

PAKISTAN REVENUE AUTOMATION (PVT) LIMITED

TENDER DOCUMENT P-06/2024

PROVISIONING OF SMS GATEWAY SERVICE

September 2024



Online (e-bid) shall be submitted only at e-PAK Acquisition & Disposal System (EPADS), on or before 11:00 AM, 01st October 2024.

Incase of any query, please contact Phone: (+92) 51-9259353

Or visit

Admin & HR Department (Procurement Wing)

Pakistan Revenue Automation (Private) Limited,
Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3, Islamabad.

Email: at procurement@pral.com.pk

Website: pral.com.pk



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1) Invitation to Bid:

Pakistan Revenue Automation (Private) Limited (acronym – PRAL). PRAL is a private limited Company registered under section 32 of the companies ordinance, 1984 (XLVII of 1984). PRAL is working with federal and provincial tax and revenue agencies to provide wide variety of tax and revenue collection automation solutions, since its incorporation in June, 1994. Online (e-bids/proposals) are invited from bidders for the **Provisioning of SMS Gateway Service**. All interested and eligible bidders are requested to go through the tender document and provide relevant required information and supporting documents mentioned in this document.

2) Instructions to Bidders:

The selection of a company/firm will be based on the **Quality and Cost Method**, through **Single Stage Two Envelope** bidding procedure. The Bidder is expected to examine all instruction forms, terms and Conditions of the bidding documents. Failure to furnish all information required by the bidding documents and/or to submit a bid not substantially responsive to the bidding documents will be at the bidder's risk, which may result in rejection of bid.

- 2.1 The PDF copy of the Technical and financial proposal/bid along with the bid security shall only be submitted online on EPADS no hardcopy shall be entertained.
- 2.2 In the first instance, the "Technical bid/Proposal" shall be opened for technical evaluation and the "Financial Proposal" shall remain unopened in the system.
- 2.3 PRAL shall evaluate the Technical Proposal in a manner prescribed in section-8 given in the document, without reference to the price and condition PRAL shall reject any proposal which does not conform to specified requirements.
- 2.4 During the technical evaluation, no amendments in the technical proposal shall be permitted.
- 2.5 After evaluation of the technical proposals, PRAL shall open the financial proposals of the technically responsive bids online, and shall communicate the date, time & venue through system in advance, within the bid validity period.
- 2.6 The financial bids whose technical bids declared non-responsive, shall not be opened.
- 2.7 The Technical and Financial Proposal will be evaluated based on PRAL's evaluation criteria as provided in section-08 and 09 of this document.
- 2.8 The bid shall remain valid for the period of 90 days from the date of bid opening.
- 2.9 This document has different sections carrying information of eligibility, technical evaluation criteria, Scope of work and conditions of tender etc. to assist the potential bidders to develop their technical proposals.
- 2.10 Minimum passing marks are 80 in technical evaluation, along with a compulsion to obtain full marks in Serial # 3 & 4 of Annexure-D, shall be considered as technically qualified.
- 2.11 PRAL reserves the right to request submission of additional information from the bidders to clarify/further understand aspects of technical proposal, if required. PRAL also reserves the right to verify any information provided by the bidder.
- 2.12 PRAL has the right to visit business premises to verify the information shared in tender documents. Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
- 2.13 PRAL reserves the right to award or not to award the contract and bidders who fail to submit complete and attach all the relevant documents shall be disqualified. No bid shall be accepted in hardcopy.



- 2.14 Bidders to strictly ensure that their bid documents are submitted before the closing time and date of the tender, else the system will not accept the bids after the closing time.
- 2.15 Questions about the bidding document can be made only in writing through EPADS or Email: at procurement@pral.com.pk and must be asked on or before COB September 19, 2024.
- 2.16 Although adequate thought has been given in the drafting of this document, errors such as typos may occur for which PRAL will not be responsible.
- 2.17 Companies/Firms cannot apply by forming a consortium (both local or international firms/Companies).
- 2.18 In case the bid opening day falls on a public holiday, the next working day shall be considered as the opening day for the same.
- 2.19 In case of any disruption/failure in submitting the bid on EPADS, PRAL shall not be held liable, since the EPADS is owned and operated by PPRA.
- 2.20 In case of any disruption observed on the day of bid opening due to any reason related to server/internet connectivity, the next working day shall be considered as the opening day for the same.
- 2.21 The bidding documents should be signed, stamped and readable.
- 2.22 The financial bid/proposal should not be disclosed in the technical proposal/bid, else the bid shall be disqualified.
- 2.23 The Procuring Agency, at its discretion, may extend "Deadline for Submission of Bids". In such case all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline shall thereafter be subject to the extended deadline.
- 2.24 The bidder should be a registered supplier on the e-Pak Acquisition & Disposal System (EPADS) to participate in the subject tender. To register electronically suppliers can visit <https://eprocure.gov.pk/#/supplier/registration>.
- 2.25 The scanned copy of the Bid Security to be uploaded along with the online bid and the hardcopy of the bid security and original copy of the Affidavit shall only be submitted at below mentioned address on or before 11:00 AM 01st October-2024.

Admin & HR Department (Procurement Wing)

Pakistan Revenue Automation (Private) Limited,
Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3, Islamabad.

3) Conditions for Eligibility:

The bidders, fulfilling the following criteria, will be considered eligible for the bidding process.

- 3.1 Evidence of the bidding firm/company's registration/Incorporation is required (Copy of certificate of incorporation/company registration certificate is required)
- 3.2 Have National Tax Number (NTN) and GST/ PST (if applicable) in the name of Organization (Provide a copy of registration)
- 3.3 Should be active taxpayer on the date of submitting the bid. (Status report must be provided)
- 3.4 Affidavit on stamp paper, declaring that the bidding company/Firm is not blacklisted by any Telco/FMCG/autonomous body/government/semi government or any organization. (Affidavit on stamp paper original signed & stamped)
- 3.5 Bidders must have valid PTA Telecommunication License in case of a Telecom Operator and PTA license of CVRS & CVALS in case of an SMS Aggregator (Bidders are required to submit the copy of the license).



If bidder fails to provide above mentioned information using “Eligibility Criteria Checklist” (Annexure B), they shall be dis-qualified and declared ineligible from the bidding process and its technical evaluation will not be carried out.

4) Scope of the Work:

The following scope of work identifies the tasks and responsibilities that the qualifying Company/Firm shall deliver upon, by working closely with the Software Development Department of PRAL:

PRAL intends to acquire “**SMS Gateway Service using HTTP**” for broadcasting the information to its beneficiaries and configuration of bulk SMS solution and integration with Mobile Application & portal, for that the services of a Company/Firm are required having valid license to provide the subject SMS services/solution.

The SMS shall be sent through short code(s) or Masking, which will be provided by PRAL. All the permissions that are required to activate the services on the provided short code(s) or masking, shall be the responsibility of the bidder. PRAL requires one-way service.

The bidder is required to provide a single HTTP API to PRAL and its integration with all the other operators shall be the responsibility of the bidder.

The following items are included as part of the scope of work for the implementation of the solution.

Bidders are required to provide the following SMS Gateway Solution including:

- Support for HTTP protocols for message delivery.
- API documentation for seamless integration with our systems.
- Capacity to send SMS messages across all major mobile networks in Pakistan.
- Security measures to safeguard sensitive data and ensure user privacy.
- Compatibility with Unicode for multilingual messaging support

4.1 One-Way SMS Service:

The Bidder shall provide One-Way SMS Services by using HTTP, which shall be sent via provided Masking (Mask: FBR, PRA, BRA, KPRA, SRB, PayAsaan, Tax Asaan & IRIS etc.) or a short code(s). The said services shall mainly be used for OTP SMS to System Users. SMS service must have the compatibility of handling huge load of SMS.

SR #	Operational Activities	Service Medium	Delivery Time	Yearly Expected SMS Volume
1.	National/local SMS delivery to user	High Priority Alert via Short-Code or Masking	30 seconds time	5500,000/-

Note: The above-mentioned SMS count is based on anticipation, which may increase or decrease during the service duration/period and shall be paid as per actual against agreed rates.



4.2 Comprehensive Scope of work:

The Bidder will be required to provide and integrate **SMS Gateway Services/Solution** with PRAL's existing or any new applications during the contract period. All the integration will be bidder's sole responsibility. Accordingly, the solution provided by the bidder will be used by multiple applications within PRAL/ FBR.

The bidders are required to segregate the users/subscriber's operator wise using MNP updated data, to ensure maximum delivery of SMS to subscribers in real time.

The Bidder will also be responsible for providing an online dashboard/ portal for SMS management/ monitoring which will include the following:

Sr #	Dashboard/Portal Features
1	Reflection of SMS using HTTP Protocol to all the operators after aggregation of users/subscribers using MNP updated data
2	Daily/Monthly and operator wise usage statistics, traffic analysis and reporting.
3	SMS information, Total SMS Consumed
4	End-to-End SMS Service delivery status i.e. date wise Total SMS delivered, Total SMS Failed
5	Aggregation of One-Way SMS
6	Portal should have the capability to save the Data for up to 06 months
7	Bidder shall provide at least 05 user logins to access the portal to access the statistics.
8	Report generator and extracts options should be available in portal

4.3 SMS Features

The following list of features must be incorporated in SMS delivery:

- 4.3.1 Unicode Support.
- 4.3.2 Standard SMS Character length for English.
- 4.3.3 Standard SMS Character length for Urdu.
- 4.3.4 Concatenation Support.
- 4.3.5 Set SMS MT API.
- 4.3.6 Smart encoding - Ensures your messages aren't split.
- 4.3.7 Detect easy-to-miss Unicode characters.
- 4.3.8 Message body redaction.
- 4.3.9 Message expiration setting.
- 4.3.10 Long Code Support.
- 4.3.11 Queuing.
- 4.3.12 Timeline for the delivery of SMS is 30 second, which must be ensured.
- 4.3.13 SMS management/ monitoring dashboard must be provided.
- 4.3.14 Solution delivery time should not exceed one month.
- 4.3.15 Provided solution must have Tier -I support.
- 4.3.16 English and Urdu font support.
- 4.3.17 All messages must be white-listing and no spamming policies be applicable.
- 4.3.18 SMS delivery to ported numbers must be ensured at any cost.



4.4 Operational Requirements

- 4.4.1 PRAL intends to communicate with its beneficiaries and users through SMS (On-net, Off-net, etc.) as per the above-expected services volume.
- 4.4.2 The Bidder (Mobile Operator(s)/SMS aggregator(s)) should offer a blended rate for all On-net / Off-net SMS.
- 4.4.3 The above-mentioned SMS volume is valid for 365 days or for (One Year) effective from the date of LOI/Contract/Agreement.
- 4.4.4 Send SMS service based on HTTP protocol.
- 4.4.5 These reports will contain successful messages, invalid recipients and recipients with invalid responses MSIDN wise.
- 4.4.6 Provision of Failed SMS log, Successful SMS log (on request) with bifurcation of on-net/off-net etc.
- 4.4.7 Complete History and Event Logging should be available against each customer in the event log section.
- 4.4.8 Purpose of the Service is to deliver SMS from PRAL developed application/ Applications to specific clients.
- 4.4.9 Standard SMS Character length for English. However, in certain scenarios, long English SMS, Urdu SMS and bulk SMS may also be delivered.
- 4.4.10 Service should deliver SMS to any number of all Mobile Operators Networks including Ported numbers and bypassing all restrictions/ SMS Blockages.
- 4.4.11 The bidder shall be responsible for releasing the Mask(s) from other telecom operators and get them whitelisted and marked as transactional messages after getting the approval from PTA.
- 4.4.12 Bidder must define the Escalation Matrix for Technical Support.

4.5 Tier-1- Support Level Agreement

Bidder must comply with the following service levels and the corresponding responses and resolution timelines. This support will be 24/7/365.

Service Level	Response / Acknowledgement Time	Resolution Time
High	2 Hours	8 hours
Medium	6 Hours	Within 16 hours
Low	8 Hours	Within 48 hours

Severity Level	Description
High	The overall service is down, or the SMS are not being delivered due to any reason.
Medium	The services are partially down, and SMS are not being delivered due to any reason.
Low	Any required support against contract other than high & medium tickets.



Penalty Clauses:

High Severity: If high level severity response time or resolution time is breached then 2% of monthly invoice will be deducted as a penalty as per the given formula.

Medium Severity: If Medium level severity response time or resolution time is breached then 1.5% of monthly invoice will be deducted as a penalty as per the given formula.

Low Severity: If high Low severity response time or resolution time is breached then 1% of monthly invoice will be deducted as a penalty as per the given formula.

The following penalty formula will be used:

Total Penalty in a Month = (Monthly Invoice * Penalty Percentage applicable on severity * No. of Times SLA breached)

5. General or Special Conditions of Tender

The successful bidder shall agree to the following terms to provide SMS Services to PRAL:

- 5.1 All documents and information received by PRAL from bidders will be treated in strictest confidence.
- 5.2 All expenses related to participation in this bidding document shall be borne by the bidder.

6. Form of Contract:

- 6.1 The successful bidder shall sign and execute the standard contract of PRAL including any general conditions on the terms and conditions specified therein. Any amendment to the standard contract shall be made with mutual consent of both parties.
- 6.2 Successful bidder will sign a contract and will provide the services as per the timelines specified in the scope of work after issuance of the Purchase/Service Order.
- 6.3 The duration of the contract shall be 01 year; however, it can further be extended up to 02 years, based on the satisfactory performance of the bidder with the mutual consent of both parties on the same rates, terms & conditions.
- 6.4 In case of any dispute regarding SMS services the decision of the PRAL shall be final & binding.
- 6.5 The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PRAL shall upon request communicate to any bidder the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- 6.6 All taxes will be deducted in accordance with the applicable laws.
- 6.7 The bid shall remain valid for the period of 90 days from the date of bid opening.
- 6.8 In case the selected bidder fails to deliver the said services as per the agreed timelines, bid security of the bidder will be forfeited, and the contract may be terminated.
- 6.9 The unit rate per SMS with and without taxes shall be locked for the period of 01 year and any change in tariff during this period will not be applicable, except for any change in taxes by the Government of Pakistan.

7. Delivery Timelines

The timeline for the provisioning of SMS Gateway service/solution is one month after issuance of the purchase order or signing of the Contract.



8. Technical Evaluation Criteria

This document is governed by the procedure approved by PRAL management. The technical proposal of eligible organizations will be evaluated against the requirements specified in the “Annexure-D”.

9. Financial Evaluation Criteria

The financial proposals of only eligible & technically responsive bidders will be opened in the presence of all the bidders who participated in the tender. All technically qualified bids shall be opened by the evaluation committee publicly online in the presence of the bidders or their representatives who may choose to be present at the time and place announced prior to the bidding. The chairperson or member of the evaluation committee shall read aloud the unit price as well as the bid amount if any and shall record the minutes of the bid opening. All bidders shall sign an attendance sheet at the time of bid opening.

Please provide information regarding Financials in **Annexure – F”**.

10. Performance Security

- a. Upon signing of this Agreement, the Service Provider shall provide a performance guarantee equivalent to 04% of the contract value, issued by the renowned scheduled bank for the contract period to be offered. The Guarantee shall be valid until expiry of the Initial Term of the Agreement. In case the bidder fails to provide the Bank Guarantee, the said equivalent amount shall be retained from the monthly invoice by PRAL. The Retention Money shall be released by PRAL in favor of the Service Provider upon expiry of the Initial Term.
- b. The bid security shall be returned after submission of performance guarantee by the bidder or after the retained from the month invoice by the PRAL.
- c. The performance guarantee/security will be returned after completion of the Contract.

11. Pre-Bid Meeting

A pre-bid meeting will be held on September 23, 2024 at 15:00 PM at PRAL Office i.e. Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3, Islamabad for clarification of any query from the potential bidders.

12. Submission of Bids (Technical and Financial Proposal): -

The complete bid containing the Technical and Financial proposals along with Bid Security shall only be submitted online in PDF format on EPADS, no hardcopy shall be entertained. Only the original copy of the bid security and Affidavit shall be submitted in hardcopy at the address given in the bidding document on or before 11:00 AM 01st October 2024. Technical proposals will be opened online on the same day i.e., 11:30 AM 01st October 2024 at PRAL Head Office Islamabad in the presence of bidder’s representatives who wish to attend it. The bidder who fails to submit the hardcopy of bid security on or before the closing date & time on the given address shall be disqualified from the bidding process. The Bid Security of the disqualified bidders will be returned after awarding the business to the successful bidder.



a. Bid Security

Bid Security amounting to rupees 400,000/-PKR in the form of pay order or demand draft favoring Pakistan Revenue Automation Pvt Ltd shall be submitted along with the bid. The Bid Security should be valid for a period not less than 6 months.

- a. Any bid not secured by “Bid Security” shall be considered as rejected
- b. if “Bid Security” is found less than Rs. 400,000/-, the bid shall be considered as rejected at any stage.

b. Cover Letter for the Submission of Technical Proposal

A cover letter as specified in **Annexure I** shall be submitted with the proposal.

Note: Please provide the required Information/Response to all Annexure mentioned in this document and mark them while submitting the bid.



Annexures

Annex – A (Organization Information)

Organization Information		
S #	Required Information	Response
1	Legal name of the organization	
2	Year of Registration / Establishment of the Organization	
3	National Tax Number	
4	General / Punjab Sales Tax Number	
5	What is the legal status of your organization? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organization
		Section 42 Company
		Public Ltd. Company
		Private Ltd. Company
		Private Partnership Firm
	Other	
6	Name and designation of 'Head of Organization'	
	Mobile:	
	Phone/s:	
	Email:	
7	Name and designation of 'Contact Person':	
	Phone/s:	
	Mobile:	
	Email:	
8	Address of organization	



Annex – B (Eligibility Criteria Check List)

Eligibility Check List				
Sr. No.	Eligibility Criteria Details	Evidence/Proof Required	Attached Supporting Documents/Proof and mark Yes/No	
			Yes	No
1	Evidence of the bidding firm/company's registration/incorporation	Copy of certificate of incorporation/company registration	<input type="checkbox"/>	<input type="checkbox"/>
2	Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of Organization	Copy of registration	<input type="checkbox"/>	<input type="checkbox"/>
3	Should be active taxpayer on the date of submitting the bid.	Status report must be provided	<input type="checkbox"/>	<input type="checkbox"/>
4	Affidavit on stamp paper, declaring that company is not blacklisted by any Telco/FMCG/autonomous body/government/semi government or any organization.	Affidavit on stamp paper original signed & stamped	<input type="checkbox"/>	<input type="checkbox"/>
5	Bidders must have valid PTA Telecommunication License in case of a Telecom Operator and PTA license of CVRS & CVALS in case of an SMS Aggregator.	(Bidders are required to submit the copy of the license)	<input type="checkbox"/>	<input type="checkbox"/>



Annex – C (Relevant Experience)

Relevant Experience		
Sr. #	Required Information of the Clients	Response (Please provide exact information with Clients organization name, location/s and duration) Provide data in sequence given below
1	Details of the Clients to whom Similar SMS Gateway service/solution are provided	
	Name of Clients Organization(s) along with the following details:	i.
	I. Company Name	ii.
	II. Addresses, email address, Phone #, website	
III. Contact person	iii.	
IV. Start and end dates of Services (For example – Jan 2009 to July 2021)		



Annex – D (Technical Evaluation Criteria)

TECHNICAL EVALUATION CRITERIA				
Sr #	Descriptions	Total Points	Scoring Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Client Portfolio	15		
	Provided Similar nature of SMS Gateway services/solution to more than 15 local/international/multinational clients including public sector or private sector organizations		15	Documentary proof: (Purchase/Service order/ copies of contract with contract details of clients should be furnished. *Multiple projects with same client will be counted as one.
	Provided Similar nature of SMS Gateway services/solution to more than 10 but less than or equal to 15 local/international/multinational clients including public sector or private sector organizations		10	
	Provided Similar nature of SMS Gateway services/ solution to more than 05 but less than or equal to 10 local/international/multinational clients including public sector or private sector organizations		05	
2	Relevant Experience	15		
	Experience of more than or equal to 10 years for providing similar nature of SMS Gateway services/ solution to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		15	Documentary proof: (Purchase/Service order/ copies of contract with contract details of clients should be furnished. *Multiple projects with same client will be counted as one.
	Experience of less than 10 years but more than or equal to 07 years for providing similar nature of SMS Gateway services/ solution to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		10	
	Experience of less than 07 years but more than or equal to 04 years for providing similar nature of SMS Gateway services/ solution to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		05	
3	Compliance to the Scope of work mentioned in the bidding document	25		
	Compliance to the Scope of work mentioned in the bidding document.		25	A written confirmation on company's letterhead is required that the bidder (company/firm) shall fully



				comply to the scope of work mentioned in the bidding document
4	Compliance to the delivery timelines for the Provisioning of SMS Gateway service/ solution	25		
	The Delivery timeline for the provisioning of SMS Gateway services/Solution as per the scope of work mentioned in the bidding document is 03-04 weeks after issuance of Purchase Order/Contract		25	A written Confirmation on company's letterhead is required
5	Financial Turnover	20		
	Annual turnover /revenue of the company/firm is greater than or equal to 100 million (PKRs)		20	Documentary proof required (tax returns or financial audited report for the year 2022-2023 or latest)
	Annual turnover /revenue of the company/ firm is less than 100 million (PKRs) but greater than or equal to 80 million (PKRs)		15	
	Annual turnover /revenue of the company/ firm is less than 80 million (PKRs) but greater than or equal to 60 million (PKRs)		10	
	Annual turnover /revenue of the company/ firm is less than 60 million (PKRs) but greater than or equal to 40 million (PKRs)		05	
Total Technical Evaluation Score		100		

*Please mark/flag the supporting documents shared for technical qualification scoring.

*If the quoted item is below the required requirements/specification, the Bid shall stand non-Responsive



Annex – E (Key Management Staff of the Company)

Please provide details of Key Management Staff

Key Management Staff of Company					
Sr #	Name of Management Staff	Designation	Qualification	Area of Expertise	Number of years in company



Annex – F (Financial Proposal)

FINANCIAL BID FORMAT

SR #	Description	Unit	Quantity	Unit Price in PKR (without applicable GST/AIT)	GST/PST % applicable per unit (if applicable)	AIT % applicable per unit (if applicable)	Unit Price in PKR (inclusive of all applicable taxes)	Total Cost in PKR (inclusive of all applicable taxes)
A	<u>One Time Setup Charges for One-Way SMS Gateway Service (If any)</u>	Job	01					
B	<u>One-Way Local SMS Blended rate (Offnet & On-net)</u>	SMS Count	5500,000					
A+B	<u>Grand Total Cost (inclusive of all applicable taxes)</u>							
<u>Total Amount in Words</u>								

Note: The above-mentioned SMS count is based on anticipation, which may increase or decrease during the service duration/period and shall be paid as per actual against agreed rates.

Business award Criteria:

The business shall be awarded to the bidder whose financial bid found lowest among the technically qualified bidders.

Authorized Signatory

Name _____

Designation _____

Signature _____

Stamp _____

Date _____



Annex-G (Penalty Clauses & Payment Terms)

1. Any delay in initial setup or project initiation by the bidder, after issuance of the purchase order or signing of the contract, as per the time frame mentioned in the bidding document will be subject to a penalty of 50,000/-Rs per week, which shall be settled against submitted performance security or retained amount.
2. The initial setup cost shall be paid along with the first invoice for SMS consumption charges, and the cost for SMS consumed shall be paid within 30 days upon submission of error free invoice, on a monthly basis after applicable penalty clauses (if any). No advance payment shall be allowed.
3. If any delays are observed regarding SMS delivery as per the timeline mentioned in the scope of work, a penalty shall be charged as defined in the Scope of work.
4. If any delays are observed regarding delivery of SMS on networks other than the service provider, due to their own network problem/issue, the penalty shall not be applied.
5. All the payment shall be made in the PKR after the deduction of all applicable taxes.



Annex – H (Declaration)

I, _____ hereby declare that:

- all the information provided in the technical proposal is correct in all manners and respects.
- and I am duly authorized by the Governing body/Board/Management to submit this proposal on behalf of "[Click here and type the name of organization]"

Name: -	
Designation: -	
Signatures: -	
Date and Place: -	



Annex – I (Cover Letter)

[Firm letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guidelines]

Re: Technical Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide the services for **Provisioning of SMS Gateway Service**, in accordance with your tender for Proposal dated [Insert Date of tender advertised]. We hereby submit our technical Proposal including the required documents.

We hereby declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification and forfeiting of our bid security. We undertake that we will initiate the delivery of services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,