ELIGIBILITY CRITERIA

The bidding firms must be offering mobile financial services in Pakistan, with widespread access to citizens.

Mobile financial service parameters:

1. Average number of daily financial transactions (over last 3 months) must exceed 10,000 transactions per day.
2. Average amount transacted daily across the country (over last 3 months) must exceed PKR 10 million per day.
3. Number of retails agents/franchises in Punjab must be at least 3000.
4. Call center services must operate on 24/7 basis.
5. Call center services must support languages: Urdu, Punjabi and English.
6. Online dashboard with access to the client to view real time statistics.
7. Must have the capability to send auto SMS alerts and robo calls (one-way and interactive).
8. In-house software development/customization team with the ability to integrate with Microsoft Dynamics 4.0 via web services

Important Note: Documentary proof must be provided by all participating companies for the above mentioned parameters.