

Consultancy Service to Design, Develop, Implement, Test and Maintain SMS and IVR platform using Voice, IVR and SMS to provide a centralized help-desk for guiding/information to citizens.

IHS invites letters of intent from reputed organizations which can provide self serve SMS based services for consumer engagement.

Registered White Label companies with outstanding credentials and minimum 2 years experience in dealing with mobile operators, short code handling, keyword management, analytics and reporting, database management, customer relationship management are encouraged to apply.

| | |
|---------------------------|---|
| <p>SMS Service</p> | <p>SMS Sending Software & System Customized Application as SMS Integrator for frequent Two way Messaging Especially developed</p> <p>Short code: 5 to 6 Digit short code across all 5 operators. Setup, connectivity and Integration of the short code with platform. API's for keywords, receive messages, send messages, reports, keyword routing with document broadcast along with the session management. Transaction, Subscription, Info Alerts, Opt in, Opt out, Info and HELP services are must.</p> <ul style="list-style-type: none"> • Branded SMS Sending Services • To send SMS to all mobile user of any city, total no of Users of that particular city. • SMS Backup • Messages log • Keywords database creation • Users database • Auto SMS replies • One Short code for SMS send and receive for all networks • Automatic registration of users through SMS • Automated reply of messages <p>Bidding companies will be responsible for the below activities and tasks:</p> <ul style="list-style-type: none"> • Generation of same Short Code from Five Telecom companies of Pakistan. • Set up Fee need to be paid by the bidder and complete the government licensing requirement (if applicable), in the name of client. • SMS Software Application to send and receive the messages with in Pakistan • VPN Connectivity, Syncing with service provider |
|---------------------------|---|

| | |
|--|--|
| <p>0800 IVR* and Call Center Services</p> | <p>0800 Number integrated with IVR for inbound and Outbound Calls with the Call Center Suite (Call Recording, Call Distribution, Call Quality, Reports). Cost of CSR's 24/7 (CSR Total i.e. per shift, to makeup weekends and Holiday). Females with excellent Spoken skills in Sindhi language. Subject and content specific training would have to be provided. Total # of CSR to be increased gradually according to call load.</p> <ul style="list-style-type: none"> • 0800 Toll free # with IVR • 0800 # Generation • IVR Application • Call Center Set up & Handling Software • Compatible Server with at least one month backup capabilities • Programming Mapping, Syncing , Board • Power backup to uninterrupted operations. • Call center services (inbound & outbound) 24/7 for Pakistan • At least 2 CSR 24/7 and can be increased on need basis • Call Recorded and logs • Rates on 24/7 on per CSR basis |
|--|--|

Companies who are already providing such services will be preferred.

Presentation / demonstration of applicants existing SMS handling software, IVR services and call centre may be required.

Separate sealed documents (Financial & Technical) prepared in accordance with the requirements should be submitted not later than the date and time laid down at the address.

Last date for submission will be 13th Feb 12.00 noon and Technical bid opening will be on 13th Feb, 1.30 PM.

Interested parties may attend the bid opening.

Single stage – two envelope procedure.-

(i) The bid shall comprise of a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;

(ii) The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;

(iii) Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;

(iv) The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the procuring agency without being opened;

(v) The procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements;

(vi) During the technical evaluation no amendments in the technical proposal shall be permitted;

(vii) The financial proposals of bids shall be opened at a time, date and venue communicated to the bidders in advance;

(viii) After the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders;