



ADDENDUM TO REQUEST FOR PROPOSALS DOCUMENTS

External Assessment of Banking Industry's Ability in Responsiveness to Consumer Complaints

RFP No. GSD (Proc. II) /External Assessment of Banks' responsiveness/74486/2022

Addendum# 01

Date: 30-12-2022

With reference to the subject Request for Proposals (RFP) Documents issued to the shortlisted Applicants on December 20, 2022, the following amendments in the Evaluation Criteria may be noted;

- The highlighted typo in the scores has been corrected. Hence, the revised score may be read and understood for submission of the responses;

Sr.#	Evaluation Parameter	Means of Verification	Maximum Score	
			Initial	Revised
A. Experience			10	10
1.	Experience of firm(s) in conducting surveys/ assignments in financial industry having similar scope to the project at hand. <ul style="list-style-type: none"> 1 Assignment = 02 marks Maximum = 10 marks 	Verifiable evidence clearly indicating scope of the assignment such as; copy of contract agreement / engagement letter/ Work Order / Project Completion Certificate / other comparable documentary proof from the client where this assignment is performed.	10	10
B. Work Plan & Methodology			35	35
1.	Research design/proposal to conduct the project as mentioned in ToRs including sampling approach & design and analytical methods on sample data	Complete details of Consultant's research design, Data quality assurance/ authenticity plan/measures, sampling methodology, questionnaire design etc. on firm's letterhead.	30	30
2.	Execution Plan	Description of each phase of the project, duration, milestones and expected deliverables as per the timelines given in TORs	5	5
C. Key Experts' /Team Lead's Qualifications and Competence			20	25
1.	<u>Formal Education of Team Leader in Economics/Statistics/Related Discipline</u> <ul style="list-style-type: none"> Less than 16 years of education (0 marks) 16 Years of Education (6 marks), MPhil/18 Years of Education (8 marks) PhD (10 marks) 	Detailed CV on bidder letter head/Relevant documentary evidence	5	10
2.	<u>Team Leader relevant experience in conducting surveys/research in financial industry during last 7 years</u> <ul style="list-style-type: none"> Greater than or equal to 6 similar projects (15 marks) 5 similar projects (12 marks) 4 similar projects (8 marks) 3 similar projects (5 marks) 	Contracts/ Report s of Project undertaken/ Relevant documentary evidence	15	15



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	<ul style="list-style-type: none"> • < 3 similar projects (0 marks) 			
D. Team Members Qualifications and Competence			15	20
<i>(Evaluation will be done on average basis for all three team members scores separately in education & experience each based on a team of 03 members)</i>				
1.	<u>Formal Education of key/Core Research Team in Economics/Statistics/Related Discipline</u> <ul style="list-style-type: none"> • Less than 14 years of Education (0 marks) • 14 to 16 Years of Education (6 marks), • 18 Years of Education (8 marks) • PhD (10 marks) 	Detailed CV on bidder letter head /Relevant documentary evidence	5	10
2.	<u>Key/Core Research Team's relevant experience in handling and administering surveys in last 7 years</u> <ul style="list-style-type: none"> • Greater than or equal to 4 similar projects (10 marks) • 3 similar projects (7 marks) • 2 similar projects (3 marks) • Less than 2 similar projects (0 marks) 	Contracts/Report s of Project undertaken/ Relevant documentary evidence	10	10
Total Score			80	90
Note: Firm must maintain a minimum of 3 Research Team members. Core research team exclude enumerators and field staff in data collection.				

2. Accordingly, the revised minimum passing score may be read and understood for evaluation purposes;

Initial	Revised
Minimum passing score to qualify for next stage is <u>56/80 (i.e. 70%)</u> in technical criteria.	Minimum passing score to qualify for next stage is <u>63/90 (i.e. 70%)</u> in technical criteria.

3. The rest of the Terms and Conditions of the RFP Documents shall remain intact.
