



## REQUEST FOR QUOTATION

<b>RFQ NO.: MIB-PR-RFQ-2023-034</b>	<b>RELEASE DATE: 13 MARCH 2023</b>
<b>RFQ NAME: MYSTERY SHOPPER PROGRAM FOR MIB</b>	<b>DUE DATE: 19 MARCH 2023, 2:00 pm</b>

Maldives Islamic Bank invites reliable and experienced parties to submit quotations for the Mystery Shopper Program for MIB as per below scope.

### SCOPE OF WORK

#### Overview

Implement a comprehensive mystery shopper program to ensure that every customer receives the same level of outstanding service. All MIB branches will be visited to collect both quantitative and qualitative data.

#### Objectives

The main objectives of this mystery shopper program are:

- To assess the quality of customer service provided by MIB across all its' customer touchpoints both physical and non-physical (digital, telephony, etc).
- To identify areas that require improvement and opportunities to enhance customer service.
- To provide feedback and recommendations improving the customer experience and overall customer satisfaction.

#### Methodology

The Mystery Shopper Program should use both quantitative and qualitative methods for assessing. Weightage should be assigned for different checkpoints based on the importance and impact to customer service quality.

#### Mystery Shoppers

Where touchpoints are physical mystery shopper(s) should visit and undertake visual inspection. The mystery shoppers should be fully trained on the areas they will be checking during inspections.

#### Some essential checkpoints for assessment.

In addition to vendor recommended matrix the following areas must be addressed during the assessment.

- Greeted and Welcomed
- Appearance
- Customer Service

- Product Knowledge
- Compliance
- Waiting Times
- Cleanliness
- Security
- Complaint Handling
- Follow-up

## **Report**

A report should be presented at the end of the assessment that includes the following information:

- Identification of patterns and trends that lead to customer service quality.
- Matters related to staff and customer service quality.
- Areas that require improvement.
- Scoring for each touchpoint
- Findings of the assessment for each touchpoint
- Comprehensive overview of the quality of customer service including both positive and negative feedback.
- Recommendations on short term and medium-term corrective actions to address the noted issues.

## **QUOTATION SUBMISSION**

Quotations submitted in response to this RFQ should contain the following information.

- Quoted Price with breakdown of costs.
- Company profile/CV
- Timeline
- Evidence of Past experience (Letters/Emails from referees)=

Quotations submitted in response to this RFQ may be submitted via email to [procurement@mib.com.mv](mailto:procurement@mib.com.mv) on or before 2.00 pm on **Sunday, 19 March 2023 at 2.00 pm.**

## **EVALUATION CRITERIA**

All quotations will be evaluated based on the following criteria.

### **Price (60%)**

Price will be evaluated based on the lowest price proposed, i.e., the quotation with the lowest price will score the highest and maximum score of 60% while the remaining will be given scores relative to the lowest price.

### **Experience (20%)**

Experience will be evaluated based on the successful completion of similar projects on time, based on the information presented on respective reference letters (since information from these documents are considered, reference letters must be submitted, failure to do so may result in a score of zero from this criteria). References should only be from the last 5 years. A maximum of 5 references may be submitted. A score of 4% will be awarded for each valid reference with a maximum of 20% in total.

## **Delivery (20%)**

The delivery period will be evaluated based on the shortest delivery periods proposed, i.e., the shortest period proposed for the delivery of the services to the Bank. As such, delivery period scoring will be based on the following.

- Less than 30 days (20%)
- Less than 60 days (10%)
- More than 60 days (5%)

Proposals with a delivery period of more than 100 days may be disqualified.

## **TERMS AND CONDITIONS**

All quotations must be submitted before the submission deadline specified in this RFQ. Quotations submitted after the deadline will not be accepted.

Quotations submitted in response to this RFQ should be valid for a minimum period of 60 (sixty) days from the date of submission.

Company profile and other required documents must be submitted along with the quotation.