

**GOVERNMENT OF PAKISTAN
MINISTRY OF RELIGIOUS AFFAIRS
AND INTERFAITH HARMONY**

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TENDER NOTICE

Sealed Tenders are invited by the Ministry of Religious Affairs and Interfaith Harmony from Income Tax and Sales Tax registered firms on the basis of Single Stage (two envelop procedure) for hiring of Firm for sending SMS for the awareness of Intending Pilgrims for the Hajj 2020.

Description of Work

- Hiring of Bulk/Branded SMS Services.
- SMS should be sent with Masking. Guaranteed SMS Delivery on all Pakistan Mobile Operators.
- Delivery on all regular and ported telecom numbers must be with Masking. Installation, Configuration of SMS gateway solution and integration with all mobile operators is required.
- Globally managed password protected web-based control panel administration access.
- SMS length is 160 characters/SMS in English & 70 characters/SMS in Urdu.
- API for Easy Integration (PHP/.Net/Andriod).
- Message broadcast to a single user or a group via SMPP.
- SMS scheduling with date and time.
- Multiple Language Support.
- Online Delivery Status Report.
- Complete Delivery Log.
- Track the History of Bulk SMS Sent.
- Interface for Statistics, API Password, Managed Users.
- The vendor will deploy the solution at Ministry's premises with training to the relevant staff or as advised by the Ministry and solution will be property of the Ministry.
- Integration of short code with all Mobile Operators is also required.

2. Tender documents can be obtained from Ministry of Religious Affairs and Interfaith Harmony on any date during office hours after the publication of this advertisement.
3. The bids inclusive of all taxes along with call deposits @ 5% (refundable) of the quoted bids must reach the undersigned on or before 28.01.2020 at 1100 hours. Tender will be opened on the same day at 1430 hours in the presence of bidders. The rates should be valid for at least six months.
4. No Tender will be accepted after the due date and time.
5. Tender without GST/Income Tax Registration Number and without call deposit will not be accepted.
6. Successful bidder will be bound to supply the services within 15 days after issuance of the work order as per terms and conditions.
7. Goods/Services supplied will be accepted as per specification of bidding document and subject to satisfactory report of the Inspection/Purchase Committee.
8. The Purchase Committee of the Ministry of Religious Affairs and Interfaith Harmony reserves the right to accept or reject any or all the tender's accordance with PPRA Rules, 2004. The reason of which will be intimated on request of the bidder.

(Jamil ur Rehman)

Assistant Director (IT)

Ph: 051-9201650

MINISTRY OF RELIGIOUS AFFAIRS AND INTERFAITH
HARMONY

BIDDING DOCUMENTS

For

NATIONAL COMPETITIVE BIDDING

(SMS Service Provider for Hajj 2020)

Procurement Notice
(For SMS Service Provider for Hajj 2020)

Ministry of Religious Affairs and Interfaith Harmony invites sealed bids from the reputed Firms/companies in Pakistan, registered with Income Tax & Sales Tax Depts. for SMS Service Provider for Hajj 2020.

2. Interested firms/companies may obtain the bidding documents, containing detailed terms and conditions & specifications of required job from the office of the undersigned. Price of the bidding documents is Rs.1,000/- bank draft. Bidding documents can be downloaded from Ministry's websites www.hajjinfo.org and www.mora.gov.pk.
3. The sealed bids must reach the undersigned on 28.01.2020 till 1100 hours; Bids will be opened on the same day at 1430 hours.

Assistant Director (IT),
M/s Religious Affairs and Interfaith Harmony,
1st Floor, Kohsar Block, New Secretariat, Islamabad.
[051-9201650](tel:051-9201650)

BIDDING DOCUMENTS

For

NATIONAL COMPETITIVE BIDDING

(For SMS Service Provider for Hajj 2020)

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|-------------------|--|
| Part One | <ul style="list-style-type: none">• Instructions to Bidders (ITB)• <u>Bid Data Sheet (BDS)</u> |
| Part Two | <ul style="list-style-type: none">• Schedule of Requirements• <u>Technical Specifications</u>• <u>Standard Forms</u> |
| Part Three | <ul style="list-style-type: none">• <u>General Conditions of Contract (GCC)</u>• <u>Special Conditions of Contract (SCC)</u> |

**Ministry of Religious Affairs and Interfaith Harmony
Islamabad**

Part One
Instructions to Bidders

Instructions to Bidders

A. Introduction

1. **Name of Purchaser and address**
- 1.1 Ministry of Religious Affairs and Interfaith Harmony, 1st Floor, Kohsar Block, New Secretariat, Islamabad
2. **Eligible Bidders**
- 2.1 General Sales Tax Registered.
- 2.2 National Tax Number Registered.
- 2.3 Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of Pakistan in accordance with ITB Clause 31.1.
- 2.4 Having validly licensed by the prescribed licensing authority.
- 2.5 Authorized agents/Distributors should submit the authority letter from manufacturers to quote rate in tender on their letter.
- 2.6 NTN Number, Bank name, Account number and also Vendor number should also be indicated in the tender letter.
 - The amount of bid security for SMS Service Provider shall be at the rate of **05% of the bid price**, which is to be offered by the company in terms of **Rules 25 of PPRA, 2004** and that amount should accompany the Quotation in the shape of Bank Draft/Pay order from any scheduled Bank in favour of the “Secretary, Ministry of Religious Affairs and Inter-faith Harmony, Government of Pakistan, Islamabad”. This money is refundable on satisfactory completion of the contract/job. Satisfactory completion of contract shall mean supply of medicines of good quality and efficacy in required quantities and strong packing.
 - **Rule 33(1) of PPRA, 2004** The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds. – **The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.**
 - Affidavit on stamp paper to the effect that the firm/bidder has not been blacklisted in the past by any of the Government institute/department, and have not quoted less rates in any other tender than quoted here.
 - Quantities/supplies may be adjusted as per requirement.
 - All Service Provider shall nominate a representative for contact with procuring agency.
 - Any violation with reference to quality will be subject to legal action

as per Rules.

- Successful bidder must arrange to provide SMS services within 15 days of receipt of work order. In case of delay after specified period, penalty shall be imposed @5% of the bid value per day.
- Submit also soft copy, failing which your request shall not be considered.

- 3. Cost of Bidding** 3.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and the Purchaser named in the Bid Data Sheet, hereinafter referred to as “the Purchaser,” will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. The Bidding Documents

- 4. Content of Bidding Documents** 4.1 The Goods/Services required, bidding procedures and contract terms are prescribed in the bidding documents. In addition to the Invitation for Bids, the bidding documents include:
- (a) Instructions to Bidders (ITB)
 - (b) Bid Data Sheet (BDS)
 - (c) General Conditions of Contract (GCC)
 - (d) Special Conditions of Contract (SCC)
 - (e) Schedule of Requirements
 - (f) Technical Specifications
 - (g) Bid Form and Price Schedules
 - (h) Contract Form
- 4.2 The Bidder may fill all the forms including **Bid Evaluation Form** as per instructions. The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents alongwith supporting documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in the rejection of his bid.
- 5. Clarification of Bidding Documents** 5.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Purchaser in writing at the Purchaser’s address indicated in Bid Data Sheet (BDS). The Purchaser will respond in writing to any request for clarification of the bidding documents which it receives no later than five (05) days prior to the deadline for the submission of bids prescribed in the Bid Data Sheet. Written copies of the Purchaser’s response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding documents, directly from the purchaser.

C. Preparation of Bids

- 7. Language of Bid** 7.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Purchaser shall be written in the language specified in the Bid Data Sheet.
- 8. Documents Comprising the Bid** 8.1 The bid prepared by the Bidder shall comprise the following components:
- (a) a Bid Form, specifications and a Price Schedule completed in accordance with ITB Clauses 9, 10, and 11; and
 - (b) bid security furnished in accordance with ITB Clause 13.
- 9. Bid Form** 9.1 The Bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the bidding documents, indicating the Goods/Services to be supplied, a brief description of the Goods/Services, quantity, and prices.
- 10. Bid Prices** 10.1 The Bidder shall indicate on the appropriate Price Schedule the unit prices (where applicable) and total bid price of the Goods/Services it proposes to supply under the contract.
- 10.2 Prices indicated on the Price Schedule shall be delivered duty paid (DDP) i.e. inclusive of all applicable taxes, prices. The price of other (incidental) services, if any, listed in the Bid Data Sheet will be entered separately.
- 10.4 The Bidder's separation of price components in accordance with ITB Clause 10.2 above will be solely for the purpose of facilitating the comparison of bids by the Purchaser and will not in any way limit the Purchaser's right to contract on any of the terms offered.
- 10.5 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in the Bid Data Sheet. A bid submitted with an adjustable price quotation will be treated as nonresponsive and will be rejected two or more prices for a single item will be treated as non-responsive.
- 11. Bid Currencies** 11.1 Prices shall be quoted in Pak Rupees unless otherwise specified in the Bid Data Sheet.
- 12. Documents Establishing Bidder's Eligibility and Qualification** 12.1 Pursuant to ITB Clause 8, the Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its qualifications to perform the contract if its bid is accepted.
- 12.2 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Purchaser's satisfaction:
- (a) the Bidder meets the qualification criteria listed in the Bid Data Sheet.

13. Bid Security

- 13.1 Pursuant to ITB Clause 8, the Bidder shall furnish, as part of its bid, a bid security in the amount specified in the Bid Data Sheet.
- 13.2 The bid security is required to protect the Purchaser against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to ITB Clause 13.7.
- 13.3 The bid security shall be in Pak. Rupees and shall be in one of the following forms:
- (a) irrevocable en-cashable call-deposit/bank draft/pay order etc. in name of the Purchaser given under ITB clause 13.1 of Bid Data Sheet.
- 13.4 Any bid not secured in accordance with ITB Clauses 13.1 and 13.3 of the BDS will be rejected by the Purchaser as nonresponsive, pursuant to ITB Clause 22.
- 13.5 Unsuccessful bidders' bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by the Purchaser pursuant to ITB Clause 14.
- 13.6 The successful Bidder's bid security will be discharged upon the Bidder's successful supply of Goods/Services duly acceptable to the purchaser.
- 13.7 The bid security may be forfeited:
- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
 - (b) in the case of a successful Bidder, if the Bidder fails:
 - (i) to sign the contract in accordance with ITB Clause 30;
 - (ii) fails to deliver the Goods/Services within stipulated time period as per Schedule of Requirements: Section: I – Part Two.

14. Period of Validity of Bids

- 14.1 Bids shall remain valid for the period specified in the Bid Data Sheet after the date of bid opening prescribed by the Purchaser, pursuant to ITB Clause 20. A bid valid for a shorter period shall be rejected by the Purchaser as nonresponsive.
- 14.2 In exceptional circumstances, the Purchaser may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security provided under ITB Clause 13 shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting

the request will not be required nor permitted to modify its bid.

**15. Format and
Signing of Bid**

- 15.1 The Bidder shall prepare an original and the number of copies of the bid indicated in the Bid Data Sheet, clearly marking each "ORIGINAL BID" and "COPY OF BID," as appropriate. In the event of any discrepancy between them, the original shall govern.
- 15.2 The original and the copy or copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.
- 15.3 Any interlineations, erasures, or overwriting shall not be valid even if they are initialed by the person or persons signing the bid. The bid should be duly banded and each page signed/stamped by authorized person.

D. Submission of Bids

**16. Sealing and
Marking of Bids**

- 16.1 Each bid shall comprise one single envelope containing financial proposal and technical proposal. All bids received shall be opened and evaluated adopting "Single Stage, Two Envelopes Method".
- 16.2 The inner and outer envelopes shall:
 - (a) be addressed to the Purchaser at the address given in the Bid Data Sheet; and
 - (b) bear the name indicated in the Bid Data Sheet, the Invitation for Bids title and number indicated in the Bid Data Sheet, and a statement: "DO NOT OPEN BEFORE," to be completed with the time and the date specified in the Bid Data Sheet, pursuant to ITB Clause 20.
- 16.3 The inner envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".

**17. Deadline for
Submission of
Bids**

- 16.4 If the outer envelope is not sealed and marked as required by ITB Clause 16.2, the Purchaser will assume no responsibility for the bid's misplacement or premature opening.
- 17.1 Bids must be received by the Purchaser at the address specified in the Bid Data Sheet no later than the time and date specified in the Bid Data Sheet.
- 17.2 The Purchaser may, at its discretion, extend this deadline for the submission of bids by amending the bidding documents in accordance with ITB Clause 6, in which case all rights and obligations of the Purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

18. Late Bids 18.1 Any bid received by the Purchaser after the deadline for submission of bids prescribed by the Purchaser pursuant to ITB Clause 17 will be rejected and returned unopened to the Bidder.

19. Modification and Withdrawal of Bids 19.1 The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Purchaser prior to the deadline prescribed for submission of bids.

19.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of ITB Clause 16. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.

19.3 No bid may be modified after the deadline for submission of bids.

19.4 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security, pursuant to the ITB Clause 13.7.

E. Opening and Evaluation of Bids

20. Opening of Bids by the Purchaser 20.1 The Purchaser will open all bids in the presence of bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the Bid Data Sheet. The bidders' representatives who are present shall sign a register/ attendance sheet evidencing their attendance.

20.2 The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of requisite bid security and such other details as the Purchaser, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder pursuant to ITB Clause 18.

20.3 Bids (and modifications sent pursuant to ITB Clause 19.2) that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.

20.4 The Purchaser will prepare minutes of the bid opening.

21. Clarification of Bids 21.1 During evaluation of the bids, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

22. Preliminary 22.1 The Purchaser will examine the bids to determine whether they are

Examination

complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. The procuring agency may seek opinion of experts regarding efficacy and safety of drugs prior to selection and may reject any bid on this ground.

22.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Supplier does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

22.3 The Purchaser may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

22.4 Prior to the detailed evaluation, pursuant to ITB Clause 23 the Purchaser will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, **such as** those concerning Bid Security (ITB Clause 13) and Taxes and Duties will be deemed to be a material deviation. The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

22.5 If a bid is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

23. Evaluation and Comparison of Bids

23.1 The Purchaser will evaluate and compare the bids which have been determined to be substantially responsive, pursuant to ITB Clause 22.

23.2 The Purchaser's evaluation of a bid, further elaborated under Bid Data Sheet, will be on delivered duty paid (DDP) price inclusive of prevailing duties and transportation charges, and it will exclude any allowance for price adjustment during the period of execution of the contract, if provided in the bid.

24. Contacting the Purchaser

24.1 Subject to ITB Clause 21, no Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Purchaser, it should do so in writing.

24.2 Any effort by a Bidder to influence the Purchaser in its decisions on bid evaluation, bid comparison, or contract award may result in the rejection of the Bidder's bid.

F. Award of Contract

- 25. Qualification**
- 25.1 In the absence of prequalification, the Purchaser will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive bid is qualified to perform the contract satisfactorily.
- 25.2 The determination will take into account the Bidder's compliance with the qualification criteria defined in the Bid Data Sheet.
- 26. Award Criteria**
- 26.1 Subject to ITB Clause 28, the Purchaser will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
- 27. Purchaser's Right to Vary Quantities at Time of Award**
- 27.1 The Purchaser reserves the right at the time of contract award to increase or decrease, by the percentage indicated in the Bid Data Sheet, the quantity of goods and services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.
- 28. Purchaser's Right to Accept any Bid and to Reject any or All Bids**
- 28.1 The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or bidders. The Purchaser will inform the affected Bidder or bidders of the grounds for the Purchaser's action, if so requested, but the Purchaser shall not be required to justify the grounds.
- 29. Notification of Award**
- 29.1 Prior to the expiration of the period of bid validity and subject to ITB Clause 29.3, the Purchaser will notify the successful Bidder in writing by registered letter or by cable, to be confirmed in writing by registered letter, that its bid has been accepted.
- 29.2 The notification of award under ITB 29.1 will constitute the formation of the Contract.
- 29.3 The Purchaser shall announce the results of bid evaluation in the form of a report giving justification for acceptance or rejection of bids at least ten days prior to the award of contract.
- 30. Signing of Contract**
- 30.1 At the same time as the Purchaser notifies the successful Bidder that its bid has been accepted, the Purchaser will send the Bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.
- 30.2 Within fifteen (15) days of receipt of the Contract Form, the successful

Bidder shall sign and date the contract and return it to the Purchaser.

**31. Corrupt or
Fraudulent
Practices**

31.1 The Purchaser observes the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser:

(a) defines, for the purposes of this provision, the terms set forth below as follows:

“corrupt and fraudulent practices” includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or the supplier or contractor in the procurement process or in contract execution to the detriment of the procuring agencies; or misrepresentation of facts in order to influence a procurement process or the execution of a contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the procuring agencies of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty

(b) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

(c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a M/o RA&IH financed contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a M/o RA&IH contract.

31.2 Any information found misleading about organization will lead to blacklisting of the firm on permanent basis

Section II.

Bid Data Sheet

Bid Data Sheet

The following specific data for the goods/services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB): Section I. Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

A. The Bidding Document		
ITB 7.1	Language of the Bid	English
B. Preparation of Bids		
ITB 10.2	The price quoted shall be	DDP in Pak Rupees i.e. inclusive of all applicable taxes & transportation charges including delivery of SMS Service provided.
ITB 10.5	The price shall be	Fixed and must include the Income & General Sales Taxes (GST) and other taxes and duties, where applicable as per law. If there is no mention of taxes, the offered / quoted price(s) will be considered as inclusive of all prevailing taxes / duties.
ITB 12.2 (a)	Technical Qualification requirements.	<ul style="list-style-type: none"> a) The bidder must submit National Tax No., Sales Tax No. Certificates. b) The supply should be in accordance with the approved specification/samples. c) Quality of the items should be maintained in good condition. d) Supply of the above items/services is to be completed and supplied within two weeks. e) If job is not completed within the prescribed period according to approved specifications, the Ministry reserves the right to impose penalty by deducting payment from your bill as mentioned in bidding document. f) All payments to the firm shall be made after deduction of Income Tax under the rules. g) No advance payment will be made by this Ministry. Bid security (refundable) will be released on completion of job and submission of confirmation certificate from IT CELL, the payment shall be made to the firm. h) The Procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any supplier or contractor who submit a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds. - The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
ITB 13.1	Amount of bid security	5 % of the total quoted bid price. Amount of Bid Security can be submitted in any form such as Bank Draft / Demand Draft etc in the name of Ministry of Religious Affairs and Interfaith Harmony, Islamabad.
ITB 13.3	Form of Bid Security	<ul style="list-style-type: none"> (i) The Bid Security shall be enclosed in the main envelope of financial proposal. (ii) The tenders found deficient of the amount as bid security compared to total bid price will not be

		considered and declared financially non-responsive. (iii) No personal cheques will be acceptable at any cost.
ITB 14.1	Bid validity period.	Bid should remain valid for 90 days from the opening date of bids.
ITB 15.1	Number of copies.	One original Copy.

C. Submission of Bids

ITB 17.1	Address for bid submission.	Ministry of Religious Affairs and Interfaith Harmony, 1st Floor, Kohsar Block, New Secretariat, Islamabad. Ph. 051-9201650
ITB 17.1	Deadline for bid submission.	28 th January 2020, at 1100 hours.

D. Opening and Evaluation of Bids

ITB 20.1	Time, date, and place for bid opening.	28 th January 2020, at 1430 hours. Ministry of Religious Affairs and Interfaith Harmony 1st Floor, Kohsar Block, New Secretariat, Islamabad.
ITB 23.2	Criteria for bid evaluation.	<p>Bids will be evaluated as per SINGLE STAGE TWO ENVELOPE Procedure according to Rule-36 (a) of Public Procurement Rules, 2004</p> <p>a) The bidder must submit National Tax No., Sales Tax No. Certificates, copy of license, CGMP certificate and authority letter from manufacturer (In case of authorized agent) and other documents as specified earlier.</p> <p>b) The supply should be in accordance with the approved specification/samples.</p> <p>c) Quality of the items/services should be maintained in good condition.</p> <p>d) Supply of the above items is to be completed and supplied within two weeks.</p> <p>e) If job is not completed within the prescribed period according to approved specifications, the Ministry reserves the right to impose penalty by deducting payment from your bill.</p> <p>f) All payments to the firm shall be made after deduction of Income Tax under the rules.</p> <p>g) No advance payment will be made by this Ministry. Earnest money (refundable) will be released on completion of job and submission of confirmation certificate from Director, Medical, the payment shall be made to the firm.</p> <p>The Procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any supplier or contractor who submit a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds. - The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal in accordance with Rule 33 of the PPRA Rules, 2004.</p>

E. Award of Contract

ITB 27.1	Percentage for quantity increase or decrease	The quantity can be increased or decreased upto maximum of 15% or as per Purchaser requirements. <u>However, final quantity for supply will be determined based on functional status at the time of award of the Contract.</u>
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Part Two

- I. Schedule of Requirements**
- II. Technical Specifications**
- III. Standard Forms**

I. Schedule of Requirements

I. Schedule of Requirements

Supply of SMS Services to Ministry of Religious Affairs and Interfaith Harmony for Hajj 2020.

1. Schedule of requirement

For SMS Service Provider for Hajj 2020

a) Tentative List of SMS Service to be provided during Hajj Operation:

NOTE:-

Required Services Details

The Client (Ministry of Religious Affairs) intends to procure SMS gateway solution for providing up-to-date billing related information to its consumers. Installation, Configuration of SMS gateway solution and integration with all mobile operators is required. The vendor will deploy the solution at client's premises or as advised by client and solution will be property of client. Integration of short code with all Mobile Operators is also required.

The SMS gateway/service-providing bidder will provide the facility to send transactional SMS to register / non registered mobiles of members of Ministry of Religious Affairs with accuracy. The agency should provide software to facilitate multiple texts formats for messages sent to members of Ministry of Religious Affairs and their internal staff. The service provider will format the SMS templates and coordinate with Ministry of Religious Affairs for approval of new messages or changes in messages as per Ministry of Religious Affairs requirement. The total SMS delivery report with proper acknowledgement will be maintained.

Process Detail:

- i. Bulk SMS to all mobile numbers across the country irrespective of mobile operator.
- ii. Bidder's capability to mask outgoing SMS from Ministry of Religious Affairs to members.
- iii. Member will reply with application id.
- iv. Member will be registered and will receive successfully registration message.
- v. The bidder will maintain database of registered member's mobile number, member id, etc.
- vi. SMS software will be integrated with Ministry of Religious Affairs data server. The bidder will provide training to the staff of the Ministry.
- vii. Member will be able to send SMS message to know information regarding meter reading, billing date, payment confirmation and same shall be replied by the system of bidder
- viii. Ministry of Religious Affairs may send Bulk SMS from time to time to members and general public, awareness and announcement purposes.

- ix. The bidder will be responsible for providing web based information to enter data related with awareness SMS to Hajj members. The entered information will be maintained in bidder's database.

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

A. SMS Messaging Services

i. Ministry of Religious Affairs Short Code:

The Bidder will have to integrate the short code of Ministry of Religious Affairs so that customers can send SMS to Ministry of Religious Affairs through any of the mobile phone companies operating in Pakistan.

ii. Registration:

The members should be able to send an SMS to the short code of **Ministry of Religious Affairs** to register themselves for various alerts. Similarly, members should be able to un-register for alerts or change their registration information through SMS.

iii. Bulk SMS:

Ministry of Religious Affairs will send Bulk SMS from time to time to the members for information, awareness and announcement purposes. These messages will be of general nature and may or may not contain customer specific data. List of mobile numbers will be governed by a certain selection criteria to be decided by Ministry of Religious Affairs from time to time.

iv. SMS Alerts i.e. Transactional SMS Sent:

Following customer-specific SMS alerts will be sent to members automatically using specific SMS templates:

- a) Application Registration
- b) Complaint Registration & Replies
- c) Payment Acknowledgement
- d) Training Schedule
- e) Flight Schedule
- f) Etc.

v. On Demand Information through SMS i.e. Transactional SMS Received/Sent:

Customers should be able to request information by sending an SMS to Ministry of Religious Affairs short code on certain templates. Following customer-specific alerts will be automatically sent to in response to a request SMS using specific SMS templates:

All outgoing SMSs will bear the word 'HajjMinistry' sender title. Ministry of Religious Affairs may choose to add/subtract other SMS based information services from time to time within the general scope of work. Regarding SMS, Ministry of Religious Affairs will provide all necessary information and method of exchanging such information will be agreed on mutual basis.

5. Deliverables/Services Required Covered Under This Agreement:

Message Type	Description
Bulk SMS	The SMS text sent to a list of mobile numbers
Transactional SMS Sent	SMS text to registered / non-registered mobile numbers with customer specific data. However, the specific text of the message is based upon a template and certain fields will be replaced with variable data.
Transactional SMS Received	An incoming SMS message, which has to be received, processed and replied to.

NOTE: Text message is expected to be limited within range of 160 English characters. However bidder needs to mention in the bid the message charging criteria, if the text length exceeds the limit of 160 characters.

- **Integration with Ministry of Religious Affairs Applications:**

The Bidder shall be required to integrate its SMS gateway system/solution, with Ministry of Religious Affairs existing or any new applications during the contract period. All the integration will be bidder's sole responsibility. All the infrastructure including hardware, software, interfaces, adapters required for successful service delivery shall be the bidder's responsibility. However, any work or changes required in Ministry of Religious Affairs internal applications will be the responsibility of Ministry of Religious Affairs.

- **Customer Database & Other Data**

Ministry of Religious Affairs shall provide to the Bidder a database of customers with customer ID, reference numbers, registered mobile numbers collected through other channels website etc as well as other relevant information (if any) such as customer name, address, Circle, Division, Subdivision and feeder names etc. Over time, this customer database will change as additional existing customers register their mobile numbers with Ministry of Religious Affairs. In addition, the customer database can change based on self-registration via SMS short code as described above. Finally, the customer database can change based on new customer added. The Customer Database and all Other Data shall be the property of Ministry of Religious Affairs. The Bidder cannot use the information in this database for any purpose other than specifically authorized by Ministry of Religious Affairs. The bidder will have to sign a Non-Disclosure Agreement (NDA) to that effect. Any breach of this confidential information or misuse of this information (for example unauthorized SMS messages being sent to this database) shall be cause for immediate contract termination and other punitive action, which Ministry of Religious Affairs may choose to take.

- **SMS Dispatch Report**

The bidder will provide a daily basis 'SMS Dispatch Report' certified by the Bidder, which dispatches the SMS to the end user within 10 days of a said date. The report format will comprise at least the following information:

- i. Phone #
- ii. Customer ID

- iii. Timestamp
- iv. Message Text

Similarly, an SMS Receipt Report will be furnished with the same information on daily basis. The report will be delivered electronically in a format to be specified by Ministry of Religious Affairs.

- **Expected Service Volumes**

The following are the Expected Service Volumes:

Message Type	Volume (Expected)	Remarks
Bulk SMS	1,000,000	Multiple Bulk SMS during entire Hajj Operation

Data of mobile phone numbers along with reference numbers will be required to send SMS to customers. Bulk SMS will be sent to all mobile phones across the country. Therefore monthly volume of bulk SMS sent will depend upon the Hajj activities during specific time period. Ministry of Religious Affairs may stop this awareness campaign/data gathering exercise at any stage, the authority decides that enough data has been gathered.

III. Standard Forms

1. Bid Form

Date: _____

No: _____

To: Assistant Director (IT)
M/o Religious Affairs and Interfaith Harmony
Islamabad.

Dear Sir,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver *the goods/services* in conformity with the said bidding documents for the sum of Rs.-----.

We undertake, if our Bid is accepted, to deliver the goods/services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we hereby agree that our Bid Security as being provided herewith this "Bid Form", will remain with the Purchaser according to Clause 13.6 of Instructions to Bidders.

We also agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening under Clause 20 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

Dated this _____ day of _____ 20_____.

[signature]

[in the capacity of]

Duly authorized to sign Bid for and on behalf of _____

2. Bid Proforma

a) **NAME OF AGENCY/BIDDING FIRM:** _____

Nature of Costs	Sr. No	Volume	Basic Cost per SMS (Rs)	Service Taxes (%)	Total cost per SMS
Monthly Volume (Bulk SMS)	1	Upto 1.0 million			
	2	Over 1.0 million			
Monthly Transactional SMS (Sent) / Received	3	Upto 1.0 million			
	4	Over 1.0 million			
Complaint Management System	5				
Short Code with all Mobile Operators	6				
Other Charges (if any)	7				

Note:

The Bidder will use its own infrastructure i.e. hardware, connectivity, telephone etc, required for the provision of services to Ministry of Religious Affairs & Inter Faith Harmony. Ministry of Religious Affairs & Inter Faith Harmony will pay cost only on the basis of per SMS services.

- 1) The details of Tax quoted shall be given.
- 2) Price offered shall be Firm during the currency of the Contract Period.
- 3) Registration / Transaction SMS charges to be charged from Ministry of Religious Affairs & Inter Faith Harmony customer will be advised by the Ministry of Religious Affairs & Inter Faith Harmony.

Total amount of Bid for the SMS Services

Amount in Figures-----

Amount in Words-----

Signatures of authorized person:-----

4. Contract Form

THIS AGREEMENT made the _____ day of _____ 2020 between Ministry of Religious Affairs and Interfaith Harmony M/o RA&IH) (hereinafter called "the Purchaser") of the one part and [name of Supplier] (hereinafter called "the Supplier") of the other part:

WHEREAS the Purchaser invited bids for certain Goods/Service and has accepted a bid by the Supplier for the supply of those SMS Services in the sum of [contract price in words and figures] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSES AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) The Bid Form and the Price Schedule submitted by the Bidder;
 - (b) The Schedule of Requirements;
 - (c) The Technical Specification;
 - (d) The General Conditions of Contract;
 - (e) The Special Conditions of Contract;
 - (f) The Purchaser's Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the SMS Services and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by _____ the _____ (for the Purchaser)

Signed, sealed, delivered by _____ the _____ (for the Supplier)