



Bidding Document

Inbound and Outbound SMS Gateway Solution

Last Date for Submission:	30th May, 2018 at 10:00 A.M.
Opening Date:	30th May, 2018 at 10.30 A.M.

Description of Work

A. Introduction

The Bank of Khyber invites bidders, having legal presence in Pakistan and registered to establish, maintain and operate Class Value Added Registered Services in Pakistan for the purpose of SMS Aggregator Services, are invited to submit two separate sealed proposals i.e. Technical and Financial to the office of the **Head Procurement Division, The Bank of Khyber** on or before **30th May, 2018 at 10:00 AM which shall be opened on same day at 10.30 AM** at The Bank of Khyber, Head Office.

B. Scope of Work / Objective

The Bank of Khyber requires direct connectivity through VPN with Mobile Operator SMS Centre for the Inbound and Outbound SMS Gateway Solution. Bidders are required to provide the following SMS Gateway Solution including: -

#	Including Short Code Connectivity and Setup
1	System Setup and Configuration
2	Testing & Commissioning
3	SMS Gateway access to all local network
4	Real Time SMS delivery to customer
5	Management Panel for online usage statistics, traffic analysis and reporting. Web API to send SMS

#	SMS Gateway Services includes:-
1	24x7 Monitoring of Gateway & Traffic Management
2	24x7 Customer Service Support
3	SLA above 99.8% uptime & ensure real time SMS delivery. All vendors to provide a samples SLA, Clearly mentioning the response times as well as penalties for non-conformance
4	PTA Charges are also covered in this monthly charges
5	Connectivity: Direct connectivity Through VPN with Mobile Operator SMSC Center
6	Outgoing SMS to All Mobile Network via SMSC (On-Net Only)
7	Incoming SMS Form All Mobile Network via SMSC (On-Net Only)
8	International SMS Sending Capabilities
9	Bidders must submit a project plan
10	Bidders must be PTA approved with CVAS Licenses
11	Must comply to MNP Numbers
12	Sending Bulk Messages will be the responsibility of the Bidder

2. Proposal Response Format

The vendor is required to submit two separate sealed proposals i.e. Technical and Financial. The proposals must be submitted in the following format:

2.1 Format of Technical Proposal

The technical proposal should be concisely presented and structured in the form of chapters to include, but not necessarily be limited to, the following information. Support material should not be part of the main proposal but should be placed at Appendixes.

2.1.1 General

The responding organization (Bidder) should provide the following:-

1. Name of the participating organization or participating organizations (if more than one) in the responding consortium, including their scope of involvement.
2. Number of years of incorporation of the participating organization or participating organizations (if more than one).

2.1.2 Mandatory Requirements

1. Bidder is required to submit its Technical Proposal in accordance with the **Mandatory Requirements** as mentioned below. Failing to which the proposal will not be considered.

#	Mandatory Requirements	Vendor Response Attach Documents
1	The Bidder should be an Aggregator and registered under the laws of Pakistan with PTA to establish, maintain and operate Class Value Added Registered Services in Pakistan for the purpose of SMS Aggregator Services and must provide CVAS/CVRS License .	
2	The bidder should be registered with FBR and provide its NTN certificate	
3	Bidder should be Active Tax Payer and must provide valid GST/Tax Certificate, Khyber Pakhtunkhwa Revenue Authority Registration (KPRA) Certificate	
4	Undertaking on stamp papers should be submitted by the bidder The bidder should provide Undertaking on Stamp paper that it is not blacklisted by any of the Provincial / Federal Government organizations of the State / Federal Government in Pakistan	
5	The bidder must have legal presence in Pakistan. The firm must submit List of Offices across Pakistan	
6	Bidder shall provide at least 3relevant references for the provision of the similar nature SMS Gateway Solution.	
7	Bidder must define the Escalation Matrix for Technical Support and must provide list of HR.	

Bidder is required to duly fillup the following table regarding Technical Requirements: -

Description	Instructions	Vendor Response
Connectivity: Direct Connectivity Through VPN with Mobile Operator SMSC Center	YES or NO	
Integration: Connectivity with BOK Systems and Applications wherever/whenever Necessary	YES or NO	
Outgoing SMS: To ALL Mobile Network via SMSC	YES or NO	
Incoming SMS: From ALL Mobile Network via SMSC	YES or NO	
International SMS Sending Capabilities	YES or NO	
Maximum and Minimum SMS Transmission Limit per Day	Quote Quantity	
Maximum and Minimum SMS Transmission Limit per Hour	Quote Quantity	
Maximum and Minimum SMS Transmission Limit per Minute	Quote Quantity	
Must comply to MNP Numbers	YES or NO	
Sending Bulk Messages will be the responsibility of the Bidder	YES or NO	

2.1.3 Technical Evaluation Criteria is as follows: -

The Bidders complying with the Mandatory Requirements and Technical Requirements will be considered Qualified and will be considered for Financial Opening.

While the firms will be disqualified and will not be considered for further Financial Evaluation if: -

- a. The firm fails to submit the valid relevant evidence of the required Mandatory Requirements, or
- b. The firm fails to Comply with Technical Requirements of the required equipment.

IF FURTHER INFORMATION REGARDING THIS BIDDING DOCUMENT IS REQUIRED, PLEASE FEEL FREE TO CONTACT THE CONCERNED DOMAIN ADMINISTRATOR (OWNER):

Mr. Ismail Khan,
Ismail.Khan@bok.com.pk

2.2 Format of Financial Proposal

Bidder must submit its financial proposal in accordance with the following format and must mention the Total Quoted Amount for Branches/Aggregation Site in words and figures.

SNo	Description	Amount
1	<ul style="list-style-type: none">✓ Short code Acquiring from PTA and Management✓ Activation of Short code on all Operators✓ System Development for One Way & Two Way Communication with Open API✓ Management Panel for Online Usage Statistics, Traffic Analysis and Reporting of Standard Reporting Module✓ System Setup and Configuration✓ Comply to MNP numbers✓ Sending Bulk Messages will be the responsibility of the Aggregator✓ Average Monthly Volume is 800,000	

2.2.1 Currency

All currency in the proposal shall be quoted in Pakistan Rupees (PKR).

2.2.2 Withholding Tax, Sales Tax and other Taxes

Bidder is hereby informed that the Bank shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments rendered by any bidder who signs a contract with the Bank. Bidder will be responsible for all taxes on transactions and/or income, which may be levied by government.

2.2.3 Governing Law

This bidding document and any contract executed pursuant to this document shall be governed by and construed in accordance with the laws of Pakistan. The Government of Pakistan and all bidders responding to this bidding document and parties to any contract executed pursuant to this document shall submit to the exclusive jurisdiction to Courts.

2.2.4 Acceptance of Proposals

The Bank of Khyber reserves the right not to accept the lowest or any proposal and to annul the bidding process as per KPPRA rules.

The acceptance criteria is as follows:

1. Bidder must technically comply with mentioned Mandatory Requirements and Technical Requirements as per Technical Evaluation Criteria mentioned in **2.1.3**.
2. Bidder must comply with all the Terms & Conditions mentioned in the bidding document.
3. Bidder quoted the lowest price among all the Technically Qualified bidders.

TERMS & CONDITIONS

1. The Procurement shall be conducted in accordance with the Khyber Pakhtunkhwa Procurement Rules 2014 on **Single Stage Two Envelope Procedure**.
2. The Bank of Khyber invites well reputed firms having legal presence in Pakistan and approved by PTA with CVRS License to submit two separate sealed envelopes, one for Technical Proposal and One for Financial proposal.
3. Company stamp must be fixed on both Technical Proposal and Financial Proposal.
4. All the firms applied for the Tender must provide documents in line with the Mandatory requirements to qualify the Technical Evaluation Criteria. **If any firm fails to qualify the Technical Evaluation Criteria, then Financial Proposal of the same will not be opened.**
5. Call Deposit of PKR. 100,000/- must be attached with financial proposal in separate sealed envelope in favor of Head Procurement Division, The Bank of Khyber.
6. All prices quoted must be inclusive of all Taxes applicable, such as GST, Income Tax, etc.
7. The prices quoted shall remain valid for 120 days, after the date of opening the tender.
8. Services must be rendered in 4 weeks timesafter issuance of purchase order.
9. **In case of failure to deliver the services by successful bidder within stipulated time, call deposit will be forfeited / per day penalty will be imposed which will be determined by the Bank.**
10. Rates should be quoted in words and figures.
11. The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
12. **No negotiations and revised bids will be allowed.**

***Head Procurement,
Procurement Division, Head office,
The Bank of Khyber, 29-A, The Mall, Peshawar Cantt.
Phone: 091-5261117***