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NATIONAL PENSION & PROVIDENT FUND
THIMPHU: BHUTAN

NPPF/HRAD/2018-19/07/6109

6th December, 2019

Request for Proposal

The National Pension and Provident Fund invites Request for Proposal(RFP) from eligible consultant (s) for "Customer Satisfaction Survey Year 2020."

Interested and eligible organizations can download the complete set of RFP from NPPF website www.nppf.org.bt with effect from 7/12/2019 to 7/1/2020. Proposal must be delivered in hard copy to the address stated in the RFP on or before 11:00 A.M on 6th January 2019.

Chief, HRAD

Head Office & Customer Care Centre in Thimphu: Post Box No. 1046, Tel: 02324140 & Fax: 02324306;
P/Ling RO: Tel - 05253532 & Fax - 05251121; S/Jongkhar RO: Tel - 07251153 & Fax: 07251492;
Gelephu RO: Tel - 06252034; and Mongar RO - Tel: 04641520 & Fax: 04641521.
website: www.nppf.org.bt and toll free no. 1039

RFP: Customer Satisfaction Survey Year 2020

1. Background

The National Pension and Provident Fund (hereafter referred to as client) manages retirement schemes of the civil servants, armed forces and government corporations and investment of fund.

The following is a brief description of the client:

- Provides pension and provident fund benefits to civil servants, corporate employees and members of the armed forces;
- Currently, there are about 65,267 members and 7,224 pension beneficiaries;
- Delivers services to 891 government agencies, corporate entities and armed forces;
- Provides loan facilities such as housing, education, member and student loans to its members. Currently, there are over 14,000 loan clients. It also finances projects, joint ventures and other entities;
- Head office of NPPF is in Changlam, Thimphu. It has four regional offices, i.e. in Phuntsholing, Gelephu, S/Jongkhar and Monggar;
- Has over 74 pension delivery points through BOB, BNB, BDBL, and Bhutan Post; and,
- Provides housing to 953 tenants in four Dzongkhags (Thimphu, Phuentsholing, Samdrup Jongkhar and Samtse)

2. Scope of Work

To conduct a customer satisfaction survey for the Year 2020 to assess the effectiveness and efficiency of all NPPF products and services to our customers or members. The consultant shall employ both quantitative and qualitative research methods to cover the required population as specified below, identify areas of improvement in service delivery system and draw analysis detailing areas of improvements and make appropriate and practical recommendations within the given timeline.

The survey should be conducted in the following way:

1. Real Time: All walk in clients. Real time here means once a customer avails services from NPPF the feedback from the customer should be obtained immediately in the areas



designated by NPPF (4 Regional Offices, Mongar, Samdrup Jongkhar, Gelephu, Phuentsholing and Thimphu HQ) for two months from March 1, 2019 to April 30, 2019.

2. The survey should also cover the clients who have availed services from NPPF from the period of July 1, 2018 to February 29, 2020 in the areas designated by NPPF (4 Regional Offices, Mongar, Samdrup Jongkhar, Gelephu, Phuentsholing and Thimphu HQ). The tentative sample size for the year from July 1, 2018 to February 29, 2020 is as follows:

Population Size	Members: total members who availed services from 2016-2018 is 10, 285 as of 3 rd December 2019
Confidence Level	95%
Margin of Error	5%

3. Eligibility criteria:

Registered firms or licensed individuals in relevant field shall be eligible to apply.

4. Submission of proposal/bids:

The proposal shall have two components:

- A. Technical proposal
- B. Financial proposal

Each of these proposals shall be enclosed in separate sealed envelopes. These two separate envelopes - one containing technical proposal marked as "Technical Proposal" and the other containing financial proposal marked as "Financial Bid" shall be clearly specified on the outer sealed envelope to prevent re-opening. Each of these three sealed envelopes (2 inner sealed envelopes and 1 outer sealed envelope) shall bear the firm's seal and address with proper and valid contact number. The outer envelope containing the two proposals shall be marked as "Customer Satisfaction Survey" and shall not to be opened before 11:30 am, 4th January 2020.

5. Address to whom the proposal is to be submitted:

A registered firm or licensed individual should submit the proposal to:

Procurement Officer

Human Resource and Administration Division