

## STATE URBAN DEVELOPMENT AGENCY

"ইলগাস ভবন", এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা ৭০০ ১০৬, পশ্চিমবঙ্গ।  
"ILGUS BHAVAN". H-C Block. Sector-III. Bidhannagar. Kolkata 700 106. West Bengal

Memo No.: SUDA-16015(20)/1/2021-HFA SEC-SUDA/4203

Date: 27.09.2021

**Notice Inviting Tender for 'Engagement of an agency for providing WhatsApp Chatbot system and MIS development for Grievance Redressal System under 'Banglar Bari' program in West Bengal**

The Additional Director, for and on behalf of the State Urban Development Agency (SUDA), Government of West Bengal, invites sealed tender from reputed Companies / organizations having experience in similar nature of works in last 5 (five) years, for Engagement of an agency for providing WhatsApp Chatbot system and MIS development for Grievance Redressal System under 'Banglar Bari' program in West Bengal the following work as follows:

Sl. No.	Name of the work	Estimated Amount	Earnest Money	Time of Completion	Location
1.	Engagement of an agency for providing WhatsApp Chatbot system and MIS development for Grievance Redressal System under 'Banglar Bari' program in West Bengal	Rate to be quoted	Rs.10,000/- (Rupees Ten Thousand Only)	30 (Thirty) Days	SUDA Building, Sector-III, Kolkata-106

Intending eligible bidders may obtain Bid document free of cost, from the office of the Director, SUDA, Kolkata on any working day between 11.00 AM to 5.00 PM up to 07.10.2021

Technical & Financial documents in the prescribed format (enclosed herewith) sealed in separate covers and marked with Technical - (Part- I) & Financial (Part - II) bids /quotations should reach the office of the State Urban Development Agency (SUDA), HC Block, Sector-III, Kolkata-700106 within 2:00 PM on 08.10.2021 and will be opened on the same day in the office at 3.00pm. The bid document may also be downloaded from our web-site <http://www.wburbanservices.gov.in/>.

For any clarifications Bidder may contact Shri Kuntal Mahata (9002424713).

*Kuntal Mahata* 27.09.2021  
Additional Director, SUDA

## TERMS & CONDITIONS

### 1. Qualification Conditions:

- a. The Entity / Bidder must be a company as specified in Companies Act, 1956/2013 OR a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 OR a Company incorporated under equivalent law abroad OR a Society registered under The Societies Registration Act, 1860 OR a Proprietorship Firm OR a Partnership Firm registered under relevant laws of India. The time period elapsed from commencement of business should be at least 03(three) years as on 1st April 2021.
- b. Intending tenderers should produce credentials of a similar nature of completed work with of the minimum value of **Rs.2.00 lakh** of the estimated amount put to tender during 5(five) years prior to the date of issue of the NIT;
- c. Bidder shall provide all relevant records required i.e. Income Tax Return Certificate/PAN, GST. Certificate and other taxes (whichever applied)

### 2. Bid Price:

- a. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment of any account. The rate should be quoted both in figure and in words.
  - b. The rate should be quoted including all taxes. No price escalation will be entertained.
3. The bidder shall submit the quotation with his own letter head duly signed and with official seal. Each bidder shall submit only one quotation.

**Earnest Money:** Earnest Money to be deposited in Technical Bid envelop in form of Demand Draft in favour of 'State Urban Dev Agency W B (SUDA)' of any Nationalized Bank payable at Kolkata.

**Security Deposit:** For successful bidder the 2% earnest money will be adjusted to the security deposit and balance 1% of the bill amount will be deducted from each bill and the same will be released after 3 months of completion of the work on demand by the successful bidder.

**Note:** If any bidder is exempted from payment of EMD, scanned copy of original EMD exemption document needs to be uploaded at the time bid submission.

### 4. Submission of Quotations/Bid:

- a. Each bidder should submit sealed quotations (in two separate part i.e. **Technical (Part-I)** and **Financial (Part - II)** in separate two sealed envelopes-i) mentioning on the Envelop Technical part (Part -I) and NIT No & name of Bidder and ii) mentioning on the Envelop Financial Part (II) and NIT No& Name of Bidder Both envelop will be covered by third envelop on the Third Envelop on which NIT No, Name of Work, Name of Bidder to be mentioned
- b. The following documents will form the **Technical part (Part -I)** of the bid (Photo copy duly self-attested to be compulsorily enclosed)
  - i. Establishment Registration Certificate, Current Trade Licence, GST
  - ii. Return of Income Tax last 3 Financial Year
  - iii. Certification of authorization of the company
  - iv. Details of Work Experience
  - v. An affidavit dully notarized to be submitted by mentioning a) Detailing of firm b) The documents submitted by the bidder is true and correct c) Mentioning no debarments/penalized from any Govt./Semi Govt/undertaking Govt Deptt/statutory body/ have been imposed to the bidder.
  - vi. Earnest Money
  - vii. Filled up **Annexure-A**.
- c. The **Financial part (Part - II)** of the bid shall consists of only Rate/Price in Performa supplied with the BOQ on the company's /Firm's letter pad. All the column and requisite information must be filled in the prescribed format along with filled up **Annexure-B**.

দূরভাষ: ২৩৫৮ ৬৪০৩/৬৪২১/৫৭৬৭, ফ্যাক্স : ২৩৫৮৫৮০০

Tel: 2358-6403/6421/5767, Fax: 2358-5800, E-Mail: [wbsudadir@gmail.com](mailto:wbsudadir@gmail.com)

**5. Validity of Tender:**

The tender shall remain valid for a period not less than 90 days after the deadline date specified for submission.

**6. Award of Contract:**

Award of contract will be on the basis of lowest evaluated price for which the bidder must quote the rate for the mentioned item.

- a. Notwithstanding the above, the tender inviting authority reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of the contract.
- b. The bidder whose bid is accepted will be notified of the award of contract by the inviting authority.

**7. Other Terms & Conditions:**

- a. Director, SUDA reserves the right to proposed/postponed/cancelled the bid, the bidder will have to abide with the decision.
- b. Payment shall be made after the successful completion of the work.
- c. Quotation Amount may be submitted on the printed letter head of the bidder in the prescribed format.
- d. Successful bidder will have to enter into an agreement with Director, SUDA for timely execution of the work.
- e. No payment will be made for any damages.

We look forward to receiving your tender and thank you for your interest in this project.

*Handwritten signature*  
27.09.2021  
Additional Director, SUDA

**Memo No. SUDA-16015(20)/1/2021-HFA SEC-SUDA/4203/1(5)**

**Date: 27.09.2021**

**Copy forwarded for information to:**

1. FA, SUDA
2. FO, SUDA
3. SLTC Cell, SUDA
4. Notice Board, SUDA
5. HA, SUDA is requested to make arrange for wide circulation

*Handwritten signature*  
27.09.2021  
Additional Director, SUDA

**Annexure: A**  
**PROFORMA FOR TECHNICAL BID (PART - I)**

Sl. No.	Particulars	To be filled in by the Bidder
a.	Name of the Agency	
b.	Date of establishment of the agency	
c.	Detailed office address of the Agency with Office Telephone Number and Mobile Number and name of the contact person	
d.	Power of attorney in favor of the signatory signing the BID documents. Not required in case of proprietary firm if the proprietor himself signs the documents.	
e.	Whether the firm is registered under Company Act, partnership or proprietorship. (Copies of all certificates of registration to be enclosed.)	
f.	PAN/TAN Number (copy to be enclosed)	
g.	GST Registration Number (copy to be enclosed)	
h.	IT returns for the last three FY filed by the agency (copy to be enclosed)	
i.	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India. (If no, a certificate is to be attached in this regard.)	
j.	Audited Accounts turn over for the last 3 FY (copy to be enclosed)	
k.	Experience Certificate (Copies of completion certificate of the work to be attached)	

*All pages of this BID document should be duly signed by the authorized signatory as a token of acceptance of all terms and conditions by the bidder. Any other document submitted by the bidder should also be signed by the authorized signatory.*

Place:

Date:

Signature of the Bidder

Office Seal

**Annexure-B**  
**FORMAT OF FINANCIAL BID (Part - II)**

Name of the Firm: \_\_\_\_\_

Quotation for Engagement of an agency for providing WhatsApp Chatbot system and MIS development for Grievance Redressal System under 'Banglar Bari' program in West Bengal

Sl. No.	Name of the work	Estimated amount in Rs.	Quoted amount (To be quoted by the bidder (inclusive of all taxes & duties, except GST) in Rs.	GST in %ag	Total Quoted Amount (inclusive of all taxes & duties, GST,) in Rs.
1	WhatsApp Chatbot system and MIS development for Grievance Redressal System under 'Banglar Bari' program in West Bengal	<b>Rate to be quoted</b>			
2	O&M Cost WhatsApp API Services for 6 Month/ upto 31.03.2022				
<b>Total</b>					

1. I/We agree to execute the above-mentioned work in accordance with technical specification & term and conditions as mentioned in the tender for a total contract price of Rs..... (in Rupees .....) including taxes, within 15 (fifteen) days of the issue of the work order.
2. I/We also agree and abide with the terms and conditions stipulated in the bid document.

(Signature of Bidder with Seal)

Name:

Designation:

Address:

Contact No.:

Date:

## Annexure - C

- **Scope of Work:** The selected Agency shall provide WhatsApp business service and chatbot solution for a period of 6 months / upto 31.03.2022 whichever is earlier. The following activities to be followed:
  1. **WhatsApp Business API:**
    - 1.1. Set up verified WhatsApp Business accounts of 'Banglar Bari' scheme under SUDA, West Bengal.
    - 1.2. Chatbot for Complain management for Municipalities across West Bengal
    - 1.3. Providing console to respond to messages received over WhatsApp.
    - 1.4. Implement opt-in campaign for taking consumers consent for sending messages to their Implement an automated process of sending documents like User Manual and other notifications (Payments Status, Geotagging Status) to consumer WhatsApp accounts.
    - 1.5. Implement sending WhatsApp messages in Bengali 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 WhatsApp and the file size limit should not be not less than that of permissible limit by WhatsApp.
    - 1.6. Provide web interface to employees of WB SUDA for sending WhatsApp notifications/messages to consumers.
    - 1.7. Provide web interface to view/download summary and detailed MIS report of sent/received WhatsApp messages.
    - 1.8. Bidder shall also offer integration of existing service developed by WB SUDA with WhatsApp, these Chatbot can be self-hosted at WB SUDA or can also be available in any cloud platform services like - AWS-Lex, Google-Dialog Flow, Azure Bot, etc.
  2. **Chatbot Solution:**
    - 2.1. Design, develop and customize and implement state of art chatbot solution, after careful requirement analysis, in line with modern software development practices , hereafter referred as chatbot, capable of auto-answering customer/user queries related to General Information, Tracking Status of an Eligibility, Payment Receipts, Geo tagging Status, Support, Complaints etc.
    - 2.2. Chatbot will help beneficiaries with their queries related to viewing of Tracking of Grievance Status, Eligibility, Payment Receipts, Geo tagging Status, Support, Complaints etc.
    - 2.3. Chatbot shall offer an interactive dialog interface for engaging customer/user in a chatbot session. In order to start conversation, chatbot shall send an interactive list of options related to different operational areas of application utility like welcome message, how to get started etc. Chatbot response shall be based on organizational knowledge base or information retrieved from various WB SUDA Software Solutions etc.
    - 2.4. 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.

- 2.5. Chatbot must use machine learning and Natural Language Processing (NLP) algorithms to train itself with variety of questions asked by consumers.
- 2.6. Chatbot needs to be integrated with services/facilities available on WB SUDA's portal, Web Applications, other applications, etc.
- 2.7. Chatbot needs to be flexible to incorporate new services/facilities.
- 2.8. The Bidder shall handover all the documents along with entire data sheet to WB SUDA after completion of development period.
- 2.9. Bidder shall provide necessary and sufficient training to WB SUDA's team before go-live of chatbot solution, to manage application(s) and related activities.
- 2.10. Any license cost required incurred to host or develop chatbot application to be borne by the bidder itself.
- 2.11. The chat bot developed by the bidder should also continue to work even after the end of contract period with or without the requirement of taking technical support from bidder.

### 3. Solution Specification:

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

#### 3.1. Dashboard:

- i. View daily/weekly/monthly count of messages sent or received through WhatsApp
- ii. Show count of messages with delivered, read, and failed status.
- iii. Show count of currently active WhatsApp conversation with chatbot and human agent.
- iv. Show system utilization in terms of CPU, RAM and network utilization.
- v. Export data in .xls, .csv etc. format.
- vi. 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)

#### 3.2. Case Management:

- i. Ability to create cases for queries, complaints and service requests
  - ii. Ability to assign case with rule-based criteria
  - iii. Ability to view and edit case details
  - iv. Ability to search solution for case in previous cases
  - v. Ability to auto-escalate case
  - vi. Ability to integrate workflow with case management for automatic case alert, notification and escalation
- 3.3. Ability to use multichannel communication for case management (email, mobile, self-service, social media) through external APIs
- 3.4. Ability to auto-close case
- 3.5. Ability to reopen case

### 4. Feedback Management

- 4.1. Capture consumer feedback at the end of conversation.
- 4.2. Capturing case feedback through email/SMS etc.
- 4.3. Conducting scheduled feedback from customers

▪ Workflow Chart:

