



REQUEST FOR EXPRESSION OF INTEREST

Engagement of a Consulting Firm to Conduct a Nationwide Baseline Gender-Focused Voice of Customer (VoC) Survey for the Banking Industry in Pakistan

Date:	23-September-2026
Country:	Pakistan
Grant No.	0933-PAK(SF)
Project No.	54424-001 PAK
Project Name:	Women Inclusive Finance Sector Development Program (Subprogram 1)
Implementing Agency:	State Bank of Pakistan
Deadline for Submission of Expression of Interest:	1100 Hours (Pakistan Standard Time (PST)) on 26-October-2026

The Government of Islamic Republic of Pakistan has received a grant (No. 0933-PAK(SF) for Project No. 54424-001) from the Asian Development Bank for **Women Inclusive Finance Sector Development Program (Subprogram 1)**. State Bank of Pakistan (SBP) being an implementing agency under the project, intends to apply a portion of the proceeds of this to eligible payments for Consulting Services titled **Engagement of a Consulting Firm to Conduct a Nationwide Baseline Gender-Focused Voice of Customer (VoC) Survey for the Banking Industry in Pakistan**.

SBP is now seeking Expressions of Interest (EOI) from reputable "eligible consulting firms", as described under paras 3.12–3.17 of the Procurement Directive for ADB Borrowers: Goods, Works, Non-consulting and Consulting Services. Interested Firms/Consultants are required to demonstrate/provide requisite information to prove their qualification/eligibility to perform the services. REOI and Terms of Reference (TORs), for the assignment, can be accessed by the interested firms from websites, <https://www.sbp.org.pk/> and <https://cms.adb.org>. Further information may be obtained at the address provided below during office hours from 0900 to 1750 hours (Pakistan Standard Time (PKT)).

The Firm will be recruited based on "**Consultants' Qualifications (CQS)**" selection method and in accordance Procurement Directive for ADB Borrowers—Goods, Works, Non-consulting, and Consulting Services 2026, (as amended from time to time). The method set out in these Guidelines can be perused at the website: <https://www.adb.org/documents/procurement-directive-adb-borrowers>

Firms can express their interest by applying online through ADB's Consultant Management System https://selfservice.adb.org/OA_HTML/AppsLogin. Access to the online Request for Expression of Interest may be reached through the link to Consultant Services Recruitment Notices (CSRN) available at <https://www.adb.org/projects/tenders>.

A firm wishing to submit an EOI must be registered with the CMS. CMS registration is accessible at <https://cms.adb.org>. Any firm encountering technical problems in accessing CMS should request assistance by email to cmshelp@adb.org. Firms are recommended to update their CMS registration before commencing their EOI. **The deadline for submission of EOIs online through ADB's Consultant Management System is on/or before 1100 Hours PST by 26-October-2026.**

Joint Director

Procurement Division-II General Services Department 3rd Floor, BSC House,
State Bank of Pakistan I.I Chundrigar Road, Karachi, Pakistan

Phone: +92 (21) 3313-5306/8305/8306

Email: gsd.proc2@sbp.org.pk

PLD(K)00000