

## :: कार्यालय कलेक्टर जिला झाबुआ, मध्यप्रदेश ::

E-mail – dmjhabua@nic.in Tel :- 07392-244202

क्रमांक/ 468 /लोसेप्र /2020

झाबुआ , दिनांक 07/08/2020

### :: संसोधित विज्ञप्ति ::

झाबुआ जिले में नोवेल कोरोना वायरस कोविड-19 संक्रमण काल के दौरान नवीन तकनीकी वाट्सअप चैटबोट के माध्यम से सेवा प्रदान किये जाने वाले प्रस्ताव के क्रियान्वयन हेतु लोक सेवा प्रबंधन की सेवाओं के प्रदाय हेतु वाट्सअप चैटबॉट एवं वेबपोर्टल एवं जिला प्रशासन झाबुआ का आधिकारिक वाट्सअप चैटबॉट अकाउंट बनाया जाना है इस वाट्सअप चैटबॉट अकाउंट एवं वेबपोर्टल बनाये जाने के कार्य हेतु निविदायें कार्यालयिन विज्ञप्ति क्रमांक/420/लोसेप्र/2020 द्वारा आमंत्रित की गई थी निविदाओं की तिथियों में आंशिक संसोधन किया गया है। विस्तृत जानकारी निविदा प्रपत्र जिले की वेबसाईट www.jhabua.nic.in एवं कार्यालयिन समय में कार्यालय पर उपलब्ध है। निविदा से संबंधित शेष निर्देश पूर्ववत रहेंगे। कोविड-19 संक्रमण को दृष्टिगत रखते हुए निविदा के संबंध में निविदा प्राप्त करने एवं खोले जाने की तिथियों में निम्नानुसार संसोधन किये जाते हैं :-

क्र	कार्यवाही	तिथि
1	टेडर (निविदा) का पुनः प्रकाशन एवं डाउनलोड करना	08 अगस्त 2020
2	निविदा प्रपत्र भरकर कार्यालय में जमा करने की अंतिम तिथि	20 अगस्त 2020
3	तकनीकी एवं वित्तीय निविदा खोले जाने की तिथि	21 अगस्त 2020

अधिक जानकारी हेतु कार्यालय कलेक्टर/जिला प्रबंधक (लोक सेवा प्रबंधन विभाग) से संपर्क किया जा सकता है।

संलग्न :- उपरोक्तानुसार।

मुख्य कार्यपालन अधिकारी, जिला पंचायत

एवं सचिव (संचालक मण्डल)

ई-गवर्नेन्स, जिला झाबुआ (म0प्र0)

पृ.क्रमांक/ 469 /लोसेप्र /2020

झाबुआ , दिनांक 07/08/2020

प्रतिलिपी :-

1. आयुक्त, जनसंपर्क म0प्र0 शासन की ओर सूचनार्थ।
2. जिला विज्ञान एवं सूचना केन्द्र अधिकारी जिला झाबुआ की ओर वेबसाईट पर अपलोड करने हेतु।
3. जिला प्रबंधक, लोक सेवा प्रबंधन विभाग जिला झाबुआ की ओर आवश्यक कार्यवाही हेतु।
4. सहायक संचालक , जनसंपर्क जिला झाबुआ की ओर भेजकर लेख है कि प्रदेश के प्रमुख दैनिक अखबार में प्रकाशित कर पेपर कटिंग प्रस्तुत करना सुनिश्चित करे।
5. जिला नाजिर, जिला झाबुआ की ओर आवश्यक कार्यवाही हेतु।
6. संबंधित .....की ओर।

मुख्य कार्यपालन अधिकारी, जिला पंचायत

एवं सचिव (संचालक मण्डल)

ई-गवर्नेन्स, जिला झाबुआ (म0प्र0)

## Request for Proposal (RFP) Notice

“RFP for selection of service provider for providing WhatsApp business, Chatbot design & development solution to DEGS Jhabua, Madhya Pradesh”

District e Governance society Jhabua invites Proposals from agencies / companies / freelancer / startup having expertise in providing WhatsApp business solution, chatbot design, development of website, hosting, maintenance to communicate more efficiently with citizen and provide them services in a better and efficient manner. Interested Bidders, who qualify as per the criteria mentioned in the document, may submit their proposals through sealed envelope latest by 5 august 2020 till 4:00 P.M. at office of collector Jhabua department of public service management. Bidder has to submit the document fee of Rs. 1000/- (Rupees One thousand only) for RFP document.

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

**(Secretary)**  
**DeGS ,Jhabua**

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## 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. DEGS Jhabua 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. DEGS Jhabua 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. DEGS Jhabua reserves the right to change/ modify/ amend any or all of the provisions of the RFP document without assigning any reason. Neither DEGS Jhabua 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 of 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 DEGS Jhabua or their employees and RFP respondent or otherwise arising in any way from the selection process for the assignment.

# 1. Introduction

District e Governance society Jhabua invites Proposals from agencies/companies/freelancer/startup having expertise in providing WhatsApp business solution, chatbot design, development of website hosting, maintenance to communicate more efficiently with citizen and provide them services in a better and efficient manner.

This document is for “RFP for selection of service provider for providing WhatsApp business, Chatbot design & development solution to DEGS Jhabua” for District e governance society (DEGS) Jhabua, 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:

- Technical & Financial Bid Submission
- Opening of Technical Bid
- Evaluation of Technical bid
- 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 [www.Jhabua.nic.in/](http://www.Jhabua.nic.in/) & [www.mpedistrict.gov.in/](http://www.mpedistrict.gov.in/) The bids must be submitted sealed envelope at office of collector Jhabua, department of public service management Jhabua . DEGS JHABUA 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.

## 2. Bid Data Sheet

S.No.	Information	Details
1	Name of the Assignment	selection of service provider for providing WhatsApp business, Chatbot design & development solution to DEGS Jhabua for District e governance society (DEGS) Jhabua, Madhya Pradesh
2	Name of the Tender Inviting Authority	District e governance society Jhabua M.P.
3	Cost of this RFP Document	RS 1000 (one thousand only)
4	Date of Publishing of Notice Inviting Tenders and release of RFP	20 July 2020
5	Bid Security / Earnest Money Deposit (EMD)	RS 5000 (five thousands only)
6	Meeting for pre bid queries	No Pre bid Meeting shall be held
7	Last Date and Time for Submission of Bids	5 august 2020; 11 am
8	Technical Bid opening	6 august 2020; 12 pm
9	Financial opening of proposal	7 august 2020; 4pm
10	Validity Period for Proposal & bid security	90 days (nineties days) from the last date of submission of the bid.
11	Method of Selection	Least cost basis for qualified bidders
12	Term of Contract	1 year
13	contact	Office of collector, district Jhabua(M.P.) Website:www.Jhabua.nic.in Email:loksevajha@mp.gov.in Telephone:

### 3. Scope of work:

1. Implementation of two Verified WhatsApp Business profile one of “लोक सेवा प्रबंधन” and second of “जिला प्रशासन झाबुआ”.
2. The Chatbot shall be provided by DEGS Jhabua and integration will be required with WhatsApp.
3. Providing a console to send WhatsApp notification / messages to citizens.
4. Providing WhatsApp Container API for sending WhatsApp messages / notification to consumers.
5. Provide APIs to receive messages sent by users through WhatsApp.
6. Providing Console to view summary & detailed reports / MIS of messages or notification sent / received. Billing will be done on basis of summary report available on the console.
7. DEGS jhabua will allow citizen to raise their grievances and receive updates on WhatsApp.
8. DEGS jhabua will notify its citizens of their pass, permissions, order, circular, bills, due date reminders for other things and also provide them with payment receipts over WhatsApp.
9. The bidder shall provide free of cost WhatsApp message services for at least a period of 24 hrs, if the user initiates the request and responds to be made to the user through WhatsApp messages/notifications.
10. Selected bidder may be asked to conduct a testing/trial/training for initial one month.
11. 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.
12. 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 system/web portal.

13. 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.

14. Provide web interface to employees of DEGS Jhabua and other Departments for sending WhatsApp notifications/messages to consumers.

15. Provide web interface to view/download summary and detailed MIS report of sent/received WhatsApp messages.

16. 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.

17. 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.

18. 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.

19. 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.

20. Chatbot needs to be flexible to incorporate new services/facilities. The Bidder shall handover all the documents along with entire source code to DEGS jhabua after completion of development period.

21. Bidder shall provide necessary and sufficient training to DEGS jhabua team before go-live of chatbot solution, to manage application(s) and related activities.



## 4. Chatbot specification:

The proposed solution must support the following specification.

### 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 analyze 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 DEGS jhabua 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 DEGS jhabua
- 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. 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

#### **xi. Instant Response**

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

#### **xii. 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. Eligibility

1. The bidder should be agencies / company / freelancer individual having expertise in providing WhatsApp business solution, chatbot design, development of website, hosting & other technical work.
2. The bidder should be registered entity in India.
3. The bidder should have proven capability to provide fully managed solution for Opt-in and Opt-out management.
4. The bidder should have done at least two technical web related software /website/mobile application etc project.
5. The bidder should be able to support text and rich media (images, documents, videos) notifications functionality
6. The Sole bidder/Consortium Member should not have been blacklisted at any time by the Govt./PSU organization
7. The bidder shall submit undertaking regarding non-usage of DEGS Jhabua data in any form without written permission of DEGS Jhabua.
8. The freelancer bidder(individual) shall submit all necessary documents like technical educational qualification ,Aadhar card , PAN card, work experience etc.
9. Eligibility of freelance bidder should as follow:
  - Graduation with B.E/B.Tech/MCA in computer science, information technology from recognized university in india.
  - At least 3-year technical work experience .
  - At least 2 technical web related software /website/mobile application etc project developed in past.
  - Annual income should be minimum 3 to 3.5 lakh/per annum (attach previous 2-year ITR )
10. The bidder shall have to provide services required at district Jhabua Madhya Pradesh .
11. The bidder should have enough persons/skilled manpower having special skill in programming/maintenance/trouble shooting etc. to carry out the said work professionally.
12. The bidder should be an Income Tax Assessee and should have filed Income Tax Return for the last two Assessment Years ending 2020.

## **6.Contract Period**

The Contract of Agency should be valid for a period of 1 years from the date of issuance of work order. The bidder shall be responsible for providing end to end activities to give WhatsApp business to DEGS jhabua. The contract period shall be valid for a period of one years.

## 7. Bidding Process

The tenders should be submitted in two sealed covers:

**(a)** The first sealed cover should be super-scribed “Technical Bid” and should contain the following, apart from documents in support of the above-mentioned requirements.

(i) Firm/Agency/freelancer/individual profile (annexure 2 for all ) . In case of company/firm/agency annexure 3 must be filled and in case of freelancer/individual attach Income tax return file of two years..

(ii) Educational qualification certificates (in case of freelancer)

(iii) Technical work experience and list of completed project .

(iv) Acceptance of terms and conditions (annexure 1)

(v) Demand Drafts of Rs. 1000(one thousands only) for cost of RFP Deposit in favor of “District E governance society Jhabua” payable at Jhabua. Or pay through online banking in this account number( A/C No :884410110002832, IFSC Code :BKID0008844,Bank of india, jhabua). Receipt of payment must be attached

(vi) Demand Drafts of Rs. 5000(five thousands only) for Earnest Money Deposit in favor of “District E governance society Jhabua” payable at Jhabua.

(vii) All other required documents like PAN card, AADHAR card, copy of bank passbook etc.

**Please Note that Prices should not be indicated in the Technical Proposal but should only be indicated in the Financial Proposal.**

**(b)** The second sealed envelope super-scribed “Financial Bid” should contain only the rates

which are to be quoted.(annexure 4 ).A typical pricing detail should include,

i. Base pricing\_\_\_\_\_

ii. Other Onetime costs\_\_\_\_\_

iii. Recurring costs if any(monthly reoccurring charges and usage-based charges)\_\_\_\_\_

iv. Annual Maintenance & technical Support Costs. \_\_\_\_\_

v. Any other costs. \_\_\_\_\_

vi. Applicable taxes. \_\_\_\_\_

**(c)** Both the sealed covers should be placed in the main sealed envelope super-scribed “Tender for selection of service provider for providing WhatsApp business, Chatbot design & development solution to DEGS Jhabua, Madhya Pradesh”. This should be addressed to

the Secretary District E governance society Jhabua (M.P.)and the tender document complete in all respects may be dropped in the tender box kept in the office of collector Jhabua, department of public service management Jhabua latest by 03:00 p.m. on august 5, 2020.

## 8. Terms and Conditions of the RFP/Contract

1. The service charges quoted in the commercial bid shall be exclusive of all statutory duties & taxes.
2. The prices shall remain valid for the complete contractual period. No upward revision in prices will be accepted after opening of the bids and during the validity of the contract.
3. The Bidder's shall follow state Governments information security policy and instructions in this regard.
4. The Bidder shall keep the data of the Clients strictly confidential, otherwise there maybe financial and legal implications as per the Prevalent law of Centre / State.
5. Secretary DEGS Jhabua may, terminate the Contract/Agreement by giving the Bidder a prior and written notice of 15 days indicating its intention to terminate the Contract/Agreement.
6. The bidder shall not have any right to terminate the agreement entered into subsequent to this RFP, for convenience.
7. Secretary DEGS Jhabua shall reserve the right to cancel the contract in the event of - one or more of the following conditions:
  - Serious problems in quality of resources deployed.
  - Overall quality and acceptability of the Solution.
8. The contract/agreement shall be governed in accordance with the rules of DEGS jhabua. These provisions shall survive the contract/agreement.
9. The successful bidder will have to furnish a performance security of 5000 in the form of Demand Draft/Bankers Cheque in favour of "District E-Governance Society jhabua" drawn on any scheduled bank at Jhabua.
10. District court Jhabua have exclusive jurisdiction to determine any proceeding in relation to the contract/agreement. These provisions shall survive the contract/agreement.

## 9. ANNEXURES:

### Annexure1: Format for Unconditional Acceptance of Terms & Conditions of the RFP:

Place :

Date :

To

**Secretary  
District e governance society, Jhabua.  
Office of collector ,  
District Jhabua  
Madhya Pradesh**

Dear Sir,

In respect of the WhatsApp Business Solution, please find enclosed our proposal/offer in response to your RFP document dated.

Having examined carefully and understood the terms of the Bid, document, the Scope, and other terms and conditions as stipulated in the Bid document dated , thereto, we, the undersigned, in conformity with the Bid document, offer to provide the Services as defined and described in the Bid document, on the terms and conditions mentioned in the Bid document and for the sum / price indicated as per Financial Bid.

This is to confirm that we unconditionally accept all the terms and conditions as mentioned in the said RFP floated by DEGS Jhabua for WhatsApp Business Solution. We acknowledge and accept the terms and conditions for Support as stipulated below

Support Terms and Conditions

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2020

Signature Company Seal



**Annexure 2 : Format for furnishing General Information**

<b>General Information &amp; Details of the Bidder</b>		
<b>S. No.</b>	<b>Particulars</b>	<b>Details to be furnished</b>
	<b>Details of the Bidder</b>	
	Name of entity	
	Address	
	Telephone	
	Website	
	E-mail	
	<b>Details of Authorized person</b>	
	Name	
	Address	
	Telephone	
	E-mail	
	PAN Number	
	AADHAR Number	
	Bank Account Details (Acc.no, IFSC etc)	

### Annexure3: Certificate from Statutory Auditor on Turnover

The bidder/ all members in case of consortium will furnish information related to turnover and net profit after tax deductions with details as per the format given below. Copy of Auditor's signed balance sheets and profit and loss statements also need to be provided. Please enclose separate certification for each member of firm in case of consortium.

Date: DD-MM-YYYY  
(On Statutory Auditor's Letter Head)

We hereby certify that the turnover (excluding sale of hardware) in IT related operations and net profit (profit after tax) of M/s \_\_\_\_\_ (name of the bidder), having registered office at ----- (address of the registered office) are as provided below:

S.No.	Name of Bidder/member in case of consortium	Turnover (excluding sale of hardware) in IT related operations and Net Profit of the Company (Rs. in lakh)		
		FY 2017-2018 Turnover	FY 2018-2019 Turnover	FY 2019-2020 Turnover

(Signature of Statutory Auditor)  
Name of Statutory Auditor:  
Name of Statutory Auditor Firm:  
Seal

**Annexure4: financial Bid Format**

<b>s.no.</b>	<b>item</b>	<b>Price (in rupees)</b>
1	Base pricing	
2	Other one time cost	
3	Recurring costs if any(monthly recurring charges and usage-based charges)	
4	Annual maintenance & technical support costs	
5	Any other costs	
6	Applicable taxes	
	<b>Total cost =</b>	