

# **Request for Proposal (RFP)**

**For**

## **Appointment of an agency for providing WhatsApp Business and Chatbot solution to MAP\_IT**

**(Tender No.MAP IT/WAPP/2020/2793)**

**Madhya Pradesh Agency for Promotion of Information Technology**

**(MAP\_IT)**

**State IT Centre 47-A, Arera Hills,**

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**Website: <http://www.mapit.gov.in/>**

**Dated: 19/05/2020**

## Request for Proposal (RFP) Notice

**“RFP for Appointment of an agency for providing WhatsApp Business and Chatbot solution to MAP\_IT”**

MAP\_IT invites Proposals from qualified and experienced agencies for Appointment of an agency for providing WhatsApp Business and Chatbot solution to MAP\_IT.

Interested Bidders, who qualify as per the criteria mentioned in the document, may submit their proposals through e-tendering latest by 17<sup>th</sup> June 2020 till 3:30 P.M. on e-Procurement portal ([www.mptenders.gov.in](http://www.mptenders.gov.in)). Bidder has to submit the document fee of Rs. 1000/- (Rupees One Thousand only) for RFP document along with e-Procurement Processing fees through online payment at e-Procurement portal.

The detailed RFP document can be downloaded from the website [www.mptenders.gov.in](http://www.mptenders.gov.in) and [www.mapit.gov.in](http://www.mapit.gov.in)

**(ACEO)**

**MAP\_IT**

## Contents

1.1.	RFP Notice .....	7
1.2.	Datasheet .....	8
2.	SECTION 2: INSTRUCTIONS TO BIDDERS .....	9
2.1.	Definitions .....	9
2.2.	Introduction.....	9
2.3.	Eligibility Criteria.....	10
2.5	Documents Comprising Bid Proposal .....	11
2.6	Eligible Product and Services.....	12
2.7	Cost of Bidding.....	12
2.8	Content of Bidding Document.....	12
2.9	Pre-Bid Meeting.....	12
2.10	Amendment to RFP .....	13
2.11	Language of Bid .....	13
2.12	Bid Security / Earnest Money Deposit (EMD).....	13
2.13	Bid Form .....	14
2.14	Bid Prices .....	14
2.15	Bid Currency .....	14
2.16	Validity of proposal.....	14
2.17	Preparation of Proposal.....	14
2.18	Submission of proposal .....	15
2.19	Opening of Bids by MAP_IT .....	15
2.20	Clarification of Bids.....	15
2.21	Preliminary Examination .....	16
3.	SECTION 3: EVALUATION PROCESS .....	16
3.1	Proposal evaluation .....	16
3.2	Commercial Bid Evaluation.....	17
3.3	Selection Method .....	17
3.4	Award of Contract .....	17
3.5	MAP_IT's Right to Accept Any Bid and to reject any or All Bids.....	17
3.6	Notification of Awards.....	17
3.7	Period of Contract .....	18
3.8	Bidder's authorized signatory.....	18
3.9	Signing of Contract .....	18
3.10	Performance Bank Guarantee .....	18

3.11	Confidentiality .....	18
3.12	Disqualification .....	19
3.13	Binding Clause .....	19
3.14	Deviations .....	19
3.15	Confidentiality .....	19
3.16	Legal Jurisdiction .....	19
3.17	Indemnity.....	19
3.18	Force Majeure .....	20
3.19	Right to terminate the process.....	20
3.20	Limitation of Liability .....	20
3.21	Taxes & Duties .....	20
3.22	Corrupt / Fraudulent Practices .....	21
3.23	Resolution of Disputes.....	21
3.24	Notices .....	21
3.25	Limitation of Liability .....	22
3.26	Liquidated Damages .....	22
3.27	Termination .....	22
3.27.1	Termination for Default.....	22
3.27.2	Termination for Insolvency.....	23
3.27.3	Termination for Convenience.....	23
4.1	Scope of Work .....	24
4.1.1	WhatsApp Business API .....	24
4.1.2	Chatbot Solution.....	24
4.1.3	Chatbot Builder.....	25
4.2	Solution Specification .....	27
5	Payment schedule, Milestone and timelines .....	29
5.1	Payment Schedule .....	29
5.2	Review and Monitoring of Agency’s Work .....	30
5.3	Timelines.....	30
6	Service Level Agreements (SLA) .....	31
6.1	Duration of the Service Level Agreement .....	31
6.2	Service Level Agreements and Target .....	31
6.3	Service Level Agreements Monitoring .....	31
6.4	Project Implementation (Pre-Implementation) .....	32
6.5	Calculation for Post Implementation SLA.....	33

6.5.1	Maintenance of What’s App and Chat Bot Solution.....	33
6.5.2	System Availability SLA.....	33
6.5.3	Change of Service Levels .....	36
6.5.4	Contractor Performance & Applicable Penalty .....	36
7	Bidder information sheet .....	37
8	Performance Bank Guarantee .....	38
9	Master Service Agreement .....	40
10	Covering Letter .....	43
11	Checklist for Eligibility / Qualification Criteria Compliance.....	44
12	Project Details Template .....	45
13	Covering Letter (Bid Form) .....	46
14	Self-Declaration .....	47
15	Price Bid Schedule .....	48
15.1	Final Bid (Used for calculating L1) .....	48
15.2	Implementation Cost.....	48
15.3	Operational Cost.....	48

### DISCLAIMER

All information contained in this **Request for Proposal (RFP)** provided/clarified is in the good interest and faith. Though, adequate care has been taken in the preparation of the RFP document, the interested agencies shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

**MAP\_IT** reserves the right to reject any or all of the proposals submitted in response to the RFP document at any stage without assigning any reasons whatsoever. **MAP\_IT** also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their proposals in response to the RFP. MAP\_IT reserves the right to change/ modify/ amend any or all of the provisions of the RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on the website of MAP\_IT (<https://www.mapit.gov.in>) and/or MP eProcurement Website (<https://mptenders.gov.in>).

Neither MAP\_IT nor their employees and associates will have any liability to any prospective respondent of the RFP or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in the RFP document, any matter deemed to form part of the RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of MAP\_IT or their employees and RFP respondent or otherwise arising in any way from the selection process for the assignment.

Information provided in this document or imparted to any respondent as part of RFP process is confidential to MAP\_IT and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

## SECTION – I: INVITATION TO RFP

### 1.1. RFP Notice

This document is for “RFP for Appointment of an agency for providing WhatsApp Business and Chatbot solution” for Madhya Pradesh Agency for Promotion of Information Technology (MAP\_IT), Government of Madhya Pradesh.

The bidder shall be responsible for providing all types of services and updates as mentioned in this documents & Scope of Work.

The bidder, who intends to participate in this bid, is required to follow the below mentioned stages:

- Pre-Bid Conference
- Technical & Financial Bid Submission
- Opening of Technical Bid
- Evaluation of Technical bid
- Presentation & Proof of Concept (PoC)/Solution Demo on proposed Solution, Approach & Methodology
- Opening of Financial bids of all qualified bidders

Incomplete/conditional bids will be treated as non-responsive and will be rejected.

Eligible bidders may download the RFP document from the website <https://www.mapit.gov.in/> & <https://www.mptenders.gov.in/>

The bids must be submitted online through <https://www.mptenders.gov.in/>

MAP\_IT reserves the right to reject any or all the proposals in whole or part without assigning any reasons.

This RFP document is not transferable.

Financial bids of only those bidders who qualify on the basis of evaluation of technical bids will be opened.

## 1.2. Datasheet

Sr. No.	Information	Details
1.	RFP date of Publishing	<b>Date:</b> 19 <sup>th</sup> May 2020
2.	Last date for submission of written queries for clarifications to:	<a href="mailto:map_it@mp.nic.in">map_it@mp.nic.in</a>
3.	Pre-bid Conference Date and Location	2 <sup>nd</sup> June 2020 at 12.30pm Online Meeting through Video Conferencing
4.	Document download sale start date	20 <sup>th</sup> May 2020 onwards 9:00 AM
5.	Bid submission start date	12 <sup>th</sup> June 2020 onwards 9:00 PM
6.	Bid submitting end date	17 <sup>th</sup> June 2020 till 3:30 PM
7.	Technical Bid Opening date	18 <sup>th</sup> June 2020 at 3:30 PM
8.	Address for communication	Madhya Pradesh Agency for Promotion of Information Technology (MAP_IT) State IT Centre 47-A, Arera Hills, Bhopal (M.P.)-462011, Ph: 0755-2518707, Website: <a href="https://www.mapit.gov.in/">https://www.mapit.gov.in/</a>
9.	Place, Date and Time for Opening of Financial / Commercial Bids	Will be communicated to the technically qualified bidders later on.
10.	Bid validity	180 days from the date of Bid Opening
11.	Cost of Tender Document	INR 1000/- payable online through <a href="http://www.mptenders.gov.in">www.mptenders.gov.in</a>
12.	EMD	INR 2,50,000/- payable online through <a href="http://www.mptenders.gov.in">www.mptenders.gov.in</a>
13.	Performance Security	10% of total bid cost payable in the form of PBG from scheduled banks.

### Note:

- MAP\_IT reserves the right to change any schedule of bidding process. Please visit website <http://www.mptenders.gov.in> mentioned in document regularly for the same.
- Proposals must be received not later than time, date and venue as mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process.
- The mode of submission of bid is only online through e-procurement portal ([www.mptenders.gov.in](http://www.mptenders.gov.in)). No physical submission of the bids shall be entertained.
- Any future Corrigenda/Information shall be posted only on our website <http://www.mptenders.gov.in> only.
- Rejected / disqualified bidders would only be intimated post final selection of successful bidder/ completion of Bid process. Along with such intimation, EMD returning process would be initiated for disqualified bidders and the same would be affected within 30 days of issuing letter of intent to successful bidder.

## 2. SECTION 2: INSTRUCTIONS TO BIDDERS

### 2.1. Definitions

- 2.1.1. "Applicable Law" means the laws and any other instruments having force of law in India from time to time.
- 2.1.2. "Proposal/bid" means proposal submitted by bidders in response to the RFP issued by Madhya Pradesh Agency for Promotion of Information Technology for selection of Service Provider.
- 2.1.3. "Competent Authority" means the Madhya Pradesh Agency for Promotion of Information Technology.
- 2.1.4. "Committee" means committee formed by the Madhya Pradesh Agency for Promotion of Information Technology for the purposes of processing and evaluation of this bid
- 2.1.5. "Contract Value" means the price payable to the selected firm/company under the Contract for the complete and proper performance of its contractual obligations.
- 2.1.6. "Service Provider" / "Agency" means any private or public entity, which will provide the services to Madhya Pradesh Agency for Promotion of Information Technology under the contract.
- 2.1.7. "Contract" means the Contract signed by the parties along with the entire documentation as specified in the RFP
- 2.1.8. "Day" means Working day. A period of 24 hours running from midnight to midnight and the calendar day applicable to India
- 2.1.9. "Effective date" means the date from which the contract comes into force and effect.
- 2.1.10. "Government" means State Government of Madhya Pradesh.
- 2.1.11. "MAP\_IT" means Madhya Pradesh Agency for Promotion of Information Technology, Bhopal - Madhya Pradesh.
- 2.1.12. RFP for Appointment of an agency for providing WhatsApp Business API and Chatbot solution to MAP\_IT in Madhya Pradesh
- 2.1.13. "Intellectual Property Rights" means any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interest, world-wide, whether vested, contingent or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create, derivative works form, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory or otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.
- 2.1.14. "Services" means the work to be performed by the agency pursuant to the selection by MAP\_IT and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by MAP\_IT.

### 2.2. Introduction

#### About MAP\_IT

Established in 1999, Madhya Pradesh Agency for Promotion of Information Technology is a government society under the Department of Science and Technology established to propel the growth of Information Technology (IT) in Madhya Pradesh and implement the State IT Policy. Accordingly the Society has the following objectives:

- To provide IT inputs to government departments/agencies and to assist them in computerisation and networking.
- To co-ordinate with investors and industry, trade organizations and financial institutions in public and private sector so as to promote growth in the IT sector.
- To facilitate Human Resource Development in the field of IT in the Government.

- To facilitate use of Hindi language in IT related projects.
- To undertake any other function(s) as may be assigned by the State Government.
- To Provide the Consultancy Services to the Government departments/agencies and to charge for the service, if necessitates.
- To encourage Information Technology related activities and innovations in the state.
- To undertake all works related to the promotion of Information Education & Communication and Usage of Information Technology (IT), Information Technology enabled Services (ITeS), Information and Communication Technology (ICT) and Electronics in the State.

### 2.3. Eligibility Criteria

The bidder(s) who satisfy the following qualification criteria shall be eligible to participate in the bid process. Offers received from the bidder(s) who do not fulfil all or any of the following qualification criteria are liable to be rejected.

S#	Basic Conditions	Eligibility Criteria	Supporting Documents to be submitted
1	Legal Entity	The bidder should be registered entity in India under Indian Companies Act 1956	The copy of certificate of Incorporation issued by the registrar of the Companies or relevant document.
2	Company Documents	The Bidder should have all applicable Registration certificates viz., Company Registration certificates including GST, card, PF, ESI (if applicable)	<ol style="list-style-type: none"> <li>1. Copy of PAN Card</li> <li>2. Copy of GST Registration Certificate</li> </ol>
3	Blacklisting	Bidder should not be blacklisted by any Central / State Government / PSU as of date of submission of this bid. The bidder should not be in any kind of Arbitration/Litigation with MAP_IT.	Self-certified letter by the authorized signatory
4	Turnover	The Average Annual Turnover of the Bidder for the financial years 2016-17, 2017-18, 2018-19 should be at least 3 Crores INR or more.	The complete set of audited Financial Statements for financial years 2016-17, 2017-18, 2018-19 to be submitted.
5	Legal	The bidder should be official business partner of Whatsapp	Copy of relevant documents to be submitted
6	Technical Capability	Bidder must have successfully completed / in operation minimum two (2) projects of WhatsApp Business API and Chatbot Solution	Work order and completion certificate / certificate from the customer.
7	Technical Capability	Bidder must have successfully completed at least the following numbers of engagement(s) as mentioned in this RFP in last three (3) years of value specified herein:	Work order and completion certificate from the customer.

		<ul style="list-style-type: none"> <li>• One (1) project of similar nature of value not less than INR 75 Lakhs OR</li> <li>• Two (2) projects of similar nature of value not less than INR 40 Lakhs each OR</li> <li>• Three (3) projects of similar nature of value not less than INR 25 Lakhs each</li> </ul>	
8	Technical Capability	<p>The bidder should offer Chatbot Builder feature via Graphical User Interface accessible online where user should be able to build conversational chatbot directly without any kind of manual assistance from bidder. Also the chatbot developed can be later integrated with what's app business, website or application.</p> <p>The bidder can offer this feature via third party also.</p>	Undertaking in this regard to be submitted along with a complete set of features offered via Chat Flow Builder
9	MAF	<p>Bidder must submit Manufacturer's Authorization Forms for all OEMs products proposed by the Bidder including the following:</p> <ul style="list-style-type: none"> <li>• Authorization for Bidders(s)</li> <li>• Confirm that the products quoted are neither end of sale nor end of life products</li> <li>• Undertaking that the support including warranty, spares, patches for the quoted products shall be available for proposed duration of the contract</li> <li>• All the applicable product licenses should be perpetual</li> </ul>	Manufacturer's Authorization Forms for all OEMs for the project

## 2.5 Documents Comprising Bid Proposal

The response submitted by the bidder shall comprise the following documents:

### 2.5.1 Qualification & Technical Proposal

- 2.5.1.1 Bid Processing Fee and Earnest Money Deposit/Bid Security
- 2.5.1.2 Bid Proposal form
- 2.5.1.3 General Information
- 2.5.1.4 Financial Capability with supporting documents
- 2.5.1.5 Relevant Experience with supporting documents
- 2.5.1.6 Self-Declaration

2.5.1.7 All relevant Certification

2.5.1.8 Proposal document containing a brief about the organization, its expertise and documentary evidences.

2.5.2 Financial Proposal

## **2.6 Eligible Product and Services**

For purpose of this clause, "origin" means the place where the goods are from or from which the ancillary services are supplied. Goods are produced when, through manufacturing, processing, code writing and compiling, or substantial or major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or in purpose or utility from its components.

## **2.7 Cost of Bidding**

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

## **2.8 Content of Bidding Document**

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents in format or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

## **2.9 Pre-Bid Meeting**

A prospective Bidder requiring any clarification of the bidding documents may seek clarifications of his/her queries submitted on or before date mentioned in section. MAP\_IT will discuss the queries received from the interested bidders in the pre-bid meeting and respond the clarifications by uploading on the website. No further clarification what so ever will be entertained after the pre- bid meeting date.

The pre-bid meeting will be conducted online through video conferencing for this tender and only those bidder will be allowed to attend the meeting who have sent their queries prior 2 days before the scheduled pre-bid meeting date.

The interested bidder should send the queries as per the following format in preferably in Excel File:

Bidder's Request For Clarification			
Name of Organization submitting request		Name & position of person submitting request:	Address of organization including phone, fax, email points of contact
Sr.No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required
1			
2			
3			
4			

## 2.10 Amendment to RFP

- 2.10.1 At any time prior to the deadline for submission of bids, MAP\_IT may, for any reason, whether on its own initiative or in response to a clarification request by a prospective bidder, modify the bidding documents.
- 2.10.2 All prospective bidders who have received the bidding documents will be notified of the amendment through website and such amendments will be binding on them.
- 2.10.3 In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, MAP\_IT at its discretion, may extend the deadline for the submission of bids.

## 2.11 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 MAP\_IT shall be in English language only.

## 2.12 Bid Security / Earnest Money Deposit (EMD)

- 2.12.1 The Bidder shall furnish, as part of the Bid, a Bid security for the amount of Rs. 2,50,000(Rupees Two Lakhs Fifty Thousand only) which shall be submitted online through [www.mptenders.gov.in](http://www.mptenders.gov.in)
- 2.12.2 Unsuccessful Bidder's Bid security will be refunded within One twenty days (120) days from the award of work to the successful bidder.
- 2.12.3 The successful Bidder's Bid security will be discharged upon the Bidder signing the contract/Agreement, and furnishing the Performance Bank Guarantee.
- 2.12.4 The submitted Performance Bank Guarantee by the successful bidder should be valid till 180 days from the end date of the contract.
- 2.12.5 The Bid security may be forfeited at the discretion of TENDERER/MAP\_IT, on account of one or more of the following reasons if:
- The Bidder withdraws their Bid during the period of Bid validity.
  - Bidder does not respond to requests for clarification of their Bid.
  - Bidder fails to co-operate in the Bid evaluation process,
  - Bidder is found to be involved in fraudulent and corrupt practices and
  - In case of a successful Bidder, the said Bidder fails:
    - To sign the Agreement in time
    - To furnish Performance Bank Guarantee
    - is found to be involved in fraudulent and corrupt practices

### **2.13 Bid Form**

- 2.13.1 The Bidder shall complete the Technical Bid and Financial Bid furnished with this document giving details as per the format mentioned in the e-Tendering website <https://www.mptenders.gov.in/>. The bidder shall also complete the bid form and submit it along with the bid.

### **2.14 Bid Prices**

- 2.14.1 The Bidder shall indicate the prices in the format mentioned in the e-Tendering website [https://www.mptenders.gov.in](https://www.mptenders.gov.in/)
- 2.14.2 Following points need to be considered while indicating prices:
- 2.14.2.1 The prices quoted should also include, inland transportation, insurance and other local costs incidental to delivery of the goods and services to their final destination within the state of Madhya Pradesh in case of primary site and within India in case of DR site as indicated by MAP\_IT
- 2.14.2.2 The rates of any applicable Indian duties & taxes like GST and other taxes which will be payable by the Client on the goods/ services (if any) if this contract is awarded, should be quoted separately
- 2.14.3 The Bidder's separation of the price components will be solely for the purpose of facilitating the comparison of bids by MAP\_IT and will not in any way limit the Client's right to contract on any of the terms offered.
- 2.14.4 Sharing of responsibility (between MAP\_IT and the bidder) of procurement of various types of software shall be as under:
- 2.14.4.1 The prices quoted shall be inclusive of license software required for actual running of product. (i.e. Application Server Software, database & other software required).
- 2.14.4.2 Bidder is expected to fill the rates/amount for all items in Financial Bid format. However, in case, the bidder chooses to quote zero, nil amount or blank, it will be his risk and the same shall in no way restrict the scope of the work. Any rate quote field kept blank would imply that bidder is quoting zero prices for that item.
- 2.14.4.3 The full IPR (Intellectual Property Rights) for the customized solution shall rest with the MAP\_IT.

### **2.15 Bid Currency**

Prices shall be quoted in Indian rupees only.

### **2.16 Validity of proposal**

- 2.16.1 Proposals shall remain valid for a period of 180 days (one hundred eighty days) after the date of bid opening prescribed in the RFP. A proposal valid for shorter period may be rejected as non-responsive. MAP\_IT may solicit the bidders' consent to an extension of proposal validity (but without the modification in proposals).
- 2.16.2 In exceptional circumstances, MAP\_IT may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security period provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be permitted to modify its bid.
- 2.16.3 Bid evaluation will be based on the bid prices and technical bid without taking into consideration the above corrections

### **2.17 Preparation of Proposal**

- 2.17.1 The proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall not be valid.
- 2.17.2 The proposal shall be typed or written in indelible ink (if required) and shall be initialed on all pages by authorized representative of the bidder to bind the bidder to the contract. The authorization shall be indicated by Board Resolution/ Power of Attorney and shall accompany the proposal

- 2.17.3 In addition to the identification, the covering letter (Form 1) shall indicate the name and address of the bidder to enable the proposal to be returned in the case it is declared late pursuant, and for matching purposes.
- 2.17.4 The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and 'uncalled for' correspondence shall not be entertained.
- 2.17.5 Alteration / Rewording / Deletion / Correction of any part in the Tender Document are not permitted. If found in any bid proposal, bid may be liable to be rejected without prior intimation to the bidder.
- 2.17.6 Bidder is required to submit the complete proposal along with required forms etc., on <https://www.mptenders.gov.in/>. The proposal shall be exactly according to the presented formats given on the <https://www.mptenders.gov.in/>. The technical response should be concise. Any response not as per the specified format may be liable to be rejected. No marketing literature pertaining to the bidder should be enclosed along with the proposal. If enclosed, it may be treated as disqualification.
- 2.17.7 The bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be at the bidder's risk and shall result in rejection of the proposal.

## **2.18 Submission of proposal**

- 2.18.1 Submission of Bids:
- a) The Bidder shall submit the Technical Bid and a Financial Bid as per the format mentioned in the e-Tendering website <https://www.mptenders.gov.in/>.
  - b) Telex, cable, e-mailed or facsimile bids will be rejected.

## **2.19 Opening of Bids by MAP\_IT**

- 2.19.1 MAP\_IT will open all bids (only PQ cum Technical stage at the first instance), in the presence of all Bidders or their representatives who choose to attend, and at the following address:  
MAP\_IT, State IT Center, 47-A, Arera Hills, Bhopal (M.P.)-462011,

The bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for MAP\_IT office, the Bid shall be opened at the appointed time and location on the next working day.

- 2.19.2 The bidder's names, bid modifications or withdrawal, bid prices, discounts, and the presence or the absence of requisite bid security and such other details, as MAP\_IT, at its discretion, may consider appropriate, will be announced at the time of opening. No Bid shall be rejected at the opening, except for late bids, which shall be returned unopened to the bidders.
- 2.19.3 Bids and modification sent that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.
- 2.19.4 The Financial Bids of only those bidders who qualify on the basis of evaluation of technical bid will be opened in the presence of the qualified bidders or their representatives at pre-specified time and date which will be communicated to the qualified bidders well in advance.

## **2.20 Clarification of Bids**

During evaluation of bids, MAP\_IT may, at its discretion, ask the Bidder for a clarification of its bid. MAP\_IT may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

## **2.21 Preliminary Examination**

- 2.21.1 MAP\_IT will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 2.21.2 Prior to the detailed evaluation, MAP\_IT will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning performance security, Warranty, Applicable law and Taxes and duties will have deemed to be material deviations. MAP\_IT determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- 2.21.3 If a Bid is not substantially responsive, it will be rejected by MAP\_IT and may not subsequently be made responsive by the Bidder by correction of the non- conformity.
- 2.21.4 Conditional bids are liable to be rejected.

## **3. SECTION 3: EVALUATION PROCESS**

- a. The Purchaser will constitute a committee to evaluate the responses of the Bidders (Purchase Committee/ Tender Evaluation Committee).
- b. The Purchase Committee constituted by the Purchaser shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence within a reasonable time provided to it, may lead to the Bidder's Proposal being declared non-responsive.
- c. The decision of the Purchase Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Purchase Committee.
- d. The Purchase Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e. The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

### **3.1 Proposal evaluation**

- a. Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the infirmities detailed below. Proposals will be treated as non-responsive, if a Proposal is found to have been:
  - submitted in manner not conforming with the manner specified in the RFP document
  - Submitted without appropriate EMD as prescribed herein
  - received without the appropriate or power of attorney
  - containing subjective/incomplete information
  - submitted without the documents requested in the checklist
  - non-compliant with any of the clauses stipulated in the RFP
  - Having lesser than the prescribed validity period.
  - The EMD of all non-responsive bids shall be returned to the bidders.
- b. All responsive Bids will be considered for further processing as below.

Purchaser will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

### **3.2 Commercial Bid Evaluation**

- a. The Financial Bids of technically qualified Bidders will be opened on the prescribed date in the presence of Bidder representatives.
- b. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- c. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- d. The bid price will include all applicable taxes and levies at the time of submission. The commercial bid (Bid price) should be in INR only.
- e. Any conditional bid would be rejected
- f. Errors & Rectification: 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 words and figures, the amount in words will prevail".
- g. The bidder, who has submitted the lowest Commercial bid, shall be selected as the L1 and shall be called for further process leading to the award of the assignment.

### **3.3 Selection Method**

- 3.3.1 The Bidder will be selected on Lowest Cost (L1) basis.
- 3.3.2 In case of two Lowest Cost (L1) bids the bidder with highest average financial turnover for last 3 financial years will be selected.
- 3.3.3 The Bidder who has submitted the lowest commercial Bid shall be selected as the L1 and shall be called for further process leading to the award of the assignment.
- 3.3.4 In case the L1 fails to sign the agreement then MAP\_IT reserves the right to roll out the offer to the L2 and subsequent Bidders in the order of sequence at L1 Price.
- 3.3.5 MAP\_IT reserves the right to empanel other qualified Bidders at L1 Rate. However, the preference would be given to the L1 Bidder.

### **3.4 Award of Contract**

On acceptance of Proposal for awarding the contract, MAP\_IT will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variations in or modifications of the terms of the Contract shall be made except by written amendment signed by all the parties.

### **3.5 MAP\_IT's Right to Accept Any Bid and to reject any or All Bids**

MAP\_IT reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for MAP\_IT action.

### **3.6 Notification of Awards**

- 3.6.1 Prior to the expiration of the period of the bid validity, MAP\_IT will notify the successful bidders in writing, to be confirmed in writing by registered letter, that his bid has been accepted.
- 3.6.2 The notification of award will constitute the formation of the Contract.

- 3.6.3 Upon the successful Bidder's furnishing of performance security MAP\_IT will promptly notify each unsuccessful Bidder.

### **3.7 Period of Contract**

- 3.7.1 The contract with the successful Bidder would be signed for a period of Two (02) Years that may be further extended for a maximum period of One (01) Year on similar Terms and Conditions. During the tenure of the contract no data on Cloud would be deleted without the written consent from MAP\_IT.

### **3.8 Bidder's authorized signatory**

A Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorised signatory of the Bidder stating that he is authorised to execute documents and to undertake any activity associated with the Bidder's Proposal. A copy of the same should be uploaded under the relevant section/folder on the e-Procurement portal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

### **3.9 Signing of Contract**

- 3.9.1 MAP\_IT will notify the successful Bidder that its bid has been accepted, MAP\_IT will send the bidder the Contract Form, incorporating all the agreements between two parties.
- 3.9.2 Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to MAP\_IT and send copy to MAP\_IT.

### **3.10 Performance Bank Guarantee**

- 3.10.1 The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract
- 3.10.2 The Performance Bank Guarantee (PBG) of an amount as mentioned in the Data Sheet has to be submitted within fifteen (15) working days of receipt of award valid up to 180 days beyond the expiry of contract.
- 3.10.3 The PBG shall be denominated in Indian Rupees and shall be in the form of a DD/Bank Guarantee issued by any Scheduled Bank having branch at Bhopal. The draft of Performance Bank Guarantee is attached herewith.
- 3.10.4 The proceeds of the Performance Bank Guarantee shall be payable to the Department as compensation for any loss arising from the bidder(s)'s failure to complete its obligations under the contract.
- 3.10.5 The Performance Bank Guarantee will be discharged by the Department and returned to the bidder(s) on completion of the bidder's performance obligations under the contract.
- 3.10.6 In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Bank Guarantee, rendering the same valid for the duration of the contract, as amended for further period.
- 3.10.7 No interest shall be payable on the PBG amount. MAP\_IT may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

### **3.11 Confidentiality**

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection

of its proposal. Except with the prior written consent of MAP\_IT, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

### **3.12 Disqualification**

MAP\_IT may at its sole discretion and at any time during the evaluation process, disqualify any bidder, if the bidder has:

- 3.12.1 Submitted the Proposal documents after the response deadline.
- 3.12.2 Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- 3.12.3 Submitted a proposal that is not accompanied by required documentation or is non-responsive.
- 3.12.4 Failed to provide clarifications related thereto, when sought.
- 3.12.5 Declared ineligible by the Government of Madhya Pradesh, or any of the departments in the Madhya Pradesh State Government, for corrupt and fraudulent practices or has been blacklisted at the time of submitting the bid.
- 3.12.6 Submitted a proposal with price adjustment / variation provision.

### **3.13 Binding Clause**

All decisions taken by MAP\_IT regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

### **3.14 Deviations**

The bidder shall not be allowed to make any deviation whatsoever from the terms and condition and technical specifications specified in the Bid. Bidder has to submit the self-declaration for the same.

### **3.15 Confidentiality**

1. Any attempt by a Bidder to influence MAP\_IT in the evaluation of the bids or Contract award decisions may result in the rejection of its bid.
2. If any Bidder wishes to contact the MAP\_IT during/after opening of the Bid to award of contract. He may do so in writing.
3. The Lead/Sole bidder who wins this bid will have to maintain the complete confidentiality for the data and communication shared during & after the contract period.

### **3.16 Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Courts at Bhopal only.

### **3.17 Indemnity**

In the event of a third party claim of intellectual property infringement, Bidder may, at its sole option

- I. Obtain for Customer the right to continue using the Services,
- II. Modify the services so that the services are non-infringing
- III. Replace the services with a functionally equivalent, non-infringing service, or
- IV. If the alternatives in Section (i)-(iii) are not available, Bidder may so notify Customer and terminate such infringing Services without penalty to either Party. Notwithstanding anything in this Agreement to the contrary, this Section is Customer's sole and exclusive remedy for any intellectual property infringement claims.

### **3.18 Force Majeure**

1. The successful Bidder shall not be liable for forfeiture of its Performance bank security Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the Bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
3. If a Force Majeure situation arises, the Bidder shall promptly notify the authorized representative of MAP\_IT in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of MAP\_IT in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### **3.19 Right to terminate the process**

MAP\_IT, reserves the right to accept or reject any tender offer, and to annul the tendering process and reject all tenders at any time prior to award of control, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the grounds for such action.

MAP\_IT makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this BID does not constitute an offer by MAP\_IT.

### **3.20 Limitation of Liability**

The maximum aggregate liability of successful bidder shall not exceed the order value.

### **3.21 Taxes & Duties**

- a) GST, if applicable, should be shown separately in bid price and shall be paid by the Purchaser separately on prevailing rates. All other taxes, duties, license fee and levies shall be including in the bid price.
- b) TDS, if applicable for any tax, shall be done as per law in force at the time of execution of the contract.
- c) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected proposer in India, the Purchaser shall use its best efforts to enable the successful/ selected proposer to benefit from any such tax savings to the maximum allowable extent.

### **3.22 Corrupt / Fraudulent Practices**

The Purchaser requires that the Bidders under this Bid should observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser defines the terms set forth as follows:

1. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the award of the contract, procurement process or in contract execution;
2. In the event of corrupt practice and fraudulence in addition to penal action as per the terms and conditions of the contract, legal action shall also be initiated against the concerned.
3. "Fraudulent practice" means a misrepresentation of facts in order to influence award of contract or a procurement process or an execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of the free and open competition;
4. The Purchaser will suspend the award of contract if prima-facie it is established that the vendor had engaged in corrupt or fraudulent practices in competing for the contract in question.
5. The Purchaser will declare a Bidder ineligible after giving opportunity of being heard, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is found that the Bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, this contract.

### **3.23 Resolution of Disputes**

1. MAP\_IT and the selected Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
2. If any dispute of any kind whatsoever arise between MAP\_IT and the successful bidder in connection with or arising out of the contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation.
3. If the parties fail to resolve such a dispute or difference by mutual consultation an appeal may be filed to the Principal Secretary, Government of Madhya Pradesh, Department of Science & Technology.
4. If still unresolved then the dispute would be resolved as per MP Madhyastham Adhikaran Act, 1985.
5. The place of arbitration shall be Bhopal and all legal disputes are subject to the jurisdiction of courts at Bhopal.

### **3.24 Notices**

- a) Any notice or other document which may be given by either Party under this Agreement or under the SLA shall be given in writing in person or by pre-paid recorded delivery post, email or by facsimile transmission.
- b) In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below:

CEO MAP\_IT, State IT Center, Arera Hills, Bhopal MP - 011

Tel: 0755-2518586,2518707 Email: ceo@mapit.gov.in

With a copy to:

Secretary S&T Govt. of MP, Bhopal - 011

In relation to a notice given under the MSA / SLA, a Party shall specify the Parties' address for service of notices, any such notice to be copied to the Parties at the addresses set out in this Clause.

- c) Any such notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) when delivered (if delivered in person) if delivered between the hours of 9.00 am and 5.00 pm at the address of the other Party set forth above or if sent by fax, provided the copy fax is accompanied by a confirmation of transmission, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter).
- d) Either Party to this Agreement or to the SLA may change its address, telephone number, facsimile number and nominated contact for notification purposes by giving the other reasonable prior written notice of the new information and its effective date.

### **3.25 Limitation of Liability**

Except in cases of gross negligence or wilful misconduct: -

- a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the empanelled agency to pay liquidated damages to the Purchaser; and
- b) The aggregate liability of the selected proposer to the Purchaser, whether under the Contract, in offence, or otherwise, shall not exceed the amount specified in the Contract.
- c) The maximum aggregate liability of bidder shall not exceed the annual bill value or average annual bill value in case one year is not completed.

### **3.26 Liquidated Damages**

Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the Invoice value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.

### **3.27 Termination**

#### **3.27.1 Termination for Default**

Purchaser may, without prejudice to any other remedy for breach of contract, by written 30 days' notice of default sent to the Successful Bidder, terminate the Contract in whole or part.

If the Successful Bidder fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to conditions of contract clause or if the Successful Bidder fails to perform any other obligation(s) under the Contract.

In the event that Purchaser terminates the Contract in whole or in part, pursuant to the conditions of contract clause, it may procure, upon such terms and in such manner, as it deems appropriate, systems or services similar to those undelivered, and the Successful Bidder shall be liable to pay Purchaser for any excess costs for such similar systems or services. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated.

If the contract is terminated, the Supplier shall be entitled to receive: the outstanding balance of the Contract value of the Goods which have been delivered or the Services performed up to the effective date of such termination.

### **3.27.2 Termination for Insolvency**

Purchaser may at any time terminate the Contract by giving a written notice of at least 30 days to the selected proposer, if the selected proposer becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected proposer, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to MAP\_IT.

If the contract is terminated, the Supplier shall be entitled to receive: the outstanding balance of the Contract value of the Goods which have been delivered or the Services performed up to the effective date of such termination.

### **3.27.3 Termination for Convenience**

Purchaser, by 30days' written notice sent to the Successful Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for Purchaser's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective. However, any undisputed payment to the invoices of the task accomplished by successful bidder would be paid by Purchaser.

## 4.1 Scope of Work

The selected Agency shall provide WhatsApp business service and chatbot solution for a period of 24 months including, but not limited to the following activities:

S#	Activity
1.	WhatsApp Business API
2.	Chatbot Solution
3.	Chatbot Builder

### 4.1.1 WhatsApp Business API

- a) Set up verified WhatsApp Business accounts of MAP\_IT and other Govt. Department of Madhya Pradesh.
- b) Providing a console to send WhatsApp notification / messages to registered/non-registered users of application developed by MAP\_IT.
- c) Providing an API to send WhatsApp notification / messages to registered/non-registered users of web application developed by MAP\_IT.
- d) Providing console to respond to messages received over WhatsApp.
- e) Implement opt-in campaign for taking consumers consent for sending messages to their WhatsApp accounts. Bidder must implement opt-in campaign through various communication mechanisms like missed calls, SMS, email, QR code etc.
- f) Implement an automated process of 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 MAP\_IT.
- g) Implement sending WhatsApp messages in Hindi and English language. Messaging framework must be capable of sending messages in various media formats like image, pdf, video, gif, emojis, stickers etc. allowed by what's app and the file size limit should not be not less than that of permissible limit by what's app.
- h) Provide web interface to employees of MAP\_IT and other Govt. Department of Madhya Pradesh for sending WhatsApp notifications/messages to consumers.
- i) Provide web interface to view/download summary and detailed MIS report of sent/received WhatsApp messages.
- j) Bidder shall provide free of cost WhatsApp message services for at least a period of 24 hours, if the consumer initiates the request and responses are sent to the consumer through Whatsapp messages/notifications.
- k) Bidder shall also offer integration of existing Chatbot developed by MAP\_IT with WhatsApp, these Chatbot can be self hosted at MAP\_IT or can also be available in any cloud platform services like – AWS-Lex, Google-Dialog Flow, Azure Bot, etc.

### 4.1.2 Chatbot Solution

- a) Design, develop and customize and implement state of art chatbot solution, after careful requirement analysis, in line with modern software development practices (SDLC), hereafter referred as chatbot, capable of auto-answering customer/user queries related to General Information, Tracking Status of an Application, Receipts, Bill, Payments, Registration, Complaints etc

- b) Chatbot will help customer/user with their queries related to viewing of Tracking of application Status, Payment Receipts, Registration of complaints, Knowing application's status, knowing the eligibility etc.
- c) Chatbot shall offer an interactive dialog interface for engaging customer/user in a chatbot session. In order to start conversation, chatbot shall send an interactive list of options related to different operational areas of application utility like welcome message, how to get started etc. Chatbot response shall be based on organizational knowledge base or information retrieved from various MAP\_IT Software Solutions, Call Center etc.
- d) The Chatbot will automatically analyze the User Request, extract relevant activities and respond to the user. The response can be predefined text, a text retrieved from a knowledge base that contain different answers, a contextualized piece of information based on data the user has provided, data stored in enterprise systems, the result of an action that the chatbot performed by interacting with one or more backend application, a disambiguating question that helps the chatbot to correctly understand the user's request.
- e) Chatbot must use machine learning and Natural Language Processing (NLP) algorithms to train itself with variety of questions asked by consumers.
- f) A bidder shall help MAP\_IT in creating a comprehensive knowledge base of frequently asked questions on chatbot platform.
- g) Chatbot needs to be integrated with services/facilities available on MAP\_IT's portal, Web Applications, CRM, other applications, etc.
- h) Chatbot needs to be flexible to incorporate new services/facilities.
- i) The Bidder shall handover all the documents along with entire source code to MAP\_IT after completion of development period.
- j) Chatbot application can also be hosted at MAP\_IT Data Centre apart from bidder Data Centre
- k) Apart from WhatsApp, bidder shall deploy chatbot solution on various MAP\_IT projects, web portal, mobile app or other web applications as and when directed to do so, without any additional cost to purchaser.
- l) The bidder shall provide proper Knowledge Transfer regarding development of Chatbot application to MAP\_IT IT Team.
- m) Bidder shall provide necessary and sufficient training to MAP\_IT's team before go-live of chatbot solution, to manage application(s) and related activities.
- n) Any license cost required incurred to host or develop chatbot application to be borne by the bidder itself.
- o) The chat bot developed by the bidder should also continue to work even after the end of contract period with or without the requirement of taking technical support from bidder.

### 4.1.3 Chatbot Builder

The Chatbot Builder feature should offer a graphical user interface where MAP\_IT's teams can design and deploy chatbot as per their requirement along with the functions set of functions.

#### 4.1.3.1 Chatbot Builder Features

S#	Feature	Detail functionality
1	User Management	The chatbot builder to offer access to multiple users at MAP_IT's team via offering separate credential for every user

2	Conversation	This feature should help defining chat flow hence it should directly map to different conversations a user can do on chat. This should also help in organizing the complete chatbot logic in meaningful component.
3	Properties	Properties are like custom fields. Properties help you store all the data associated with any user. The chatbot builder should support properties of type: Text, Number, Decimal, Date/Time, Phone Number, Email, Boolean, Location, Complex Objects.
4	Branching	The chatbot builder should be able to personalize the bot flow with different branches for different users. Branching helps you take decision based on user input. User can branch a conversation using any property. With branching we can make conversations as personalized as per our requirement.
5	Modular Blocks	A conversation consists of different blocks. Each block can perform one action like send message, set property, sync to CRM etc
6	Send Message/User Input	Send Message Block should help us in composing message of different types - Text, Button, Gallery, List, Location, Quick Reply / Suggestions etc. We can use any property while composing a message to make it more personalized. It should also let us take user input and validate them. This also contain some advance features like User Typing Control, Skip Question, Customized Help/Error Message, Max Tries etc
7	Delay/Typing	This feature should allow you to put delay in between message and also send typing indicator
8	Context Memory	The Chatbot builder should support context memory where bots stores intelligent context and runs conversations based on this context. This will help to provide ideal customer chat experience
9	Starting Rules	Starting Rule should help us in defining rules for conversation matching. We can define Exact Match, Partially Match, Regex & AI based rules
10	Set Properties	This should allows us to set property values and should support complex mathical operations and data expressions
11	Rest API	This should allow us to make Rest API calls
	Email/SMS	This should allows us to send email or sms to end user
12	Sync Application	The Chatbot builder should offer real time integration with our different web application
13	Assign to Human	This allows us to pass any user / lead to you support agents. The bot should stop for these users
14	Templates	This allows us to reuse messages and conversations
15	Custom Code	If there is something we still can't do then we can write a small piece of code. Custom Code block supports multiple languages like Java, Python or C#.

The bidder should also ensure the following requirements for chat bot builder solution.

- a) The chat bot developed using chat bot builder should also continue to work even after the contract period is over. Also without any compulsion to take any kind of technical support from bidder.
- b) A proper training should be given to the technical team at MAP\_IT using Online platform, in-person or by providing reference material.

## 4.2 Solution Specification

The proposed solution must be hosted on public cloud provided by the bidder. The proposed solution must support the following specification. Bidders are required to submit compliance towards all the specifications/features in their Technical bid given below:

### i. Dashboard

- View daily/weekly/monthly count of messages sent or received through WhatsApp
- Show count of messages with delivered, read, and failed status.
- Show count of currently active whatsapp conversation with chatbot and human agent.
- Show system utilization in terms of CPU, RAM and network utilization.
- Export data in .xls, .csv etc. format
- Dashboard should have responsive design and should be able to automatically resize, hide, shrink, or enlarge, a website, to make it look good on all devices (desktops, tablets, and phones)

### ii. User/Agent Management for Chatbot

- Ability to add/delete/update user/agent accounts.
- Ability for admin to monitor agent conversation with consumers.

### iii. Case Management

- Ability to create cases for queries, complaints and service requests
- Ability to assign case with rule based criteria
- Ability to view and edit case details
- Ability to search solution for case in previous cases
- Ability to auto-escalate case
- Ability to integrate workflow with case management for automatic case alert, notification and escalation
- Ability to use multichannel communication for case management (email, mobile, self-service, social media) through external APIs
- Ability to assign case level tasks/activities to other users
- Ability to create and track child cases
- Ability to auto-close case
- Ability to reopen case
- Ability to authenticate customer through OTP (sms)

### iv. Feedback Management

- Capture consumer feedback at the end of conversation.
- Capturing case feedback through email/SMS etc.
- Conducting scheduled feedback from customers
- Conduct Feedback Analysis through charts and dashboards

### v. Knowledge Management

- Ability to create a knowledge database with Articles, Documents & Images
- Ability to search knowledge database using key words

- Ability to define approval workflow for artefacts creation/modification
- Ability to attach KM artefacts to cases

**vi. Reporting**

- Ability to view and download outgoing traffic report containing messages sent with delivery status, read status and day wise traffic trend.
- Ability to view and download incoming traffic report containing all conversation messages received or sent to the consumer.
- Ability to view and download report to search conversation with mobile number and fetch the log to analyse content for troubleshooting and measuring efficiency of chatbot solution.
- All the reports related to SLA Monitoring should be available and can also be exported in .xls file

**vii. Encryption and Security**

- Ability to encrypt WhatsApp messages exchanged between MAP\_IT and consumers.
- Chatbot should comply with all the guidelines issued by Meity/MP Govt./Govt. of India and other regulatory authority from time to time at no additional cost.
- Bidder should not disclose any information in WhatsApp messages or data generated through chatbot solution with any third party.

**viii. Integration**

- Provide API for sending WhatsApp messages using standard communication protocols and data formats.
- Ability to integrate and retrieve data from applications running in MAP\_IT.
- 24x7 Listening to log and capture customer conversation data

**ix. Testing**

Bidder shall provide test plan, test methodology, test cases, carry out testing on separate test and development environment and submit test reports along with analysis and corrective measures for comprehensive and sufficient testing of functional, system and integration aspects of application(s) in initial and subsequent stages of development and deployment.

**x. Classification and Sentiment Analysis**

- Runs ML and AI based analytics on captured conversation data to figure out and store:
  - Identify customer sentiment and severity
  - Classify data as per categories: Request, Complaint, Compliment, Miscellaneous or custom category
  - Identify the topic (keyword) of conversation
  - Identify conversation attributes that help system know if it is part of an on-going conversation
  - Identify misclassified data
  - Identify data moved into manual category
- Support for multiple languages

**xi. Conversation Live Stream**

- Display real-time conversations
- Display user profile: id (mobile number, name, account number etc.)
- Display conversation/ post attributes: Request, Complaint etc.
- Display thread of customer conversation
- Provision an agent response (manual text type) on the conversation
- Display misclassified conversation and option to mark right classification
- Display manual category conversation and option to mark new classification

**xii. Instant Response**

Support for sending contextual and rule based instant response to the consumer within time duration as specified in SLA.

**xiii. Rule based automatic routing of conversations using latest AI and ML techniques.**

- Ability to define rules for conversation routing
- Multiple level rule support for different categories of routing
- Execution of rules and auto routing to relevant departments

**5 Payment schedule, Milestone and timelines**

The overall period of the engagement of the Agency shall be Three (3) months of Implementation and Twenty-Four (24) Months of Operation Phase as defined in the section timelines. Payment terms for complete Agency services with milestones and timelines are shown below:

**5.1 Payment Schedule**

Payment will be done as per mentioned milestone and upon submission of the progress reports detailed in 'Scope of Work'. The payment shall be released to the agency on monthly basis on receipt of request, based on work achievement and satisfactory performance during operation phase. The agency will be asked to submit monthly work achievement on Scope of Work as mentioned in this document for assessment by MAP\_IT.

Payments will be made to the Agency, after raising invoice post milestone achievement, in line with the table mentioned below:

<b>Payment Schedule</b>			
<b>S#</b>	<b>Activity</b>	<b>Payment Schedule</b>	<b>Payment Milestone</b>
1	Implementation Cost (Refer Section 15.2)	70% of total component cost	On successful delivery and user acceptance testing
2		30% of total component cost	Successful completion of Three months (90 Days) from the date of solution GO Live
3	Operation Cost (Refer Section 15.3)	100% of total operation cost as	On Successful verification of Reports and SLAs by

		described in price bid shall be paid on monthly basis	MAP_IT's designated competent authority.
--	--	---	--

## 5.2 Review and Monitoring of Agency's Work

The Agency's work will be monitored by designated authority as decided by MAP\_IT. The authority shall regularly review and monitor the performance of the Agency. The Agency is also required to submit the weekly progress in connection to the Milestones as mentioned in Section - Scope of Services in this RFP.

## 5.3 Timelines

The timeline is divided into 2 Phase:

**Implementation Phase:** During this phase, agency shall be responsible for setting up the team and shall include Entire setup of the core platform, integrating this platform with department's platform / applications like 1912 & OMS etc., Infrastructure establishment, Resource training, dashboard and other set up including UAT.

**Operation Phase:** The Operation phase shall start after the completion of Implementation phase. During this phase the agency shall start their operation towards delivering their services as per the scope of services defined in the section 2 of the RFP for a period of 24 months.

The Bidder is expected to adhere to these timelines stipulated below. However, Bidder can complete the below mentioned tasks before the scheduled timelines. Non-compliance to these timelines by the Bidder would lead to Liquidated Damages as stated in this RFP:

SI No.	Key Activities	Timelines (In Calendar days)
01.	Date of issuance of Letter of Intent	T0
02.	<b>Implementation Phase (T1):</b>	
I.	Inception Report; kick off Meeting (Can be arranged through VC)	T0 + 1 Week
II.	Preparation & Submission of detailed plan of action	T0 + 2 Weeks
III.	Entire setup of the core platform, integrating this platform with department's platform / applications like 1912 & OMS etc., Infrastructure establishment, Resource training, dashboard and other set up	T0 + 8 Weeks
IV.	UAT and Go-Live	T0 + 10 Weeks
03.	<b>Operations Phase (T2):</b>	
I.	Start of operations for a period of 24 months (T2)	T1+24 Months

Monthly/ Quarterly progress Reports (MPRs) to be submitted every month indicating the activities completed / ongoing / remaining as against the scheduled tasks / activities. Communication can be done through official email, which would suffice requirements of serving notice.

## **6 Service Level Agreements (SLA)**

The Service Level Agreement (SLA) is the agreement between the Purchaser and the Agency during the project implementation and further supporting phase for the project. SLA defines the responsibility of the Agency in ensuring the performance of the Project based on the agreed performance indicators as detailed in the agreement.

The Agency shall be responsible for 24x7x365 management of all the systems as per scope of work during the implementation of overall solution implementation and operation phase. MAP\_IT would monitor the Agency's performance and compliance to the standards w.r.t to the agreed upon SLA.

This section defines Service Level Agreement (SLA) for the Project. The purpose of this section is to define the levels of service to be provided by Agency. The benefits of SLA are as followings:

- a. Define a process that applies to the performance related expectations or performance required by MAP\_IT regarding the project.
- b. Assist Purchaser to control levels and performance of services provided by the Agency.

### **6.1 *Duration of the Service Level Agreement***

The service levels agreements shall remain valid for the entire tenure of the contract or till such time the SLA have been reviewed and revised by MAP\_IT.

### **6.2 *Service Level Agreements and Target***

The service levels agreements shall be agreed by the Agency as a key performance indicator for this engagement. These key indicators shall be used while monitoring and measuring performance of Agency. The service level indicators have been categorized under:

1. Pre-Implementation Indicators
2. Post Implementation Indicators

All management tools required to, monitor the performance of the service should be provided by the Agency at no extra cost. The Agency would be required to provide access to the management tools to the Purchaser for monitoring purposes and would also provide the MIS reports for overall project and SLA monitoring as a part of the contract. These tools shall monitor the product, process and elements of the system to generate the reports and logs which can be utilized by the MAP\_IT for further improvement and enhancements of overall system.

### **6.3 *Service Level Agreements Monitoring***

The MAP\_IT will carry out the quarterly monitoring and performance review of Agency against the monthly formulated reports for SLA.

- a. A designated third party or personnel from MAP\_IT will review the performance of System Integrator against the SLA.
- b. The SLA reports shall be formulated based on the automated system generated reports.
- c. The SI shall submit the monthly SLA report to designated Nodal officer as per agreed frequency and timeline.

- d. For requirement of SLA audit, the MAP\_IT may perform a visit either by internal department or by an external contractor at respective Cloud locations.
- e. The review / audit report will form a basis of any action relating to imposing penalty on or breach of contract of the Agency.

#### 6.4 Project Implementation (Pre-Implementation)

The Platform including all the applications/supporting system in all the project areas must be implemented by the Agency as per the timelines mentioned in this RFP.

Any delay in implementation will attract penalty for every week of delay subjected to maximum penalty of 10% of **project Implementation cost**.

##### Penalty against Delay in Implementation Phase Completion

Sl. No.	Activity	Allotted Time	Penalty for Delay
1.	Inception Report	T0 + 1 Week	0.5% per week or part there of maximum up to 10%, of the total <b>project Implementation cost</b>
2.	Preparation & Submission of detailed plan of action	T0 + 2 Weeks	0.5% per week or part there of maximum up to 10%, of the total <b>project Implementation cost</b>
3.	Entire setup of the core platform, integrating this platform with department's platform / applications like 1912 & OMS etc., Infrastructure establishment, Resource training, dashboard and other set up	T0 + 10 Weeks	0.5% per week or part there of maximum up to 10%, of the total <b>project Implementation cost</b>
4.	UAT and Go-Live	T0 + 12 Weeks	0.5% per week or part there of maximum up to 10%, of the total <b>project Implementation cost</b>

##### Risk Purchase:

In case, the Agency is unable to implement the solution with in the given timelines and the project implementation duration extend beyond the project duration, In such case, MAP\_IT reserves the rights to get the remaining part of the project delivered at the cost of the Agency, if the delay is beyond the permissible threshold level as defined by MAP\_IT.

## **6.5 Calculation for Post Implementation SLA**

Following SLA shall be applicable during the Operations Phase.

### **6.5.1 Maintenance of What's App and Chat Bot Solution**

The successful bidder has to provide uninterrupted services and operations throughout the contract period.

### **6.5.2 System Availability SLA**

1.  $\{\% \text{ Monthly Availability} = [(\text{Actual Uptime} + \text{Scheduled Downtime}) / \text{Total No. of Hours in a Month}] \times 100\}$
2. "Actual Uptime" means, of the Total Hours, the aggregate number of hours in any month during which each equipment is available for use.
3. "Scheduled Downtime" means the aggregate number of hours in any month during which each equipment, is down during total Hours, due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to Bidder's (or Service provider's) failure to exercise due care in performing Bidder's responsibilities.
4. MAP\_IT would provide a maximum of 04 hours of planned downtime for the preventive maintenance (as part of scheduled downtime) per month per equipment/service.

The downtime for scheduled maintenance (patch application, upgrades – OS, Database, etc.) would need to be mutually agreed between MAP\_IT and the Bidder. To reduce this time, various maintenance activities can be clubbed together with proper planning.

The criticality of the required services is categorized under the four categories/priorities i.e. Critical, High, Medium and Low. Each of the Support Category is associated with respective response and resolution time.

The Criticality definition chart is tabulated below for reference:

Support Category	Criteria	Maximum Response Time	Maximum Resolution time
Critical	The system is unable to be used for normal business activities.	15 Minutes	60 Minutes
High	There is a problem with a part of the system, which impacts on purchaser's decision making. No viable workaround is available. There is a likelihood of financial loss	1 Hour	6 Hours
Medium	The efficiency of users is being impacted but has a viable workaround.	2 Hours	24 Hours
Low	A fault, which has no particular impact on Processing of normal business activities.	8 Hours	48 Hours

The final decision for categorization of the services based on respective category shall be taken by the MAP\_IT, Post on boarding of Agency, though for simplicity followings are indicative categorization:

Service	Duration	Criticality
Cloud based Data Centre / Disaster Recovery Administration	24 X7	Critical
Server Administrator Services	24 X7	Critical
Database Administration Services	24 X7	Critical
Network Management – WAN Connectivity for Cloud based DC/DR and MAP_IT Locations	24 X7	Critical
Business Unit	As Per Schedule	High

The below table shows the expected performance from the core services including performance criteria and service level agreements pertaining to the availability of services and activities required from the System Integrator (SI) during the facility management period.

Sl. No	Service	Parameter	Service Level	Measurement Tool/ Validation	Penalty (over and above appropriate deduction for under delivery of services)	
1.	Whatsapp Business Solution and Chatbot	Availability of Whatsapp Business Solution and Chatbot as mentioned in the Scope of Work	>=99.0% uptime	Availability & Downtime Reports measured using Management Tool. Measured 24*7 Basis and Validated by Monthly SLA Performance Report.	Less than 1.0% of SLA	1% of the monthly FMS cost
					>= 1.0% but <3.0% of SLA	5% of the Monthly FMS cost
					>= 3.0% but <5.0% of SLA	20% of the Monthly FMS cost
					>= 5.0% but <9% of SLA	50% of the Monthly FMS cost
					>=9% of SLA	No Payment
2	Integration Services uptime	Availability of Web Services/ Middleware for Integrating OMS, 1912 or Other MAP_IT applications.	>99.0% uptime	Availability & Downtime Reports measured using Management Tool. Measured 24*7 Basis and Validated by Monthly SLA Performance Report.	For every 0.5% decrease of SLA	2% of the Monthly FMS cost will be deducted
3	SLA Monitoring Report	Availability of SLA reports covering all parameters required for SLA monitoring within the defined time	7 working days from the end of the month	Monthly Report	5% of Monthly Payment	

- (i) The detail Service Level Agreement (SLA) will be signed with successful bidder. Any breach in SLA will lead to penalty and later termination of the contract. All the documents/ code / application etc. prepared and developed by the Agency will be the property of MAP\_IT. All designs, reports, other documents and software submitted by the Agency pursuant to this work order shall become and remain the property of MAP\_IT and the agency shall, not later than upon termination or expiration of this work order, deliver all such documents and software to the MAP\_IT, together with a detailed inventory thereof.
- (ii) If at any given point of time it is found that the bidder has made a statement which is

factually incorrect or if the bidder doesn't fulfil any of the contractual obligations, MAP\_IT may take a decision to cancel the contract with immediate effect. Further, performance security of the agency may also be forfeited if the performance of the agency is not satisfactory.

- (iii) In case of late services / no services on a specific activity, in which the Agency fails to deliver the services thereof within the period fixed for such delivery in the schedule or at any time repudiates the contract, the firm shall be liable to pay a Liquidated Damages (LD). LD will be imposed @ 0.5% of per week of the cost of contract value up to maximum of 10% of the contract value from the Agency. The timeline/schedule of deliverables will be decided as and when the requirement/ tasks /activities arise

### 6.5.3 Change of Service Levels

- a) MAP\_IT may inform the Agency at least one month prior to making a change in the Service Levels.
- b) MAP\_IT reserves the right to change the criticality, service availability duration, service levels and service level measurements with prior information.
- c) MAP\_IT may introduce a new Service Level that needs to monitor – but will include the basic aspects like Expected Service Levels, Minimum Service Levels etc.
- d) MAP\_IT reserves the right, at its sole discretion to waive any penalty being imposed on the System Integrator (SI) due to failure to meet service level agreement. Waiver shall be granted as exception by MAP\_IT Officials.

### 6.5.4 Contractor Performance & Applicable Penalty

The maximum penalty in a month/quarter shall be 10% of the particular service/ component of Project Implementation/Operations phases for that month/quarter. This is applicable to all **service levels in Operations and in Project implementation**. If the total penalty reaches the penalty cap more than three instances per year (for the entire duration of the contract) starting from the date of contract, the same shall be deemed as non-performance and unsatisfactory services. However, MAP\_IT reserves the right to condone any such act of non- performance and unsatisfactory services considering various circumstances at that point in time.

In the event of termination of contract based on non-performance by the SI as per SLA, SI will be solely responsible for risk and cost factor thereon. In such an event, the performance Bank Guarantee furnished by the SI will be encashed and will stand forfeited.

Penalty related to delivery of services may be waived by MAP\_IT, if cause of such delay is not in System Integrator (SI) control or the delay is due to MAP\_IT written request. Penalty shall be adjusted in case MAP\_IT approves such waiver. The penalty recovered shall be adjusted in the subsequent payments.

Any penalty levied by the OEM or What's app related to this project needs to be borne by the bidder itself, MAP\_IT is not liable to pay such penalty to bidder.

**7 Bidder information sheet**

S. No.	Particulars	Details	Page no. (for any attachment)
1.	Name of the Entity/ Organization		
2.	Registered office address Telephone number Fax number Email		
3.	Correspondence Address		
4.	Details of the Contact Person (name, designation, address) Telephone number Fax number Email		
5.	Financial Turnover	FY 18-19: FY 17-18: FY 16-17:	
6.	Year and Place of the establishment of the entity/organization		
7.	Service Tax Registration details		
8.	Details of the offices present in Madhya Pradesh, if any		

## 8 Performance Bank Guarantee

<Name>

<Designation>

<Address>

<PhoneNos.>, <FaxNos.>, <emailid>

Whereas, <<nameofthesupplierandaddress>> (hereinafter called "theBidder") has undertaken, in pursuance of contract no. <InsertContractNo.> dated. <Date> to provide Implementation services for <<nameoftheassignment>> to Purchaser (hereinafter called "thebeneficiary") And where as it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified there in as security for compliance with its obligations in accordance with the contract;

And whereas we, <NameofBank> a banking company incorporated and having its head/registered office at <Addressof Registered Office> and having one of its office at <Addressof LocalOffice> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<InsertValue>(Rupees<InsertValuein Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. **<InsertValue>(Rupees<InsertValueinWords>only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified there in.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed the reunder or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<InsertDate>> *which is 180 days after expiry of this contract*)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed **Rs.<InsertValue>(Rupees<InsertValue in Words>only).**
- II. This bank guarantee shall be valid upto <InsertExpiryDate>
- III. It is condition of \_\_\_\_\_ our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <InsertExpiryDate> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

## 9 Master Service Agreement

THIS AGREEMENT (“Agreement”) is made on this the <\*\*\*> day of <\*\*\*> 20... at <\*\*\*>, India.

**BETWEEN**

----- having its office at -----  
----- India hereinafter referred to as ‘Purchaser’ / ‘Purchaser’ or ‘-----’, which expression shall, unless the context otherwise requires, include its permitted successors and assigns); of the **FIRST PART**;

**AND**

<\*\*\*>, a Company incorporated under the Companies Act, 1956, having its registered office at <\*\*\*> (hereinafter referred to as ‘the Implementation Agency/IA’ which expression shall, unless the context otherwise requires, include its permitted successors and assigns)of the **SECOND PART**.

Eachofthepartiesmentionedabovearecollectivelyreferredtoasthe‘**Parties**’andindividuallyasa‘**Party**’.

**WHEREAS:**

1. Purchaserisdesiroustoimplementtheprojectofe-Governancefor<Insertthetypeofproject>.
2. Infurtheranceofthesame,PurchaserundertooktheselectionofasuitableImplementationAgency throughacompetitivebiddingprocessforimplementingtheProjectandinthisbehalfissuedReque stforProposal(RFP)dated<\*\*\*>.
3. ThesuccessfulbidderhasbeenselectedastheImplementationAgencyonthebasisofthebidrespon sesetoutasAnnexureofthisAgreement,toundertaketheProjectofthedevelopmentandimpleme ntationofthesolution,itsrolloutandsustainedoperations.

**NOWHEREFORE**,inconsiderationofthemutualcovenants,promises,assurances,representationsandprovisi onssetforthherein,thePartiesheretoagreeasfollows:

1. In this Agreement words and expressions shall have same meanings as are respectively assigned to them in the Conditions of Tender referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

S/N	Document
-----	----------

1	RFP dated <<***>> issued by Purchaser for <<Name of RFP>> along with Schedules and Annexures;
2	All the subsequently issued corrigenda
3	Technical and financial proposal submitted by the successful bidder, to the extent they along with subsequently issued clarifications furnished by the Implementation Agency in response to the RFP, to the extent they are not inconsistent with any terms of the RFP.
4	Letter of Intent (LOI) issued by Purchaser on <<date>> to the Successful Bidder.

3. In consideration of the Payments to be made by Purchaser to Service Provider as per the terms of RFP, Service Provider hereby covenants with Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects as per the provisions of the RFP Document and subsequent corrigendum.
4. Purchaser hereby covenants to pay Service Provider in consideration of the provisions of the goods and services and the remedying of defects therein the Contract Price as may become payable under the provisions of the Contract at the times and in the manner prescribed in the RFP Document.

IN WITNESS WHEREOF the parties hereto have signed this Agreement on the date and year respectively mentioned against their signature.

**Signature on behalf of the << Purchaser>>**

( \_\_\_\_\_ )

**Name:**

**Designation:**

**Signature on behalf of <<Successful Bidder>>**

( \_\_\_\_\_ )

**Name:**

**Designation:**

Appointment of an agency for providing WhatsApp Business and Chatbot solution to MAP\_IT

DATE:

WITNESSED BY: Name Address Signature

1.

2.

## **10 Covering Letter**

{To be submitted on the letter head of the bidder}

To,

<<Designation of Authority>>

<<Bid calling Agency>>

<<Address>>

Dear Sir/Madam,

We, the undersigned, offer <<Name of RFP>> in accordance with your RFP dated .....and our Proposal. "We are hereby submitting our Proposal as per the requirements mentioned in the RFP.

We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client.
- b) We meet the eligibility requirements as stated in this RFP, and we confirm our understanding of our obligation to abide by the policy in regard to corrupt and fraudulent practices.
- c) Our Proposal is binding upon us and subject to any modifications/ amendments Purchaser made before the date of submission.
- d) Our Firm /Company do not face any sanction or any pending disciplinary action from any authority against our Firm /Company.
- e) We understand that the Client is not bound to accept any Proposal that the Client receives.

Thanking you,

Authorized Signature {In full and initials with Seal}:

Name and Title of Signatory:

Name of Bidder (Firm/ Company's name):

In the capacity of:

Address:

Contact information (phone and e-mail):

Date & Time: \_\_\_\_\_

Place: \_\_\_\_\_

## **11 Checklist for Eligibility / Qualification Criteria Compliance**

S. No.	Eligibility / Qualification Criteria	Documents to be Provided	Compliance (Yes/No)	Reference Document Page Number
1.	<<PQ Criteria 1>>	<<Documents as per PQ Criteria 1>>		
2.	<<PQ Criteria 2>>	<<Documents as per PQ Criteria 2>>		
3.				
4.				
5.				
6.				

## **12 Project Details Template**

Project Details (To be filled for each Project)

<b>S.No</b>	<b>Item</b>	<b>Details</b>
<b>1</b>	Name of the project/ Client	
<b>2</b>	Work Order / Contract No.	
<b>3</b>	Contract Value (In Lakh)	
<b>4</b>	Client Details	
<b>5</b>	Name, Title & Address of the Client who can be contacted	
<b>6</b>	URL	

### **13 Covering Letter (Bid Form)**

{To be submitted on the letter head of the bidder}

To,

<<Designation of Authority>>

<<Bid calling Agency>>

<<Address>>

Dear Sir/Madam,

We, the undersigned, offer <<Name of RFP>>in accordance with your RFP dated .....and our Proposal. "We are hereby submitting our Proposal as per the requirements mentioned in the RFP.

We hereby declare that:

- f) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client.
- g) We meet the eligibility requirements as stated in this RFP, and we confirm our understanding of our obligation to abide by the policy in regard to corrupt and fraudulent practices.
- h) Our Proposal is binding upon us and subject to any modifications/ amendments Purchaser made before the date of submission.
- i) Our Firm /Company do not face any sanction or any pending disciplinary action from any authority against our Firm /Company.
- j) We understand that the Client is not bound to accept any Proposal that the Client receives.

Thanking you,

Authorized Signature {In full and initials with Seal}:

Name and Title of Signatory:

Name of Bidder (Firm/ Company's name):

In the capacity of:

Address:

Contact information (phone and e-mail):

Date & Time: \_\_\_\_\_

Place: \_\_\_\_\_

## **14 Self-Declaration**

**{To be submitted on the letter head of the bidder}**

To, Date:

<<Designation of Authority>>

<<Bid calling Agency>>

<<Address>>

In response to the RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for <<name of RFP>>, as an Owner/ Partner/ Director/ Auth. Sign. 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 Purchaser;
- 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) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- e) 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 the mentioned contract term preceding the commencement of the Tender Process, or not have been otherwise disqualified pursuant to debarment proceedings;
- f) Does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- g) Will comply with the code of integrity as specified in the bidding document.

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 GoMP, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Authorized Signature {In full and initials with Seal}:

Name and Title of Signatory:

Name of Bidder (Firm/ Company's name):

In the capacity of:

Address:

Contact information (phone and e-mail):

Date & Time: \_\_\_\_\_

Place: \_\_\_\_\_

## 15 Price Bid Schedule

### 15.1 Final Bid (Used for calculating L1)

S#	Particulars	Total INR Cost (Exclusive of GST)	In Words
1	2	3	4
1	Implementation Cost Total (15.2)		
2	Operational Cost Total (15.3)		
	Total Amount		

### 15.2 Implementation Cost

S#	Particulars	Unit	INR Unit Price (Exclusive of GST)	Quantity	Total INR Cost (Exclusive of GST)	In Words
1	2	3	4	5	6	7
1	Charges for implementation of complete Whatsapp Business Solution	Per API		4		
2	Charges for development and deployment of chatbot	Per Instance		2		
	Total					

### 15.3 Operational Cost

S#	Particulars	Unit	INR Unit Price (Exclusive of GST)	Quantity	Total INR Cost (Exclusive of GST)	In Words
1	2	3	4	5	6	7
1	Charges for Whatsapp Message (Initiated by MAP_IT)	Per Message		2.5 Crore		

Appointment of an agency for providing WhatsApp Business and Chatbot solution to MAP\_IT

2	Technical Support monthly charges for Chat bot solution	Per Month		24		
3	Chatbot Builder Software (Monthly Cost)	Per Month		24		
				Total		

**Note:**

- i. A separate sheet is to be submitted for detailed **Priced BOM along-with the Financial Bid** for all the components related to Software Licenses/Infrastructure and Cloud services.
- ii. All the line item mentioned in table number 15.2 & 15.3 are not guaranteed for procurement during the contract period.
- iii. Quantities in column [5] are tentative and normative for bid assessment, actual quantities may vary subject to prevailing conditions and public response, therefore MAP\_IT cannot be asked/expected for guaranteed procurement of mentioned quantities and billing will be done on actual usage/procurement.
- iv. After expiry of Period of Contract, time can be extended as per mutual consent of parties at the rates and period as negotiated, and agreed. MAP\_IT reserves the right to seek telescopic reduction in price(s) with increase in demand of quantities or otherwise (e.g. the then prevailing market rates), related to services in column [2], of above table.