

Rajkot Municipal Corporation

Procurement of WhatsAPP API for RMC on Whatsapp Service

Tender Notice No. RMC/IT/21-22/05

Tender Start From Date : 17-09-2021

Last Date of Submission : 04-10-2021

Total No. of Pages : 1 to 27

Dy. Municipal Commissioner Rajkot Municipal Corporation

Bid Invitation Notice

Sealed and super scribed tenders for "**Procurement of WhatsAPP API for RMC on Whatsapp Service**" are invited from Business Service Provider (BSP) or Integrated Software Vendor (ISV) of FaceBook/WhatsAPP.

Name of Works	Procurement of WhatsAPP API for RMC on Whatsapp Service		
Bid Type	Two Bid (Technical and Financial)		
Tender Fee (Non	on Rs 1,875/- (By DD or Banker's Cheque only) (Rs. One Thousand Eight		
Refundable)	Hundred Seventy Five Only)		
Tender Issue Start from	17-09-2021		
Last Date for Online	On or Before 04-10-2021 upto 18.00 Hrs		
Submission			
Earnest Money Deposit	Rs.90,000/- (Ninety Thousand Only)		
Tender Validity	120 Days		
Opening of Technical Bid	On 08-10-2021 at 18.05 Hrs.		
Submission of Tender Fee,	In sealed envelop strictly by RPAD/Speed Post Between 05-10-2021		
EMD and Technical Bid	to 08-10-2021 18.00 hrs to		
	Director IT,		
	Rajkot Municipal Corporation,		
	Information Technology Department, Room No 203		
	Dr Ambedkar Bhavan		
	Dhebar Road,		
	Rajkot 360001.		

Conditional tenders are liable to be rejected. The Municipal Commissioner, Rajkot Municipal Corporation, Rajkot reserves the rights to reject any one or all tenders without assigning any reason thereof.

Dy. Municipal Commissioner Rajkot Municipal Corporation

Disclaimer

Rajkot Municipal Corporation has prepared this document solely to assist prospective Bidders in making their decision of whether or not to submit a bid. While RMC has taken due care in the preparation of information contained herein and believes it to be accurate, neither RMC or any of its authorities or agencies nor any of their respective officers employees, agents or advisors gives any warranty or make any representations, express or implied, as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are expected to make their own inquiries and research for gathering the insights, knowledge and information that may be required for submitting a Bid. The information is provided on the basis that it is non-binding on RMC, any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

RMC reserves the right not to proceed with the tender, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the tender further with any party submitting a bid.

No reimbursement of cost of any type will be paid to persons, or entities, submitting a Bid.

INTRODUCTION:

About Rajkot

The City of Rajkot has emerged as one of Gujarat's hi-tech city in technological development and innovation. The city has established its position as a pioneer in implementing numerous Smart initiatives in areas ranging from transit, e-Governance, solid waste management to water supply and many more. Additionally, Rajkot has been selected among the top 100 smart cities in India for which it receives funding from Ministry of Urban Development (MoUD) for projects under its smart city proposal.

RMC has completed the citizen's consultation round where views and suggestions were called, to arrive at the City's Vision and define goals to be achieved in next 5, 10 or 20 years. Rajkot smart city proposal includes several Pan City and Area Based Development initiatives with a focus on both infrastructure and ICT advancements in the city and at strategic locations.

About Rajkot Municipal Corporation

The Rajkot Municipal Corporation (RMC) has responded to the challenges of fastest population. Rajkot Municipal Corporation (RMC) is a local government body committed to provide basic infrastructure facilities including entertainment facilities to the people of the city. RMC is very well known for the managing the city by using private sector participation as well as introduction of innovative mechanism in management to serve people efficiently. City has prepared different plans for improving services and to nullify gap between services and demands.

Schedule

Item Description	Procurement of WhatsAPP API for RMC on Whatsapp Service				
Tender Fee (Non	Rs. 1,825/- (Rs. One Thousand Eight Hundred Twenty Five Only)				
Refundable)	Demand Draft In favour of Rajkot Municipal Corporation				
Contract Period	3 Year (Can be extended as per requirement)				
	Rs. 90,000/- (Rupees Ninety Thousand Only) in the form of				
Earnest Money Deposit	Demand Draft (DD) or in form of Bank Guarantee issued by				
(EMD)	Nationalised Bank in favour of "Rajkot Municipal Corporation" payable				
	at Rajkot.				
Last Date & Time of	04-10-2021 up to 18:00 Hrs				
submission of Online Bid.					
Date & Time for opening of	08-10-2021 at 18:05 Hrs				
Technical Bid					
Bid Validity	120 days from the date of bid submission.				
	Director IT				
	I.T. Department				
Contact Details	Rajkot Municipal Corporation				
	Room No 203, 2nd Floor				
	Dr Ambedkar Bhavan, Dhebar Road, Rajkot- 360001				
	PH. 0281-2230920, email : smgohil@rmc.gov.in				
Note:					

A. RMC reserves its right to reject any or all Bids without assigning any reason thereof.

Dy. Municipal Commissioner Rajkot Municipal Corporation

DEFINITIONS

Request for Proposal (RFP) – Formal procurement document in which a service or need is identified, but no specific method to achieve it has been chosen.

Addendum – An addendum is issued when supplemental information has been added to the RFP since its original posting.

Corrigendum / Amendment – An amendment / corrigendum is issued when information in the RFP has been changed since its original posting.

RMC/Client/Purchaser/Owner means Rajkot Municipal Corporation, Rajkot shall include their legal representatives, successors and assigns.

GoG - Government of Gujarat.

Bid – A formal offer submitted in response to this RFP.

Bidder – Individual or company (firm, state agency, etc.) submitting a proposal in order toattain a contract with RMC.

Successful bidder – Individual or company whose proposal has been accepted by RMC and is awarded a fully executed, written contract.

Letter of Intent – The letter issued by RMC issued to the successful bidder intimating the acceptance of bidder's bid and intimating desire of the RMC to award work order to that bidder.

Proposal – A formal offer submitted in response to this solicitation.

Service-level Agreement (SLA) – A service contract where the level of service is formally defined between client & the successful bidder.

SOR – Schedule of Rates

Change in Tax Law - shall mean any of the following events, which become effective after the date for submission of the price bid for the Contract.

Inactment of any new tax law in India;Modification or repeal of any taxes in India.

PRE-QUALIFICATIONCRITERIA:-

Sr. No	Eligibility Criteria	Supporting document (should be notary certified true copy/self attested)	
1	Bidder should be a company registered under Companies Act, 1956	Certificates of incorporation & Self-Declaration Certificates	
2	Bidder should be Offical WhatsAPP Partner or Whats Service Provider or I.S.V. of WhatsAPP/Facebook.	Valid License / Agreement Document	
3	Bidder must have executed at least 3 similar project with session message volume greater then 3 lakh /project/month .	Copy of work order / copy of experience certificate	
4	Average annual turnover of last 3 year must be 30 Lakh or higher.	CA certified Balance sheet	
5	Working Capital must be 7.5 Lakh or Higher	CA Certificate	
6	Bidder should not be blacklisted by any Ministry of Government of India or by Government of any other State in India or by Government of Gujarat or any of the Government PSUs at the time of bidding.	mentioned in Annexure 5 must	
7	Required number of offers	Technical offer Physical bid along with EMD & Tender Fee. Commercial offer Commercial bid Online Only.	
8	Bid Evaluation Criteria (Selection Method)	Technically Qualified and L1 in Price Bid	
RMC	c reserves its right to reject any or all tenders	s without assigning any reason	

RMC reserves its right to reject any or all tenders without assigning any reason thereof.

NOTE:

- All above mentioned documents for pre-qualification criteria of bid must be self attested true copy.
- The above mentioned eligibility criteria should be necessarily met, and adequate documentary proof be submitted for verification. If any / partial / all of the above mentioned eligibility criteria don't fulfill by bidder then that bid is disqualified for the technical bid opening.
- Bidders are requested to submit all the supporting documents required.
- Bid must be submitted by Registered AD or Speed Post only. Any other mode (Hand Delivery/Courier etc.) is not allowed.
- Bid must be spiral bound without which the bid will be straight way rejected. In case bid / document size is large then bidder can divide it into the parts. Each part of bid should have proper indexing and page number mentioned and all pages of RFP must be signed and sealed.
- Tender will be awarded to technically qualified bidder having lowest financial offer.

Dy. Municipal Commissioner Rajkot Municipal Corporation

INVITATION FOR BIDS & INSTRUCTIONS TO BIDDERS

1. Invitation for bids bind the BIDDER legally

This invitation for bids is for "Procurement of WhatsAPP API for RMC on Whatsapp Service" At the time of submission of the bid document, the bidder has to submit the bid amount as a non-refundable fee **of Rs. 1,875/-** (Rupees One Thousand Eight Hundred Seventy Five only) in the form of Demand drafts & refundable EMD of **Rs.90,000/**- (Rupees Ninety Thousand Only) in the form of Demand Draft (DD) or in form of Bank Guarantee issued by nationalized bank in favour of "Rajkot Municipal Corporation" payable at Rajkot and shall be valid till 120 days beyond the bid validity period. Failure to furnish the above mentioned demand draft would result in rejection of the bid.

1.1 Reserve Rights of RMC

RMC may for any reasons; add / modify / amend / relax / cancel any terms / conditions / criteria of the tender document during any stage of the tendering process and such amendments shall be binding on all the bidders. RMC at its own discretion reserves the right to reject any Proposal, modify or scrap the whole tender at any time, without assigning any reason or incurring any liability. To assist in the evaluation, comparison and an examination of bids, RMC, may, at its sole discretion, ask the Bidder for a clarification of its bid including breakdown of unit rates etc. The request for clarification and the response shall be in writing. If the response to the clarification is not received within the prescribed timeframe, RMC reserves the right to modify/ change the dates of Bid opening / submission / technical presentation at its own discretion and these changes shall be binding on the bidders.

1.2 Due Diligence

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid must be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. RMC shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

1.3 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid. RMC will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2. Guidelines / Preparations of Bids

2.1 Language of bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and RMC shall be written in English language only.

2.2 Qualification of the Bidder

Pre – qualification criteria — bidder has to submit all supporting documents in a separate envelop along with Tender fee and EMD at the IT Department, Dr.Ambedkar havan, Rajkot Municipal Corporation, Rajkot-360001.

In case the Bidder fails to submit the entire relevant documentary evidences, his bid is liable for rejection by RMC without assigning any reason thereof.

3. Overview of Evaluation Process

All evaluation will be carried out by RMC as detailed below. The decision of RMC at every stage will be final in this regard.

i) Preliminary Scrutiny

The technical proposals will be opened on the mentioned date in this Bid Document at RMC's Office. The bidders not submitting tender fees & EMD or either one shall be straight away rejected for further tender evaluation. The qualified bidders will become eligible for prequalification criteria evaluation.

ii) Pre-qualification Criteria Scrutiny

The tenders who do not conform to meet any / partial / all the pre-qualification criteria mentioned in tender shall be straight away rejected. All eligible tenders will be considered for further evaluation.

iii) Evaluation of Technical bids

The Technical Bid will be examined on the basis of responsiveness to the Scope of work and other details as mentioned herein the document. The tenders do not meet any of the technical compliances & other conditions mentioned in the tender shall be straight away rejected. All eligible tenders will be considered for commercial bid evaluation.

iv) Evaluation of Commercial bids

The Commercial bids will be opened for the technically qualified bidders only. The technically qualified bidder who have lowest financial offer will be awarded the contract.

Lowest Bidder will be derived with bellow formula:

• Total 5,00,000 (File Lakh) Template message will be taken into consideration for L1 Discovery

A=(Total License Fee) = License Fee for 1st year + License Fee for 2nd year+ License Fee for 3rd year

B=(Total Template Message Charges) = 5,00,000 * Template Message Charges quoted by Bidder

Total Bid Value = A+B

Bidder having Lowest Total Bid Value will be consider as L1 Bidder

v) Final Negotiations & Award of Contract

After completion of the evaluation process, RMC may enter into negotiations with L1 Bidder. RMC reserves the right to award the contract, based on initial offers received or otherwise, without discussion and without conducting any further negotiations. Further, the successful bidder may not reassign any award made as the result of this bid, without prior written consent from RMC.

vi) Other evaluation & negotiations conditions:-

- 1. To facilitate evaluation of bids, RMC, at its sole discretion, may seek clarification in writing from any bidder regarding the bid.
- 2. The technical bid shall be first checked for responsiveness with the requirements of the tender including the fulfillment of the eligibility criteria.
- 3. During the negotiation, the bidder must be prepared to furnish the detailed cost break up and other clarifications to the proposals submitted as may be required to adjust the reasonableness of proposals.
- 4. The changes agreed upon during the negotiation will then be reflected in the financial proposals using proposed unit rates. The successful bidder will not have the right to increase the quoted rate of any items to adjust the negotiated amount. The bidder should have to distribute the discounted amount equally among the all items.
- 5. In the event of acceptance of the preferred bidder with or without negotiations, RMC shall declare the preferred bidder as the successful bidder and RMC will notify the successful

bidder through LOI (Letter of Intent) by registered post / email / fax that its bid has been accepted. The Bidder shall acknowledge in writing, the receipt of the Letter of Intent and shall send his acceptance to enter into the Contract within fifteen (15) clear working days from the receipt of the Letter of Intent.

- 6. In case the successful bidder do not confirm the acceptance of the assignment within the stipulated time, the LOI issued stand cancelled and RMC has the right to engage the L2 bidder for the assignment and so on and so forth.
- 7. Notwithstanding anything contained in this tender, RMC reserves the right to accept or reject any proposal or to annul the bidding process or reject all proposals at any time without any liability or any obligation for such rejection or annulment without assigning any reasons thereof.

4. Documents Constituting the Bid

The bid prepared by the Bidder shall comprise of the following components. The bids not conforming to the requirements shall be summarily rejected.

i) Technical Bid

Technical Bid shall comprise Cover Letter, tender fees, EMD, Technical Proposal and other required documents for the Technical Bid covering letter format. Please note that no price schedule shall be indicated / submitted in/ as a part of the Technical Bid. Bid along with price bid will be liable for rejection of entire bid without assigning any reason.

ii) Financial Bid

The bidder shall strictly adhere to the format of the Financial Bid as specified in the online at www.nprocure.com. The financial bid submitted in any other form and format shall not be considered valid and is liable for rejection.

iii) Tender Fees

The bidders must submit, along with their Bids, non-refundable tender fees of Rs. 1,875/-(Rupees One Thousand Eight Hundred Seventy Five only), in the form of Demand Draft (DD) issued by a Nationalized Banks in favour of "Rajkot Municipal Corporation" payable at Rajkot.

iv) Earnest Money Deposit (EMD)

The bidders must submit, along with their Bids, refundable EMD of Rs.90,000/- (Rupees Ninety Thousand only) in the form of Demand Draft (DD) or in the form of Bank guarantee issued by nationalized bank in favour of "Rajkot Municipal Corporation" payable at Rajkot and shall be

valid till 120 days beyond the bid validity period. The EMD shall be furnished in Indian Rupees (INR).

• Refund of EMD to Unsuccessful Bidder

Unsuccessful Bidder's EMD shall be refunded without any interest within 60 days after the issuing LOI/Work order to the successful Bidder.

• Forfeiture of EMD

The EMD can be forfeited if a Bidder

- Withdraws his bid during the period of bid validity specified by the Bidder on the Bid Form or Does not accept the correction or errors or
- In case the successful Bidder fails
 - \circ $\;$ To sign the Contract within the specified time or
 - Acceptance of LOI within specified time limit

v) Security Deposit

Winning Bidder will have to submit Security Deposit of Amounting 10 % of Annual License Cost.

vi) Undertaking

An undertaking from the Bidder stating the compliance with all the conditions and Technical Specifications of the Bidding Document will be required since no deviation will be acceptable to RMC.

5. Price Bid

i. Prices in the Price Schedule

The Bidder shall quote price in clear terms. Price Break up shall be provided in the Format for Financial Bid described at www.nprocure.com.

In the event of any increase or decrease of tax rates/ duty/cess subsequent to award of work, which results in change in Contract Value, the successful bidder shall be covered for any such variation, i.e. neither bear additional tax/ cess/ duty burden nor will be beneficiary of reduction in tax/ cess/ duty etc., subject to the production of documentary proof to the satisfaction of RMC to the extent which is attributable to such change as mentioned above.

ii. Fixed Price

Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances for the duration of the contract. No open-ended bid shall be entertained and the same is liable to be rejected straightway.

iii. Separation of Price Components

The price components furnished by the Bidder shall be solely for the purpose of facilitating the comparison of bids by RMC and shall not in any way limit RMC's right to contract on any of the items offered.

6. Period of Validity of Bids

Bids shall remain valid for 120 days after the date of bid submission by the RMC. RMC reserves the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. Bid validity may be extended by mutual agreement between RMC and bidders. In case the bid submission date is extended, the EMD shall be extended by bidder suitably as per the terms of the tender.

7. Format and Signing of Bid

i) Number of Copies of Bid

The Bidder shall submit Technical Bid in sealed cover and Financial Bid on <u>www.nprocure.com</u> only.

The Technical bid shall be submitted at the below address: **Director I.T.**

IT Department

Room No 203, 2nd Floor Rajkot Municipal Corporation Dr Ambedkar Bhavan, Dhebar Road, Rajkot – 360001.

ii) Authentication of Bid

The original and all copies of the Bid Document shall be type written in indelible ink and shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person or persons signing the Bid Document shall initial all pages of the Bid Document, including pages where entries or amendments have been made. All the pages of the proposal should be serially numbered.

iii) Validation of interlineations in Bid

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

8. Sealing and Marking of Bids

i) Enclosing of Bid

The hard copy of the all the Technical Bid along with brochures / specifications / other documents shall be placed in sealed envelopes clearly marking "Technical Bid". The Bidder shall submit the Technical Bids, Tender fees and EMD, sealed in separate covers, shall be placed in one big cover clearly marked as "Procurement of WhatsAPP API and Chatbot Solution for RMC on Whatsapp Service." All the pages of the technical bid shall be signed and stamped by the authorized signatory of the bidder except published materials such as brochures, product catalogues etc.

ii) Responsibility of Bidder

If the outer envelope is not sealed and marked as required, RMC/RMC will assume no responsibility for the Bid's misplacement or premature opening.

iii) Rejection of Bid

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected. The Technical Bid and the Commercial Document shall be submitted in the prescribed format with physical submission of technical & Pre-qualifications documents. Bids submitted by Telex, fax or email will not be entertained. Any bid not authenticated or not secured, will be rejected straightaway by RMC without any further correspondence, as non-responsive. A bid that does not meet any / partial / all prequalification criteria or is not responsive or not fulfilling technical evaluation will be rejected by RMC and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation by the Bidder.

9. Opening of Bids

i) Opening of Technical and Commercial Bids

RMC will open all Technical Bids at RMC's office in the presence of RMC officials along with bidders' representatives as per date mentioned in the tender document or subsequent corrigendum published if any. Commercial Bids will be opened at RMC's office by RMC in the presence of RMC officials along with technically qualified successful bidders' representatives as per informed date.

ii) Bids Not Considered For Evaluation

Bids that are rejected during the Preliminary / Pre – qualification / technical evaluation process shall not be considered for further evaluation irrespective of the circumstances.

10. Preliminary Examination

i) Completeness of Bids

All the necessary documents required for the bid submission should be strictly complied. No documents / papers that are found essential as a part of bid submission / evaluation shall be accepted after the bid submission closing time. If any required document is missing as a part of bid submission then that bid may be liable for rejection straightaway.

ii) Rectification of Errors

Arithmetical errors will be rectified on the following basis: -

If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the supplier does not accept the correction of errors, his bid will be rejected and his EMD may be forfeited.

11. Notification of Award

i) Notification to Bidder

The Bidder whose bid has been accepted shall be notified of the award by registered letter / E-mail / Fax by RMC. The Bidder shall acknowledge in writing, the receipt of the Letter of Intent and shall send his acceptance to enter into the Contract within fifteen (15) working days from the receipt of the Letter.

ii) Signing of agreement

Pursuant from the date of acknowledgement of the Letter of Intent, the successful bidder and RMC shall promptly; sign the Contract agreement on non-judicial Rs. 100 stamp paper. This shall be subject to the furnishing of the Security deposit. The said agreement will be finalized by the RMC and shall be signed on all the pages by the person(s) duly authorized to bind the bidder to the contract. RMC shall have the right and authority to negotiate / add certain terms with the successful bidder before signing of the Contract. The signing of the Contract shall amount to award of the Contract & thereafter the bidder shall initiate the execution of the work as stipulated and specified in the agreement.

iii) Expenses for the agreement

The incidental expenses of execution of agreement / contract shall be borne by the successful bidder. RMC shall have the right and authority to negotiate certain terms with the successful Bidder before signing of the Contract. The signing of the Contract shall amount to award of the Contract and the Bidder shall initiate the execution of the work as specified in the Contract.

12. Annulment of Award

Failure of the successful Bidder to comply with pre-qualification criteria, evaluation and other terms and conditions set out in the Tender Document shall constitute sufficient ground for the annulment of the award of Contract and forfeiture of the security deposit, in which event RMC may make the award to the next lowest evaluated Bidder after negotiations.

13. Payment Terms, Schedule of Payment

- ✓ License Fees Payment shall be made once in a year and Messages Charges on Monthly basis on pro-rata basis after making necessary deduction as per SLA.
- ✓ For first year License fee will be paid after successful integration of RMC services with WA API and successful registration(Whats App Official Business Account) of RMC on Whatsapp
- ✓ Taxes and duties shall be reimbursed extra at actual.

14. Time Limit

Selected Bidder has to provide above solution within 30 days from the receipt of Order.

15. Validity of Contract

Validity of this contract is for a period of 3 year. However validity can be extended on mutual agreed terms and conditions.

16. **SLA**

- ✓ Bidder should maintain Service Level as per FB/ WA Norms.
- Vendor has to resolve Complain with in 24 Hrs after registering Complain with them. In case of Non Resolution of complain, delay for every 8 hours attracts penalty of Rs 100 for each delayed hour. Maximum up to Rs. 5000 per Complain.

17. Message Definitions

Template Messages: Outbound messages sent that use one of the pre-approved templates. These are generally unsolicited transactional messages (delivery alerts, appointment reminders, etc.) sent to users who have opted in to receive messages from RMC.

Session Messages : All incoming messages, or outgoing replies to these messages within 24hours. A messaging session starts when a user sends RMC application a message, and lasts for 24 hours from the most recently received message. Session messages do not need to follow a template, and can include media attachments.

Scope Of Work

RMC (Rajkot Municipal Corporation) intends to provide Chatbot facalities on WhatsAPP to citizen of Rajkot for their various personalised RMC related service.

- 1. Bidder should provide a Whats APP API (On-premise Hosting) to send WhatsApp notification / messages / templates to registered / non-registered users of web application and other API.
- 2. Facility for obtaining User Consent should be enabled through missed call / Chatbot and incoming SMS along with the same platform.
- 3. WA API should be able to facilitate and implement an automated process for the Chatbot for sending documents like Bills, Certificate, User Manual and other notifications (due date reminders, payment receipts, notices etc) to consumer WhatsApp accounts by integrating with various software system developed by Govt agency.
- 4. WA API should be able to facilitate sending WhatsApp messages in Gujarati and English language [Or any Vernacular Language suggested by RMC].
- 5. WA API should be able to provide a framework capable of sending messages in various media formats like image, pdf, video, gif, emojis, stickers etc. allowed by whats app and the file size limit should be as per the permissible limit by WhatsApp.
- 6. Bidder shall provide unlimited free Session Messages or Response to customer initiated Queries, Requests, or Complaints through WhatsAPP Business Account , if such responses are within 24 hours of receipt of such QRCs from customers.
- 7. Provide web interface to view / download summary and detailed MIS report of sent / received WhatsApp messages along with sent double tick and Green tick.
- 8. Bidder is responsible for approval of WhatsApp Official Business Account (Green Bedge) of RMC. All the necessary documents will be provided by RMC.
- 9. Bidder must have Business Service Provider or I.S.V.(Integrated Software Vendor) of Facebook / WhatsAPP. Incase of I.S.V. they should submitted agreement with Business Service Provider of Face Book / Whats APP.
- 10. Bidder should provide Frontend SDK for Inbox [Software Development KIT] (On-Premise Development).
- 11. Bidder should maintain Service Level as per Face Book / Whats APP Norms.
- 12. Bidder should provide Standard 24X7 Support.
- 13. Bidder should be liable for approval of WhatsAPP Number on the name of RMC On WhatsAPP. RMC will provide necessary document for the process.
- 14. In Case of suspension of Whatsapp number by Face book / WA then bidder have to reactivate the account within 7 days. All supporting documents will be provided by RMC.
- 15. Citizens details used By RMC to send message can not be accessed by bidder or any third partner in any form without prior permission of RMC

16. If RMC wants to activate other number for Whatsapp services Bidder should be liable for approval of WhatsAPP Number on the name suggested by RMC with same condition.

Dy. Municipal Commissioner Rajkot Municipal Corporation

Annexure 5 : Instructions for Bidders for Technical Bid

5.1

Bid Covering Letter

Date: <DD/MM/YYYY>

To Municipal Commissioner, Rajkot Municipal Corporation (RMC) Rajkot, Gujarat

Subject: Technical proposal submission.

Ref : E- Tender No: Tender Notice No. **RMC/IT/21-22/05** Dated <DD/MM/YYYY>

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the materials & professional services as required and outlined in the RFP for "Procurement of WhatsAPP API for RMC on Whatsapp Service".

We attach hereto our responses to pre-qualification requirements and technical proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to RMC/RMC is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date fixed for bid submission. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

 Signature of Authorized Signatory (with official

 Name
 :

 Designation
 :

 Company
 :

 Address
 :

 Telephone & Fax
 :

:

E-mail Address

Signature of Authorized Signatory (with official seal)

5.2 FORMAT for Self Declaration – No Blacklisting Certificate

No:

Date: <DD/MM/YYYY>

To Municipal Commissioner, Rajkot Municipal Corporation (RMC) Rajkot, Gujarat

Ref : E- Tender No: Tender Notice No. RMC/IT/21-22/05 dated <DD/MM/YYYY>

Dear Sir,

In response to the referenced tender for "Procurement of WhatsAPP API for RMC on Whatsapp Service" as an owner/partner/director of ______, I/ We hereby declare that presently our company / firm ______ is having unblemished record and is not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/PSU.

We further declare that presently our company / firm is not blacklisted and not declared ineligible for reasons other than corrupt and fraudulent practices by any State/Central Government/PSU on the date of Bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Yours Sincerely, Name of the Bidder: Authorized Signatory: Seal of the Organization: Date: Place: Annexure X

Self-Declaration Format

<< On Rs 100 Stamp Paper>>

Date :- DD/MM/YYYY

To Municipal Commissioner, Rajkot Municipal Corporation (RMC) Rajkot, Gujarat

Sub : Self Declaration for the participation in the bid for "Procurement of WhatsAPP API for RMC on Whatsapp Service".

Ref : e-TENDER NO: Tender Notice No. **RMC/IT/21-22/05** DD/MM/YYYY

Dear Sir

As	an	Owner/	Partner/	Director/	Auth.	Signatory	of

I/ We hereby declare that presently our Company/ firm ______, at the time of bidding,: -

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the RMC;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not be declared defaulter

by any financial institution, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;

- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) Does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by RMC, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Signature of Authorized Signatory: Proprietor/Partners/Directors/POA holder (with official seal)

Place	:
Date	:
Name	:
Designation	:
Address	:
Telephone & Fax	:
E-mail address	:

Financial BID (To Be Submitted Online Only)

1. <u>Commercial Features</u>

Sr. No.	Commercials	Amount (INR)		
	Yearly License Fee for	1st year	2nd year	3rd year
1	Accessing WA Business API. (On-premise Hosting)	To be filled online only	To be filled online only	To be filled online only
2	Template Messages initiated by RMC (Amount/Messages)	To be filled online only		

Notes:-

Incoming & outgoing WhatsApp Session Messages to customers	
within 24 hrs	Free Unlimited
Front end SDK for Inbox [Software Development KIT]	Included
Service Levels per Face Book / WhatsApp Norms	Included
Bidder should provide Standard 24X7 Support.	Included
WhatsApp Official Business Account (Green Badge), up on	
approval by WhatsApp [No Extra Charges should be applicable].	Included
WhatsAPP Number approved by on the name of RMC On	
WhatsAPP.	Included