

NATIONAL BANK OF PAKISTAN
REQUEST FOR EXPRESSION OF INTEREST (EOI) FOR ENGAGING A CONSULTING SERVICES PROVIDER TO
CONDUCT THE CUSTOMER SATISFACTION SURVEY & MYSTERY SHOPPING

National Bank of Pakistan, one of the largest commercial banks operating in Pakistan, invites expressions of interest (EOI) through the E-Pak Acquisition and Disposal System (EPADS) from service providers to conduct the Customer Satisfaction Survey & Mystery Shopping. The purpose of this initiative is to fulfill multiple objectives aimed at ensuring compliance, enhancing customer satisfaction, improving service delivery, and fostering regulatory adherence. The interested Consulting Service providers should be registered with the Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue and having registered office.

Expression of Interest, containing detailed terms and conditions, can be downloaded from <https://eprocure.gov.pk> free of cost. Proposal should be submitted electronically ONLY through EPADS. Manual submission of bids is NOT allowed. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA, 1st Floor, FBC building sector G-5/2, Islamabad. Contact number 051-111-137-237.

The proposal, prepared in accordance with the Expression of Interest (EOI), must be submitted on EPADS by August 09, 2024 03:00 PM. Proposals will be opened on the same day at 03:30 PM.

Note:

All interested service providers must register themselves at EPADS at:

<https://eprocure.gov.pk/#/supplier/registration>. No physical proposal shall be entertained.

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