



SBP BANKING SERVICES CORPORATION

Request for Expression of Interest (EOI)

EOI No. GSD (Proc-II) /External Assessment of Banks' responsiveness/60656/2022

SBP Banking Services Corporation on behalf of State Bank of Pakistan invites sealed Expression of Interests (EOI) from Companies/ Firms (Consultants) registered with relevant tax authorities and who appear on the Active Taxpayers List of FBR, for the procurement titled "**External Assessment of Banking Industry's Ability in Responsiveness to Consumer Complaints**". Bidding will be conducted pursuant to *Regulation-3 (B) - Quality and Cost Based Selection (QCBS)* method of Procurement of Consultancy Services Regulations, 2010. Request for Proposal (RFP) Documents soliciting sealed Technical and Financial Proposals will be issued only to shortlisted Consultants.

EOI Document containing the detailed description of the assignment and Terms and Conditions may be obtained, free of cost, upon submission of an email request at gsd.proc2@sbp.org.pk along with a copy of NTN Registration Certificate or may be downloaded from www.sbp.org.pk.

A pre-submission meeting will be held on **October 26, 2022** at **11:00 AM** via Zoom. The Meeting ID & Passcode is given in the EOI Document.

EOI response, prepared in accordance with the instructions provided in the EOI Document, must be delivered in the hard form at the address given below. The EOI response must be submitted (in person, or by post) on or before **November 07, 2022** at **11:00 AM** which shall be opened on the same day at **11:30 AM** at Learning Resource Center, State Bank of Pakistan, I.I. Chundrigar Road, Karachi, Pakistan in the presence of representatives of the Consultants, who may choose to be present. This advertisement is also available on websites www.sbp.org.pk & www.ppra.org.pk

Joint Director

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