

REF : B9/103/2C

**MYSTERY SHOPPING PROGRAMME IN RESPECT OF ACCOUNT OPENING BY
AUTHORIZED INSTITUTIONS IN HONG KONG**

TENDER NOTICE

It is hereby notified that tenders are invited for the provision of services relating to implementation of the Mystery Shopping Programme (MSP) to be instituted by the Hong Kong Monetary Authority (HKMA).

2. The Contract requires the tenderer to draw up proposals and assist the HKMA to design, conduct and administer the MSP in respect of account opening by authorized institutions in Hong Kong.

3. Tenderers must submit the completed tenders (eight identical hardcopies and one softcopy stored in a CD-ROM of the Technical Proposal, and one hardcopy and one softcopy stored in CD-ROM of Fee Proposal) in separate sealed envelopes, which should be marked clearly with the Reference No.: **B9/103/2C** and the subject of the tender on the outside of the envelopes for the respective submissions: —

- (a) 'Mystery Shopping Programme in respect of Account Opening by Authorized Institutions in Hong Kong' — Technical Proposal
- (b) 'Mystery Shopping Programme in respect of Account Opening by Authorized Institutions in Hong Kong' — Fee Proposal

4. The envelopes should not bear any indication which may relate the tender to the tenderer. The tender should be addressed to the Tender Box of the Hong Kong Monetary Authority, and delivered by hand to the reception counter situated at 55th Floor, Two International Finance Centre, 8 Finance Street, Central, Hong Kong not later than 12.00 noon (Hong Kong time) on Wednesday 19 July 2017. Late tenders will not be accepted.

5. In case a tropical cyclone warning signal No. 8 or above is issued or black rainstorm warning signal is in force for any duration between 9.00 a.m. and 12.00 noon on the tender closing date, the tender closing time will be postponed to 12.00 noon on the next working day.

6. The tender document in form of electronic copy will be provided *via* email upon request made to the following email address: —

tender_msp2017@hkma.gov.hk

Tenderers should provide the names of their companies and the contact information of the persons-in-charge in their registration for the tender document. Enquiries concerning the tender should be sent to the above email address.

7. The HKMA does not bind itself to accept the lowest tender or any tender, and reserves the right to negotiate with any tenderer about the terms of the offer.

9 June 2017

Hong Kong Monetary Authority