



बिहार सरकार  
Finance Department

**Expression of Interest**

**For**

**Voice, Video and Multimedia Message Generation Software for WhatsApp and  
IVR-based Beneficiary Outreach**

Reference No. –

Finance Department, Government of Bihar  
Old Secretariat, Govt. of Bihar, Patna-800015  
Website: - <https://state.bihar.gov.in/finance>

### Important Dates & Information

Department Name	Finance Department
Address,	Finance Department, Government of Bihar, Old Secretariat, Govt. of Bihar, Patna-800015;
Nature of Work	Development of Secure and Scalable Voice, Video and Multimedia Message Generation Solution for WhatsApp and IVR-based Beneficiary Engagement
Project Duration	36 months
Method of Selection	Least Cost based System (L1)  Bidders who are selected in the EOI process will be invited to submit a commercial offer to implement the project
Tender Currency	INR
Joint Venture/Consortium	Not Allowed
Bid Document Fee (Non-refundable)	1000/- (INR)
Portal for downloading documents and proposal submission	The tender is available and downloadable on the e-Tendering website: <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> All subsequent changes to the bid document shall be published on the above website.
EOI Availability	2 <sup>nd</sup> July 2025
Pre-bid meeting	7 <sup>th</sup> July 2025, 11:30 <b>Venue:</b> Chamber of Special Secretary, Finance Department, Old Secretariat, Patna. Pre-bid query shall be sent to department through e-mail by 5:30 PM, Saturday, 5 <sup>th</sup> July 2025.
Last Date & Time for Receipt (Submission) of Proposal	<b>10<sup>th</sup> July 2025, 1 PM</b>
Date and Time of Opening Proposal	10 <sup>th</sup> July 2025, 2 PM
Date and Time of Technical Bid (Demonstration of software)	To be informed later
Date and Time of Opening Financial Bid	To be informed later
For any queries regarding Bid	Toll Free No:1800-572-6571 Email Id: <a href="mailto:eproc2support@bihar.gov.in">eproc2support@bihar.gov.in</a>

Submission	
Bid Validity Period	180 days (It may be extended as per need)

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## 1. Introduction

### I. Purpose of the EOI

The **Department of Finance, Government of Bihar**, is seeking **Expressions of Interest (EOIs)** from organizations that can provide a **ready-to-deploy software solution** for generating and delivering personalized Voice, Video and Multimedia messages.

This solution will be used for engaging beneficiaries through **WhatsApp** and **Interactive Voice Response (IVR)** channels. Key requirements include:

- **Secure, Scalable, and Automated Voice, Video and Multimedia Message Generation:** The solution must be capable of automatically creating and delivering a large volume of personalized Voice and Multimedia messages in a secure manner.
- **Integration Flexibility:** Basis on the feasibility the Department of Finance will select/opt any one of the following options to implement the project. The Bidders must propose both the following solutions:
  - **Integrate with existing bulk messaging infrastructure** (for WhatsApp).
  - Offer **new, robust solutions** for WhatsApp, integration and IVR systems, especially those designed for high-volume message delivery.
- **Hindi Language Support:** All Voice and Multimedia messages communications **must be delivered in Hindi**.

### II. Scope of Project

The bidder is responsible for providing a comprehensive solution for automated Voice and Multimedia message generation for personalized beneficiary engagement via WhatsApp and IVR (**Interactive Voice Response**) channels.

### III. EOI Availability:

- a. The EOI document can be obtained from the Tender section on the website: [<https://www.eproc2.bihar.gov.in>]

### IV. Corrigendum/Addendum

- a. Any updates, corrigendum, or addendum related to the tender will be published the web site ( <https://www.eproc2.bihar.gov.in>)
- b. Bidders are advised to regularly check the website for any changes or additional information.

- V. Finance Department, Govt. of Bihar will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of their proposals.

**VI. Right to Reject or Cancel EOI**

Finance Department reserves the right to reject or cancel the EOI without assigning reasons.

**VII. Invitation to EOI**

- The Government of Bihar invites qualified and experienced vendors to submit their proposals for comprehensive solution for automated Voice ,Video, Video and Multimedia message generation for personalized beneficiary engagement via WhatsApp and IVR. The selected vendor will be responsible for ensuring timely and accurate delivery of software solution for message generation, maintaining data security, and providing comprehensive reporting and support.
- The selected service provider will collaborate closely with the Finance Department, Government of Bihar, and coordinate with different departments of the Government of Bihar.

**2. Objective of the Project**

The primary objective of this project is to establish a robust communication network between the Government and citizens, ensuring effective dissemination of personalised information regarding the benefits provided by the Government. This system aims to:

- **Strengthen Government-Citizen Communication:** Create a reliable and efficient channel for the Government to communicate directly with citizens about various benefits and schemes.
- **Enhance Awareness:** Ensure that citizens are well-informed about the benefits they are entitled to, thereby increasing awareness and transparency.
- **Improved Outreach:** The solution will enable effective outreach to beneficiaries through multiple channels.

### 3. EOI Process

- I. Finance Department, now invites proposals from interested bidders to provide a comprehensive solution for automated Voice and Multimedia message generation for personalized beneficiary engagement via WhatsApp and IVR (Interactive Voice Response) channels.
- II. Payment will be released by Finance Department
- III. Bidders shall submit the proposal through <https://eproc2.bihar.gov.in>.

### 4. Letter of Invitation

Letter for Invitation

Date of Issuance: \_\_\_\_\_

Ref. No.: \_\_\_\_\_

To,

\_\_\_\_\_  
\_\_\_\_\_

Sir,

Finance Department, invites proposals to send

Bidders are requested to go through the document carefully and submit their proposals as per the instructions and guidelines given in the document.

Yours Sincerely,

Joint Commissioner

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## 5. Instruction to Bidders

- I. **"Authorized Representative"** shall mean any person authorized by either of the parties.
- II. **"Bidder"** any Legal entity offering the solution(s), service(s) and /or materials required in the EOI. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom Finance Department, Government of Bihar signs the agreement for rendering of services to provide a comprehensive solution for automated Voice and Multimedia message generation for personalized beneficiary engagement via WhatsApp and IVR (Interactive Voice Response) channels
- III. **"Contract"** is used synonymously with Agreement.
- IV. **"Corrupt Practice"** means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of Contract execution.
- V. **"Default Notice"** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
- VI. **"Fraudulent Practice"** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract 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 Finance Department of the benefits of free and open competition.
- VII. **"GoB"** means Government of Bihar.
- VIII. **Revenue"** means the rate payable to the Bidder under the Agreement for the performance of the Bidder's Contractual obligations.

- IX. **"Law"** shall mean any Act, notification, by law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or Government of Bihar or any other Government or regulatory authority or political subdivision of government agency.
- X. **"LOI"** means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the Purchase Order with the successful bidder.
- XI. **"Party"** means Finance Department, individually and **"Parties"** mean Finance Department and Bidder, collectively.
- XII. **"Proposal"** means Prequalification details and technical demonstration
- XIII. **"Expression of Interest (EOI)"**, means the detailed notification seeking a set of services(s), materials and/or any combination of them.
- XIV. **"Requirements"** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the EOI.
- XV. **"Site"** shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per agreement.
- XVI. **"Service"** means provision of Contracted service viz., operation, maintenance and associated services for the NIT as per this EOI.
- XVII. **"Termination Notice"** means the written notice of termination of the Agreement issued by Finance Department to Service Provider
- XVIII. **SLA:** Service Level agreement between Finance Department and the Service Provider

## 6. Application environment

- I. The supply and installation of any necessary tools, system software for message generation shall be the responsibility of the service provider. The service provider shall also be responsible for delivering a ready-to-use software solution, along with the requisite human resources, to provide handholding support for generating and sending customized messages to beneficiaries through API integration with WhatsApp and the IVR system.

## 7. Scope of Work

To provide a robust software product or develop a secure, scalable solution that automatically merges pre-recorded voice segments with beneficiary-specific data, generating personalized voice messages in Hindi for delivery via WhatsApp and through the IVR system to each beneficiary's registered phone number.

Bidders should offer solutions that integrate with existing bulk messaging infrastructure via WhatsApp —and are also encouraged to propose robust new solutions for WhatsApp integration and IVR systems to support high-volume message delivery.

- A. The selected vendor will be responsible for delivering a secure, scalable, and automated Multimedia messaging solution, including comprehensive support and services across the following areas:

### I. Requirement Gathering

- Conduct detailed discussions with the client's stakeholders to understand technical, functional, and user requirements.
- Document system workflows, data mapping, customization needs, and integration points with WhatsApp and IVR platforms.
- Finalize specifications for personalization logic, language parameters (Hindi), message delivery tracking, and reporting features.

### II. Provision of Software Solution

- Provide a **ready-to-deploy software product** that enables automated Multimedia message generation by merging pre-recorded voice segments with beneficiary-specific data.
- Ensure seamless integration with WhatsApp Business API and IVR telephony systems for message delivery.
- Implement a centralized dashboard for managing message templates, beneficiary data, delivery logs, and system performance.

### **III. Deployment of Technical Personnel**

- The selected vendor shall deploy one experienced Team Leader at the client's location in Patna to take end-to-end ownership of technical implementation activities
- Deploy one experienced software developer at Patna to oversee configuration, integration, and deployment and customization of the application
- Provide one dedicated resource for on-site handholding support, responsible for training client staff, assisting in daily operations, and resolving functional queries during the initial implementation phase.

### **IV. Maintenance and Support**

- Offer post-deployment **software maintenance** services for complete project period, covering bug fixes, system optimizations, and enhancements.
- Provide timely technical support, updates, and access to future patches or upgrades, ensuring continuous system reliability.
- No amount will be provided for change request regarding scope of the project

### **B. Scope of Work to send message Via WhatsApp**

The bidder is responsible for providing a comprehensive solution for sending customized WhatsApp messages to citizens/beneficiaries, along with an integrated monitoring mechanism. Software solution should for sending personalized WhatsApp message should be deployed in India

#### **a. WhatsApp Business Setup & Verification**

- Complete WhatsApp Business Account registration
- Handle business verification process with Meta
- Obtain green tick verification for official status
- Configure business profile and catalog (if applicable)

#### **b. WhatsApp Account Setup Support:**

The Finance Department will provide the mobile number and necessary documents for creating the WhatsApp Business account. The bidder will be responsible for coordinating and providing handholding support for the account creation and other tasks related to successful project delivery.

#### **c. Development & Implementation**



- **Platform Development**
  - Custom messaging platform development
  - WhatsApp Business API integration
  - Database design and implementation
  - User interface development for admin panel

#### **d. Integration Services**

- Specialized software integration to send personalized message
- Third-party service integrations (analytics)

### **I. Requirements Analysis**

- Understand and document types of schemes and related beneficiary data fields (Name, Age, Scheme Name, etc.).
- Collect and standardize beneficiary database from multiple departments.
- Determine Multimedia message formats and required structure of Multimedia strings (e.g., intro, dynamic slots for merging).

### **II. Multimedia Message Composition Engine**

- **Pre-recorded Multimedia Snippets:** Voice segments (e.g., greetings, fillers) will be recorded and stored.
- **Dynamic Multimedia Stitching:** The software will programmatically merge:
  - Static voice parts (introduction, closing, etc.)
  - Insert beneficiary-specific details (Name, Age, Scheme) into the dynamic segments of the Multimedia message
 Output: Final customized audio message in Hindi.

### **III. Data Integration**

- Secure ingestion of the beneficiary database (via API, CSV import, or secure database integration).
- Ensure accurate mapping of fields for message personalization.
- Add validation for data quality, e.g., phone number format, language consistency.

### **IV. WhatsApp Integration**

- Integration with **WhatsApp Business API:**
  - Register official sender ID (linked to Government of Bihar).
  - Use verified messaging templates.
  - Handle bulk delivery queues with delivery receipts, retries, and error handling.

### **V. Language & Multimedia Output**

- All final messages will be in **Hindi**, using voice and video.
- Support Unicode and Devanagari text handling for inserts and logs.

## **VI. User Access & Dashboard**

- Admin panel to:
  - Upload/manage voice snippets and templates.
  - Upload/manage multimedia snippets and templates
  - Upload/view beneficiary data.
  - Track status of message generation and delivery.
  - Track status of multimedia generation and delivery
  - Generate reports and logs (sent, failed, pending).

## **VII. Security & Compliance**

- Ensure secure data transmission and storage.
- Apply encryption for sensitive data (e.g., phone numbers).
- Log access and actions for audit trail and RTI compliance.

## **VIII. Testing & Deployment**

- Conduct functional, performance, and UAT testing with sample data.
- Deploy on a secure cloud environment (with fallback disaster recovery).
- Provide training for government staff/end users.

## **IX. Maintenance & Support**

- Support for complete project period.
- Regular updates, issue resolution, voice template changes, Multimedia template changes.

## **X. Additional Scope**

- Real-time dashboard of message delivery heatmaps.

## **C. Scope of Work to send message via IVR System**

- I. Implementation of Cloud-Based IVR System for Automated Delivery of Personalized Voice Messages to Citizens.
- II. Solution of Cloud based IVR System should be deployed in India only
- III. The system shall integrate with specialized software to create customized messages by merging pre-recorded Voice segments with beneficiary-specific data
- IV. Core IVR Platform
  - a. Develop cloud-native IVR application with support for 10,000+ concurrent calls



- b. Multi-language support (Hindi primary, with expansion capability)
- c. Call routing and queue management system
- d. Real-time call monitoring and analytics dashboard

## **V. Administration Features**

- **User Management**
  - Admin portal with role-based access
  - Campaign creation and management interface
  - Real-time monitoring dashboard
  - Report generation and export capabilities
- **Content Management**
  - Preview and testing capabilities

## **VI. Regulatory Compliance**

- **TRAI Compliance**
  - DND (Do Not Disturb) list checking
  - Bulk calling regulations adherence
  - Call time restrictions (9 AM to 6 PM)
  - Complaint handling mechanisms

## **VII. Voice Message Personalization Engine**

- Ingest and store pre-recorded Voice snippets (greetings, general messaging, transitions).
- Dynamically merge beneficiary-specific information (name, age, scheme) into Voice stream using:
  - Audio splicing of recorded segments.
  - Voice synthesis for pronouncing names or dynamic elements.
- Output final messages as phone-call optimized audio files (8 kHz, mono, WAV/MP3).

## **VIII. Beneficiary Database Integration**

- Design secure ingestion pipelines for structured data (CSV, API, DB integration).
- Validate data fields: Name, Age, Scheme Name, and Mobile Number.
- Handle multilingual text and ensure Hindi-friendly formatting for inserts.

## **IX. IVR Integration & Call Delivery Workflow**

- Integrate with Government-authorized Telecom Service Providers (TSPs) for call delivery.

- Register dedicated caller line identity (CLI) representing the Government of Bihar.
- Configure automatic outbound dialing system to:
  - Trigger Voice calls upon message generation.
  - Support concurrent call handling.
  - Auto-play the personalized message once the call is answered.

#### **X. Call Management & Retry Handling**

- Implement robust delivery logic:
  - Track call status (Answered, No Answer, Busy, Failed).
  - Enable retry mechanism for undelivered calls (e.g., 2–3 attempts).
- Fallback option: Send SMS with link to recorded message if call fails repeatedly.

#### **XI. Reporting & Monitoring Dashboard**

- Develop admin panel for:
  - Uploading Voice snippets and beneficiary data.
  - Monitoring delivery logs and status.
  - Visualizing call performance (heatmaps, delivery rates, retries).
- Export reports for audit and scheme evaluation.

#### **XII. Regulatory Compliance & Security**

- Adhere to DoT/TRAI regulations for outbound Voice communication.
- Encrypt sensitive information (e.g., mobile numbers).
- Maintain access logs and ensure data privacy as per government norms.

#### **XIII. Testing, Deployment & Training**

- Conduct functional, user acceptance, and load testing for varying call volumes.
- Deploy system on a high-availability infrastructure with backup failovers.
- Train relevant government staff for administration and oversight.

#### **D. Software Deployment (Customized Multimedia (including voice) generation software) in MeitY Empaneled Cloud Service Providers in India**

- I. The application should be deployed in one of the below mentioned MeitY empaneled Cloud Service Providers in India.
  - a. Amazon Web Services India Ltd
  - b. Google Cloud India Pvt Ltd
  - c. Microsoft Corporation (India) Pvt Ltd
  - d. IBM India Pvt Ltd
  - e. Oracle India Pvt Ltd.

#### **II. Data Centre Standards**



- Offer **99.982% uptime**, concurrent maintainability, and N+1 redundancy.
- Equipped with dual-powered servers, storage, and network links—ensuring business continuity during maintenance or component failure.

#### E. Security Monitoring

- **Audit Trails:** Track logins, configuration changes, and API accesses.
- **Anomaly Detection:** Alerts for unusual traffic, call spikes, or login patterns.
- Integration with SIEM solutions for 24x7 threat detection.
- **Access Logs:** Monitor login attempts, failed logins, and privilege escalations.
- **Data Anonymization & Encryption:** Ensure beneficiary data is encrypted at rest and in transit.
- **Audit Trails:** Log all operations involving personal or Voice/ Multimedia data access and modification.
- **Anomaly Detection:** Spot irregular access patterns or data injection attempts.

#### Monitoring Tools

- Monitoring of WhatsApp regarding successful delivery of messages
- Monitoring of IVR system regarding successful delivery of call
- User-friendly interface with customizable dashboards
- Detailed reporting and historical data analysis
- Monitoring regarding uptime of Platform

#### F. Reporting:

- The application must generate reports detailing the number of messages successfully delivered via WhatsApp and IVR system
- A unique identification code must be maintained for each individual WhatsApp message sent
- A unique identification code must be maintained for each individual IVR message sent.
- A web portal with secure login (user ID and password) must be provided to the Finance Department and potentially other departments to access MIS reports on successful message delivery.

#### G. Application Performance

- I. **Message Generation Latency:** Time taken to merge Voice, Multimedia segments and generate the final message.
- II. **Processing Throughput:** Number of messages processed per minute/hour.
- III. **Multimedia Merging Success Rate:** Percentage of successfully generated Multimedia and voice messages.

IV. **WhatsApp/IVR Delivery Success Rate:** Track delivery and read/listen confirmations.

V. **System Health**

a. **Queue Lengths & Processing Times:** For queued message creation and dispatching.

VI. **IVR & WhatsApp Channel Health**

- **Call Drop Rates / Failed Call Attempts**
- **DTMF Response Tracking** (if IVR is interactive)
- **WhatsApp API Errors / Message Undelivered Stats**
- **Multilingual Voice Quality Analysis:** Ensuring messages in Hindi remain clear and intelligible.

VII. **Data Handling & Personalization Integrity**

- **Template Matching Accuracy:** Correct insertion of beneficiary-specific data into Multimedia segments.
- **Duplicate Detection:** Avoiding redundant messages to the same user.

H. **Voice and Video Recording Sessions:** Managed by the Finance Department, but coordination and formatting will be included in the software cost

I. **Software Ownership, Licensing & Deployment Provisions**

I. **Licensing & Development Costs**

- The Finance Department will not provide any additional license fees for the development of the software application.
- All costs related to software development, including but not limited to application components, platform tools, middleware, and database management systems (if applicable), shall be borne by the bidder within the quoted project cost.

II. **Data Storage & Management**

- The bidder shall be responsible for the secure storage of beneficiary-specific data during the project implementation phase.
- No separate payment will be made for the provisioning or usage of commercial cloud or third-party data hosting services during the development and initial deployment period.

III. **Software & Data Handover**

- The bidder must ensure complete handover of the developed software application, including:
  - Software Application
  - Database schemas
  - Configuration files
  - Complete technical and user documentation
  - Deployment guides and versioning information
  - Any other project-related artifacts

- All collected and stored beneficiary data shall be securely transferred to the Finance Department in acceptable formats at the time of handover or as directed.

#### **IV. Post-Project Hosting & Transition**

- After the conclusion of the project period, any recurring operational expenses related to data center usage (e.g., storage, bandwidth, compute) will be borne by the Finance Department.
- The Finance Department reserves the right to request the bidder to migrate and deploy the entire application ecosystem—including code, database, and services—into the State Data Centre or any other infrastructure specified by the Department.

#### **V. Ownership & Intellectual Property Rights**

- The Finance Department shall retain complete ownership of all software products, tools, components, documentation, and custom developments created under this project.
- The solution shall be developed as a government-owned asset. The bidder shall not claim any proprietary rights or impose restrictions on the usage, extension, or replication of the developed solution.

#### **8. Project Period**

Time Period of the Project ---36 months

This awarded work & associated contract shall remain in force initially for a period of 36 months from the date of start of services.

#### **9. Team Required**

##### **I. Team Leader (Deployment at Client Location – Patna) (Number of Resource -1)**

###### **Experience:**

- Minimum 10 years of professional experience in IT project implementation, particularly in the Government sector.
- Proven track record of leading technical teams in the end-to-end implementation of large-scale IT systems.

###### **Educational Qualifications:**

- BE / MCA / MBA (IT) / MSc (IT) from a recognized institution.

###### **Key Competencies:**

- Strong understanding of the project implementation lifecycle, from initiation to post-deployment support.

- Skilled in requirement gathering and preparation of User Requirement Specifications (URS).
- Proficient in application testing methodologies.
- Capable of effective team management and coordination with multiple stakeholders.

## **II. Software Developer (Deployment at Patna Location) (Number of Resource :1)**

### **Experience:**

- At least 7 years of relevant experience in application development and customization.
- Prior experience in configuring, integrating, and deploying enterprise-level applications.

### **Educational Qualifications:**

- BE / MCA.

### **Key Competencies:**

- Expertise in customizing applications based on functional and technical requirements.
- Ability to work in coordination with business and technical teams to deliver tailor-made solutions.
- Solid understanding of software development best practices and deployment strategies.

## **III. On-Site Handholding & Support Resource (Number of Resource- 02)**

### **Experience:**

- Demonstrated experience in providing handholding support and capacity building for IT solution roll-outs.
- Familiarity with conducting user training sessions and resolving functional issues during the initial implementation phase.

### **Educational Qualifications:**

- BCA / BSc (IT) / BE / MCA / MBA (IT)

### **Key Competencies:**

- Excellent communication and interpersonal skills to interact with client staff and address their queries.
- Ability to guide users through application workflows and provide day-to-day operational assistance.
- Adept at preparing training materials and documenting functional issues for resolution.

## 10. Local office

- **Local Office Establishment:** The bidder will be responsible for establishing an office in Patna within 30 days of project allocation.

## 11. Confidentiality

All documents, information and reports relating to the assignment would be handled and kept strictly confidential and not shared/published/supplied or disseminated in any manner whatsoever to any third party, except with Finance Department written permission.

## 12. Information Ownership

All information processed, stored, or transmitted by Service Provider equipment belongs to the Government. By having the responsibility to maintain the equipment, the Service Provider does not acquire implicit access rights to the information or rights to redistribute the information. The Service Provider understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

### **Data Retention:**

- **Message Data Retention:** The bidder must maintain all data related to sent messages for the entire project period of 36 months.

## 13. Sensitive Information

Any information considered sensitive must be protected by the Service Provider from unauthorized disclosure, modification or access.

## 14. Inspection of Records

All vendor records with respect to any matters covered by this EOI shall be made available to auditors and or inspecting officials of Government of Bihar any regulatory authority, at any time during normal business hours.

**15. Local Conditions**

- I. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
- II. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of letter of Award as described in the bidding documents. The tenderer shall not entertain any request for clarification from the Bidder regarding such local conditions.
- III. It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of failure of the Bidder to know the local laws / conditions.

**16. Eligibility Criteria (Pre- Qualification Criteria)**

S. No	Particular	Document required
1	The bidder must be a legal entity registered in India for at least five years.	Proof of registration
2	Bidder should be registered for GST	Proof for GST registration
3	The turnover of the bidder should be at least 25 Cr. in last 3 financial Years (FY-2023-24, FY 2022-23 , FY 2021-22) from software projects	CA Certificate
4	The bidder should have experience for providing a comprehensive software solution for automated Voice and Multimedia message generation for personalized engagement	LOI/MSA /Certificate from Private or Govt Client
5	The bidder should have experience to provide software solution in Government, PSU	LOI/PO/MSA

6	Bidder has to submit self-certificate that the Bidder has not been blacklisted or suspended by the State Governments, Central Government or any other public Sector undertaking or a corporation or any other Autonomous organization of Central or State Government in India.	A Self declaration on company letter head with sign and stamp of authorized signatory
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## 17. Technical Bid

- I. Bidders who successfully complete the pre-qualification stage will be invited to demonstrate their comprehensive software solution for automated Voice and Multimedia generation, enabling personalized engagement through the IVR system and WhatsApp messaging

## 18. Bid Submission

### A. Pre-qualification bid as per eligibility criteria specified

#### I. Profile of the bidder

Sr. No	Details	Description
1	Name of the Company	
2	Registered Office address Telephone Number Fax Number e-mail	
3	Correspondence/ contact address	
4	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number e-mail	
5	How many years has your organization	

	been in business under your present name?	
6	Number of Offices / Project Locations in India	
7	Do you have a local representation /office in Bihar? If so, please give the address and the details of and no. of years of operation of the local office	
8	List the major clients with whom your organization has been/ is currently associated for software development project.	

## 19. Time-period

### I. Requirement Gathering & Analysis (1 weeks)

- Stakeholder consultations
- Functional & technical requirement documentation
- Understanding integration needs for WhatsApp API, IVR systems, and personalization logic

### II. Software Solution Development for Voice, Video and Multimedia Messaging Services (1 weeks)

The development of the proposed messaging solution will follow a structured approach to ensure scalability, security, and personalization. The key phases include:

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- Voice template strategy with Voice segments
- Multimedia template strategy with Multimedia segments
- Data flow modeling and message logic design

#### b. Application Development & Voice, Multimedia Engine Integration

- Backend & frontend development
- Implementation of the Voice assembly engine (audio stitching)
- Implementation of the Multimedia assembly engine (Multimedia stitching)
- Integration with WhatsApp Business API and IVR system
- Personalization logic for beneficiary data mapping

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**c. Internal Testing & Quality Assurance**

- Functional testing, audio/video playback validation
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**III. UAT (User Acceptance Testing) & Stakeholder Feedback (3 days)**

- Involving key government stakeholders for feedback and validation
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- Training for client-side operational staff
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- **Comprehensive Application Maintenance** Bug fixing, performance optimization, and deployment of functional enhancements during the support period. Dedicated support for issue reporting for resolution.
- **Technical Support** Resolution of integration issues (IVR/WhatsApp), patch management, and server-level support.
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**20. Force Majeure**

- I. Force Majeure shall mean any event beyond the reasonable control of the Department or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected.
- II. The work execution period may be extended in case of Force Majeure condition. In order to be able to obtain an extension to the contract work period, the service provider shall promptly notify Finance Department

**21. Bidding Costs**

The Bidder shall bear all costs associated with the preparation and submission of its proposal, and the Finance Department will in no case

be responsible or liable for these costs, regardless of the conduct or outcome of the bid process.

**22. Language of Proposal**

The Proposal prepared by the Bidder and all correspondence and documents relating to the Bid exchanged by the Bidder and the Finance Department shall be written in English language only.

**23. Amendment of EOI Documents**

At any time prior to the deadline for submission of Bids, FINANCE DEPARTMENT, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the EOI Documents through amendment/s. FINANCE DEPARTMENT will upload the amendment/s on <https://www.eproc2.bihar.gov.in>. Such amendment/s will be binding to bidders.

**24. EOI Extension, if any**

Finance Department may extend the deadline for the submission of Proposal, in order to allow prospective Bidders a reasonable time in which to take the amendment into account in preparing their Proposal.

**25. Late Bids**

Late Proposal will not be accepted.

**26. Appointment of the Committee**

- I. The Committee of Finance Department will evaluate the Bids.
- II. Finance Department decision would be binding on the Bidder.

**27. Opening of Bids**

- I. Step 1: Pre-Qualification bid will be opened by the Committee
- II. Step 2: Technical bid through evaluation of the software application

- III. In the event of the date specified for Bid receipt and opening being declared as a holiday, the Bids will be received/opened the following working day at the appointed times.

**28. Pre-Qualification Bid: Evaluation**

The Pre-qualification document will be examined to determine whether the bidder meets the eligibility criteria & completeness of the bid. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or eligibility criteria specified in the various sections of this EOI will be rejected and not considered for further evaluation.

**29. Technical Bid: Evaluation**

- I. As part of the technical bid evaluation process, bidders shall be required to demonstrate a functional software application integrated with an IVR system for personalized calls and capable of sending personalized WhatsApp messages.
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**30. Evaluation of Commercial Bids:**

- I. Commercial bids will be invited from the bidders who qualify the Prequalification and Technical bids.

**31. E-Procurement Process Related Instructions**

Submission of Proposals (Through electronic mode only)

- I. The Bidder shall submit bid/ tender on e-Procurement 2.0 platform at <https://eproc2.bihar.gov.in>.
- II. The Bidder must have the Class II/III Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website before participating in the e-tendering process. The Bidder may use their DSC if they already have the

DSC. They can also take DSC from any of the authorized agencies. For user-id they have to get registered themselves on e- procurement website <https://eproc2.bihar.gov.in> and submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-Procurement 2.0 platform.

- III. The Bidders shall submit their eligibility and qualification details, technical bid, Financial bid etc., in the online standard formats given in e-Procurement 2.0 website. The Bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e- Procurement 2.0 web site. The Bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The Bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
- IV. All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the Bidder will be rejected.
- V. Tender Processing Fee (TPF) to be paid through e-Payment mode (i.e., NEFT / RTGS, Net Banking, Credit / Debit Card) only.
- VI. Cost of BOQ/ Form Fee to be paid through e-Payment mode (i.e., NEFT / RTGS, Net Banking, Credit / Debit Card) only.
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- X. For support related to e-tendering process, Bidders may contact at mentioned below:

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## **ANNEXURES**

### **Annexure 1: Declaration Regarding Blacklisting/Debarment**

#### **Declaration Regarding Blacklisting/Debarment**

We, [Company Name], hereby declare that we have not been blacklisted / debarred by any Central / State Government or any other Government authority as on the date of submission of this bid.

We understand that any false information provided in this declaration may lead to the rejection of our bid or termination of the contract, if awarded.

**[Signature of Authorized Signatory]**

**[Name of Authorized Signatory]**

**[Designation of Authorized Signatory]**

**[Date]**

**Note: Provide in company letter head with seal and signature**



## 10. **Local office**

- **Local Office Establishment:** The bidder will be responsible for establishing an office in Patna within 30 days of project allocation.

## 11. **Confidentiality**

All documents, information and reports relating to the assignment would be handled and kept strictly confidential and not shared/published/supplied or disseminated in any manner whatsoever to any third party, except with Finance Department written permission.

## 12. **Information Ownership**

All information processed, stored, or transmitted by Service Provider equipment belongs to the Government. By having the responsibility to maintain the equipment, the Service Provider does not acquire implicit access rights to the information or rights to redistribute the information. The Service Provider understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

### **Data Retention:**

- **Message Data Retention:** The bidder must maintain all data related to sent messages for the entire project period of 36 months.

## 13. **Sensitive Information**

Any information considered sensitive must be protected by the Service Provider from unauthorized disclosure, modification or access.

## 14. **Inspection of Records**



All vendor records with respect to any matters covered by this EOI shall be made available to auditors and or inspecting officials of Government of Bihar any regulatory authority, at any time during normal business hours.

**15. Local Conditions**

- I. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
- II. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of letter of Award as described in the bidding documents. The tenderer shall not entertain any request for clarification from the Bidder regarding such local conditions.
- III. It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of failure of the Bidder to know the local laws / conditions.

**16. Eligibility Criteria (Pre- Qualification Criteria)**

S. No	Particular	Document required
1	The bidder must be a legal entity registered in India for at least five years.	Proof of registration
2	Bidder should be registered for GST	Proof for GST registration
3	The turnover of the bidder should be at least 25 Cr. in last 3 financial Years (FY-2023-24, FY 2022-23 , FY 2021-22) from software projects	CA Certificate
4	The bidder should have experience for providing a comprehensive software solution for automated Voice and Multimedia message generation for personalized engagement	LOI/MSA /Certificate from Private or Govt Client
5	The bidder should have experience to provide software solution in Government, PSU	LOI/PO/MSA





6	Bidder has to submit self-certificate that the Bidder has not been blacklisted or suspended by the State Governments, Central Government or any other public Sector undertaking or a corporation or any other Autonomous organization of Central or State Government in India.	A Self declaration on company letter head with sign and stamp of authorized signatory
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## 17. Technical Bid

- I. Bidders who successfully complete the pre-qualification stage will be invited to demonstrate their comprehensive software solution for automated Voice and Multimedia generation, enabling personalized engagement through the IVR system and WhatsApp messaging

## 18. Bid Submission

### A. Pre-qualification bid as per eligibility criteria specified

#### I. Profile of the bidder

Sr. No	Details	Description
1	Name of the Company	
2	Registered Office address Telephone Number Fax Number e-mail	
3	Correspondence/ contact address	
4	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number e-mail	
5	How many years has your organization	

	been in business under your present name?	
6	Number of Offices / Project Locations in India	
7	Do you have a local representation /office in Bihar? If so, please give the address and the details of and no. of years of operation of the local office	
8	List the major clients with whom your organization has been/ is currently associated for software development project.	

## 19. Time-period

### I. Requirement Gathering & Analysis (1 weeks)

- Stakeholder consultations
- Functional & technical requirement documentation
- Understanding integration needs for WhatsApp API, IVR systems, and personalization logic

### II. Software Solution Development for Voice, Video and Multimedia Messaging Services (1 weeks)

The development of the proposed messaging solution will follow a structured approach to ensure scalability, security, and personalization. The key phases include:

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