

FEDERAL PUBLIC SERVICE COMMISSION
F-5/1 Aga Khan Road

NO. F.1-10 (19)/2021-2022/LOG

Islamabad, the 29th March, 2022

TENDER NOTICE

Subject: - **PROVISION OF BUSINESS SMS SERVICE AT FPSC, HEADQUARTERS, ISLAMABAD**

Sealed tenders are invited from the Cellular Network Operators having National Income Tax and GST Numbers for providing business SMS Service to FPSC, Headquarters, Islamabad for conveying useful information to FPSC's candidates. Detailed Terms and Conditions of the tender are enclosed.

2. Bids will be received up to **14.4. 2022 (Thursday) at 10:30 AM** and will be opened on the same date at **11:00 AM** in the office of the Director (Logistics) FPSC, Islamabad in the presence of the bidders or their authorized representatives (who wish to be present).
3. The Competent Authority reserves the right to accept or reject all tenders as per public Procurement Rules, 2004.



(M. A. Rehan)
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TERMS & CONDITIONS

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Call deposit Rs.10,000/- in shape of Bank Draft/Pay Order in favor of Secretary FPSC Islamabad which is refundable, should be attached with the bid (s). Otherwise, it will be rejected. Cheques will not be acceptable.

2. The successful bidder will furnish a performance guarantee of Rs.50,000/- in shape of Bank Draft/Pay Order in favor of Secretary FPSC Islamabad, which will be released at the end of the contract.

3. All the bidders should clearly indicate their Bank Account, General Sales Tax and National Tax Numbers in their bids, otherwise it will be rejected. The proof of Income Tax Registration and GST Numbers should also be enclosed with the bids.

4. The interested vendor(s) must be PTA approved cellular network operator (s) in Pakistan.

5. All the bidders are required to attach with their bids a list of the offices/organization where the SMS Business has been provided by the firms.

6. **Per SMS charges inclusive of all kinds of taxes** should be quoted with credit limit of Rs.800,000/- per month. In case of separate quoted rates for on net and off net, the average rate will be considered.

7. Specification/detail of the required features is as under:

Sr. #	Features
(i)	Web based user interface.
(ii)	Multiple user login accounts with User Rights Management for every subscriber account.
(iii)	SMS Mask "FPSC" and short code, if required by PTA.
(iv)	Unlimited Contacts Management (Create, Save and upload contacts online or via CSV file for SMS recipients).
(v)	Unlimited Recipient's Groups (each groups can have unlimited contacts) Management.
(vi)	SMS Broadcast Scheduler for contact(s) or group(s) on daily, weekly or as per choice.
(vii)	Searchable broadcast logs and delivery logs (Instant, Bulk, Scheduled etc.) history that shows complete Text, Recipient Number, Date & Time of SMS sent. Furthermore, separate logs of phone numbers who have blocked/not allowed to receive promotional SMSs, if available.
(viii)	API subscriber to integrate Business SMS with any other application/database/web server to automatically send SMS upon event trigger.
(ix)	Availability of SMS records for at least one year. Thereafter appropriate archiving facility of old messages to be provided.
(x)	Nomination of technical person for resolving queries/issues, if any.

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8. The successful bidder shall be responsible to activate the SMS service immediately after receiving the contract documents and work order.
9. The contract will initially be for one year, extendable for further one year with mutual consent of both the parties on satisfactory service provision, with maximum period of three years.
10. Before award of contract, the successful bidder shall be bound to provide undertaking on oath, countersigned by the Oath Commissioner that FPSC's data will not be misused for any other purpose.
11. Submission of any false statement/documents or concealing of information would be likely to disqualify the bidder.
12. Bids will be received up to 14.4. 2022 (Thursday) at 10:30 AM and will be opened on the same date at 11:00 AM in the office of the Director (Logistics) FPSC, Islamabad in the presence of the bidders or their authorized representatives (who wish to be present).
13. Bids with over writing/cutting will not be entertained.
14. No conditional bids(s) will be accepted.
15. The Competent Authority reserves the right to accept or reject all bids as per public Procurement Rules, 2004.



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