



बिहार सरकार

Finance Department

Request for Proposal

For

Bulk WhatsApp Message Service

Tender Reference No. – NIT-2025-03

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

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Important Dates & Information

Department Name	Finance Department
Address,	Finance Department, Government of Bihar, Old Secretariat, Govt. of Bihar, Patna-800015;
Nature of Work	Selection of agency to provide bulk whatsapp Message services
Project Duration	36 months
Method of Selection	Least Cost based System (L1)
Tender Currency	INR
Joint Venture/Consortium	Not Allowed
Bid Document Fee (Non-refundable)	10000
Bid Security/EMD	in the form of a Bank Guarantee issued by an Indian Nationalized / Scheduled Bank and drawn in favour of the Joint Commissioner cum Drawing & Disbursing Officer, Finance Department, Government of Bihar or to be paid online on https://eproc2.bihar.gov.in
Bid Security/EMD in favour of	Rs , 50,000 (Fifty thousand only) Joint Commissioner cum Drawing & Disbursing Officer, Finance Department, Government of Bihar
Performance Bank Guarantee (PBG)	5% of the total contract value within 21 days from the date of issuance of work order/LOI for 42 months
Portal for downloading tender documents and proposal submission	The tender is available and downloadable on the e-Tendering website: https://eproc2.bihar.gov.in All subsequent changes to the bid document shall be published on the above website.
E-mail Address for Pre-bid and correspondence	alok.kumar4775@bihar.gov.in
RFP/Tender Availability	13 th May 2025
Date & place of Pre bid Meeting	30 th May 2025, 11 am Finance Department, Old Secretariat, Govt. Of Bihar, Patna-800015
Last Date & Time for Receipt	9 th June 2025, 3 PM

of Bids	
Date and Time of Opening Pre-Qualification Bid	10 th June 2025, 10.30 am
Date and Time of Opening Financial Bid	To be informed later
For any queries regarding Bid Submission	Toll Free No:1800-572-6571 Email Id:eproc2support@bihar.gov.in
Bid Validity Period	180 days (It may be extended as per need)

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1. Introduction

I. Purpose of the RFP

This Request for Proposal (RFP) is issued to solicit pre-qualification and financial proposals from prospective bidders to provide bulk messaging services via WhatsApp

II. Scope of Project

The bidder is responsible for providing a comprehensive solution for sending bulk WhatsApp messages, along with a monitoring mechanism.

III. Tender Document Availability:

- a. The tender 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 Tender

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

VII. Invitation to Bidders

- The Government of Bihar invites qualified and experienced vendors to submit their proposals for providing bulk WhatsApp messaging services. The selected vendor will be responsible for ensuring timely and accurate delivery of messages, maintaining data security, and providing comprehensive reporting and support. The selected vendor will be responsible for ensuring timely and accurate delivery of messages, maintaining data security, and providing comprehensive reporting and support.

VIII. The selected service provider will collaborate closely with the Finance Department, Government of Bihar, and coordinate with different departments of the Government of Bihar to collect data and integrate APIs to send bulk messages to the beneficiaries.

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 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.
- **Improve Service Delivery:** Provide timely notifications to citizens, ensuring they receive information about benefit disbursements and other important updates promptly.
- **Facilitate Feedback and Support:** Enable citizens to easily submit complaints or seek assistance through dedicated helplines and email IDs, ensuring they have the necessary support.

3. Tendering Process

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- I. Finance Department, now invites proposals from interested bidders to provide bulk messaging services
- II. Payment will be released by Finance Department
- III. Bidders shall submit the prequalification details and commercial bid through <https://eproc2.bihar.gov.in>.
- IV. Bidder shall submit the separate pre-qualification bid and commercial bid.

4. Letter of Invitation

Letter for Invitation

Date of Issuance: _____

Ref. No.: _____

To,

Sir,

Finance Department, invites proposals to send bulk messages via WhatsApp

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

5. Instruction to Bidders

- I. **"Agreement"** means the Agreement to be signed between the successful bidder and Finance Department including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.



- II. **"Authorized Representative"** shall mean any person authorized by either of the parties.
- III. **"Bidder"** any Legal entity offering the solution(s), service(s) and /or materials required in the RFP. 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 bulk messages via WhatsApp.
- IV. **"Contract"** is used synonymously with Agreement.
- V. **"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.
- VI. **"Default Notice"** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
- VII. **"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.
- VIII. **"GoB"** means Government of Bihar.
- IX. **"Revenue"** means the rate payable to the Bidder under the Agreement for the performance of the Bidder's Contractual obligations.
- X. **"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.

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- XI. **"LOI"** means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the Purchase Order with the successful bidder.
- XII. **"Party"** means Finance Department, individually and **"Parties"** mean Finance Department and Bidder, collectively.
- XIII. **"Period of Agreement"** means the time period that will be defined in the LOI/MSA of the project.
- XIV. **"Proposal"** means Prequalification Proposal and the Financial Proposal.
- XV. **"Request for Proposal (RFP)"**, means the detailed notification seeking a set of services(s), materials and/or any combination of them.
- XVI. **"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 RFP.
- XVII. **"Site"** shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per agreement.
- XVIII. **"Service"** means provision of Contracted service viz., operation, maintenance and associated services for the NIT as per this RFP.
- XIX. **"Termination Notice"** means the written notice of termination of the Agreement issued by Finance Department to Service Provider.
- XX. **SLA:** Service Level agreement between Finance Department and the Service Provider

6. Application environment

- I. Supply / installation of tools, if any, to send bulk messages will be liability of the service provider. Service Provider will be responsible to provide

ready to use software solution with human resources for handholding support to send bulk messages.

7. Scope of Work

I. Core Messaging Responsibilities:

- **Communication:** The bidder will be responsible for sending messages.
- **Communication Channels:** The bidder must provide services for sending messages via WhatsApp.
- **Trigger for Messaging:** Messages will be dispatched as and when required by the Government of Bihar.

II. Message Content and Language:

- **Language Options:** WhatsApp messages must be capable of being sent in both Hindi and English.
- **Multimedia content** will be sent via bulk WhatsApp messages

III. Data Management and Integration:

- **Data Provision:** The Government will provide data for sending WhatsApp messages.
- **API Integration:** The bidder is required to have an API gateway capable of receiving beneficiary details from the portals of 21 different government departments to facilitate WhatsApp messaging.

IV. Technical and Platform Requirements:

- **Deployment Location:** The bidder's software application for message services must be deployed within India.
- **Scalability and Reliability:** The platform must be highly scalable to handle significant message volumes, particularly during peak periods. It must also ensure timely and accurate delivery across WhatsApp. The bidder must provide details on system architecture, redundancy, uptime guarantees, and disaster recovery plans for both channels.



- **Security:** Robust security measures and protocols are mandatory to protect the messaging platform and all handled data from unauthorized access, breaches, and cyber threats. The solution should integrate with all relevant project applications
- **Reporting:**
 - The application must generate reports detailing the number of messages successfully delivered via WhatsApp.
 - A unique identification code must be maintained for each individual WhatsApp 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.
- **Verification:** The application should have the capability to verify if a message has been successfully deployed to individual numbers.
- **WhatsApp Business API:** The bidder must have a well-established and reliable integration with the official WhatsApp Business API for compliant and efficient WhatsApp message delivery.
- **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.
- **Network Compatibility:** The bidder must have the capability to send message to 2G, 3G, 4G, and 5G networks and across all telecom operators in India and abroad without exception.
- **Real-time Delivery:** The bidder is responsible for 24x7 real-time delivery of WhatsApp messages as per the Government's requirements.

- **Account Segregation:** Separate accounts with unique usernames and passwords must be provided for bulk WhatsApp messages, to be used by different departments.
- **Master Account Functionality:** A master account should be provided with the ability to create sub-accounts.
- **Bandwidth/Throughput:** Sufficient bandwidth and throughput are required to ensure a minimum delivery capacity of 100 lakh messages in a single day without latency.
- **Multiple WhatsApp Gateway Support:** The system should support multiple premium high-speed S gateways.
- **Delivery Receipts:** Delivery receipts for all messages routes and support for all telecom service providers are required.
- **Bulk Tools:** plug-in software for creating bulk should be provided. The bidder is responsible for the successful delivery of bulk WhatsApp to the provided subscriber numbers and must maintain the confidentiality of these numbers.
- **File Creation Support:** The technical team deployed by the bidder will be responsible for assisting departments in creating files for sending bulk messages via WhatsApp.
- **Message Delivery Attempts:** Multiple delivery attempts for WhatsApp must be ensured. If WhatsApp fails to deliver due to reasons like unreachable/switched-off numbers or network issues, the system must attempt redelivery every 3 hours for a maximum of 3 attempts.

V. Support and Presence:

- **24x7 Support:** The bidder shall provide 24x7 support and service for resolving complaints.
- **Local Technical Resources:** The bidder is responsible for deploying five technical resources in Patna to address issues and coordinate with different

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departments for bulk message sending. These resources will also provide handholding support to departments for successful project implementation.

- **Local Office Establishment:** The bidder will be responsible for establishing an office in Patna within 60 days of project allocation.

VI. Data Retention:

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

VII. Monitoring Tools

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

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

Selected bidder will be deployed 1 team leader and four team members

A. Team Leader (Number of Resource: 1)

- Team Leader interact with Finance Department for all regular day to day activities & any recurring issues, if any. He will be a single point of contact for Finance Department regarding any problem related to services procured/MIS report generation or customization.
- On department notification, technical manpower should report to the Finance Department within 2 (Two) hours

Qualifications:

I. Educational Background:

- o Minimum of BCA/ B.Sc(IT) /BE //MSc(Electronics)

Experience:

I. Professional Experience:

- o At least 10 years of experience to provide support of IT Project
- o Experience

II. Technical Skills:

- o In-depth knowledge to implement the project in Government domain
- o Proficiency in using tools and software.
- o Strong understanding of similar project to send bulk messages

III. Analytical and Problem-Solving Skills:

- o Excellent analytical skills to identify and assess risks and controls.
- o Strong problem-solving abilities to recommend effective solutions.

IV. Communication and Leadership Skills:

- o Excellent written and verbal communication skills to prepare detailed reports and present findings to stakeholders.
- o Ability to communicate complex technical issues to non-technical audiences.
- o Strong leadership and team management skills to guide and motivate the audit team.

V. Regulatory Knowledge:

- o Familiarity with relevant laws, regulations, and standards affecting IT systems and data security in the public sector.

B. Technical Executives (Number of Resource: 4)

- Interact with the Department allocated for all regular day to day activities and any recurring issues,
- Responsible to provide hand holding support to send message via whatsapp

Qualifications:

I. Educational Background:

- BCA/ BSc(IT) /BE /MCA/MSc(IT)/MSc(Electronics)

Experience:

I. Professional Experience:

- At least 5 years of experience in IT Project implementation in Government domain
- II. **Technical Skills:**
 - In-depth knowledge of IT tools
 - Proficiency in tools and software.
 - Ability to provide training to users
- III. **Analytical and Problem-Solving Skills:**
 - Excellent analytical skills
 - Strong problem-solving abilities to recommend effective solutions.
- IV. **Communication Skills:**
 - Excellent verbal communication skills to provide training to users of the application to send bulk WhatsApp
 - Ability to communicate complex technical issues to non-technical audiences.
- V. **Regulatory Knowledge:**
 - Familiarity with relevant laws, regulations, and standards affecting IT systems and data security in the public sector.

- C. If two separate bidders win the bid under different categories, each bidder must provide the following personnel to execute the project successfully:
- 1 Team Leader
 - 4 Technical Executives

10. 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.

11. 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.

12. Sensitive Information

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

13. Inspection of Records

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

14. 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.

15. 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 1.5 Cr in last 3 financial Years (FY-2023-24, FY 2022-23, FY 2021-22)	CA Certificate
4	The bidder should have provided messaging services Via WhatsApp to at least three government projects for the Central Government, State Governments, or Public Sector Undertakings (PSUs).	LOI/MSA / Certificate from client
5	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

16. 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 IT System Audit	

B. Commercial bid

- Commercial bids of only those bidders who qualify the Pre-qualification evaluation will only be opened.
- Bidders shall submit the Prices including all Taxes for delivery of services mentioned in the RFP document.

Format for financial bid

To,

Joint Commissioner
Finance Department
Government of Bihar

Re: Financial Bid for bulk messages

Sir

Having examined the Bid Document. We the undersigned, offer to quote amount to provide bulk messaging services with deployment of manpower to implement the Project successfully

Table-1 (Financial bid-F1)

Financial Bid				
Sl. No.	Description	Message Slab Per Year	Fi	Unit Cost (Inclusive of All Taxes)
1	WhatsApp Utility Message Charges (Per message charge)	1 to 50,00,000	F1	
		50,00,001 to 1,00,00,000	F2	
		1,00,00,001 to 2,00,00,000	F3	
		2,00,00,001 to 5,00,00,000	F4	
		5,00,00,001 and above	F5	
Total Financial Value (F1+F2+F3+F4+F5)				0.00

Note:

The bidder shall quote unit cost upto 2 decimal points. If the bidders quote unit cost with more than 2 decimal points, then upto two decimal points only considered without rounding up.

Table-2 (Financial bid-F2)

Financial Bid				
Sl. No.	Description (Rate of multiple messages in the first 24 hours for a single number)	Message Slab	Fi	Unit Cost (Inclusive of All Taxes)
1	WhatsApp Utility Message Charges	1 to 50,00,000	F1	
		50,00,001 to 1,00,00,000	F2	
		1,00,00,001 to 2,00,00,000	F3	
		2,00,00,001 to 5,00,00,000	F4	
		5,00,00,001 and above	F5	
Total Financial Value (F1+F2+F3+F4+F5)				0.00

Note:

The bidder shall quote unit cost upto 2 decimal points. If the bidders quote unit cost with more than 2 decimal points, then upto two decimal points only considered without rounding up.

CONDITIONS:

- i. We undertake, if our Bid is accepted, we will provide messaging services
- ii. We agree to abide by this Bid for a period of 180 days after the date fixed for opening of the commercial proposal this Bid document and shall remain binding upon us and may be accepted at any time before the expiry of that period.
- iv. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.
- v. We understand that in competing for and if the award is made to us, in executing the above contract we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of corruption act 1988".
- vi. We understand that you are not bound to accept a Lowest offer that you may receive.
- Viii. We understand that the Service charge is valid for contract period.

BID VALIDITY

The Bid is valid for a period of 180 days from the date of opening of Bid.

Place:

Date:

Signature & Seal of the Bidder



17. Information on Bid Security

The Bid security may be forfeited:

- I. If a Bidder withdraws his Bid during the period of Bid validity.
- II. In case of a successful Bidder, if the Bidder fails to sign the contract agreement and furnish performance security.

18. Information on Performance Security

- I. A Bidder, on being selected as the service Provider , will be required to furnish an amount equaling 5% of the project cost proposed by bidder to Finance Department, as a Performance Security in accordance with the conditions of the Master Service Agreement (hereinafter terms as the "MSA"), in the form of a Demand draft/ Bank Guarantee, drawn in favor of Finance Department within 21 days of receipt of the notification of award. The Performance Security is to be furnished along with the MSA duly signed by the bidder.
- II. If the selected Bidder does not furnish the Performance Security within twenty one days of the Notification of the Award, then the Bid security furnished by such Bidder may be forfeited.
- III. If the successful Bidder fails to perform any contractual obligation specified in the MSA/RFP/Purchase order/Lol, the Performance Security will be forfeited & the contract will be canceled.

19. Time-period

- WhatsApp Integration -

S.NO	Deliverables	Time-Line
1	Availability of Mobile number from Finance Department for Account setup	T+1 Weeks
2	WhatsApp Account Setup and	T+2 Weeks

	Verification by WhatsApp	
3	Deployment of dedicated onsite Account Manager/ Team leader	T+2 Weeks
4	One time implementation & account setup on platform	T+3 Weeks
5	Approval from WhatsApp for templates & provisioning of templates provided by	T+ 5 Weeks
6	Approval from WhatsApp for high TPS conversation without warmup	T+ 5 Weeks
7	Deployment of all team members	T+6 Weeks
8	Demonstration of Sample Campaign	T+6 weeks
9	Training of platform & communication SOP between service provider & department for 2 days (Train the trainer model)	T+7 Weeks

For any delay from WhatsApp side, Finance Department should be promptly notified with reason

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 Bid 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 Bid 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. Bid 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: Financial Proposal will be opened by the Evaluation Committee of only for those bidders who have qualified in the Pre-qualification bid.
- 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 RFP will be rejected and not considered for further evaluation.

29. Evaluation of Commercial Bids:

- I. Commercial bids of those bidders who qualify the pre-qualification bid evaluation will only be opened. All other Commercial bids will be returned un-opened.
- II. The final selection of the bidder will be based on the lowest commercial cost among the bidders who qualified the pre-qualification criteria (i.e., the bid with the lowest commercial cost (L1) will be considered separately for Table-1 and Table-2 of the Financial bid).
- III. If two separate bidders win the bid under different categories, each bidder must provide the following personnel to execute the project successfully:
 - 1 Team Leader
 - 4 Technical Executive
- IV. If a single bidder wins the bid under two different categories, the bidder has to provide only 1 Team Leader and 4 Technical Executives to execute the project.

30. Release of Payment

- I. No advance payment will be made under any circumstances.
- II. The payment would be made on submission of invoice at the end of the quarter by the vendor to the Finance Department with the report of successful delivery of message via WhatsApp
- III. No set-up cost would be borne by the Finance Department Only delivered WhatsApp (Waiting/ NDNC/ Failed WhatsApp are not counted as delivered

31. Penalties

At any stage, if it is found that the rendered services are not in line with specified scope of work, the contract will be cancelled / terminated immediately without assigning any reason.

S.NO	Deliverables	Time-Line	Penalty
1	WhatsApp Account Setup and Verification by WhatsApp	T+2 Weeks	Rs 1000 Per day delay
2	Deployment of dedicated onsite Account Manager/ Team leader	T+2 Weeks	Rs 500 per day delay
3	One time implementation & account setup on platform	T+3 Weeks	Rs 1000 Per day delay
4	Deployment of all team members	T+6 Weeks	Rs 1000 Per day delay
5	Demonstration of Sample Campaign	T+6 weeks	Rs 1000 per delay (Note :if there is no dependence on Department or Meta)
6	Training of platform & communication SOP	T+7 Weeks	Rs 1000 Per day delay

	between service provider & department for 2 days (Train the trainer model)		
7	Unauthorized Use to send messages		All the Pending payment will be deducted and agreement will be terminated
8	Record Keeping		Rs 1000 for per incident of inadequate record maintenance.
9	if the vendor's platform experiences downtime, resulting in delayed or undelivered messages, a penalty of	1. Above 99% 2. Between 96% - 99% 3. Between 89% - 80% 4. Between 79% - 70% 5. Below 70%	1) No penalty 2) 1.5% of QGR 3) 5% of QGR 4) 8% of QGR 5) 10% of QGR (Penalty in % will be calculated on pro rata basis for each month individually and total amount will be deducted from quarterly bill.)

32. Termination of Contract

The Finance Department, without prejudice to any other remedy for breach of contract, may terminate the contract in whole or in part.

- I. At any stage, if it is found that the rendered services are not in line with specified scope of work, the contract will be cancelled / terminated immediately

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without assigning any reason at the cost and risk of the Service Provider to the claim of Finance Department , Government of Bihar against the successful bidder for damages and the successful bidder shall have no claim against Finance Department , Government of Bihar for any compensation for such termination.

- II. If the bidder fails to execute the job within stipulated time frame or to the entire satisfaction of Finance Department
- III. Finance Department may terminate the contract at any point of time during the contract period by giving 01-month notice. However, if the bidder becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer, they may exit the agreement with 03-month notice period

33. 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.
- VII. "Earnest Money Deposit (EMD) can be paid either through online mode or manual mode (BG). In case of manual mode of payment of EMD, the original hardcopy of the EMD i.e., BG that should be submitted in the tendering authority office within the next working day after tender closing date."
- VIII. The tender opening will be done online only.
- IX. Any corrigendum or date extension notice will be given on the e-Procurement website only.
- X. For support related to e-tendering process, Bidders may contact at mentioned below:

Toll Free No. 1800 572 6571,
Email Id: - eproc2support@bihar.gov.in

Note: "Bids along with necessary online payments must be submitted through e-Procurement portal <https://eproc2.bihar.gov.in> before the date and time specified in the NIT/RFP. The department/Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason."

APPENDIX A

1. The first part of the appendix is a list of the names of the persons who have been appointed to the various committees and subcommittees of the House of Representatives.

2. The second part of the appendix is a list of the names of the persons who have been appointed to the various committees and subcommittees of the Senate.

3. The third part of the appendix is a list of the names of the persons who have been appointed to the various committees and subcommittees of the House of Representatives and the Senate.

4. The fourth part of the appendix is a list of the names of the persons who have been appointed to the various committees and subcommittees of the House of Representatives and the Senate.

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