



**Government of Pakistan  
Ministry of Communications**

**TENDER NOTICE**  
**PROVISION OF TRANSACTIONAL SMS SERVICE ALERTS**

Pakistan Post Office Department (PPOD) is looking for **Provision of transactional SMS service alerts** for its postal and financial services including provision of API for integration with PPOD systems, Setup of the service, O&M and Support, SMS sending on MNP numbers and SMS delivery reports.

2. In quest of improving the customer experience and enhancing the quality of services provided by PPOD, PPOD is looking forward to onboard an SMS service provider to offer managed services to PPOD for sending transactional SMS to its customers as per following requirement: -

- i) Total Numbers of SMS per month will be approximately from 200,000 to 300,000
- ii) API is required for integration with PPOD systems
- iii) SMS sending on MNP numbers of all 4-MNOs
- iv) SMS sending to the customers on all 4-MNOs
- v) DLR Reporting

3. The tender document containing the terms and conditions can be obtained during working hours by **05-01-2022** from the Inland Mail Branch, Room No.85, Directorate General, Pakistan Post, G-8/4, Islamabad on production of receipt by depositing Rs.1000/- (rupees one thousand only) in cash (non refundable) in any General Post Office under the head "Unclassified Receipt".

4. In pursuance of 36(b) of PPR-2004, Pakistan Post will follow single stage two envelope procedure. Sealed Tenders marked as Technical and Financial bids in separate envelopes should reach the undersigned by **06-01-2022** up to **11:00 hours**. Technical Bids will be opened on the same day at **11:30 hours** in the presence of authorized representatives of the bidders who wish to attend. The tender notice is also available at PPRA website [www.ppra.gov.pk](http://www.ppra.gov.pk) as well as Pakistan Post's website [www.pakpost.gov.pk](http://www.pakpost.gov.pk) The Director General Pakistan Post reserves the right to accept or reject any or all tenders in accordance with PPR-2004.

**(Muhammad Arshad)**  
**Director (Inland Mail)**  
Directorate General, Pakistan Post  
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