**Annex 4 – Goods and services specification**

**TERMS OF REFERENCE**

For the supply of Bulk SMS service to the British Council

1. **The services to be provided by the supplier are as below:**
* The supplier shall send SMS to IELTS candidate to inform about the speaking test date, venue and time before exam date. Format will be shared by the British Council.
* The supplier shall provide notification SMS service to IELTS candidate to inform about the release of IELTS result. Format will be shared by the British Council.
* Expected volume of SMS is 220000 SMS per year.
* Approx. 5000 SMS is sent every week to candidates.
1. **Technical System Requirements of above specified services shall be as below:**
* Time log Stamping, i.e. All login details should be logged and monthly report to be shared to British Council.
* Portal to be accessed only via IP address provided by British Council
* Unauthorised access / access attempts to be logged and report submitted every week if any to British Council.
* Force Password change policy to be enforced by system every 90 days
* Dedicated gateway for British Council to be provided (Optional).
* SMS recipient should receive SMS from British Council name rather than a number but dedicated number should be assigned. Please provide separate individual cost in Annex 3