



**SOCIAL PROTECTION STRATEGY UNIT
CHIEF MINISTER'S SECRETARIAT**

REQUEST FOR PROPOSAL

**“UPGRADATION, SUPPORT AND MAINTENANCE OF MANAGEMENT
INFORMATION SYSTEM & GRIEVANCES REDRESSAL MECHANISM FOR SOCIAL
PROTECTION STRATEGY UNIT”**

The Social Protection Strategy Unit, Chief Minister's Secretariat, Govt. of Sindh is seeking to hire the services for consulting firm for “Upgradation, Support and Maintenance of Management Information System & Grievances Redressal Mechanism for Social Protection Strategy Unit”.

The main objective of the assignment is that Consultant(s) shall upgrade, support and maintain the existing MIS, Mobile Application & GRM along with new developments, maintenance of hosting & Domain & SSL and Database with auto backup and recovery, supply and maintenance of internet connectivity in Head office and health facilities with real-time monitoring for head office and field devices, maintenance of portable devices (Health facilities in field), SMS gateway and Robo call services for GRM and field trainings for Health staff on MIS & Mobile application, support and maintenance of API connectivity with all stakeholders.

The **detailed TORs along with evaluation criteria** are mentioned in the Request for Proposal (RFP) document, which can be obtained from the address given below or can be downloaded from these websites **www.ppms.pprasinhd.gov.pk** and **www.spsu.gos.pk**

Interested firms are requested to submit their technical and financial proposals on the prescribed RFP, which can be collected from the address mentioned below on any working day during office hours **from the date of publication of this RFP up to 15th November 2022 at 12:00 noon**. The RFP document may also be downloaded from the websites **www.ppms.pprasinhd.gov.pk** and **www.spsu.gos.pk**.

Technical and Financial Proposals (sealed) are to be submitted at the following address **not later than 15th November 2022 at 3:30 pm** along with RFP documents fee in the shape of Pay Order/Bank Draft of **Rs.2,000/- (Non-Refundable) and 2% bid security of total bid** in favour of the “**Social Protection Strategy Unit**”. Technical Proposals shall be **opened at 4:00 p.m. on 15th November, 2022**. Please note that the selection of the firm shall be made as per Sindh Public Procurement Rules.

Note:

- *In case of undesirable circumstances on submission / opening date & time or if the Government declares a holiday, the proposal shall be submitted/opened on the next working day at the same time & venue.*
- *The Procuring Agency may reject all or any proposal as per relevant provision of SPP Rules and may cancel the bidding process at any time prior acceptance of bid or proposal as per SPP Rules.*

PROJECT DIRECTOR

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