**Annex 4 – Goods and services specification**

**TERMS OF REFERENCE**

**For the supply of Bulk SMS service**

The British Council undertakes to use SMS service within Nepal as and when required to be sent to its customers and SSDP TA Facility project beneficiaries which may include, but not limited to government officials from federal, provincial and local level, School Head Teachers, Teachers, SMC members, PTA members.

For the supply of Bulk SMS service to the British Council:

1. **The services to be provided by the supplier are as below:**
* Supplier to provide up to six platforms (dashboards) with names specified by the SSDP TA Facility Project for the use of bulk SMS services
* The supplier shall send SMS to SSDP TA Facility project beneficiaries as mentioned above to share project related information eg. Workshops/seminar invitations and share information on behalf of the Federal government to Provincial and Local governments, schools and related beneficiaries. Format will be shared by the British Council
* Expected volume of SMS is 1,750, 000 SMS per year.
* Approx. 150,000 SMS is sent to SSDP TA 9215 project beneficiaries every month.
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 a name or names provided by the SSDP TA Facility rather than a number, but dedicated number should be assigned.
1. **Target audience**

The mass SMS has been segmented into the following categories for instant messaging (but not limited to):

* Mayor and Deputy Mayor’s as elected representatives of municipalities
* Chairs and Deputy Chairs as elected representatives of rural municipalities
* Chief Administrative Officers of all 753 local governments
* 77 Education Development Coordination Units
* 222 Model Schools
* Chief Education Officers (Technical administrators) of 753 local governments
* Provincial level service delivery Institutions and representatives