

Instruction to Bidders

This document includes information relevant to the procurement of goods and services, bidding procedure for bidders and guidelines to prepare the bids.

A. Introduction	
Scope of Bid	Bank of Maldives PLC invites sealed bids from eligible bidders for Customer Satisfaction and Brand Health Survey. A local competitive bidding will be conducted in accordance with Bank of Maldives PLC's bidding procedure and is open to all Bidders.
Procurement Reference and Name	BML/PD/OPN-BID/2022/074 Customer Satisfaction and Brand Health Survey
Eligible Bidders	This invitation is open to all interested with a formal intent to enter into an agreement. Each Bidder shall submit only one bid. A bidder who submits or participates in more than one bid will cause all the bid proposals for that particular procurement to be disqualified. Only following parties are eligible to submit proposal for this bid <ul style="list-style-type: none"> - Companies/Partnership - Sole Proprietors
B. Preparation of Bids	
Language	The language of the Bid is: English or Dhivehi
Documents Comprising the Bid	The Bidder shall submit the following completed documents with its Bid: <ul style="list-style-type: none"> Form 1 – Schedule of Requirement (not applicable) Form 2A – Bidder Information Sheet Form 2B – Bid Submission Form Form 2C - Price Schedule for Goods & Services
Bid Prices and Currency	The Bidders shall quote the items to be procured individually specifying the unit rates and prices in <i>Maldivian Rufiyaa</i> . Including GST at the time of current rate
Bid Validity	The bid shall remain valid for 30 days from the date of opening the bids.
D. Submission and Opening of Bids	
Bid Submission	Bidders shall submit their bids on the date of submission at the specified location and time indicated in this section.

Acceptance of Bids	BML shall not accept bids before or after the specified closing time.
Location, date and Time	For bid submission Bank of Maldives, Head Office 5 th Floor, Meeting Room Island: Male' The deadline for bid submission: Date: 18 th October 2022 Time: 11:00 hrs (Maldivian Standard Time)
Contact details for further information	Please contact; Procurement Department, Telephone: 3015359, 3015350 Email address: openbidding@bml.com.mv
Bid Opening	BML shall conduct the bid opening on the Date of Bid Submission. BML shall open the bids publicly immediately after the expiry of the limit for submission of the bids indicated in the tender documents.
E. Evaluation, and Comparison of Bids	
Confidentiality	Information relating to the examination, evaluation and comparison of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful bidder is notified.
Documents Establishing the Qualifications of the Bidder	BML shall evaluate each Bid based on the evaluation criterion and methodologies specified in Evaluation and Qualification Criteria to determine the most acceptable bid. No other criteria or methodology will be permitted.
F. Award of Contract	
Award Criteria	BML shall award the Contract to the Bidder whose offer has been determined to be the most acceptable Bid and shall notify the successful Bidder, in writing, that its Bid has been accepted.
G. Appeals and complaints	
Regarding conduct of a bid	Bidders are allowed to file appeals and complaints regarding conduct of a bid, in writing, within 7 (seven) days of opening of the bid.
Regarding outcome of a bid (an award or decision to award)	Bidders are allowed to file appeals and complaints regarding outcome of a bid (an award or decision to award), in writing, within 7 (seven) days of awarding the contract.

Evaluation and Qualification Criteria

Table of Criteria

Evaluation Criteria

The bidders are required to submit 02 separate bids.

Eligibility criteria: Should submit reference letters for surveys conducted with 500 participants and above.

a. Technical Bid: Experience

Successful bidder will be based on the following criteria.

Experience	100%
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***Experience breakdown**

Criteria	Score	Details
Strength of Core Survey Team	60	based on CV (focused areas: research, statistics and business)
Has previously completed customer satisfaction/ business related surveys	40	No. of reference letters: >= 4
	30	No. of reference letters: 3
	20	No. of reference letters: 2
	10	No. of reference letters: 1

Note 1: The bidders should get minimum score of 70% from experience criteria to be shortlisted for pricing bid proposal.

Note 2: Only the technical bid will be opened initially. After evaluation of the technical bid, the parties will be shortlisted.

b. Pricing bid: Price proposal

Criteria	Weightage	Details
Price	100%	The total price to cover the scope of work
Delivery Duration	Reports should be delivered within 60 days on awarding the project excluding Fridays and any public holidays falling under this period.	

The final selection from the shortlisted parties will be 100% based on price.

Note: The pricing bid of only the shortlisted parties will be opened with the presence of the bidders/representatives of the bidders and the remaining will be returned unopened.

Note: -

- Bids will be opened in the presence of the bidders and/or representatives of the bidders.
- Representatives from companies submitting proposals must submit a board resolution on company's behalf.
- The Bank may reject any vendor to participate in a bid, provided the decision is communicated to the vendor on or before the opening of the bids.
- Bidders are Prohibited to submit offers under various names irrespective of whether it is from separate legal entities in case where the bidder directly or indirectly controls or is controlled by another vendor. A bidder who submits or participates in more than one bid will cause all the bid proposals for that particular procurement to be disqualified.
- Fine for late delivery will be charged per day and if the work/ item(s) are not completed within the agreed period, Bank has the right to cancel the contract.
- Penalty charge shall be imposed in respect of each item/service of non-compliance with the bid conditions.
- (If applicable) it shall remain your responsibility to ensure that your quotation/proposal reach the email on or before the deadline. Quotations/Proposals that are received after the deadline indicated above, for whatever reasons, shall not be considered for evaluation.
- Please note that we may purchase all the items, selected items, or none of the items, based on comparative offers from different vendors.
- Any actual or prospective bidder or contractor who is aggrieved in connection with the solicitation or award of a bid, contract or proposal, may appeal to the MD & CEO of BML. The appeal must be in writing and must list the pertinent facts giving rise to the appeal.

Form 1 - Schedule of Requirement

(Not Applicable)

Form 1 A

List of Goods and Related Services

Lot No. : [if applicable]				
Lot Name : [if applicable]				
Item No.	Name of Goods or Related Services	Description	Unit of Measurement	Quantity

Lot No. : [if applicable]				
Lot Name : [if applicable]				
Item No.	Name of Goods or Related Services	Description	Unit of Measurement	Quantity

Lot No. : [if applicable]				
Lot Name : [if applicable]				
Item No.	Name of Goods or Related Services	Description	Unit of Measurement	Quantity

Form 1 B

Delivery and Completion Schedule

The date or period for delivery to be specified below;

Item No.	Description of Goods or Related Services	Date or Period for Delivery	Location	Required Arrival Date of Goods or Completion Date for Related Services
1.	Customer Satisfaction and Brand Health Survey			

Form 1 C Specifications

As per RFP attached

Form 2 – Bidding Forms

Table of Forms

A- Bidders Information Form.

B- Bid Submission Form.

C- Price Schedule for Goods and Services.

Form 2A

Bidder Information Sheet

Date: _____

Invitation for Bid No.: *BML/PD/OPN-BID/2022/074*

Legal Name of Bidder	
Bidder's Authorised Representative Information	Name: Address: Telephone/Fax Numbers: Email Address:
List of bid documents to be submitted: as per vendor registration application form. In case of new vendors, it is requested to apply for registration as vendor with all related documents. Any changes/update to the information provided in the registration form, shall be submitted to Bank of Maldives along with revised documents.	

Form 2B

Bid Submission Form

Date: _____

Invitation for Bid No.: *BML/PD/OPN-BID/2022/074*

To: BANK OF MALDIVES PLC.

I/We, the undersigned, declare that:

- (a) I/We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule specified in the Schedule of Supply, the following Goods and Related Services: _____
_____;
- (b) The total price of my/our Bid, is: _____
_____;
- (c) My/Our Bid shall be valid for a period of 30 days from the date of bid opening in accordance with the Bidding Document, and it shall remain binding upon me/us and may be accepted at any time before the expiration of that period;
- (d) I/We are not participating, as Bidders, in more than one Bid in this bidding process, other than alternative offers in accordance with the Bidding Document;
- (e) I/We understand that this Bid, together with your written acceptance thereof included in your notification of award shall constitute a binding contract between us,
- (f) I/We declare that all the information provided in connection with this bid is true and all documents are true copies of genuine and valid originals.
- (g) I/We confirm that I/we (including owners/ beneficial owners and/or shareholders / partners of the bidder) have not in any way been associated, in the preparation of this Bid, with an employee of Bank of Maldives PLC.
- (h) I/We confirm that I/we (including owners/ beneficial owners and/or shareholders / partners of the bidder) are not employee(s) or immediate family member(s) of employee(s) or Board of Director(s) of Bank of Maldives PLC (Immediate family members are defined as children, spouses and parents).
- (i) I/We confirm that I/we have carefully read, understood and agree to all the terms and conditions of the Bidding Documents.
- (j) I/We understand that you are not bound to accept the lowest or any Bid you may receive.

Name _____

In the capacity of _____

Signed _____

Duly authorized to sign the Bid for and on behalf of _____

Office / Company Seal (if applicable) _____

Date _____

If a bid is awarded on the basis of false information provided, the Bank has the right to disqualify the bidder. In review of this, Bank will be considering the past performance of the bidder in future bids of this nature.

Form 2C

Price Schedule of Service

Name of Bidder _____

Procurement Reference and Name _____

TIN no: _____

#	Description	Total price (MVR) (including 6% GST price)	Duration
1.	Customer Satisfaction and Brand Health Survey		
Grand total price			

Note

- Please submit a quotation/proposal/BOQ with the detail specification given in the information sheet.
- In addition, please include following details in the quotation/proposal:
 - Detail specification of the quoted product
 - Breakdown of the price (if applicable)
 - Price inclusive of all taxes applicable
 - MIRA Tax clearance report shall be submitted with the bid documents.
 - Vendors should quote price in MVR
 - Delivery duration in calendar days (if not fixed in the request)
 - Payment Terms
 - Quotation validity period
- Proposal with multiple options (other than specified above) WILL NOT be accepted.
- Days will be counted starting from the date issuing the Purchase order/Site handover.
- Fine for late delivery/completion will be charged per day and if the work/ item(s) are not completed within the agreed period, Bank has the right to cancel the contract.
- All duties, taxes, and other levies payable, shall be included in the rates and prices and the total Bid Price submitted by the bidder.
- If the service is subject to tax under Section 55 of the Income Tax Act, price inclusive of Withholding tax (WHT).
- No advance payment.



BANK OF MALDIVES

REQUEST FOR PROPOSAL (RFP)

Customer Satisfaction and Brand Health Survey

REQUEST FOR PROPOSALS

1. Background

Bank of Maldives PLC (BML) was inaugurated on November 11, 1982 and is the leading financial institution in the Maldives. BML is a full-service bank engaging across a complete spectrum of personal, SME and corporate financial services. With a nationwide network of 37 branches across all 20 atolls, 43 Self Service Banking Centers, 103 ATMs, 6300 Point of Sale Merchants, 277 agents and a full suite of Digital Banking Services, Bank of Maldives is committed to supporting individuals, businesses and communities across Maldives.

Bank of Maldives is the innovative leader of the financial industry and is increasing its use of technology to provide convenient, accessible and secure banking services.

2. Scope of Work:

Bank is seeking for a reliable party to submit proposal to conduct fieldwork for customer satisfaction and brand health survey for the Bank.

3. Objectives:

- To find out factors contributing to customer satisfaction
- To extend current understanding of customer satisfaction
- To measure brand health
- To identify strengths, weaknesses, and areas of improvements in order to ensure that customers are provided quality and premium customer care.

4. Project Location

- Male',
- Villimale'
- Hulhumale'
- Addu city
- Hdh. Kulhudhuffushi
- K. Maafushi
- Lh. Naifaru
- L. Fonadhoo

5. Audience for Evaluation

The respondents of the study will be personal banking customers of the Bank. Simple random sampling would be applied to conduct the survey efficiently. The survey would be administered to at least 1000 customers from the personal banking customers segment in the selected locations as follows:

Location	No. of respondents
Male'	250
Hulhumale'	125
Villimale'	75
Addu city	150
Hdh. Kulhudhuffushi	175
Lh. Naifaru	75
K. Maafushi	50
L. Fonadhoo	100
Total	1000

6. Methodology

A qualitative survey is to be done and the questionnaire method will be used for gathering data. Self-administered questionnaire will be utilized to complete the survey by the respondents and should not take more than 15-20 minutes of the customers' time. This will be done face to face across all islands.

7. Output and Deliverables

Reports should be delivered within 60 days on awarding the project. Days would be counted excluding Fridays and any other public holidays falling under this period. 10 working days will be given for questionnaire development and approval in addition to the 60 days given for report delivery.

8. Scope of Services

- Develop a dual language (English and Dhivehi) questionnaire for Customer Satisfaction and Brand Health survey
- Presentations of findings and results in report format including graphical representation
- Preparation of a brief PowerPoint presentation highlighting key findings and recommendations

9. Evaluation Criteria

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10. Payment Schedule

Payment for the project will be as per schedule below:

Deliverable	Percentage of the total amount
Review and finalization of questionnaire	20%
Completion of the initial analysis of the data	30%
Submission of the final report	50%

Note:

- Bank of Maldives reserves the right to modify/remove some of the locations selected at any time prior to awarding of the project.
- Bank of Maldives reserves the right to modify the number of respondents at any time prior to awarding of the project.
- Bank of Maldives reserves the right to cancel the bid at any time prior to awarding of the project.