

REQUEST FOR PROPOSALS

For

**DISSEMINATION OF BULK SMS THROUGH DG I&P'S
ALLOCATED SHORT CODE 9988 NOTIFICATION SERVICES TO
PROVIDE PASSPORT STATUS & SERVICE FEED BACK
ELECTRONICALLY**



**DIRECTORATE GENERAL OF IMMIGRATION &
PASSPORTS HEADQUARTERS, ISLAMABAD**



GOVERNMENT OF PAKISTAN DIRECTORATE GENERAL (IMMIGRATION & PASSPORT) ISLAMABAD.

OFFICE OF THE DIRECTOR (NW/F&L), SECTOR G-8/1, MAUVE AREA, ISLAMABAD.

Tender Notice # 14/1/2026/SMS/9988/LOG

TENDER DOCUMENT FOR DISSEMINATION OF BULK SMS THROUGH DO IEP'S ALLOCATED SHORT CODE 9988 TO PROVIDE PASSPORT STATUS & SERVICE FEED BACK TO APPLICANTS ELECTRONICALLY

Issued To:-	_____
Issued On:-	_____
Issuing Authority	<u>Logistics Section DG I&P</u>
Last date for submission:-	<u>Thursday 30th 04-2026, 11:00 AM</u>
Bid Opening Date: -	<u>Thursday 30th April, 2026, 11:30 AM</u>

QUOTATIONS:- Sealed quotations (Technical and Financial) are invited from NTN/GST Registered bidders to offer competitive prices for dissemination of bulk SMS through DG I&P's allocated short code 9988 to provide passport status & service feed back to applicants electronically.

VALIDITY:- The offer shall remain valid for 180 days from the date of opening of tender. Therefore further extended for 90 days under PPRA rule 26(3).

EARNEST MONEY:- Rs.780,000/- fixed amount

Director (Network/Logistics)
Directorate General, Immigration & Passports (Hqrs)
Room No. 207 2nd Floor, Mauve Area, G-B/1, Islamabad
Phone No:- 051-9107075 Fax No. 051-8107071

1) OBJECTIVE:-

Directorate General, Immigration & Passports, Islamabad, through this invitation of bids, intends to execute tender for dissemination of bulk SMS through Dg I&P's allocated short code 9988 to provide passport status & service feed back to applicants electronically at Directorate General, I&P, Islamabad.

2) INTRODUCTION OF ORGANIZATION:-

Directorate General, Immigration & Passports, Islamabad, is an attached Department of Ministry of Interior, Federal Government responsible to deal with the matters concerning issuance of passports, visas, Pakistan citizenship as entrusted by Government of Pakistan under the relevant rules. The headquarter of the Department is situated at G-8/1, Islamabad while there are 177 Regional Passport Offices including thirteen (13) Executive Passport Offices within Pakistan. The Machine Readable Passport facility has also been established at ninety two (92) Pakistan missions abroad.

3) SCOPE OF WORK:-

- i. The successful bidder will be responsible for the Provisioning of Bulk SMS services for the passports information & feed Back through "Helpline 9988", Integration and testing at Directorate General, I&P, Headquarter, G-8/1, Islamabad as per detail attached at **Annexure-III**.
- ii. The successful bidder must ensure that the SMS service is fully operational, and performs property which meets the Technical Specifications as mentioned in Annexure-i of this tender document.
- iii. Successful bidder shall be responsible for the maintenance support & services for minimum one (01) year (extendable up to maximum of three (03) years) upon same terms and conditions and price on site without any extra cost or hidden charges with 24/7/365 on site support.
- iv. Bidder shall provide quarterly maintenance of Data Center which includes health checks, and cleaning, reports to DGIP.

4) BID SUBMISSION INSTRUCTION / REQUIREMENT:-

Interested bidders should prepare their proposal, after reading the terms and conditions clearly and submit their proposal through EPADS as per terms and conditions. A Company evaluation sheet placed at **Annex-II** must be filled by the bidder.

- i. Single stage two envelopes procedure will be followed. Tender should be submitted on the printed letter head of the firm through EPADS at PPRA web site i.e. <http://eprocure.gov.pk>. The number and Date of tender enquiry should be clearly indicated on it.
- ii. Initially, only the "**Technical Proposal**" shall be opened through EPADS.
- iii. The "**Financial Proposal**" of technically qualified bidders shall be opened on date specified through EPADS.
- iv. The Committee shall evaluate the technical proposal in a prescribed manner, without reference to the price and reject any proposal which does not conform to the specified requirements.
- v. After evaluation and approval of the technical proposal, DG (I&P) shall after completion of stipulated time i.e. (07) seven days of uploading of technical evaluation report at EPADS/PPRA web site, at any time within the bid validity period, publically open the financial proposals of the technically qualified bids only. The financial

proposal of bids found technically non responsive shall be returned to the respective bidder on submission of a written request.

The financial bid found to be the lowest evaluated bid shall be accepted.

- vi. Bidder shall submit a signed letter with official stamp affixed on it as per the format given in **Annex-II** as a cover letter to the bid / proposal. Bids / Proposals submitted without this cover letter will not be accepted and bids will likely be rejected straight away.
- vii. Income Tax/GST Registration and Not Black listing certificate must be provided.
- viii. Bidders are required to submit their financial proposals in **Pak Rupees (PKR)** inclusive of all taxes.
- ix. A bank draft/Bank Guarantee of fixed amount as stated in the tender document above should accompany the bid as part of financial proposal as earnest money drawn in favor of Directorate General, Immigration & Passports, Islamabad. The bid shall not be considered without earnest money.
- x. DG I&P reserves the right to reject any or all proposals in accordance with Public Procurement Rules, 2004.
- xi. Manual bids shall not be accepted, as only bids submitted through EPADS will be acceptable.
- xii. Tender document is available on EPADS, register bidders may download tender document online.
- xiii. Any condition mentioned in the proposal submitted by bidders which is in conflict with the tender documents that may affect delivery should be brought to the DG I&P attention as soon as possible. Failure to comply with may result in the contract being terminated.
- xiv. Bidder providing incorrect information, whether intentionally or fraudulently, will be disqualified.
- xv. Although adequate thought has been given in the drafting of this document, errors such as typos may occur for which the DG I&P will not be responsible.
- xvi. Bidder shall attach one copy of the tender document along with the terms and conditions, duly filled in and signed, along with their quoted rates failing which their offer is liable to be rejected. The rates and units should be legible and clearly written or typed both in words and in figures without corrections.
- xvii. The bidders are required to submit the original earnest money before the closing date and time of the tender, in to the office of Director (NW/F&L) of Directorate General Immigration & Passports (HQ), G-8/1, Mauve area Islamabad.
- xviii. Tenders who do not comply with the conditions prescribed in this tender document are liable to be ignored and their bids will be rejected.
- xix. The bids will be opened in the presence of the bidders or their authorized representatives who may like to attend on the opening date given herein above.

4) MANDATORY ELIGIBILITY CRITERIA:

Preliminary scrutiny (initial screening) of technical bids will be done on the basis of following parameters which are pre-requisites for this tender. **NON COMPLIANCE OF ANY OF THE FOLLOWING CLAUSE SHALL DISQUALIFY THE VENDOR STRAIGHT AWAY,**

Technical proposal must contain following documents:-

- i. Company profile / brochures.

- ii. Bidder must have valid NTN/ATL & GST. (Copies of valid NTN/ATL and Income /Sales Tax registration certificate).
- iii. Bidder must have his own SMSC.
- iv. Bidders should provide Authorization Letter from PTA specific to this tender aligning them to participate in this tender.
- v. The Bidder Must have valid license or letter of authorization by the authority to provide the SMS services,
- vi. Client list, Equipment brochure/Data sheet and other relevant documents.
- vii. Bidder should have service / support mechanism. (Provide list of technical staff). Bidder is responsible for sale support services at DG (I&P) Headquarter, Islamabad.
- viii. Proof of minimum 05 years of experience for provision of similar nature of services. Bidder must have experience of completing at least 5 (five) such assignments, Involving supply / installation / support to Government / Semi Government departments/ Autonomous body of good repute (Must provide copies of work orders/contracts/MOUs, etc).
- ix. Has experience of providing same kind of services supported by documentary proof like copies of at least.
- x. Affidavit (on Rs 100 stamp paper) that the Company is neither blacklisted nor in litigation with any of its clients and if there is any litigation the bidder will be bound to disclose the same with nature thereof.
- xi. Provide a Certificate that Service Level Agreement must be in compliance with the Technical specifications as mentioned at Annex-I of this tender document.
- xii. Financial soundness of the company (Minimum 10 Million credit amount). Provide last one year of bank statements confirming the 10 million credit amount or above in last one year w.e.f. 01-01-2025 to 31-12-2026.
- xiii. Copy of bid bond (Earnest Money only Copy) as mentioned in this tender document should be accompany with technical proposal. Original bank draft / PO has to be enclosed with the financial bid.
- xiv. Satisfactory performance certificates from clients (Government/ Semi Government Departments./ Autonomous body) must be attached (Minimum 05) for provision of relevant services. Without these five certificates bid will be rejected straight away. The bidders who have earlier has provided the Services to DGIP, during last 05 years, should provide satisfactory performance certificate issued by DGIP.
- xv. Reliability, warranty certificate & after sale support certificates must be attached.

Note:-All document should be properly signed and stamped. The documentary proof of all above requirement is mandatory. The non-compliance will lead to disqualification (if any document is missing in mandatory eligibility criteria, the firm will stands disqualified),

5) BID SECURITY:

- i. As per clause 25 of PPRA rule the bidders are required to deposit the earnest money as per clause-ix 'EARNEST MONEY Rs.780,000/- fixed amount along with financial proposal in shape of PO/DD/Bank Guarantee from any scheduled Bank in the name of Director General, DG (1 & P), Sector G-8/1, Mauve-a-Area, near Peshawar more, Islamabad. The Bid in which earnest money will be accompanied with the Technical proposal will liable to be rejected.
- ii. The pay order/bank guarantee, in original should be accompanied with the financial proposal only.

- iii. The amount of earnest money deposited by the successful bidder will be forfeited in the event of any default, violation of any of the specified conditions, refusal to accept order within the validity of the offer.
- iv. The earnest money will be refunded after the deposit of security deposit as specified in clause-11 below.
- v. The financial offer not supported by the instrument of earnest money will be straightway rejected. Offers accompanied with personal cheques or any undertaking as earnest money will not be entertained.

6) EVALUATION CRITERIA:

- i. The technical evaluation committee of DG (I&P) will seek demo by the bidders to assess the compliance of these demo with the specification as mentioned in the tender document, if required.
- ii. The bidders who stands technically qualified, in terms of complete specific lots, will be considered for financial opening of their bids. The work will be awarded to the lowest quoted bidder.

7) SAMPLE/PHYSICAL INSPECTION:

After opening of technical proposals the qualified firms will be asked for demo of their quoted Services if required. Internal technical committee will conduct the demo, if required.

8) MODE OF PURCHASE ORDER/WORK ORDER:

- i. Upon finalization of the tender, the work orders will be issued to the successful bidders.
- ii. Moreover, the DG I&P reserves the right to issue work orders for partial services or to increase or decrease the quantity of the quoted SMS, in accordance with the requirements of the Department. Work orders will be issued during the bid validity period or any extended period.

9) TERMS OF PAYMENT:

- i. Monthly payment will be made as per actual SMS notification sent upon receipt of original invoice with complete detail.
- ii. Payment shall not be made in advance and against partial services. The Procuring Agency shall make payment for the Services provided, to the Contractor, as per Government policy, in Pak Rupees, through cheque/PO/DD/CDR.
- iii. All payments shall be subject to any and all taxes, duties and levies applicable under the laws of Pakistan.
- iv. All type of government duties and taxes shall be dealt as per applicable laws of Pakistan at the time of payment. DG I&P shall not be responsible for increase in deduction of taxes due to change in laws of Pakistan.

10) PERFORMANCE SECURITY:

- i. As per clause 39 of PPRA rules, successful bidders are required to provide a performance security in the shape of Bank Guarantee/Pay order/DD from any

scheduled Bank equivalent to 10% of total order amount in the name of DG (I&P), Sector G-8/1, Mauve-a-Area, near Peshawar more, Islamabad.

- ii. The bank guarantee/pay order shall remain valid for a period of three (03) years from the date of signing of the contract. The same will also be valid for repeat order or increase of quantity in the order if amended within validity period and guarantee accordingly revalidated up to at least one (01) year beyond the revised delivery period.
- iii. The performance security will be refunded on satisfactory supply / execution the work order. The amount is liable to be forfeited in the event of any delay by the tenderers.
- iv. The earnest money will be refunded to the successful bidder upon submission of the requisite performance security as Per PPRA Rules.

11) LIQUIDATED DAMAGES/PENALTIES:

- i. In case of service delay or unsatisfactory service delivery, non-complying the terms of the comprehensive services, the performance bank guarantee /retention money will be forfeited and company may be put to the relevant authority to declare the firm as Black Listed.
- ii. A penalty of 1 % of the quarterly payment against the supplier will be charged for delay and part thereof if the stipulated period of services is not.
- iii. Decision regarding existence of Force Majeure conditions for the purpose of extension in delivery period, will be entirely at the discretion of Directorate General I &P, Sector G-8/1, Mauve-a-Area, near Peshawar more, Islamabad.

12) PRICE:

- i. The quoted prices shall be unconditionally firm and final without ambiguity, including sales tax, income tax and all other duties / charges (if any) by Govt. of Pakistan as admissible from time to time.
- ii. The successful bidder will be liable to provide support & maintenance services, on the basis of free delivery/installation, at Directorate General, I&P headquarter Islamabad.
- iii. No request for price hike due to any reason during the course of supply will be entertained.

13) DELIVERY PERIOD:

- i. The Services will be carried out for three (03) years from the date of signing of the contract. Director General (I&P) has the right to extend or alter the delivery schedule as and when required.
- i. Provision of the services shall be completed after signing of the contract agreement /issuance of work order by the DG (I&P). Anything not covered in the contract agreement shall continue to be governed under the provisions of the tender document already to your company.

14) FORCE MAJEURE:

- i. Government restrictions, financial hardships, war and hostilities invasion, act of foreign enemies, rebellion, revolution, riot, industrial disputes, Commotion, natural disasters and other similar risks that are outside the Contractor's or DG 1& P's control.
- ii. Decision regarding existence of Force Majeure conditions for the purpose of extension in delivery period, will be entirely at the discretion of Directorate General I &P, Sector G-8/1, Mauve-a-Area, near Peshawar more, Islamabad.

15) WARRANTY:

- i. The warranty cover with free service and maintenance including parts or replacement of the IT Equipment and other services shall be provided as per relevant industry practice/standard, but not for a period less than One (01) year after issuance of a certificate by the consignee certifying receipt of goods in good order and condition.
- ii. DGIP shall promptly notify the Contractor in writing of any claims arising under this warranty.
- iii. Upon receipt of such notice, the Contractor shall provide replacement, within next 48 hours from the time of lodging the complaint excluding gazetted holidays, at the DGIP's installation site and/or consignee's store as the case may be at that time, the defective goods or part thereof, without costs to DGIP.
- iv. If the Contractor, having been notified, fails to remedy the defect(s) within a reasonable period, DGIP may proceed to take such remedial actions as may be necessary, at the Contractor's risk and expense and without prejudice to any other rights which DGIP may have against the Contractor under the Contract.
- v. The Contractor shall promptly correct at no cost to DGIP, any defect in any work of corrections executed previously, upon receipt of written notice of defect within warranty period from the acceptance of the corrected defect.
- vi. The Contractor shall provide a Comprehensive Support Plan/Mechanism detailing backup support and service mechanism for the equipment to be supplied with minimum and maximum response times duly signed by him.
- vii. The Contractor shall provide a certificate from the manufacturer, certifying continuous back up support to the Equipment and other services being supplied for a minimum period of of three (3) years which is extendable for up to maximum of one (01) year.

16) PROFESSIONAL TAX:

- i. The supplier is required to produce a certificate of National Tax Number and Sales tax number. Moreover, if Tax Exemption Certificate of FBR is not produced by the firm, then the amount of taxes, as laid down by the Federal Government, will be deducted from the bills of the suppliers.

17) GENERAL TERMS AND CONDITIONS:

- i. The authorized agents nominated by the respective company should attach the letter of authority from their respective company.

- ii. Directorate General, Immigration & Passports, Mauve-a-Area, near Peshawar more, Islamabad reserves the right to reject or ignore any or all tender and accept part or full tender without assigning any reason thereof as admissible under PPRA Rules. The decision of Directorate General, Immigration & Passports in this respect shall be binding and the lowest bidder will not have any claim to get order for full tendered quantity.
- iii. DG I&P can waive any of the condition stipulated in the tender document in public interest.
- iv. Suppliers are required to make supplies/installation entirely according to the specifications mentioned in the tender enquiry (Annex-1) document.
- v. No import license or any facility to import or procure raw material will be offered by the DG (I & P) or any facility shall be provided if the items is required to be imported.
- vi. Validity period of the bids shall be 180 days from the date of opening of the technical bids.
- vii. The decision of DG I&P will be binding on all concerned and will in no case be challengeable in any forum or any court of law.
- viii. Bids are liable to be rejected if they are not confirming with the terms, conditions and specifications stipulated in this tender document.
- ix. During the examination, evaluation and comparing of the bids, DG I&P, at its sole discretion may ask the bidder for clarification of its bids. However, no change in the price or substance of the bids shall be sought, offered or permitted after bids submission.
- x. The amount submitted as earnest money shall be refunded to the unsuccessful bidder on submission of written request after finalization of tender and submission of bank draft/guarantee (10%).
- xi. Incomplete and conditional bids will not be entertained.
- xii. The request for clarification and the response shall be in writing / email. However, no change in the price or substance of the bid shall be sought, offered or permitted after bid submission.
- xiii. In case of any dispute between the two parties of any matter arising out of after the issuance of work order, the case shall then be referred to the Director General, Immigration & Passports whose decision shall be final and binding on both parties.
- xiv. Bids submitted via email or fax will not be entertained.
- xv. In case of sudden public holiday, bids will be opened on the next working day.
- xvi. The bidder must ensure the services initially for one year extendable for three (03) years of the quoted brand/model/solutions.
- xvii. The number of SMS can be increased or decreased as per Rules.
- xviii. It is the responsibility of prospective bidders to ensure that their bid documents are submitted before the closing time and date of the tender. Bids received after closing time and date will NOT be considered.
- xix. Bidder will be responsible for the supply/delivery/installation of new equipment if required for SMS service.
- xx. The deployment of Services should be completed from the date of signing of contract.
- xxi. Bidders are required to offer item of desired specifications as per Annexure-1.
- xxii. Partial bids in terms of incomplete /not as per required specifications will be rejected straight away.

18) SPECIAL CONSIDERATIONS FOR THE BIDDERS

- i. The bidders are advised to visit and inspect the location of delivery and its surrounding and obtain for themselves on their own responsibility all information that may be necessary for preparing the bid and entering into a Contract for supply of goods. All cost in this respect shall be at the bidder's own expense.

19) REJECTION OF THE BID

- i. The Procuring Agency may reject all bids or proposals at any time nor to the acceptance (issuance of Acceptance Letter). The Procuring Agency shall upon a written request communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds. The Procuring Agency shall incur no liability, solely, by virtue of rejection of bidders. However, bidders shall be promptly informed about the rejection of the bids, if any (As per Rule 33 of Public Procurement Rules, 2004), The Bid shall be rejected if it is:

20) CLARIFICATION:

- i. Queries regarding this tender document shall be submitted in writing to the Director (logistics), DG I&P, Hqrs, Islamabad.'

21) CAUTION:

- i. Since, the entry in this office is strictly prohibited for all general public therefore, the successful bidder has to submit the full particulars of the persons responsible for delivery/installation of goods well before the issuance of purchase order and intimate the changes if any during the course of the execution of their assignment. Inside visiting the office will only be allowed after recap of the full particulars of such persons and during office hours only, Frequent without any purpose, will not be allowed.

(Zia Ur Rehman)

Assistant Accounts Officer
(Logistics),
DG (I& P), ISLAMABAD

I/We have read the above instruction while submitting this tender and agree to abide by all the terms and conditions mentioned herein above in the tender enquiry.

Signature of the Proprietor/Agent/Owner

Name of Firm:- _____

PH:- _____

Stamp:- _____

Dated:- _____

Annex-I

COMPLIANCE SHEET FOR TECHNICAL PROPOSAL

The tenderers are required to attach the following documents with their technical proposals:-

S. No.	Document required to be attached with the technical proposal	Compliance		
		Yes	No.	Page No.
1.	Company profile/brochures			
2.	Bidder must have valid NTN/ATL & GST. (Copies of valid NTN/ATL and Income/Sales Tax registration certificate).			
3.	Bidder must have his own SMSC (Short message service center)			
4.	Client list, Equipment brochure/Data sheet and other relevant documents			
5.	The Bidder Must have valid license or letter of authorization by the authority to provide the SMS services.			
6.	Bidder should have service / support mechanism. (Provide list of technical staff). Bidder is responsible for sale support services at DG (I&P) Headquarter, Islamabad			
7.	Proof of minimum 05 years of experience for provision of similar nature of services. Bidder must have experience of completing at least 5 (five). Such assignments,			

	involving supply/installation/support to Government Semi Government departments./ Autonomous body of good repute (Must provide copies of work orders/contracts/MOUs, etc).			
8.	Has experience of providing same kind of services supported by documentary proof like copies of at least			
9.	Affidavit (on Rs 100 stamp paper) that the Company is neither blacklisted nor in litigation with any of its clients and if there is any litigation the bidder will be bound to disclose the same with nature thereof.			
10.	Provide a Certificate that Service Level Agreement must be in compliance with the Technical specifications as mentioned at Annex-I of this tender document.			
11.	Financial soundness of the company (Minimum 10 Million credit amount). 11. Provide last one year of bank statements confirming the 10 million credit amount or above in last one year w.e.f. 01-01-2025 to 31-12-2026.			
12.	Copy of bid bond (Earnest Money only Copy) as mentioned in this tender document should be accompany with technical proposal. Original bank draft/PO has to be enclosed with the financial bid			
13.	Satisfactory performance certificates from clients (Government/ Semi Government Departments/ Autonomous body) must be attached (Minimum 05) for provision of relevant services. The bidders who have earlier has provided the Services to DGIP, during last 05 years, should provide satisfactory performance certificate issued by DGIP Without these five certificates bid will be rejected straight away.			
14.	Reliability, warranty certificate & after sale support certificates must be attached			
15.	Bidders should provide Authorization Letter from PTA specific to this tender aligning them to participate in this tender			
16.	Annex-I- Technical Compliance Sheet			
17.	Annex-II- Proposal Submission Form			
18.	Annex-III –(Technical Specification)			
19.	Annex-IV- Technical Evaluation			
20.	Annex-V-Marking Sheet			
21.	Annex-VI Financial Proposal			
22.	Annex-VII Integrity Pact			

Annex-II

To,

PROPOSAL SUBMISSION FORM
The Director (Network/Logistics)
Directorate General, Immigration & Passports,
G-8/1, Mauve Area, Islamabad.

Sir,

We, the undersigned offer to SMS Service to the passports applicants on the behalf of Directorate General, I&P, Islamabad, being genuine and in accordance with your tender

document dated through our proposal. We are hereby submitting our Financial Proposal along with Technical proposal, sealed in envelopes as desired.

2. We have submitted a bid bond/ earnest money fixed amount Rs. _____/- of the bid value as required in the tender document along with our financial bid. We understand you are not bound to accept any proposal you receive and reserves the right to accept or reject any offer and to annul the bidding process and reject all proposals with assigning a reason.

3. The decision of evaluating committee shall be final and cannot be challenged on any ground at any forum, and the evaluating committee will not be liable for any loss or damage to any party acting in reliance thereon.

We remain,

Yours sincerely

Authorized Signature:

Name and Title of Signatory:

Name of Firm / Company:

Address

Annex-III

TECHNICAL SPECIFICATION

For Dissemination of Bulk SMS Through DG I&P'S Allocated Short Code 9988 To Provide Passport Status & Service Feed Back To Applicants Electronically

Provisioning of Bulk SMS services for the passports information & feed Back through "Helpline 9988" should have the following desired features:-

- **GSM License Operator s**
- The bidder should be a valid GSM License Operator by the PTA.
- **Web Account for Awareness SMS**
- Web based user friendly delivery platform account will be used for SMS/Emails monitoring, logs and activities & also get delivery or failure reports for each message.

- **Delivery Report/Status**
- Delivery reports of all SMS/Emails (on/off network) can be extracted from delivery report tab along with time and status.
- **SMS Throughputs**
- High speed bulk SMS broadcasts shall have the capacity of (100 SMS in one second) and view report in real time.
- **Management Information System (MIS)**
- Complete MIS system for administration to search edits, delete data and view and download reports for management purpose.
- **Easy Functionality**
- Create, edit, and send, forward, export and delete SMS/Emails with ease of information & feedback.
- **Multiple-Language Support (Urdu)**
- Send messages in both Urdu and English languages.
- **Text Message Scheduling**
- Easily scheduled messages to go out on any date & time. User can set up single campaign or take care of similar campaign for several months or worth of promotions all at once.
- **Mobile Number Portability (MNP) management**
- MNP Management at vendors end may be provided with a gateway. Vendor will be responsible for successful delivery of SMS on portable numbers, Including Emails notification for passport status & Public Feedback module.
- **SMS Template**
- SMS system should have a SMS template wizard which saves SMS templates for future use in the Services.
- **Address Book Address books**, the address books can be used with the SMS template for generating new SMS campaigns with drag and drop commands to the system or API. Upload mobile numbers via MS Excel, CSV or XML file formats.
- **SMS Characters Limit Send messages to over 160 characters.**
- **Masking Short Code**
- At least ten (10) masking provision should be provided NSO RELRINE 9988" to display sender of message as any alphanumeric Stand at Alamber of choice (up to 11 Characters).
- **Secure Information**
- All the information must be 100% secure with suitable encryption techniques.
- **Application Program Interface (API)**
- SMS API will easily allow DG I&P to start messages. Provision of API (HTTP) which can easily integrate with DG I&P for transaction alert or Outbound SMS.
- **SMPP connectivity**
 - i. Provision of Short Message Peer-to-Peer (SMPP) connectivity for all networks.
 - ii. SMPP connectivity must be with open gateway.
- **Payments**
- Provision of complete history of payments to vendor and each SMS delivered status at the rate agreed/ decided or mentioned in the financial proposals.
- **Any Mobile Network**
- SMS must be sent to any mobile network of Pakistan, under PTA Policy & Vendor must provide setup Charges Branded Activation IDs.
- **Billing**

- a) Vendor must provide setup Charges Branded Activation IDs (if any).
- b) Vendor must provide API charges integration & Support (if any).
- c) Vendor Must provide SMS charges all over Pakistan's GSM Network (including all taxes).vendor will furnish billing as per usage, electronically on dashboard with invoice.

➤ **Integration**

Integration of web server/AP/with current system will be the responsibility of the qualified firm.

Company will be responsible for proper Training of the said system to end user and technical team in DGI&P.

➤ **Reporting Module:-**

Proper reporting module on portal for billing and analysis proper.

ANNEX-VI

EVALUATION CRITERIA
(TECHNICAL SPECIFICATIONS)

TECHNICAL SPECIFICATIONS (To be filled by vendor)

Vendor shall have to fill Technical specifications compliance and shall have to attach with technical proposal. Bulk/Branded SMS/ emails Solution with service feedback provider should have the capability to provide services as per following specifications:

S. No.	Specifications	Compliance YES/No.
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1.	Web Account for Marketing SMS & emails services for passport status & Service Feed Back: Web account will be used for SMS/emails monitoring, logs and activities	
2.	SMS & EMAIL THROUGHPUT/DASHBOARD Send bulk SMS broadcasts (minimum 100 SMS in one second) and view Report in real time on Dashboard	
3.	Delivery Report/Status Delivery reports of campaigns can be extracted from delivery report tab Along with time and status	
4.	EAS OF FUNCTIONALITY Create, edit, send, forward, export and delete SMS	
5.	MANAGEMENT INFORMATION REPORT Complete MIS with downloadable report in CSV format	
6.	MULTIPLE-LANGUAGE SUPPORT (URDU) Send messages in Urdu and English language.	
7.	TEXT MESSAGE SCHEDULING Easily scheduled messages to go out on any date & time. User can set up single campaign or take care of similar campaign for several month or worth of promotions all at once	
8.	MOBILE NUMBER PORTABILITY (MNP) MNP management at vendors provided gateway. Vendor will be Responsible for successful delivery of SMS on ported numbers	
9.	SMS TEMPLATE & ADDRESS BOOK Upload mobile numbers via MS Excel, CSV or XML file formats	
10.	SMS CHARACTERS LIMIT Send messages to over 160, characters	
11.	MASKING "HELPLINE 9988 At least ten (10) masking provision should be provided. Use THELPLINE 9988" to display sender of message as any alphanumeric brand or number of choice (up to 11 Characters).	
12.	SECURE INFORMATION All the information must be 100% safe and secure behind Web portal.	
13.	APPLICATION PROGRAM INTERFACE (API) SMS API will easily allow purchaser application to start messages Directorate General Immigration & Passports Provision of API (HTTP, SMPP or Database connectivity) which can easily integrate with purchaser system for transaction alert or Outbound SMS.	
14.	SMPP CONNECTIVITY Provision of SMPP connectivity for all networks SMS must be sent on any mobile network of Pakistan	
15.	SMPP CONNECTIVITY MUST BE WITH OPEN GATEWAY	
16.	Live reporting panel where customers can see their SMS delivery Reports	
17.	SMS/ emails will be Integrated with purchasers centralized report management (CRM).	
18.	VENDOR MUST PROVIDE SETUP CHARGES BRANDED	

	ACTIVATION ID'S (IF ANY)	
19.	Vendor must provide API Charges Integration and support (if any	
20.	Vendor must provide SMS Charges all over Pakistan's GSM Network (Including all taxes)	
21.	Reporting Module:- Proper reporting module on portal for billing and analysis proper.	

(Compliance of the terms and conditions shall be given on the official letter of bidder, which must be attached with the technical proposal.)

ANNEX-V

TECHNICAL MARKING SHEET

S. No	Attributes	Max. Score	Weight	Reference Page No. Documentary Proof
General Evaluation				
1	Company in Operation in Pakistan	20	20	Certificate
2	Firm Financial Strength (Last three years)	20	20	Last Three Year Audit Report
3	Bidders should provide authorization Letter from PTA specific to this tender	10	10	Copy of Authorization Letter
4	Number of Projects in hand quoted solution in RFP Nationwide	10	10	Copy of PO Project in Hand

5	Quoted SMS solutions Services Project completed in last 3 years in any organization/department/bank/Private/Publ	10	10	POS or copy of contracts agreements
6	Number of Nationwide Private organizations/banks/Clients	10	10	List of Private Clients on company letter head with in the country (banks, Organization etc.)
7	The Bidder Mus have valid license or letter of authorization by the authority to provide	10	10	Copy License
8	Number of Government/semi Government Nationwide.	10	10	List of Government/semi Government Clients on Compnay
Total		100		

Total Marks:-100

Qualifying Marks:-70

ANNEX-VI

FINANCIAL PROPOSAL

DISSEMINATION OF BULK SMS THROUGH DG I&P'S ALLOCATED SHORT CODE 9988 NOTIFICATION SERVICES TO PROVIDE PASSPORT STATUS & SERVICE FEED BACK ELECTRONICALLY

Firms Name: _____

Name of authorized person: _____

Description: _____

LOT-No.: _____

Sr. No.	Description of work	Qty	Unit Price	Total with all
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			(Inclusive of all Taxes)	taxes
1				
2				
3				
4				
5				
6				
7				
8				
Total			XXXX	

Note:-

- i. The price shall include all applicable taxes like Income Tax, GST, etc.
- ii. The price will include all related expenses (e.g. labor and network charges)
- iii. Price schedule must be enclosed with financial proposal.
- iv. The bidder will provide performance security.
- v. No advance payment will be made.
- vi. Minimum 100 SMS should be delivered in one (01) second.
- vii. Total SMS per year may be increased or decreased according to the requirement of the purchaser.

Total Cost (in words) Rs. _____

Date:- _____

Signature of the Authorized person

Name:-

(Company Seal)

In the capacity of duly authority by

Note:- No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

“ANNEX-VII”

INTEGRITY PACT

Contract No:

Dated:

Contract Value:

Contract Title:

(Supplier/firm), hereby declares that it has not obtained or induced the procurement of any Contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency there of or any other entity owned or controlled by GoP through any corrupt business practice.

2. Without limiting the generality of the foregoing, **(Supplier/firm)**, represents and warrants that it has fully declared the brokerage, commission, fees etc, paid or pay able to any one and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent,

associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant here to.

3. **(Supplier/firm)**, certifies that it has made and shall make full disclosure of all agreements and arrangements with all persons in respect to for related to the transaction with GoP and has not taken any action or shall not take any action to circumvent the above declaration, representation or warranty.

4. **(Supplier/firm)**, accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any Contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to Procuring Agency under any law, contractor other instrument, be void able at the option of Procuring Agency.

5. Not with standing any rights and remedies exercised by Procuring Agency in this regard, **(Supplier/firm)**, agrees to indemnify Procuring Agency for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Procuring Agency in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by **(Supplier/firm)**, as aforesaid for the purpose of obtaining or inducing the procurement of any Contract, right, interest, privilege or other obligation or benefit in whatsoever form from GOP.

Name:
Designation:
(For Purchaser)

Name:
Designation:
(For Supplier)