

Tender Fee Rs. 500



TENDER DOCUMENT

for

Campaign Management Tool / Corporate SMS / Bulk SMS Services

Advisory Irrigation Scheduling Services, PCRWR

Last Date for Submission: 29th September, 2023 (1:00 PM)

**Pakistan Council of Research in Water Resources (PCRWR)
Government of Pakistan
Ministry of Water Resources
Khayaban-e-Johar, Near Edhi Homes, H-8/1, Islamabad
Ph: 051-9101282-83, Fax: 051-9101278**

GENERAL INFORMATION ABOUT THE CONTRACTOR/FIRM

- 1- Name of the Firm:_____
- 2- Main Line or Business:_____
- _____
- 3- Type of Organization:_____
- 4- Phone No(s)_____
- 5- Mailing Address:_____
- 6- Fax No._____
- 7- E-mail _____
- 8- Contact Person: _____
- 9- Income tax and sales tax numbers _____

**SIGNATURE & SEAL
OF
CONTRACTOR/FIRM**

TERMS AND CONDITIONS

1. GENERAL

The bids are required from the National Cellular Service Providers, included in the active tax payer list of the FBR, for campaign Management tools/corporate SMS/Bulk SMS Services for delivering 50,000 messages /week for a period of 3-years at PCRWR HQ, Islamabad on the following terms and conditions:

- i. The bidder has to submit earnest money equal to 2% of the total amount of bid(s) in the form of demand draft/pay order in the favor of the Pakistan Council of Research in Water Resources (PCRWR), Islamabad. Tenders without earnest money would be rejected out-rightly. In case of alternate prices, earnest money will be based on the maximum quoted prices of the same item(s). The Earnest Money will be forfeited if bidder(s) withdraws his bid(s) during the bid evaluation period. The earnest money of unsuccessful bidders(s) will be returned to them after evaluation of bids.
- ii. Conditional/incomplete tenders or those having overwriting will not be accepted.
- iii. Quoted price must be inclusive of all taxes having validity for at least 90 days from the date of tender opening.
- iv. The successful bidder would ensure that bid is complete in all respects including all requisites of the Campaign Management Tool/ Corporate SMS/ Bulk SMS at Islamabad HQ.
- v. Last date of submission of offers is 29th September, 2023 by 1:00 PM. The tenders would be opened at 2:30 PM on the same day in the committee room of PCRWR Islamabad in the presence of bidders, who may care to attend.

2. SCOPE OF SUPPLY

The bidder shall provide Campaign management Tool/ Corporate SMS/ Bulk SMS services as per the details given in **Annexure-1** at Islamabad PCRWR, HQ. The bidder shall also be responsible for their commissioning and free service, during the service period of 3 years.

3. BID PRICE AND QUOTING

The bidder shall indicate, in his offer the complete package price, whereas payment of any Taxes, duties etc. shall be the full responsibility of the bidder(s). Bids should include all the hidden costs such as portal fee, tool/portal development fee, any software or program development fee, etc. The prices shall be quoted in Pakistani Rupees only. The person signing the bid shall initial all the pages of the bid(s) where entries are made. Prices changed by the supplier for services performed under the contract shall not exceed from the prices quoted by the supplier in its bid(s). No bid received after the prescribed deadline date would be entertained and will be rejected without caring the reasons for the delayed receipt in PCRWR Head Office Islamabad even due to negligence of the bidder or the postal/courier services etc.

4. PURCHASER'S RIGHTS

Pakistan Council of Research in Water Resources, Islamabad reserves the right to partially reduce/increase in the service quantum/period, prior to award of contract, thereby evolving no financial liability whatsoever or any other obligation on the part of PCRWR from the side of bidders. No other sub-office (outfit) of PCRWR is authorized to collect bid(s), only PCRWR Head Office Islamabad located at Khayaban-e-Johar H-8/1, Islamabad is authorized to do so.

5. CONVERSING

Unsolicited advice/clarification and any personal contact at any stage of evaluation of bids are strictly prohibited and may lead to disqualification. The bids will be evaluated and finalized in accordance with the valid guidelines of the PPRA.

6. PERFORMANCE GUARANTEE/WARRANTTEE

The service provider will be responsible for the development of the web domain/portal and its commissioning and training to the concerned PCRWR person. The successful bidder(s) is/are required to furnish a performance guarantee, equivalent to 10% of the total contract amount within ten days of issuance of supply order/award of contract; otherwise equivalent amount will be retained from payment for performance period as compensation for any loss resulting from the supplier's failure to complete its obligation. The withheld performance security will be returned after successful completion of the guarantee period.

7. DELIVERY AND INSTALLATION

The bidder shall complete the installation, service and commissioning within 20 days of the date of issuance of work order by the Pakistan Council of Research in Water Resources, Islamabad.

- i. The service provider will also provide a brand PCRWR sim/number for farmer's feedback and its invoice will be paid annually.
- ii. The invoice generation to processing time will be maximum of 60 days before expiry, if payment is delayed due to any reason services will not be affect/disconnect.
- iii. A penalty @0.01% of the quoted price per day may be charged after expiry of this period. Supply order can be canceled after an extended period of 30 days from the expiry of first supply order and earnest money will be forfeited.

8. MODE OF PAYMENT

The mode of payment will be from earning as under:

- The payment of the text message services will be made on annual basis against the bulk SMS rate of 50,000 messages/week quoted in the bid
- The payment against cellphone connection will be made on annual basis as quoted in the bid

- All payments will be made upon generation of invoices by the cellular services providers
- The payment of bulk SMS service will be independent of cellphone connection payment

9. TRAINING

Supplier will arrange necessary operation and maintenance training to the PCRWR staff/official. The training package should be included as part of the bid.

10. PCRWR RESPONSIBILITY

Coordinate and collaborate with the service provider about all the technical aspects of the project components. In this regard, a coordinator would be designated.

11. EVALUTION CRITERIA

All bids will be evaluated according to following evaluation criteria equaling total 100 marks;

- Technical soundness and compliance to PPRA rules; 30 Marks
- Lowest bid; 20 Marks, 2nd lowest =15, 3rd lowest=10 Marks
- Compliance to terms and conditions placed in bid; 30 Marks
- Complete execution plan with realistic timelines; 20 Marks

Annexure-1

Campaign Management Tool / Corporate SMS / Bulk SMS Services

Sr.#	Features	Details
1.	Total weekly Package for 50,000 messages may increase up to 400,000/week (Rs.) inclusive of all taxes; i. Total cost of portal /program commissioning, portal fee/ services / training etc (for three years, one time). ii. Message charging mechanism iii. Message delivery insurance iv. Monthly balance carry forward mechanism v. Message delivery speed vi. Urdu support vii. Length (Characters)/ message viii. Scheduling of prospective message ix. PCRWR Mask x. API enabled campaign feature	
2.	Any other relevant parameters / details	

Rs. _____ Amount in words (Rupees) _____

Date :- _____

Sign & Seal of the Tenderer