

Tender Notice

The Sindh IT Company (SITC), Karachi, invites online bids on SPPRA EPADS (only) from tax-compliant service providers, registered with the relevant tax authorities and SPPRA EPADS, for the following Single-Stage Two-Envelope tender:

Tender Title (Ref. No.)	Tender Fee	Bid Security
SMS Services (IT/03/26-27)	Rs. 5,000/-	Rs. 60,000/- (fixed)
► <i>Issuance date:</i> October 20, 2026 ► <i>Submission end date:</i> November 6, 2026, till 11:00 AM ► <i>Opening date and time:</i> November 6, 2026, at 11:30 AM		

Tender documents can be downloaded from the SPPRA EPADS Portal. The Tender fee challan is to be deposited at any branch of Sindh Bank Limited, account # PK39SIND0003021399669001, Account Title: Sindh IT Company (Pvt.) Limited.

Tender Document/Bid (with a copy of Bid Security/Earnest Money and supporting documents) should be submitted/uploaded on SPPRA EPADS <https://portalsindh.eprocure.gov.pk/>. The original bid security in the form of a Pay order/Call Deposit/Demand Draft/Bank Guarantee must be delivered to SITC, Karachi, at the address mentioned below before the bid opening schedule. Bids will be opened on the same date and at the same venue in the presence of the bidders' representatives, who may wish to attend.

SITC Karachi reserves the right to reject any bid or cancel the bidding process, subject to the relevant provisions of SPP Rules 2010 (as amended up to date).

PROCUREMENT MANAGER

SITC, Kick-Start Building, 2nd Floor, Machiyara Spring Field, Block-8,
Clifton, Karachi

Contact: (+92) 323-5635773

Email: procurement@sitc.gos.pk, SITC Website: <https://sitc.gos.pk/>

SPPRA EPADS Website: <https://portalsindh.eprocure.gov.pk/>

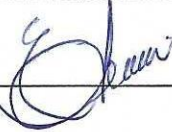
PROCUREMENT PLAN FOR THE YEAR 2026-27

PROCURING AGENCY: SINDH IT COMPANY, KARACHI

October 20, 2026

Sr. No.	Description of Procurement	Quantity (where applicable)	Estimated unit cost (where applicable)	Estimated Total Cost (in Million Rs.)	Funds allocated (in Million Rs.)	Source of funds (ADP/Non ADP)	Proposed Procurement Method	Timings of Procurement 2026-27			
								Q1	Q2	Q3	Q4
1	Document Scanning, OCR, Digitization	N/A	N/A	30.00	30.00	N/A	Single Stage Two Envelopes		√	√	
2	Apple Macbook Laptops	N/A	N/A	2.00	2.00	N/A	Single Stage One Envelope		√	√	
3	Inpatient Department Health Insurance	N/A	N/A	25.00	25.00	N/A	Single Stage Two Envelopes		√	√	
4	SMS Services	N/A	N/A	3.00	3.00	N/A	Single Stage One Envelope		√	√	
5	HR Augmentation	N/A	N/A	30.00	30.00	N/A	Single Stage Two Envelopes		√	√	
6	Tablet Computers	N/A	N/A	2.50	2.50	N/A	Single Stage One Envelope		√		
7	Laptops for Staff	N/A	N/A	5.00	5.00	N/A	Single Stage One Envelope		√		

Amir Zain
Prepared By



Moiz Hussain
Approved by





SITC
Sindh Information
Technology Company



September 29, 2026

NOTIFICATION

This is to inform all concerned that the Procurement Committee has been reconstituted, as approved by the competent authority. The composition of this committee will be as follows, effective September 29, 2026.

Composition:

1. **Mr. Waqas Ahmed Ansari** - *Principal Software System Architect*
2. **Mr. Muhammad Amir Zain** - *Procurement Manager*
3. **Engineer Shahzaib Naeem** - *Procurement Officer, Jinnah Sindh Medical University*

Chairman
Member
External Member

You are requested to extend your usual cooperation and support.

Thank you


Saba Mehwish Memon
Company Secretary

ADDRESS

Kickstart Building, 2nd Floor, Block 8, Clifton, Karachi

EMAIL

info@sitc.gos.pk

WEB

www.sitc.gos.pk

*Tender Fee: Rs. 5,000/-
(Non-Refundable)*

TENDER FORM

Tender # IT/03/26-27 SMS Services

Date of Issue : October 20, 2026

Last Date of Submission : November 6, 2026 (11:00 AM)

Date of Opening of Tender : November 6, 2026 (11:30 AM)

Company Name: _____

NTN: _____, **SRB Registration Number:** _____

GST Registration Number: _____

Pay order/Call Deposit/Demand Draft/Bank Guarantee #

_____, **Dated:** _____

Amount of Rs. _____, **Drawn on Bank:** _____

Notice Invitation Tender (NIT)

Tender Notice

Sindh IT Company (SITC) invites bids electronically through EPADS from well-reputed registered companies available on the “List of Active Tax Payers” of FBR (for Income Tax) & GST/SRB (For Sales / Service Tax) websites, whichever is applicable:

Tender Title (Ref. No.)	Procedure	Bid Security
SMS Services (IT/03/26-27)	Single Stage One Envelope	Rs. 60,000/- (fixed)
Tender Fee & Dates		
▶ <i>Tender Fee:</i>	Rs. 5,000/-	
▶ <i>Issuance date:</i>	October 20, 2026	
▶ <i>Submission end date:</i>	November 6, 2026, till 11:00 AM	
▶ <i>Opening date and time:</i>	November 6, 2026, at 11:30 AM	

Tender documents can be downloaded from the SPPRA EPADS Portal. The Tender fee challan is to be deposited at any branch of the Sindh Bank Limited account # PK39SIND0003021399669001, Account Title: Sindh IT Company (Pvt.) Limited.

SITC may issue clarifications or amendments in respect of the bidding documents; SITC will not be responsible for any confusion or misunderstanding in this regard.

Tender Document/Bid (with a copy of Bid Security/Earnest Money and supporting documents) should be submitted/uploaded on SPPRA EPADS <https://portalsindh.eprocure.gov.pk/>. The original Bid Security in the shape of Pay Order/Call Deposit/Demand Draft/Bank Guarantee must be delivered to SITC before the bid opening schedule. Bids will be opened on the same date and venue, in the presence of the bidders' representatives who may wish to attend.

SITC reserves the right to reject any bid or cancel the bidding process, subject to the relevant provision of SPP Rules 2010.

PROCUREMENT

SITC, Kick-Start Building, 2nd Floor, Machiyara Spring Field, Block-8, Clifton, Karachi

Contact: Procurement Manager on (+92) 323-5635773

Email: procurement@sitc.gos.pk, SITC website: <https://sitc.gos.pk/>

SPPRA EPADS Website: <https://portalsindh.eprocure.gov.pk/>

C O N T E N T S

1. Introduction	Page 4
2. Instructions	Page 5
3. Bidding Data	Page 7
4. Terms & Conditions	Page 8
5. Integrity Pact	Page 11
6. Project Summary	Page 12
7. Scope of Services & Maintenance	Page 12
8. Bidder Qualification Criteria	Page 14
9. Bill of Quantity	Page 15
10. General Conditions of Contract	Page 17

1. Introduction

Dear Tenderer

Thank you for your interest in responding to the SITC's advertisement, which was floated on the SPPRA EPADS on October 20, 2026, "SMS Services".

The Sindh IT Company (SITC) is a government initiative of the Sindh government in Pakistan, established to drive digital transformation and improve public service delivery through strategic IT initiatives and e-governance.

- i Source of Funds SITC-funded Procurement. The eligible payment under the contract is to be made from this department.
- ii Eligible Bidders
 - a This Invitation for Bids is open to all suppliers from an eligible source as defined in the Amended SPPRA Rules and its Bidding Documents, except as provided hereinafter.
 - b Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates that have been engaged by the Procuring Agency to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under this Invitation for Bids.
 - c Government-owned enterprises in the Province of Sindh may participate only if they are legally and financially autonomous, if they operate under commercial law, and if they are not a dependent agency of the Government of Sindh.
 - d Bidders shall not be eligible to bid if they are under a declaration of ineligibility for corrupt and fraudulent practices issued by any government organization.
- iii Eligible Goods and Services
 - a The origin of all the goods & related services to be supplied under the Contract should be mentioned.
 - b Origin means the place where the goods are minted, grown, or produced, or the place where the related services are supplied.
 - c The Origin of goods and services is distinct from the nationality of bidders.
- iv Cost of Bidding includes The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Procuring agency named in the Bid Data Sheet, hereinafter referred to as "the Procuring agency," will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

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- v Bidding Documents
 - a Instructions to Bidders (ITB)
 - b Bid Data Sheet
 - c General Conditions of Contract (GCC)
 - d Schedule of Requirements
 - e Technical Specifications
 - f Bid Form and Price Schedules
 - g Bid Security Form
 - h Contract Form

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 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 its bid.

- vi Clarification of Bidding Documents

An interested Bidder requiring any clarification of the bidding documents may notify the Procuring Agency in writing. The Procuring agency will respond in writing to any request for clarification of the bidding documents which it receives no later than three working days before the deadline for the submission of bids prescribed in the Bid Data Sheet. Written copies of the Procuring agency's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all interested bidders who have received the bidding documents.

- vii Amendment of Bidding Documents
 - a At any time before the deadline for submission of bids, the Procuring Agency, for any reason, whether at its own initiative or in response to a clarification requested by an interested Bidder, may modify the bidding documents by amendment.
 - b All interested bidders that have received the bidding documents will be notified of the amendment in writing, and the amendment will be binding on them.
 - c To allow interested bidders a reasonable time in which to take the amendment into account in preparing their bids, the Procuring Agency, at its discretion, may extend the deadline for the submission of bids.
 - d 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 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 its bid.

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viii Correction of
Errors

The Procuring Agency will examine the E-Bids to determine whether they are 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.

Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows:

- a If there is a discrepancy between unit prices 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, unless in the opinion of the Procuring Agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;
- b If there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail, and the total shall be corrected; and
- c Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.
- d Where there is a discrepancy between the total of the price schedule and the amount mentioned on the Form of Bid, the amount referred to in the Price Schedule shall be treated as correct, subject to the elimination of other errors.
- e A bid not compliant with the taxes (as notified by the government) or excluding applicable taxes and duties shall straight away be rejected

The Procuring Agency will adjust the amount stated in the Bid in accordance with the above procedure for the correction of errors. The concurrence of the Bidder shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, its Bid will then be rejected.

ix Modification
and Withdrawal
of E-bids

- a No E-bid may be modified after the deadline for submission of E-bids.
- b No E-bid may be withdrawn in the interval between the deadline for submission of E-bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of an E-bid during this interval may result in the Bidder's forfeiture of its Bid security (along with other remedies available under SPP Rules).
- c A Bidder may withdraw its Bid after it has been submitted, provided that written notice of the withdrawal of the Bid is received by the Procuring Agency before the deadline for submission of Bids.
- d A revised bid may be submitted after the withdrawal of the original bid before the deadline for submission of Bids.

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2. **Instructions**

- a. **Sign and Stamp:** It is necessary to fill in the Tender Form meticulously and sign and stamp every page. Also, attach the required supporting documentation as required. The tender document will be accepted ONLY on SITC's prescribed Tender Document available on SPPRA EPADS.
- b. **Filling in the Tender Form:** It is mandatory to fill in the Tender Form in writing in ink or type. Do not leave any column/item blank. If one wants to leave the item/column unanswered, please write 'Doesn't Apply/Doesn't Arise'. If one needs more space, please attach a paper and clearly mention the item/column name or number, etc., that refers to the column/item of the Tender Form.
- c. **Collection of Tender:** Tender documents can be downloaded from the SPPRA EPADS website. The Tender fee challan to be deposited at any branch of the Sindh Bank account # PK39SIND0003021399669001, Account Title: Sindh IT Company (Pvt.) Limited.
- d. **Communication:** Any request for clarification regarding technical specifications should be submitted in writing to:
Contact Person (SITC): Procurement Manager
Sindh IT Company, Karachi
Tel #: (+92)3235635773
Email: procurement@sitc.gos.pk
- e. **Submission of Documents and Address:** Tender Document/Bid (with a copy of Bid Security/Earnest Money and supporting documents) to be submitted on SPPRA EPADS <https://portalsindh.eprocure.gov.pk> by November 6, 2026, 11:00 AM. The original Bid Security should be delivered to SITC, Karachi, at the above-mentioned address before the bid opening schedule.
- f. **Rights:** Competent authorities reserve the right to reject any bid subject to the relevant provisions of SPP Rules 2010 (as amended up to date) and may cancel the bidding process at any time before acceptance of the bid or proposal as per Rule 25(i) of said rules. Also, the Authority reserves the right to change/alter/ remove any item or article or reduce/enhance quantity without assigning any reason. SITC also reserves the right to issue a Purchase Order for any single item to different lowest responsive bidders or for all the items to any lowest responsive bidder.
- g. **Conditional / Optional / Alternate Bids:** Such bids will not be accepted.

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3. Bidding Data

- (a) **Name of Procuring Agency:** Sindh IT Company (Pvt.) Limited, Karachi.
- (b) **Brief Description of Works:** SMS Services.
- (c) **Procuring Agency's Address:** SITC, Kickstart, 2nd Floor, Machiyara Spring Field, Block-8, Clifton, Karachi.
- (d) **Amount of Bid Security:** Bid Security of Rs. 60,000/- will be submitted along with Tender Documents in the shape of Pay Order/Call Deposit/Demand Draft/Bank Guarantee only in the name of the Sindh IT Company, Karachi.
- (e) **Period of Bid Validity (days):** Ninety (90) Days.
- (f) **Deadline for Submission of Bids along with time:** The last date for submitting the Tender Document is November 6, 2026, by 11:00 AM on the SPPRA EPADS portal. The Tender will be opened on the same day at 11:30 AM in the presence of representatives who may care to attend.
- (g) **The Venue, Time, and Date of Bid Opening:** The Tender will be opened on November 6, 2026, at 11:30 AM at SITC Karachi in the presence of representatives who may care to attend.
- (h) **Liquidated damages:** Liquidated damages at the rate of 0.07% per day of the total contract amount will be imposed on delayed services or work, up to 10% of the total contract value.
- (i) **Deposit Receipt No:** _____ **Dated:** _____
Amount (in words and figures): _____
Pay Order / Demand Draft #: _____, **Amount: Rs.** _____
Drawn on Bank: _____, **Dated:** _____

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4. **Terms & Conditions**

- a. **Bid Security:** Bid Security, in the form of a Pay Order/Call Deposit/Demand Draft/Bank Guarantee in the name of “Sindh IT Company” Karachi, amounting to Rs. 60,000/-, should be submitted along with the tender documents.
- b. **Performance Security:** The successful bidder should provide 5% Performance Security of the total value of the Contract in the form of a Pay Order or Bank Guarantee before the signing of the Contract. The Performance Security shall extend at least three months beyond the Completion of the contract.
- c. **Validity of the Tender:** All proposals and prices shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, bidders are encouraged to state a longer validity period for the proposal.
- d. **Currency:** All currency in the proposal shall be quoted in Pakistan Rupees (PKR).
- e. **Ownership:** The ownership of all products and services rendered under any contract arising as a result of this tender will be the sole property of SITC.
- f. **Arbitration and Governing Law:** In the event of any dispute, difference, or controversy arising out of or in connection with this Contract, including its interpretation, implementation, performance, breach, or termination, the Parties shall first endeavor to resolve the matter amicably through mutual consultation within thirty (30) days from the date of written notification of the dispute by either Party.

If the dispute remains unresolved, it shall be referred to arbitration in accordance with the provisions of the Arbitration Act, 1940, as amended from time to time. The arbitration shall be conducted by a sole independent and impartial arbitrator appointed by mutual written consent of the Parties within fifteen (15) days of the request for arbitration. In the event the Parties fail to agree upon the appointment of an arbitrator within the stipulated period, the appointment shall be made by the competent Court in accordance with the applicable provisions of the Arbitration Act, 1940.

The seat and venue of arbitration shall be Karachi, Pakistan. The arbitration proceedings shall be conducted in the English language. The arbitral award shall be final and binding upon the Parties, subject to the remedies available under applicable law.

- g. **Acceptance of Tender:** Competent authorities reserve the right to reject any bid subject to the relevant provisions of SPP Rules 2010 (as amended up to date) and may cancel the bidding process at any time before acceptance of the bid or proposal as per Rule 25 (i) of said rules.
- h. **Compliance with specifications:** The bidders shall provide information as per the requirements given in the BoQ.

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- i. **Bid Evaluation:** The bid will be considered the Most Advantageous Bid on most closely conforming to evaluation criteria and other conditions specified in the bidding document and having the lowest evaluated cost.
- j. **Delivery/Executive Time:** The execution of services should be started at SITC within 14 days after receiving receipt of the LoA.
- k. **Service-Providing Rights:** The Service Provider must have the right from the source and have NOC from the concerned licensing authority in Pakistan.
- l. **Liquidated Damages:** Liquidated damages at the rate of 0.07% per day of the total contract amount will be imposed on delayed services or work, up to 10% of the total contract value. If the Service Provider fails to timely deliver services as per BoQ, SITC reserves the right to penalize and may also terminate the contract.
- m. **Invoice:** The invoice/bill should be submitted to the Procurement Department.
- n. **Stamp Duty:** A stamp duty of 0.35% against the total value of the Contract will be levied accordingly.
- o. **Increase in Price:** No increase in the value of the services mentioned will be accepted on account of either unit price, total price, any or all other charges, duties, taxes, the scope of supply, or any other head of account.
- p. **Payment:** Monthly Payment will be made within 30 working days after delivery of satisfactory services as per the Bill of Quantity and submission of the commercial invoice at SITC, Karachi.
- q. **Force Majeure:** The Service Provider shall not be held liable in the event of their failure to comply with the delivery schedule of the ordered item (s) for reasons of Force Majeure, including war and other instabilities, invasion, the act of foreign enemies, embargo, civil war, etc.
- r. **Emergency Outage Management:** The Service Provider should have a Disaster Recovery site to resume the business in case of primary site failure with a minimum service outage.

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5. **Integrity Pact**

Declaration of Charges, Fees, Commission, Taxes, Levies etc. payable by the Bidder;

M/s. _____, the Bidder hereby declares that:

1. It has not obtained or induced the procurement work of any Contract, right, interest, privilege, or other obligation or benefit from the SITC or any administrative or financial offices thereof or any other department under the control of the SITC through any corrupt business practice(s).
2. Without limiting the generality of the forgoing the agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the SITC directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from SITC, except that which has been expressly declared pursuant hereto.
3. The agency certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with SITC and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.
4. The agency accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of declaration, representation, and warranty. It agrees that any contract/order, right, interest, privilege or other obligation obtained or procured aforesaid shall, without prejudice to any other rights & remedies available to SITC under any law, contract, or other instruments, be voidable at the discretion of SITC.
5. Notwithstanding any rights and remedies exercised by the SITC in this regard, the agency agrees to indemnify SITC for any loss or damage incurred by it on account of its corrupt business practices & further pay compensation to SITC in an amount equivalent to ten times the sum of any commission, gratification, bribe, gifts, kickback given by the company/firm/ agency as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever form from SITC.

Note:

This integrity pact is a mandatory requirement other than auxiliary services/works.

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6. Project Summary

The Sindh Information Technology Company (Pvt.) Ltd. (SITC) requires a secure, sovereign-hosted Web-Based SMS Application Portal and SMS API to support communication with subscribers of cellular mobile networks in Pakistan. The solution shall enable SITC and participating Government of Sindh departments to send transactional notifications, account and credential-related alerts, one-time passwords (OTPs), reminders, upcoming-event notifications, public announcements, and authorized bulk messages.

The solution shall be hosted and operated by the Service Provider on infrastructure physically located within Pakistan, with public-facing service endpoints using Pakistan-based public IP address ranges. All application components, databases, contact repositories, message stores, configurations, audit logs, backups, and disaster-recovery replicas shall be hosted, processed, and retained within Pakistan. Foreign-hosted infrastructure presented through Pakistan-based IP addresses, proxies, or gateways shall not satisfy this requirement. Transmission of the minimum information necessary for SMS delivery, including the recipient's mobile number, message content, approved sender identity, and essential delivery metadata, shall be permitted through authorized domestic SMS gateways and mobile operators. This exception shall not permit offshore hosting, replication, processing, or unrelated use of SITC's application data.

The solution shall support multiple departments, levies, and projects as independently administered tenants under a centralized SITC Master Administration layer. Each tenant shall have its own approved sender identity or identities, users, roles, configurations, contacts, templates, integrations, quotas, dashboards, and reporting, with strict separation from other tenants.

The required solution shall provide reliable, secure, and scalable SMS operations, ensuring that time-critical transactional messages are prioritized over bulk traffic. The procurement shall include hosting infrastructure, deployment, configuration, operator connectivity, integration support, testing, documentation, training, maintenance, and technical support for the contracted period, within the quantities and commercial provisions specified in the bidding documents.

7. Scope of Services & Maintenance

The Service Provider shall supply, host, deploy, configure, integrate, commission, operate, and maintain a sovereign hosted, multi-tenant SMS platform within Pakistan, comprising a web-based administration portal, SMS APIs, message-processing services, operator/gateway connectivity, delivery reporting, and operational monitoring. The Service Provider shall be responsible for the hosting infrastructure and its security, availability, backup, disaster recovery, and maintenance throughout the contracted period.

The service should cover outbound SMS to domestic cellular mobile subscribers. Incoming subscriber messages, reply-based conversations, SMS polls, and international messaging are outside the scope. Receiving delivery receipts and API callbacks shall remain in scope.

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In the event of any inconsistency elsewhere in the bidding documents regarding the deployment model or messaging functionality, the sovereign hosting within Pakistan and one-way domestic SMS requirements specified in Sections 6 and 7 shall prevail. Any reference to a cloud-hosted application shall mean hosting that complies with the Pakistan-based infrastructure, IP-address, and data-residency requirements of these sections. Bidder eligibility criteria, quantities, pricing requirements, and other commercial conditions shall remain unchanged.

7.1 Multi-Tenancy & Master Administration

- a. The solution shall support a minimum of **50 independently administered tenants** on a single sovereign hosted deployment operated by the Service Provider within Pakistan. A tenant may represent a department, levy, or project designated by SITC. Additional tenants shall be supported without redesigning the core architecture, subject to documented infrastructure and licensing requirements.
- b. Each tenant shall have logically isolated users, roles, approved sender identities, contacts, address books, templates, configurations, API credentials, message queues, dashboards, reports, and quota/utilization records.
- c. Tenant isolation shall be enforced across the portal, APIs, database access, background processing, exports, and reporting. Tenant users shall not access another tenant's information, consume its allocated quota, or send messages using its sender identity.
- d. A Master Administration Portal shall enable authorized SITC administrators to:
 - Create, activate, suspend, and de-provision tenants.
 - Create and manage tenant administrators.
 - Register and assign approved sender identities and operator-specific mappings.
 - Allocate quotas and configure usage limits, throughput limits, routing rules, and alerts.
 - View consolidated utilization and delivery performance, with tenant-level drill-down.
 - Apply platform-wide security, retention, template, and compliance policies.
 - Review administrative activity and audit records across tenants.
- e. Tenant administrators shall independently manage their own users, roles, contacts, templates, integrations, and messaging activities within permissions and limits established by SITC.
- f. Granular, customizable Role-Based Access Control (RBAC) shall operate at both platform and tenant levels, including administrative, operational, approval, reporting, and view-only permissions.
- g. A centralized sender-identity registry shall map each approved sender identity to its authorized tenant and permitted traffic category. Unauthorized cross-tenant use shall be blocked. Any operator-specific variation in the displayed sender identity shall be documented.

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- h. The solution shall maintain tenant-wise and organization-wide quota, balance, and utilization records, with configurable low-balance alerts and controls to prevent unauthorized quota overruns. These controls shall support the agreed billing arrangement without requiring a prepaid commercial model.
- i. Where a tenant operates multiple projects or applications, the solution shall support separately scoped API credentials, utilization reporting, and access permissions for each integration.
- j. Shared connectivity, routing, and processing infrastructure shall preserve tenant isolation and fair resource allocation. High-volume activity by one tenant shall not prevent other tenants' time-critical messages from being processed within the agreed service levels.

7.2 Service Description

7.2.1 Sending SMS - Push Service

- a. The Service Provider shall provide and maintain authorized connectivity for SMS delivery to domestic cellular mobile networks in Pakistan, directly or through appropriately authorized gateway arrangements. The proposed connectivity, routing arrangements, and dependencies shall be disclosed in the bid.
- b. The Service Provider shall coordinate and facilitate the registration, approval, activation, and maintenance of the required sender IDs, masks, and/or short codes for each tenant, in accordance with applicable operator and regulatory requirements. SITC shall act as the single point of contact (POC) for the Service Provider and shall coordinate with the respective Departments to obtain and provide the necessary organizational authorizations, supporting information, and approvals required for each tenant. The Service Provider shall remain responsible for maintaining its own licences, authorizations, and operator connectivity arrangements required to deliver the services. The responsibility for applicable operator/PTA approval charges shall be determined in accordance with the agreed commercial terms. Both parties shall promptly communicate any regulatory or operator-related delays that may affect registration, approval, or activation.
- c. Only approved sender identities assigned to the requesting tenant and permitted message category shall be used. Unapproved identities and unauthorized substitutions shall be blocked.
- d. Portal and API communications shall use HTTPS with supported TLS encryption. Operator connectivity shall use secure HTTPS, securely configured SMPP, or an approved encrypted private connection or tunnel, as applicable. Unencrypted public-internet transmission of credentials or message payloads shall not be permitted.

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- e. The solution shall support integration with web, mobile-backend, and desktop applications through documented, technology-neutral APIs, with examples for PHP, .NET, Java, Node.js, and Python.
- f. Transactional and promotional/bulk traffic shall be classified and routed using authorized message categories, approved templates, and configurable policies. Message classification shall not be used to circumvent operator restrictions or recipient-preference requirements.
- g. OTPs and other time-critical transactional alerts shall use priority queues and appropriate capacity allocation so that bulk jobs do not cause avoidable delays. Configurable message-validity periods shall prevent expired messages from being submitted or retried.
- h. The solution shall support an aggregate submission throughput of at least **1,000 SMS segments per minute**, with corresponding infrastructure sizing and gateway/operator capacity identified in the bid. Per-tenant and per-route rate limits shall be configurable within the available aggregate capacity.
- i. The solution shall support GSM-7 encoding for compatible text and Unicode SMS for Sindhi, Urdu, and Arabic scripts. Encoding shall be detected automatically, and text shall not be silently altered or transliterated.
- j. Long messages shall be segmented into concatenated SMS using supported standards. The portal shall show the resolved message, encoding, segment count, and estimated quota consumption before submission. Multipart delivery and display shall be included in acceptance testing on compatible handsets.
- k. Temporary submission failures shall be handled through controlled retries and, where supported, approved alternative routes. Retry limits, intervals, expiry, and failure classification shall be configurable. Permanent failures shall not be retried indefinitely, and uncertain submission outcomes shall be reconciled before resubmission to reduce duplicate messages.
- l. The platform shall distinguish between acceptance by the SITC platform, submission to the gateway/operator, and delivery confirmed by an operator receipt. Gateway acceptance alone shall not be reported as delivery to the recipient.
- m. Throughput throttling, queue monitoring, and back-pressure controls shall prevent uncontrolled submissions, operator-limit violations, and silent message loss.

7.2.2 Web-Based SMS Portal

- a. The portal shall provide an intuitive, browser-based interface with clear navigation for drafts, scheduled jobs, outbox, sent messages, delivery status, contacts, templates, and reports.

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- b. Authorized users shall be able to send individual messages and bulk messages to selected numbers, reusable contact groups, or imported recipient lists.
- c. Contact import shall support CSV and Excel files, with mobile-number validation, normalization to the applicable international format, duplicate detection, and clear reporting of rejected or invalid records.
- d. A reusable template library shall support version control, approval workflows, and restrictions limiting selected users or integrations to approved templates.
- e. Message preview and authorized test-send functionality shall display resolved personalization, Unicode text, recipient counts, segment counts, and estimated consumption before a bulk job is released.
- f. Scheduling shall support immediate, one-off, and recurring jobs, with explicit timezone handling and Pakistan Standard Time as the default. Applicable sending-window restrictions shall be enforced.
- g. Authorized users shall be able to view, edit, pause, and cancel scheduled or queued jobs before submission. The portal shall distinguish between cancellable messages and messages already submitted to an operator.
- h. Users shall be able to save drafts, reuse previous message content, and resend to confirmed failed recipients where authorized and still relevant. Resending shall remain subject to suppression, expiry, approval, and duplicate-prevention controls.
- i. Live dashboards shall show queued, submitted, delivered, failed, expired, and unresolved messages by job, tenant, project, and user, based on available platform and operator information.
- j. Search and filtering shall cover date range, tenant/project, user, sender identity, recipient, job, and delivery status, subject to access permissions.
- k. The portal shall support tenant-specific contact preferences, opt-out records, and suppression lists. Applicable Do-Not-Disturb/Do-Not-Call restrictions shall be enforced according to message category and operator requirements. Opt-out records may be maintained through SITC-approved processes without introducing incoming SMS functionality.
- l. Tenant and project-level dashboards shall display allocated quotas, consumption, remaining balances where applicable, and configurable alerts.
- m. Validation errors and processing exceptions shall produce actionable messages without exposing sensitive technical information. Invalid recipients or failed records shall not cause silent loss of the remaining job.
- n. Editing or deleting drafts and contacts shall be permission-controlled. Sent-message records and audit evidence shall not be altered through normal user functions; retention and deletion shall follow SITC-approved policies.

7.3 API & Integration

- a. The Service Provider shall deliver a documented RESTful API using JSON, covering message submission, submission acknowledgement, status retrieval, and relevant utilization information.
- b. API credentials shall be scoped to the authorized tenant and, where required, individual project/application. The solution shall support credential issuance, rotation, revocation, access restrictions, and prevention of cross-tenant access.
- c. Message submissions shall support unique client references and duplicate-prevention controls to avoid repeated submissions arising from application retries or network timeouts.
- d. Delivery-status callbacks/webhooks shall support authentication or signature verification, configurable retries, and traceability. Status retrieval through the API shall also be available for reconciliation.
- e. Documentation shall explain authentication, supported encoding, multipart handling, rate limits, expiry, response codes, failure codes, retry behavior, and the distinction between submission and delivery.
- f. An isolated test environment shall be provided within the Service Provider's Pakistan-hosted infrastructure and shall comply with the same data-residency, access-control, and security requirements as the production environment. Testing shall support simulated submissions without contacting real recipients; any live test traffic shall be clearly identified and subject to SITC approval.

7.4 Reporting, Analytics & Utilization Reconciliation

- a. The solution shall retain traceable records of message submission, gateway/operator acknowledgement, and delivery receipts, including relevant timestamps, message references, sender identity, tenant/project, encoding, segment count, and available failure codes.
- b. Reports shall distinguish logical messages, recipients, SMS segments, submission attempts, confirmed delivery, failures, expiry, and unresolved status. Missing delivery receipts shall not be treated as confirmed delivery.
- c. Failure analytics shall categorize available reasons, including invalid numbers, suppression or blocking, operator rejection, expiry, connectivity failure, and quota exhaustion. Original operator codes shall remain available for investigation.
- d. Dashboards and reports shall provide tenant-wise, project-wise, user-wise, sender-wise, and operator/network-wise performance and utilization analysis. Operator reporting shall use actual routing or delivery information where available rather than relying solely on mobile-number prefixes.

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- e. Reports shall be exportable to CSV, Excel, and PDF, subject to access controls. Scheduled reports shall be delivered only through SITC-approved channels to authorized recipients.
- f. A "Billable Event" is strictly defined as the successful processing and confirmed onward submission of an authorized SMS to the gateway/telecom operator. Concatenated (multipart) messages shall be charged on a per-segment basis strictly in accordance with standard telecommunications encoding limits (e.g., 160 characters for standard GSM-7, and 70 characters for Unicode/regional languages).
- g. Under no circumstances shall SITC be charged for: (a) messages rejected by the platform's own validation rules (e.g., invalid numbers, unapproved sender IDs); (b) messages that fail to reach the operator due to Service Provider infrastructure outages, queue timeouts, or connectivity failures; (c) automated system retries of a single logical message; or (d) test messages generated by the Service Provider without prior written SITC approval.
- h. Monthly invoices must be submitted alongside a comprehensive reconciliation report that categorizes usage by tenant and strictly aligns with the pricing structure defined in the Bill of Quantity (BoQ). Payment approval and processing are expressly contingent upon SITC's ability to successfully verify the invoice against the system-generated reconciliation reports.
- i. In the event of a billing discrepancy, SITC shall notify the Service Provider in writing. SITC reserves the right to withhold the disputed portion of the invoice without penalty or suspension of service, while promptly paying the undisputed portion. Furthermore, SITC retains the right to conduct an audit of the Service Provider's billing systems, delivery logs, and relevant SLA reports, either directly or via a third-party auditor, upon reasonable notice, to verify the accuracy of invoiced charges.
- j. Retention periods for message content, delivery records, audit logs, and backups shall be independently configurable in accordance with SITC-approved policies and applicable legal requirements.

7.5 Security, Confidentiality & Compliance

- a. All platform components and data repositories shall be hosted on Service Provider infrastructure physically located within Pakistan. Production, test, backup, and high-availability environments shall comply with this requirement. Public-facing portal and API endpoints shall use Pakistan-based public IP address ranges. The Service Provider shall disclose the hosting locations, hosting entities, public IP ranges, and relevant infrastructure arrangements and provide evidence sufficient for SITC to verify physical hosting and IP allocation. IP geolocation alone shall not constitute proof of compliance.

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- b. SITC's contact databases, message content, configurations, delivery records, audit logs, backups, and diagnostic data shall not be hosted, replicated, processed, or retained outside Pakistan. External transmission shall be limited to information necessary for authorized domestic SMS delivery and delivery-status processing. The Service Provider shall disclose the gateways, operators, hosting subcontractors, and other processors involved, together with their processing locations and retention arrangements. Third-party monitoring, telemetry, support, or security services shall not transfer SITC data outside Pakistan. Any change to hosting locations, hosting entities, or public IP ranges shall require SITC's prior written approval and shall continue to meet these requirements.
- c. Data shall be encrypted in transit across the platform and gateway interfaces and encrypted at rest. Administrative credentials, API secrets, and encryption keys shall be securely managed and excluded from ordinary application logs.
- d. The portal shall provide secure session management, configurable password policies, two-factor authentication, and account lockout/session-expiry controls. SITC shall be able to enforce these controls by role, including for privileged users. API access shall support configurable IP allowlisting.
- e. Audit trails shall be append-only or tamper-evident and record authentication events, administrative changes, sender assignments, credential changes, approvals, exports, and messaging actions. Access to message content and audit records shall be restricted and itself logged.
- f. OTPs and other sensitive message content shall be masked in routine dashboards and logs and retained only as required by the approved policy. Permanent account passwords shall not be transmitted through SMS.
- g. The Service Provider shall maintain confidentiality obligations for its personnel and any approved subcontractors. SITC information shall not be used for marketing, profiling, unrelated analytics, or any purpose outside service delivery.
- h. The Service Provider shall comply with applicable Pakistan Telecommunication Authority requirements, authorized operator requirements, and relevant Pakistani laws governing SMS services, sender identities, unsolicited communications, and information handling. Required approvals and supporting records shall be maintained throughout the contract.
- i. Remote support access shall be explicitly authorized by SITC, restricted to the required systems and duration, and logged. Suspected unauthorized access, data exposure, or cross-tenant leakage shall be escalated promptly through the agreed incident-management process.

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7.6 Deployment, Infrastructure & Maintenance

- a. The Service Provider shall provision, host, configure, operate, and maintain the complete solution on infrastructure physically located within Pakistan, using Pakistan-based public IP address ranges for public-facing service endpoints. SITC shall not be required to provide on-premises servers, storage, databases, or hosting infrastructure.
- b. The bid shall specify the proposed hosting architecture, primary and disaster-recovery locations, hosting entities, compute and storage capacity, operating systems, databases, connectivity, security controls, dependencies, and required software licences. Capacity assumptions shall cover the minimum tenant count, required throughput, retention, redundancy, and anticipated peak loads.
- c. All hosting, software, integration components, deployment activities, backup, disaster recovery, security, and maintenance necessary to meet this scope shall be identified and priced within the prescribed commercial submission. Tenant, user, sender-identity, throughput, storage, or API-related licensing limits shall be disclosed.
- d. The architecture shall provide redundancy and failover for the core message-processing path within Pakistan. The Service Provider shall identify and address infrastructure dependencies and single points of failure, including compute, storage, databases, network connectivity, and gateway connections.
- e. The platform shall support horizontal and/or vertical scaling without compromising tenant isolation, delivery traceability, quota accounting, or Pakistan-based data residency.
- f. Installation, configuration changes, upgrades, security patches, and version changes shall follow a documented process agreed with SITC, including testing, maintenance windows, backups, rollback, and change records.
- g. Backup and disaster-recovery procedures shall cover application data, configurations, audit records, queued messages, and delivery logs. All backups and recovery environments shall remain within Pakistan. A geographically separate disaster-recovery arrangement within Pakistan shall be provided. Recovery Time Objectives and Recovery Point Objectives shall be stated in the bid and demonstrated through agreed recovery tests.
- h. Monitoring and alerting shall cover application health, database/storage capacity, queue depth, processing delays, gateway connectivity, delivery performance, quota thresholds, backup failures, and hosting infrastructure availability.
- i. The Service Provider shall configure and maintain the required gateway/operator connections and coordinate connectivity incidents with the relevant providers. Routing and failover shall preserve approved sender identities, message categories, and the required data-residency controls.

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- j. Maintenance throughout the contracted period shall include infrastructure administration, bug fixes, security patches, supported version updates, configuration support, and correction of defects affecting the agreed functionality.
- k. SITC and its respective constituent Departments shall retain absolute title, ownership, and control of all data, explicitly distinguishing between (a) core Department/SITC transactional data (e.g., contacts, message content, delivery logs, PII) and (b) SITC-created operational and configuration data (e.g., tenant setups, approved sender assignments, application-level access permissions). Hosting the data on the Service Provider's infrastructure does not, and shall not, transfer any title, ownership, or intellectual property rights to the Service Provider. The Service Provider is granted a limited, revocable, non-exclusive permission solely to process this data strictly for the purpose of executing the contracted services. The Service Provider's infrastructure-level access shall be restricted to authorized service-delivery activities and shall be logged and auditable.
- l. The Service Provider shall provide an exit and transition procedure covering the export of SITC data and configurations, secure transfer to SITC or its designated successor, continuity during the agreed transition period, revocation of access, and certified deletion of residual copies, subject to applicable legal retention requirements (as detailed in Section 7.7.3).
- m. In the event of a security incident, data breach, or unauthorized access affecting SITC data, the Service Provider must notify SITC in writing without undue delay, and strictly no later than twenty-four (24) hours of becoming aware of the incident. The Service Provider shall:
 - o (a) Provide a detailed written report outlining the scope, impact, nature, and suspected root cause of the breach;
 - o (b) Immediately take all necessary technical and operational steps to mitigate the impact and contain the breach;
 - o (c) Secure and preserve all relevant logs, forensic evidence, and system states; and
 - o (d) Fully cooperate with SITC and relevant legal/regulatory authorities in any ensuing investigation.
 - o The Service Provider shall bear strict liability and fully indemnify SITC for any damages, fines, regulatory penalties, or direct losses arising from data breaches, exposures, or unauthorized access caused by the negligence, acts, or omissions of the Service Provider, its employees, or its authorized subcontractors.

7.7 Service Delivery Attributes

7.7.1 Quality of Service & Performance

- a. The platform shall provide a minimum monthly availability of 99.9%. Availability shall reflect the operational ability to accept, durably queue, and process authorized time-critical message submissions (e.g., OTPs), rather than merely the accessibility of a login page.

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b. Monthly Availability Percentage shall be calculated as:

$$\frac{[(\text{Total Minutes in Month} - \text{Downtime Minutes}) / \text{Total Minutes in Month}] \times 100.}{}$$

Downtime is defined as any period where the core API or platform is entirely incapable of receiving or queuing SMS submissions, or where processing latency for transactional traffic exceeds 60 seconds.

c. Downtime shall exclusively exclude:

- o Scheduled maintenance windows previously approved by SITC in writing with at least 72 hours' notice (occurring during off-peak hours);
- o Force Majeure events as defined in the General Conditions of Contract;
- o Failures caused directly by SITC's own network/infrastructure; and
- o Recipient handset unavailability or direct operator-level network outages outside the Service Provider's contracted gateways.

d. For time-critical traffic (e.g., OTPs), the Service Provider commits that 95% of submissions shall be processed and acknowledged by the gateway/operator within five (5) seconds of platform acceptance. Queue waiting time, processing time, operator acknowledgement, and subsequent delivery time shall be separately monitored and observable. Platform performance and operator/handset delivery outcomes shall be reported separately. Recipient unavailability shall not be used to obscure provider-controlled processing delays.

e. The Service Provider must implement automated monitoring and provide system-generated logs, latency metrics, and API health-check evidence alongside their monthly invoice. Downtime or latency metrics will be reconciled against SITC's own API monitoring tools.

f. If the Service Provider fails to meet the 99.9% Monthly Availability, SITC shall be entitled to the following service credits, deducted directly from the monthly invoice:

- o 99.5% to 99.89%: 5% of the monthly rental/usage charges.
- o 99.0% to 99.49%: 10% of the monthly rental/usage charges.
- o Below 99.0%: 20% of the monthly rental/usage charges.
- o Latency Penalty: Failure to meet the 5-second latency target for 95% of OTP traffic in a given month shall incur an additional 5% service credit deduction.

g. If the Monthly Availability falls below 99.0% for two (2) consecutive months, or if any service credit is applied for three (3) months within a rolling twelve (12) month period, SITC shall have the right to terminate the contract immediately for material breach, without prejudice to any other rights or remedies available under the contract.

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7.7.2 Documentation & Training

The Service Provider shall provide deployment and architecture documentation, infrastructure prerequisites, user and administrator guides, API documentation, security configuration guidance, backup/recovery procedures, and operational runbooks. Training and knowledge transfer shall cover SITC administrators, tenant administrators, operational users, and integration teams. Documentation shall be updated following material changes.

7.7.3 Confidentiality, Data Handling & Exit Transition

- a. SITC's contacts, message records, configurations, reports, and operational data shall remain under SITC's exclusive ownership and control, notwithstanding their hosting on Service Provider infrastructure. Access shall be strictly limited to authorized purposes and personnel. All hosting, processing, backup, and recovery arrangements shall comply with the Pakistan-based residency requirements specified in these sections.
- b. Upon notice of expiry or termination of the contract, the Service Provider shall provide a transition period of up to sixty (60) days. During this period, the Service Provider shall continue to provide services and fully cooperate with SITC to ensure a smooth handover. All export, handover, and transition assistance shall be provided at no additional cost to SITC.
- c. During the transition period, the Service Provider shall support the export and handover of all SITC data and configurations to SITC or SITC's designated authorized recipient (e.g., a successor vendor). The data must be exported in standard, non-proprietary, machine-readable formats (such as CSV, JSON, or standard SQL dumps) accompanied by relevant data schema documentation.
- d. Within fifteen (15) days following SITC's written confirmation of successful handover, the Service Provider shall securely and permanently wipe all SITC data, backups, and configurations from its systems. The Service Provider is strictly liable for ensuring that any and all authorized subcontractors also comply with this permanent deletion requirement within the same timeframe.
- e. The Service Provider shall issue a formal "Data Destruction Certificate" to SITC, signed by a C-level executive or authorized legal representative of the Service Provider, certifying that all SITC data has been permanently destroyed across all primary, backup, and subcontractor environments.
- f. The only exception to the deletion requirement applies to records that the Service Provider is strictly required to retain under Pakistani telecommunications law. For any such records, the Service Provider must document the specific data retained, the legal basis for retention, and the retention period. These records shall be completely isolated from operational systems, kept encrypted at rest, protected within Pakistan, and shall not be used for any commercial, analytical, or operational purpose whatsoever. Upon expiry of the statutory retention period, these records shall be permanently destroyed and a supplementary Data Destruction Certificate provided to SITC.

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7.7.4 Technical Support & Escalation

The Service Provider shall provide technical support on working days through telephone, email, and a traceable incident-management process. An out-of-hours escalation arrangement shall be available for critical service outages, security incidents, and disruption of time-critical messaging.

The bid shall specify severity definitions, support coverage, response times, restoration/workaround targets, resolution targets, communication frequency, and an escalation matrix. Incidents affecting security, tenant isolation, or the core sending service shall receive priority treatment. Significant incidents shall be followed by a root-cause analysis and corrective-action report.

7.8 Implementation, Testing & Acceptance

- a. Service execution shall commence within the period specified in the bidding documents. The Service Provider shall submit a deployment and commissioning plan identifying activities, milestones, SITC dependencies, and sender-identity/operator approval dependencies.
- b. Acceptance testing shall demonstrate:
 - Sovereign hosted operation on Service Provider infrastructure physically located within Pakistan, verification of Pakistan-based public IP ranges, and compliance with the approved data flows and residency requirements across production, test, backup, and disaster-recovery environments.
 - Provisioning of at least 50 tenants and effective isolation across portal, API, reporting, and administrative functions.
 - Approved sender-identity assignment and prevention of unauthorized use.
 - Transactional-message prioritization during concurrent bulk activity.
 - Required aggregate throughput under an agreed test profile.
 - Sindhi, Urdu, Arabic, and English messaging, including multipart handling and segment accounting.
 - API authentication, credential revocation, duplicate-prevention controls, delivery callbacks, and reconciliation.
 - Scheduling, cancellation of unsubmitted messages, suppression controls, and quota enforcement.
 - Redundancy, failover, backup restoration, and monitoring.
 - Reporting accuracy, audit traceability, and restricted access to sensitive information.
- c. Testing shall distinguish platform simulation from live operator tests. Live messages shall be sent only to SITC-approved test recipients.
- d. Commissioning shall be subject to SITC's written acceptance following successful testing, correction of identified defects, and delivery of the agreed documentation, training, and operational handover.

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6. Bidder Qualification Criteria

Sr. No.	Mandatory Eligibility Criteria	Remarks Yes / No	Required Supporting Documents
1.	Relevant experience of at least the last five (5) years		One Relevant Purchase Order/Contract for each year
2.	Last three (3) years' turnover with a minimum of 6 million (per year) on average		Annual Income Tax Return for the last three years
3.	Active Income Taxpayer at the time of submission of the bid		NTN and STRN registration certificates
4.	Active Sales Taxpayer		Copy of Last month's Sales Tax return
5.	ISO 27001 Certified		Copy of valid certificate
6.	Valid license/registration from Pakistan Telecommunication Authority under Class Licensing and Registration Regulations, 2007 for providing Class Value Added Registered Services		Copy of valid license
5.	Bidder's Network connectivity with different telecom operators		Detailed listing of network connectivity, including their primary media type and its backups.

Note: The bidder must upload all supporting documents on SPPRA EPADS for evaluation. Any missing documents may affect the bid evaluation.

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7. Bill of Quantity

Sr. #	Description	Quantity	Rate	Amount
1	Activation Cost	One Time		
2	Monthly Rental Charges	12 months		
3	Cloud-based Web SMS Application Portal & SMS API for one-way SMS communication Supporting Local SMS	500,000 SMS Annual		
Total				
19.5% SST (if applicable)				
Total Amount				

Grand Total Amount (Rupees in words) _____

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It is hereby certified that the terms and conditions have been read, agreed upon
and signed.

M/s. _____

Contact Person: _____

Address: _____

Tel # _____ Fax: _____

Mobile: _____ Email: _____

Stamp & Signature

8. General Conditions of Contract

THIS SERVICE LEVEL AGREEMENT is made at Karachi on this ____ day of ____, 2026, and will commence ____ (Effective Date) till ____ (Termination Date), in the continuation of contracts Bid Nos. IT/03/26-27, for the SLA of SMS Services;

BY AND BETWEEN

Sindh Information Technology Company (Pvt.) Ltd., Karachi, formed and existing under the laws of the Islamic Republic of Pakistan, has its Head Office in Karachi, Pakistan. (hereinafter, **"SITC"**, which term wherever occurs in these presents shall mean and include its successors-in-interest, executors and assigns) of the **One Part**;

AND

M/s _____, incorporated under the laws of the Islamic Republic of Pakistan and having its registered head office at _____, (hereinafter referred to as **"SERVICE PROVIDER"** which expression shall, where the context so admits, mean and include its successors-in-interest, nominees, legal representatives, administrators and permitted assigns) of the **Other Part**.

(SITC and the M/s _____ shall hereinafter collectively be referred to as the **"Parties"** and singly as **"Party"**).

RECITALS

WHEREAS:

- a) SITC is an IT Company desirous of hiring the Services (defined below);
- b) The M/s _____ has represented that it has the requisite resources, necessary infrastructure, approvals and skills to provide the Services to SITC as detailed herein; and
- c) Based on the representation of the M/s _____, SITC has agreed to avail the Services from the M/s _____ on the terms and conditions as set out in this Agreement.

NOW, THEREFORE, THIS AGREEMENT WITNESSETH and in consideration of the mutual covenants contained herein, the Parties do hereby agree, undertake and declare as under:

Article I

DUTIES & SCOPE OF SERVICES & WORKS AND AGREEMENT

- 1.1 "THE SERVICE PROVIDER" agrees to provide SMS Services to "SITC" whenever and wherever required as per the terms & conditions of this Agreement.
- 1.2 "THE SERVICE PROVIDER" will coordinate their work with the Principal Architect of the "SITC," who will assist "THE SERVICE PROVIDER" in the supervision of the proposed Providing SMS Services.
- 1.3 This Agreement shall be in effect for one year and will be renewed on mutual consent.
- 1.4 "THE SERVICE PROVIDER" will visit the Procurement Office located at Clifton, Karachi as & when required, with a prior appointment.
- 1.5 All logistics charges will be borne by "THE SERVICE PROVIDER".

Article II

SCOPE OF PROFESSIONAL SERVICES

- 2.1 "THE SERVICE PROVIDER" hereby agrees and acknowledges the periodic supervision of the supplies and to check the execution of Providing SMS Services in accordance with the Description & Specification.

- 2.2 "THE SERVICE PROVIDER" hereby agrees and acknowledges the acceptance of attending the meetings with the Manager Procurement "SITC" as & when required.
- 2.3 "THE SERVICE PROVIDER" must have valid licenses to do this project, as per PTA, Government rules & regulations.
- 2.4 "THE SERVICE PROVIDER", will provide the Providing SMS Services directly on the official address of SITC Karachi to _____ at his email address _____
- 2.5 "THE SERVICE PROVIDER" accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty.
- 2.6 No pirated/forged/tampered material would be accepted. In a later stage/ period, if found, the supplier would be penalized according to the prevailing rules of the country.
- 2.7 THE SERVICE PROVIDER will be responsible for the smooth functioning of already installed Hardware as per BOQ and mentioned below;

Article III

REMUNERATION

- 3.1 The cost offered by the SERVICE PROVIDER is Rs. _____ (inclusive of all taxes) SLA for Providing SMS Services vide tender # IT/03/26-27 variation may occur. The cost is inclusive of labor /transportation /supplies /etc.
- 3.2 Liquidated damages at the rate of 0.07% per day of the total contract amount will be imposed on delayed delivery of services, up to 10% of the total contract value. Services will be deemed completed in finished form as per specification and "THE SERVICE PROVIDER" have to deliver the required number of Providing SMS Services to SITC.
- 3.3 Performance Security 5% of the total amount of the Work Order will be provided by "THE SERVICE PROVIDER".
- 3.4 Stamp Duty @ 0.35% of the cost of transaction/work order will be deposited in Government treasury by the SERVICE PROVIDER. This paid Stamp Duty challan would be submitted along with the Bill / Invoice.
- 3.5 Tax(es)/Challan(s)/Levy(ies), if any or additional will be paid/borne by THE SERVICE PROVIDER as per SRO/Notification.

Article IV

ARBITRATION

- 4.1 In case of any dispute, difference or and question which may at any time arise between the parties hereto or any person under them, arising out in respect of this letter of intent or this subject matter thereof shall be referred to the CEO of the SITC for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties. The Arbitration proceedings will be governed by the Arbitration Act of 1940 and the Substantive and procedural law of Pakistan. The venue shall be Karachi.

Article V

TERMINATION

- 5.1 "SITC" may terminate this agreement if the job is not executed according to the requirements at any time after issuing a 15 day's notice.

Article VI

INDEMNITY

- 6.1 "THE SERVICE PROVIDER" in its individual capacity shall indemnify and keep SITC and any person claiming through SITC fully indemnified and harmless from and against all damages, costs and expenses caused to or incurred by "THE SERVICE PROVIDER", as a result of any defect in the title of SITC or any fault, neglect or omission by "THE SERVICE PROVIDER" which disturbs or damage the

reputation, quality or the standard of services provided by "SITC" and any person claiming through the SITC.

Article VII

NOTICE

- 7.1 Any notice given under this AGREEMENT shall be sufficient if it is in writing and if sent by courier or registered mail.

Article VIII

RENEWAL

- 8.1 This Agreement shall be renewed with mutual consent & satisfactory performance upon completion of six months if the SITC, Karachi and the SERVICE PROVIDER agree so.

Article IX

INTEGRITY PACT

- 9.1 It has not obtained or induced the procurement work of any Contract, right, interest, privilege, or other obligation or benefit from the SITC or any administrative or financial offices thereof or any other department under the control of the SITC through any corrupt business practice(s).
- 9.2 Without limiting the generality of the forgoing the agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the SITC directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from SITC, except that which has been expressly declared pursuant hereto.
- 9.3 The agency certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with SITC and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.
- 9.4 The agency accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of declaration, representation, and warranty. It agrees that any contract/order, right, interest, privilege or other obligation obtained or procured aforesaid shall, without prejudice to any other rights & remedies available to SITC under any law, contract, or other instruments, be voidable at the discretion of SITC.
- 9.5 Notwithstanding any rights and remedies exercised by the SITC in this regard, the agency agrees to indemnify SITC for any loss or damage incurred by it on account of its corrupt business practices & further pay compensation to SITC in an amount equivalent to ten times the sum of any commission, gratification, bribe, gifts, kickback given by the company/firm/ agency as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever form from SITC.

Article X

MISCELLANEOUS

- 10.1 The terms and conditions of the AGREEMENT have been read over to the parties, which they admit to be correct and abide by the same.
- 10.2 All terms and conditions of tender vide # IT/03/26-27 will be the integral part of this agreement and can't be revoked.

IN WITNESS WHEREOF both the parties hereto have set & subscribed their respective hands to this agreement at Karachi on the date as mentioned above.