



**PAKISTAN RAILWAYS
HEADQUARTERS OFFICE
LAHORE**

TENDER NOTICE

Pakistan Railways (PR) is a national state-owned rail transport service of Pakistan, with headquarter office in Lahore. It is administered by Federal Government through Ministry of Railways. Pakistan Railway provides an important mode of transportation throughout Pakistan.

Pakistan Railways intends to have provision of SMS through dedicated short code (9117) (QCBS) Quality and Cost Based Selection with the objective to enhance passenger facility. Therefore Pakistan Railways invites sealed Bids against following advertised tenders as per PPRA's Single Stage-Two Envelopes Procedure:-

(Tender Ref: No. IT/204-3/2022)

Title	Bid Security Rs.	Opening Date
Provision of SMS through dedicated short code 9117	PKR.500,00 0	25-03- 2024

Note:

- i. Soft copy of Bid document is available at P.R website www.pakrail.gov.pk
- ii. Bid must be delivered on/or before **25-03-2024 at 10:30 AM** and must be accompanied by bid security. Bids will be opened on the same day in presence of bidder's representatives at 11:00 am on same date.
- iii. A Pre-bid meeting will be held on **15-03-2024 at 11:00 AM** in the Committee Room of Railway Headquarters Office, Lahore.
- iv. For details, please visit www.pakrail.gov.pk and www.ppra.org.pk
- v. In case of any query, please contact below mentioned number.

Director Information Technology
Pakistan Railways, Headquarters
Office, Lahore.
042-99201638



PAKISTAN RAILWAYS

REQUEST

FOR PROPOSAL (RFP)

FOR

**PROVISION OF SMS THROUGH
DEDICATED SHORT CODE**

March, 2024

**Directorate of I.T
P.R Headquarters Office
Empress Road, Lahore Pakistan.
Ph: +92-042-99201638,
dirit@pakrail.gov.pk**

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Section-1: Invitation for RFP

No. _____

Date: March, 2024

To,

SUBJECT: - INVITATION FOR RFP (REQUEST FOR PROPOSAL) FOR PROVISION OF SMS THROUGH DEDICATED SHORT CODE 9117

1. The Director / IT invites Technical and Financial proposals to provide the following:

❖ **PROVISION OF SMS THROUGH DEDICATED SHORT CODE 9117.**

2. Consultants will be selected under: QCBS (Quality and cost based selection) in accordance with PPRA Rule 2004 and PPRA Procurement of Consultancy Services Regulations 2010.

3. The RFP includes the following documents:

Section 1:	General Information
Section 2:	Instructions to Consultants (including Data Sheet)
Section 3:	Technical Proposal – Standard Forms
Section 4:	Terms of Reference
Section 5:	Financial Proposal – Standard Forms
Section 6:	Contract Agreement

4. Proposal should prepared using Standard Forms of RFP. Any proposal not prepared according to prescribed format may be rejected. If any information required in the Forms is found missing or written elsewhere, no credit will be given in the relevant section of the evaluation.

5. The Consultants / Firms should submit details of **Five (5)** of their most relevant assignments of similar projects for technical evaluation using the prescribed format. Assignment given beyond the given number will not be considered.

6. CVs of key personnel corresponding to the list given in Data Sheet should provide details of **Five (5)** projects done by each individual in the past.

7. The Technical and Financial proposals are to be submitted in separate sealed envelopes at following address on or before **25th March, 2024 till 10:00 AM.**

8. Bid money shall be attached with technical proposal.

Director / IT
Pakistan Railways
Empress Road, Headquarter Lahore
Tel: 042-99201638
e-mail: dirit@pakrail.gov.pk

1. General Information

The Consultants are required to provide following information which are necessary for further processing of the proposal:

- 1.1. Specify the name of Firm and provide the information as per prescribed Form General-1 (attached).
- 1.2. The Consultants are required to provide accurate information on any litigation or arbitration, arising out of the assignments completed or in progress over the last five years in the manner as prescribed in the Form General-2
- 1.3. Certificate on stamp/ affidavit that the Firm is not blacklisted by any government department / authority.
- 1.4. National Income Tax number (NTN).
- 1.5. The firm must be registered with Security Exchange Commission of Pakistan or Registrar of Firms and PTA (please attach copies of valid registration certificates.)
- 1.6. Company must have at least six (06) years relevant experience of similar assignment.
- 1.7. Three years Audited (financial statement) Reports / Three Years Tax Returns of the firm/ company.
- 1.8. Power of attorney to sign the proposal.
- 1.9. Credentials of Sub-contractor will not be considered.

2. Form General-1 – Basic Information

- 2.1. Name of Firm.
- 2.2. Office address in Pakistan.
- 2.3. Office address overseas (if applicable).
- 2.4. Organization Chart.
- 2.5. Telephone & Fax
- 2.6. e-mail
- 2.7. Contact person
- 2.8. Place of incorporation / registration
- 2.9. Year of incorporation / registration
- 2.10. Country of origin (if other than Pakistan)
- 2.11. Type of organization (whether partnership / sole proprietorship / public limited company/ private limited company (Attach proof).

Form General-2 - Litigation History

Consultants, should provide information on any history of litigation or arbitration resulting from contracts executed in the last two years or currently under execution. A separate sheet should be used.

Party / Parties of the claim / dispute	Nature of Claim / Dispute	Amount of the claim / dispute.	Date initiated	Status (Award FOR or AGAINST Consultant)

Section-2: Instructions to Consultants

2.1 Introduction

- i. The Client named in the Data Sheet will select a consulting firm/organization (the Consultants) in accordance with the method of selection specified in the Data Sheet.
- ii. The Consultants are invited to submit a Technical Proposal and a Financial Proposal for consulting services required for the assignment named in the Data Sheet. The proposals should be in separate marked and sealed envelopes. The Proposal will be the basis for agreement negotiations and ultimately for a signed Agreement with the selected Consultants.
- iii. Consultants should familiarize themselves with assignment conditions and take them into account in preparing their Proposals. To obtain first-hand information on the assignment, Consultants are encouraged to visit the Client before submitting a proposal and to attend a pre-proposal conference as per schedule specified in Data Sheet.
- iv. Consultants should contact the Client's representative named in the Data Sheet to obtain information regarding the assignment. Consultants should ensure the official is informed well- ahead of time in case they wish to visit the Client.
- v. Consultants shall bear all costs associated with the preparation and submission of their proposals and agreement negotiation. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Agreement award, without thereby incurring any liability to the Consultants.

2.2 Conflict of Interest

- i. Government of Pakistan policy requires that Consultants provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.
- ii. Without limitation on the generality of the foregoing, Consultants, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

2.3 Unfair Advantage

- i. If a Consultant could derive a competitive advantage from having provided consulting services related to the assignment in question, the Client shall make available to all applicants together with this RFP all information that would in that respect give such Consultant any competitive advantage over competing Consultants.

2.4 Fraud and Corruption

- i. The Pakistan Railways requires Consultants participating in its projects to adhere to the highest ethical standards, both during the selection process

and throughout the execution of agreement. In pursuance of this policy, Pakistan Railways:

- a) Defines, for the purpose of this paragraph, the terms set forth below as follows:
 - (i) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in agreement execution;
 - (ii) “fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of an agreement;
 - (iii) “collusive practices” means a scheme or arrangement between two or more consultants with or without the knowledge of the Client, designed to establish prices at artificial, noncompetitive levels;
 - (iv) “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of agreement.
- (b) will reject a proposal for award if it determines that the Consultant recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the agreement in question;
- (c) will sanction a Consultant, including declaring the Consultant ineligible, either indefinitely or for a stated period of time, to be awarded a Government of Pakistan agreement if at any time it determines that the Consultant has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Government of Pakistan agreement; and
- (d) will have the right to require that a provision be included requiring Consultants to permit the Government of Pakistan to inspect their accounts and records and other documents relating to the submission of proposals and agreement performance, and have them audited by auditors appointed by the Government of Pakistan.
- (e) Consultants, their Sub-Consultants, and their associates shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of Pakistan. Furthermore, the Consultants shall be aware of the provisions on fraud and corruption stated in the specific clauses in the General Conditions of Agreement.

2.5 Only One Proposal

- i. Each Consultants can submit only one proposal. If a Consultant submits or participates in more than one proposal, all such proposals in which the said Consultant has participated shall be disqualified.

2.6 Proposal Validity

- i. The Data Sheet indicates how long Consultants' Proposals must remain valid after the submission date. During this period, Consultants shall maintain the availability of Professional staff nominated in the Proposal. The Client will make its best effort to complete negotiations within this period. Should the need arise, however, the Client may request Consultants to extend the validity period of their proposals. Consultants who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Consultants could submit new staff in replacement, who would be considered in the final evaluation for agreement award. Consultants who do not agree, have the right to refuse to extend the validity of their Proposals.

2.7 Clarification and Amendment of RFP Documents

- i. Consultants may request a clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent in writing, or by standard electronic means to the Client's address indicated in the Data Sheet. The Client will respond in writing, or by standard electronic means and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Consultants. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure under para. 2.11.2.
- ii. At any time before the submission of Proposals, the Client may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all Consultants and will be binding on them. Consultants shall acknowledge receipt of all amendments. To give Consultants reasonable time in which to take an amendment into account in their Proposals the Client may, if the amendment is substantial, extend the deadline for the submission of Proposals.

2.8 Preparation of Proposal

- i. The Proposal, as well as all related correspondence exchanged by the Consultants and the Client, shall be written in the language(s) specified in the Data Sheet.
- ii. In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

2.9 Technical Proposal Format and Content

- i. The Technical Proposal shall provide the information indicated in the following paras from (a) to (c) using the attached Standard Forms (Section 3).
 - (a) A brief description of the Consultants' organization and an outline of recent experience of the Consultants on assignments of a similar nature is required in Form TECH-2 of Section-3. For each assignment, the outline should indicate the names of Sub-Consultants / Professional staff who participated, duration of the assignment, agreement amount, and Consultant's involvement. Information should be provided only for those assignments for which the Consultant was legally engaged by the Client as a firm. Assignments completed by individual Professional staff working privately or through other consulting firms cannot be claimed as the experience of the Consultant, or that of the Consultant's associates, but can be claimed by the Professional staff themselves in their CVs. Consultants should be prepared to substantiate the claimed experience if so requested by the Client.
 - (b) Comments and suggestions on the Terms of Reference including workable suggestions that could improve the quality/ effectiveness of the assignment; (TECH-3 of Section-3).
 - (c) A description of the approach, methodology and work plan for performing the assignment covering the following subjects: technical approach and methodology, work plan, and organization and staffing schedule. Guidance on the content of this section of the Technical Proposals is provided under Form TECH-4 of Section-3.
- ii. The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non responsive.

2.10 Financial Proposal

- i. The Financial Proposal shall be prepared using the attached Standard Forms (Section-5). It shall list all costs associated with the assignment.

2.11 Payment of SMS through dedicated short code

- i. The amount of remuneration will be claimed/ paid as per the relevant clause of Section-4 TOR.

2.12 Taxes

- i. All applicable taxes would be applied (if applicable)
- ii. The Consultant may be subject to local taxes on amounts payable by the Client under the Agreement. The Client will state in the Data Sheet if the Consultant is subject to payment of any taxes. Payment of all taxes shall be the responsibility of the consultant.

2.13 Submission, Receipt and Opening of Proposal

- i. The original proposal (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Consultants themselves. The person who signed the proposal must initial such corrections. Submission letters for both Technical and Financial Proposals should respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section-5.
- ii. An authorized representative of the Consultants shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The signed Technical and Financial Proposals shall be marked "ORIGINAL".
- iii. The Technical Proposal shall be marked "ORIGINAL" or "COPY" as appropriate. The Technical Proposals shall be sent to the addresses referred to in para 4.5 and in the number of copies indicated in the Data Sheet. All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.
- iv. The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL" followed by the name of the assignment, and with a warning "DO NOT OPEN WITH THE TECHNICAL PROPOSAL." The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and title of the Assignment, clearly marked "DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE SUBMISSION DEADLINE". The Client shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.
- v. The Proposals must be sent to the address/addresses indicated in the Data Sheet and received by the Client not later than the time and the date indicated in the Data Sheet, or any extension granted thereof. Any proposal received by the Client after the deadline for submission shall be returned unopened.
- vi. The Client shall open the Technical Proposal immediately after the deadline for their submission. The envelopes with the Financial Proposal shall remain sealed and securely stored.

2.14 Proposal Evaluation

- i. From the time the Proposals are opened to the time the Agreement is awarded, the Consultants should not contact the Client on any matter related to its Technical and/or Financial Proposal. Any effort by Consultants to influence the Client in the examination, evaluation, ranking of Proposals, and recommendation for award of Agreement may result in the rejection of the Consultants' Proposal. Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

2.15 Evaluation of Technical Proposal

- i. The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in Evaluation Criteria in Data Sheet and Appendix-I to Data Sheet and each responsive Proposal will be given a technical score. A Proposal may be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Evaluation Criteria.

2.16 Public Opening and Evaluation of Financial Proposals

- i. After the technical evaluation is completed, the Client shall notify in writing to Consultants that have secured the minimum qualifying marks, the date, time and location for opening the Financial Proposals. Consultants' attendance at the opening of Financial Proposals is optional. The opening date shall be set so as to allow interested Consultants sufficient time to make arrangements for attending the opening.
- ii. Financial Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultants, and the technical scores of the Consultants shall be read aloud. The Financial Proposal of the Consultants who met the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded.
- iii. The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the formers will prevail. The Evaluation Committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity and correct the total Proposal cost.
- iv. The weightage of Technical and Financial Proposals would be as indicated in Data Sheet.

2.17 Technical Negotiations

- i. Technical Negotiations will be held at the address indicated in the Data Sheet. The invited Consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next- ranked Consultant. Representatives conducting negotiations on behalf of the Consultant must have written authority to negotiate and conclude an Agreement.
- ii. Technical Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, and organization and staffing, and any suggestions made by the Consultant to improve the Terms of Reference. The Client and the Consultants will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Agreement as "Description of Services". Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment. The Client shall prepare minutes of negotiations which will be signed by the Client and the Consultant.

2.18 Availability of Professional Staff / Experts

- i. Having selected the Consultant on the basis of, among other things, an evaluation of proposed Professional staff, the Client expects to negotiate an Agreement on the basis of the Professional staff named in the Proposal. Before agreement negotiations, the Client will require assurances that the Professional staff will be actually available. The Client will not consider substitutions during agreement negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate.

2.19 Conclusion of Negotiations

- i. Negotiations will conclude with a review of the draft Agreement. To complete negotiations the Client and the Consultant will initial the agreed Agreement. If negotiations fail, the Client will invite the Consultant whose Proposal received the second highest score to negotiate an Agreement.

2.20 Award of Agreement

- i. After completing negotiations the Client shall award the Agreement to the selected Consultant and publish details on the website. The agreement will be executed as per format attached with RFP.

2.21 Confidentiality

- i. Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Consultants who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Agreement. The undue use by any Consultant of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Consultant Selection Guidelines relating to fraud and corruption.

2.22 Integrity Pact

- i. The successful Consultant shall sign and stamp the Integrity Pact, in case contract value exceeds Pak Rs. 10 Million.

2.23 Time for Completion

- i. Time for start of the assignment shall be as specified in the Data Sheet.
- ii. Mobilization Period, after signing of agreement shall be as specified in the Data Sheet.

2.24 Bid Security

- i. Each consultant shall furnish, as part of his bid, a Bid Security in the amount stipulated in the Data Sheet in Pak Rupees or an equivalent amount in a freely convertible currency.
- ii. The Bid Security shall be, at the option of the consultant, in the form of Deposit at Call or a Bank Guarantee issued by a Scheduled Bank in Pakistan in favor of the Employer valid for a period 28 days beyond the Bid Validity date.
- iii. Any bid not accompanied by an acceptable Bid Security shall be rejected by the Employer as non-responsive.
- iv. The bid securities of unsuccessful consultants will be returned as promptly as possible, but not later than 28 days after the expiration of the period of Bid Validity.
- v. The Bid Security of the successful consultant will be returned when the consultant has furnished the required Performance Security and signed the Contract Agreement.
- vi. The Bid Security may be forfeited:
 - (a) If the consultant withdraws his bid;
 - (b) In the case of successful consultant, if he fails within the specified time limit to:
 - (i) Furnish the required Performance Security; or
 - (ii) Sign the Contract Agreement.

2.25 Performance Security

- i. The successful consultant shall furnish to the Client a Performance Security in the form and the amount stipulated in the Data Sheet and the Conditions of Contract within a period of 14 days (or any extended days) after the receipt of Letter of Acceptance.
- ii. Failure of the successful consultant to provide Performance Security shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.
- iii. Performance guarantee will be calculated on the basis on all prices quoted by the consultant for one year + one way SMS charges Rs. (30,000 SMS/ day x 365)

Instructions to Consultants

DATA SHEET

Paragraph Reference	
2.	<p><u>Name of the Client:</u> Director / IT, Pakistan Railways, Headquarter Office, Lahore.</p> <p><u>Method of selection:</u> Consultants will be selected under: QCBS (Quality and cost based selection) in accordance with PPRA Rule 2004 and PPRA Procurement of Consultancy Services Regulations 2010.</p>
2.1	<p>Name of the assignment is:</p> <p>PROVISION OF SMS THROUGH DEDICATED SHORT CODE 9117</p> <p>Financial Proposal to be submitted together with Technical Proposal, however, both should be in separate sealed envelope clearly marked with name of Assignment and Firm.</p>
2.3	<p>Director / IT Pakistan Railways, Headquarter Office, Lahore, Pakistan. Phone: +92 042 99201638 E-mail: dirit@pakrail.gov.pk</p>
2.4	<p>Proposals must remain valid for one hundred twenty (120) days after the submission date</p>
2.5	<p>Clarifications may be requested not later than seven (5) days before the submission date.</p>
2.6	<p>Proposals shall be submitted in the following language: English.</p>
2.7	<p>All applicable taxes would be applied (if applicable).</p>
2.8	<p>Consultant must submit one original copy Technical Proposal and must submit one original Financial Proposal.</p>
2.9	<p>The Proposal submission address is: The Director / IT, Pakistan Railways, Headquarter Office, Empress Road, Lahore A pre-bid meeting will be held on 15th March, 2024 at 11:00 AM. Proposals must be submitted not later than the following date and time: <u>On or before 25-03-2024 not later than 10:00 am.</u></p>

Criteria															
2.10	<p>Criteria, sub-criteria, and point system for the evaluation of Technical Proposals are:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; width: 70%;"><u>Description</u></th> <th style="text-align: right; width: 30%;"><u>Points</u></th> </tr> </thead> <tbody> <tr> <td>(i) Company Profile and Project Team:</td> <td style="text-align: right;">[100]</td> </tr> <tr> <td> a) Company Experience</td> <td style="text-align: right;">[40]</td> </tr> <tr> <td> b) Number of similar assignments</td> <td style="text-align: right;">[30]</td> </tr> <tr> <td> c) Organizational structure</td> <td style="text-align: right;">[10]</td> </tr> <tr> <td> d) Financial capabilities</td> <td style="text-align: right;">[20]</td> </tr> <tr> <td></td> <td style="text-align: right; border-top: 1px solid black;">Total =</td> </tr> </tbody> </table> <p>The minimum technical score (St) required to pass is: 65 Points.</p> <p><i>Further details of Evaluation Criteria are described in Appendix-I to Data Sheet</i></p> <p>Lowest Consultant = Technical bid marks 60% + Financial bid marks 40%</p> <p>The formula for determining the financial scores is as under:</p> $Sf = 100 \times Fm / F$ <p>Sf = The financial score Fm = The lowest price F = The price of the proposal under consideration.</p>	<u>Description</u>	<u>Points</u>	(i) Company Profile and Project Team:	[100]	a) Company Experience	[40]	b) Number of similar assignments	[30]	c) Organizational structure	[10]	d) Financial capabilities	[20]		Total =
<u>Description</u>	<u>Points</u>														
(i) Company Profile and Project Team:	[100]														
a) Company Experience	[40]														
b) Number of similar assignments	[30]														
c) Organizational structure	[10]														
d) Financial capabilities	[20]														
	Total =														
2.11	<p>Once consultant qualified in technical proposal, the decision will be taken: -</p> <p>Lowest Consultant = Technical bid marks 60% + Financial bid marks 40%</p>														
2.12	<p>Address for Technical Negotiations:</p> <p>Director / IT, Pakistan Railways, Headquarter Office, Empress Road, Lahore</p>														
2.13	<p>I. The Company is required to provide the SMS service through dedicated short code 9117 for 03 years from the date of signing of the agreement/ issuance to work order.</p> <p>II. Mobilization Period, after signing of agreement shall be Seven (07) days</p>														
2.14	Rs. 500,000 (Five Hundred Thousand Rupees only) as Bid Security.														
2.15	Performance security amounting 10% of the total financial bid amount, as mentioned performance guarantee clause.														

GENERAL REQUIREMENT

1. No joint venture is allowed in this tender
2. Certificate on stamp/ affidavit that the Firm is not blacklisted by any government department / authority.
3. National Income Tax number (NTN).
4. The firm must be registered with Security Exchange Commission of Pakistan or Registrar of Firms and PTA (please attach copies of valid registration certificates.)
5. Company must have at least 06 years SMS Services experience (after registration).
6. Audited (financial statement) Reports / Tax Returns of the firm/company.
7. Power of attorney to sign the proposal.
8. Sales Tax & National Income Tax Number must be indicated.
9. The consultants are required to quote their prices in Pak Rupees only including all applicable taxes.
10. All rules and regulations prevailing in the Pakistan Railways along with PPRA rules will be applicable on this tender and subsequent processing.
11. The consultants will be required to deposit Ten Percent (10%) performance guarantee within 14 days (or extended by PR) on receipt of LOI.
12. The consultants shall be competent enough to provide dual check on Mobile Number Portability (MNP).
13. Railway reserve the rights to ask for any additional clarification before deciding the tender.
14. No payment would be released without satisfactory letter by Directorate of IT.
15. The Company is required to provide the SMS service through dedicated short code 9117 for at least 03 years which is further extendable for one year.

Appendix-I to Data Sheet

Details of Evaluation Criteria

(1) **Company Profile and Project Team (100 Marks)**

a) Company Experience (40 Marks)

More than 10 Years	= 40
>= 08 Years and < than 10 Years	= 25
>= 06 Years and < than 08 Years	= 15
Less than 06 Years	= zero

b) Number of similar assignments (30 Marks)

Public Sector Project	= 10
Private Sector Project	= 05

Maximum mark will not exceed from 30 Marks

- i) "Similar Assignment" mean provision of SMS services.
- ii) As a mandatory requirement Consultants must have completed at-least 03 Public Sector or 05 Private Sector assignments. Any Consultant not fulfilling the said requirement is liable to be technically disqualified.
- iii) Company must have experience to provide SMS through dedicated Short code service.

c) Organization Structure (10 Marks)

Excellent = 100%, Good = 75%, Satisfactory = 50%

d) Financial Capabilities (20 Marks)

Average annual turnover (Pak Rs. in Million)	
More than or equal to 50	=100%
More than or equal to 25 but < 50	= 75%
More than or equal to 10 but < 25	= 50%
Less than 10	= Zero

Only audited financial statements will be accepted.

Section-3: Technical Proposal – Standard Forms

Consultants are required to prepare Technical Proposal as per following format:

- TECH-1 Technical Proposal Submission Form

- TECH-2 Consultant's Organization and Experience
 - A Consultant's Organization
 - B Consultant's Experience

- TECH-3 Comments or Suggestions on the Terms of Reference.

- TECH-4 Description of the Approach, Methodology and Work Plan for Performing the Assignment

- TECH-5 Curriculum Vitae (CV) of Proposed Professional Staff

- TECH-6 Financial Capabilities

FORM TECH-1 TECHNICAL PROPOSAL SUBMISSION FORM
(Please submit on Company's Letter Head)

To: The Director / IT,
Pakistan Railways,
Headquarter Office,
Lahore, Pakistan

Subject: **PROVISION OF SMS THROUGH DEDICATED SHORT CODE 9117**

Dear Sir,

We, the undersigned, offer to provide the consultancy SMS services for the subject assignment in accordance with your Request for Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under separate envelopes.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Agreement negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting SMS services related to the assignment not later than the date indicated in the Data Sheet of the proposal.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

FORM TECH-2 CONSULTANT'S ORGANIZATION AND EXPERIENCE

A - Consultant's Organization

Please provide the following of your firm/entity and each associate for this assignment

1. Firm Background and Achievements (minimum two pages)
2. Organogram.
3. List of Staff with Qualification and Experience.

FORM TECH-2 CONSULTANT’S ORGANIZATION AND EXPERIENCE

B - Consultant’s Experience

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted as a corporate entity or as one of the major companies within an association, for carrying out consulting services **similar to the ones requested under this Assignment**. Please provide Client’s certification and/or evidence of the contract agreement.]

Assignment name:	Value of the Project (in Pak Rs):
Country: Location within country:	Duration of assignment (months):
Name of Client:	
Start date (month/year): Completion date (month/year):	Value of consultancy services provided by your firm under the agreement (in Pak Rs):
Name of associated Consultants, if any:	Percentage of input provided by associated Consultants:
Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):	
Narrative description of Project: (Photographs of project be attached)	
Description of actual services provided by your staff within the assignment:	

FORM TECH-3 Comments or suggestions on the TOR.

(Any suggestion provided by the Consultants shall not be a binding upon the Client for its acceptance and these comments are for the purpose of assessing the understanding of the Consultant).

FORM TECH-4: DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT.

FORM TECH-5 CURRICULUM VITAE (CV) OF PROPOSED PROFESSIONAL STAFF

1. **Proposed Position** [*only one candidate shall be nominated for each position*]: _____

2. **Name of Firm** [*Insert name of firm proposing the staff*]: _____

3. **Name of Staff** [*Insert full name*]: _____

4. **Date of Birth:** _____ **Nationality:** _____

5. **CNIC No** (if Pakistani): _____ **or Passport No/ other detail:** _____

6. **Education:**

<i>Degree</i>	<i>Major/Minor</i>	<i>Institution</i>	<i>Date (MM/YYYY)</i>	<i>Certification</i>

7. **Membership of Professional Associations:** _____

8. **Other Training** [*Indicate significant training since degrees under 6 - Education were obtained*]:

9. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]:

10. **Employment Record** [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

<i>Employer</i>	<i>Position</i>	<i>From (MM/YYYY)</i>	<i>To (MM/YYYY)</i>

11. Detailed Tasks Assigned

[List all tasks to be performed under this assignment]

12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.]

1) Name of assignment or project: _____
Year: _____
Location: _____
Client: _____
Main project features: _____
Positions held: _____
Activities performed: _____

2) Name of assignment or project: _____
Year: _____
Location: _____
Client: _____
Main project features: _____
Positions held: _____
Activities performed: _____

3) Name of assignment or project: _____
Year: _____
Location: _____
Client: _____
Main project features: _____
Positions held: _____
Activities performed: _____

4) Name of assignment or project: _____
 Year: _____
 Location: _____
 Client: _____
 Main project features: _____
 Positions held: _____
 Activities performed: _____

5) Name of assignment or project: _____
 Year: _____
 Location: _____
 Client: _____
 Main project features: _____
 Positions held: _____
 Activities performed: _____

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member or authorized representative]
 Date: _____
Day/Month/Year

Full name of authorized representative: _____

FORM TECH-6 FINANCIAL CAPABILITIES

1. Total Assets = (in Million Pak Rs)
2. Total Liabilities =
3. Annual Turnover =

For the Year		
2020-21	2021-22	2022-23

Section-4 TERMS OF REFERENCE (TOR)

FOR

CONSULTANCY SERVICES

FOR

**PROVISION OF SMS THROUGH
DEDICATED SHORT CODE 9117**

Section-4: Terms of Reference (TOR)

PREFACE

Pakistan Railways (PR) is a national state-owned rail transport service of Pakistan, head-quartered in Lahore. It is administered by the federal government through the Ministry of Railways. Pakistan Railway provides an important mode of transportation throughout Pakistan. It is commonly referred to as the "life line of the country", by aiding in large-scale movement of people and freight throughout Pakistan. At this time estimated 5 Million passengers per month are travelling over approx. 100 trains per day.

Pakistan Railway is in the process of improvisation/ revamp of its IT infrastructure to bring about efficiency and improvement in its operations. Pakistan Railway therefore through this RFP intends to provision of SMS through dedicated short code services.

1. SCOPE OF WORK / ACTIVITIES

SMS should be delivered through a short code 9117 by consultant on all cellular networks including all ported numbers to public travelling by trains over Pakistan Railways. The consultant will ensure the reliable delivery of SMS on all cellular networks including all ported numbers. The consultant will provide the undertaking that all the messages would be delivered on all mobile operators including ported numbers. If in future at any time during the execution of the contract the above mentioned task is not executed. The contract would be cancelled and the security deposit would be forfeited. The consultant must have PTA approved certification regarding the SMS services. The consultant will demonstrate practically reliable delivery of SMS on all cellular networks working in Pakistan including all ported numbers. The successful consultant will provide free setup, full support and free training. If in later stage during the execution of the contract the deviation from this clause may lead termination of the contract and security deposit will be forfeited. The successful consultant will provide the web portal for all kind of reporting. SMS landing, sending and delivery reports will also be provided by the successful consultant. The SMS will be sent through API integration with Pakistan Railways. The consultant will provide API technical details and will be responsible for integration with existing system. Period of contract will be three years, which can be terminated any time on unsatisfactory performance / services by the successful

consultant. In case of SMS failure to any mobile especially ported number, **2 x (quoted rate)** will be charged as a fine to the consultant and will be deducted from its bill amount. The consultant shall also provide free of cost residence engineer (09:00 am to 05:00 pm in IT Directorate P.R HQ Offices, Lahore) who will responsible to maintain bug free SMS services.

3. Performance guarantee

- i. The successful consultant shall furnish to the Client a Performance Security amounting 10% of the contract price within a period of 14 days (or any extended days) after the receipt of Letter of Acceptance.
- ii. Failure of the successful consultant to provide Performance Security shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.

4. Schedule of Payment

Payment will be made quarterly in Pak Rupees by the Accounts department Pakistan Railways, Headquarters Office Lahore after present the bill along with the copy/ softcopy of the sent messages report accompanied with acceptance & performance certificate to be issued by the committee from Directorate of Information Technology, Pakistan Railways, Headquarters office, Lahore.

Section-5: Financial Proposal - Standard Forms

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal.

FIN-1 Financial Proposal Submission Form

FIN-2 Summary of Financial Bid

FORM FIN-1 FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To:

The Director / IT,
Pakistan Railways,
Headquarter Office,
Lahore, Pakistan

Subject: - **PROVISION OF SMS THROUGH DEDICATED SHORT CODE 9117**

Dear Sir,

We, the undersigned, offer to provide the consulting services for the subject assignment in accordance with your Request for Proposal and our Technical Proposal. Our attached Financial Proposal is Rs. ____per SMS [Insert amount(s) in words and figures]. This amount is inclusive of all taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Agreement negotiations, up to expiration of the validity period of the Proposal.

No commissions or gratuities have been or are to be paid by us to agents relating to this Proposal and Agreement execution.

We understand you are not bound to accept any Proposal you receive.

We remain,
Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

SUMMARY OF FINANCIAL BID

Sr. No.	Required Services	In Figure (Rs.)	In Words (Rs./ Paisa)
1.	PTA/ Dedicated short code renewal charges for three years		As per actual
2.	One way SMS Charges with short code along with automatic MNP check for 100% delivery.	=400,000 SMS x Quoted rate	
3.	Mobile Phone Originated SMS (Two ways SMS) Charges with short code.	= 2000 SMS x Quoted rate	

Terms & Conditions

- I. The above cost must be inclusive of all applicable Govt. taxes.
- II. One way/ sending SMS means SMS that flow of information in one direction from PR to passenger. Mobile Originated SMS (two ways) means SMS that would be requested/ originated for query and reply back.
- III. PTA renewal charges for three years will be paid along with first invoice after submission of verifiable PTA Bill at actual. The other charges will be paid on quarterly basis.
- IV. Mobile Originated/ Two way SMS charges will be deducted/ charged from SMS sender/ requester.
- V. Lowest financial bid decision will be taken on the following formula:
Lowest Financial Bid = [One way SMS Charges (99%)+ Two Way SMS Charges (1%)].
- VI. In case of undelivered SMS (due to any reason at consultant side) penalty charges will be imposed at the rate of 'one way SMS charges quoted by the company x 2.
- VII. If company fails to deliver the required services up to the standard i.e. 100% delivery of SMS on all network & numbers (either MNP or not) first notice will be served by Pakistan Railway to the company.
- VIII. Three consecutive notices during the tenure of contract period, the contract will be considered breached and performance guarantee will be invoked.

Name of the authorized person of the consultant.

Signature of the authorized person

Company's Stamp

(Bid will be ignored without the sign and stamp of the company)