

TENDER FOR “CUSTOMER SATISFACTION SURVEY”

TENDER #: HR/01/2011

The Institute of Business Administration (IBA) Karachi is among the leading business schools of Pakistan. The Institute invites proposals for conducting a "Customer Satisfaction Survey" about its service units, the feedback would be obtained from the internal customers of these service units.

Tender document along with the terms and conditions can be downloaded from the IBA website at www.iba.edu.pk/tenders. All the technical and financial bids should reach by **September 25,2011** till 3:00 pm. The financial bids of those who have passed the minimum technical score will be opened on September 28, 2011 at 3:00 pm in the presence of tenderers or their representatives who may wish to be present.

The technical evaluation criteria are already mentioned in the bidding document. Firms must also deposit the 5% Earnest Money/Call Deposit along with the proposal submission.

The tendering process will be based on single stage two envelope system as per SPPRA rules.

The IBA Karachi reserves the right to accept or reject any or all proposal according to SPPRA rules and regulations.

Director HR

Institute of Business Administration
Main Campus, University Road, Karachi-75270
UAN: 0213-111-422-422 (Ext. 2401)