

# REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES– FIRMS SELECTION)

[AFGHANISTAN]

[ACCESS TO FINANCE FOR HOUSING TECHNICAL ADVISORY GRANT]

Grant No.: MISFA/AFP/CBF-07

**Assignment Title: Customer Satisfaction Survey**

**Reference No.** (as per Procurement Plan): \_\_\_\_\_

The First Microfinance Bank, Afghanistan *has received* financing from the World Bank toward the cost of the Access to Finance for Technical Advisory for Housing, and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) include [The Bank plans to engage a consultancy firm to conduct a CSS (Customer Satisfaction Survey) in some select areas from a sample of its existing Housing clients. This CSS will provide us with insights into clients’ experience to clearly identify areas for improvement (in Housing product process, operations, customer service, effectiveness of technical advisory etc.) The Grameen Foundation’s Progress out of Poverty Index (PPI) will be also built into this survey to assist in understanding and measuring the poverty likelihood of the Housing customers in different segments.]

The [*First Microfinance Bank, Afghanistan*] now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are:

- Similar experience in surveying of at least three customer satisfaction project, preferably of development projects.
- Local companies/firms must be registered with AISA
- Extensive experience in surveying development work related CSS for international organizations with the aim of reaching both local and international audiences.
- Excellent technical skills to ensure high quality deliverables;
- Excellent technical capacities to ensure smooth and high quality deliverables.
- The interested Firm shall provide information and/or a sample showing their past performance.

Consultants may associate with other firms in the form of a joint venture or a sub consultancy to enhance their qualifications.

A Consultant will be selected in accordance with the [Quality Cost Based on Selection method] method set out in the Consultant Guidelines.

Further information can be obtained at the address below during office hours [*0800 to 1600 hours*].

Expressions of interest must be delivered in a written form to the address below ([muhib.kabiri@fmb.com.af](mailto:muhib.kabiri@fmb.com.af)) by [*5<sup>th</sup> of Sep 2019*].

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