

PBPLC/HO/FMD/MSS/2025/125

17 February, 2025

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

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(MSS) for Prime Bank PLC. on the basis of below mentioned details:

Scope of Work:

Name of Service	Scope	Vendor response																
Mystery Shopping Survey at Branches of Prime Bank along with conducting Mystery Shopping Survey at 5 other leading banks' 10 branches (2 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.	<ul style="list-style-type: none"> The organization must be well established (established before 2005). Should have the experience to conduct the same survey for at least 7 reputed banks of the country and at least 1 giant multinational company. Should have the capability to conduct Mystery Shopping Survey in 147 branches and cover all the branch employees (branch manager may be excluded only) of the bank around the country. Should be able to conduct the survey in 5 other competitor Banks (2 branches per bank) as well so that we can get a comparative analysis of our current service standard. Should be able to conduct Telephonic Mystery Shopping Survey at 147 branches of Prime Bank. Must have divisional setup as well as regional office setup in some major divisions of the country. (e.g. Dhaka, CTG, Sylhet, Rajshahi, etc.). For conducting the Mystery Shopping survey, operational manpower of the organization should be around 300 (at least as follows): <table border="1" data-bbox="563 1599 1211 1930"> <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 Checker</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>	Operational Task	Minimum Manpower	Field Investigator	200	Field Supervisor	40	Field Controller	20	Quality Checker	05	Call Center Agent	10	Quality Manager	01	Research Analyst	05	
Operational Task	Minimum Manpower																	
Field Investigator	200																	
Field Supervisor	40																	
Field Controller	20																	
Quality Checker	05																	
Call Center Agent	10																	
Quality Manager	01																	
Research Analyst	05																	



Facility Management Division

	<ul style="list-style-type: none"> • Facility/feature of few video and audio recording of incidents on demand should be available to strengthen the survey. • The organization should have an internal Call Center setup containing at least 10 agents. • For Telephonic Mystery Shopping Survey, the organization should have the experience to conduct this survey for at least 3 other leading banks of the country. • Mystery Shopping Survey Report to be submitted in both soft & hard copies and to be vetted by the indenting division. Branch wise detailed observation, RM wise stories (mention worthy stories) and All employees' individual scores to be mentioned in the final report. • The organization should maintain communication and share updates with indenting division of Prime Bank regularly during conduction of survey for quality monitoring purpose. 	
--	--	--

Financial Offer:

SN	Name of Service	Scope of Service	Location	Turn Around Time (Working Days)	Unit Price (Including AIT & Excluding VAT)	VAT Amount	Total Price (Including AIT & VAT)
1	Conducting Mystery Shopping Survey for Prime Bank PLC.	Conducting Mystery Shopping Survey in 147 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 147 branches of Prime Bank.	All around the country	90			

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



Facility Management Division

Eligibility and other conditions:

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

1. The organization must be established before 2005. 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 PLC. 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 **23.02.2025** within **3:00 PM**.
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**".
7. Bank's Right: Prime Bank reserves the right to accept/ cancel/ reject any or all offers without assigning any reason. Bank is not obliged to purchase the lowest offer or any offer at all. Bank reserves the right to share the Bidder's response to this RFQ with its advisors and Purchaser Business Units. Bank reserves the right to: conduct negotiations with one or more Bidder and/ or accept the Bid without any negotiations.
8. Please drop your tender by **3:00 PM on February 23, 2025 at Prime Tower (Ground Floor, Central Dispatch), Plot 8 & 35 Airport Road, Nikunja-2.**
9. **Point of Contact:** Kazi Reshad Mahboob; Email: reshad.mahboob@primebank.com.bd Cell: 01967809811.

Thanking You



Kazi Sohel Masud
AVP, Facility Management Division
Tel: 09610990000-Ext. 11014