation at any stage of the tender. This advertisement is also available on NBP ([www.nbp.com.pk](http://www.nbp.com.pk)) and PPRA ([www.ppra.org.pk](http://www.ppra.org.pk)) websites.

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