



OPEN COMPETITIVE BID (OCB)

**Identification of Service Provider
for
Development of WhatsApp Business API based solution
For Integration with eChallan System
Cyberabad Police Commissionerate
Government of Telangana**

July -2025

Prepared & Issued by

Telangana Technology Services Ltd.,
5-10-103/40/206, 2nd Floor, HACA Bhavan,
Opp. Public Gardens, Hyderabad-500004

1. Tender Schedule

1.1. Tender Notice

Telangana Technology Services Limited (TGTS) on behalf of the Commissioner of Police, Cyberabad invites bids from Service Providers to design, develop WhatsApp Business API based solution for integration with existing eChallan System to enable the Cyberabad Police to efficiently dispatch notices via WhatsApp to individuals who have violated traffic rules.

1.2. Time schedule of various Tender related events:

Tender reference no	TGTS/CS/CYB-SOFT/2025
Issue of Tender call Notice	23.07.2025
Queries related to tender	On or before 04:00 PM 25.07.2025 through email
Bid Closing date and time	30.07.2025, 03:00 PM on eProcurement portal
Bid Opening Date & Time	30.07.2025, 03.30 PM Online on e-procurement website
Bid Document Price	Rs.10,000/- (DD in favour of The Managing Director, TGTS, Hyderabad)
Email for Contact	mngdirector-tgts@telangana.gov.in rpushpa-tgts@telangana.gov.in

For full details regarding RFP Notification please visit <http://www.tgts.telangana.gov.in> and <https://tender.telangana.gov.in>.

Any queries related to this tender should be communicated within 3 days from publishing of tender document and queries received after the mentioned period shall not be considered/entertained.

1.3. Important Information related to Bid

#	Item	Description
1.	Bid Security (EMD)	<p>Bid Security (EMD): Rs.2,00,000/- (Rupees Two lakhs) in favour of the Managing Director, TGTS, Hyderabad in the form of DD/BG from Nationalized bank/Schedule Bank having a branch at Hyderabad, Telangana</p> <p>Note: Scanned copy of EMD document should be uploaded on e-Procurement in PQ Bid. The Original Copy of EMD should be submitted to TGTS on or before the bid closing date & time No interest shall be payable on EMD under any circumstances.</p> <p>The EMD will be returned to unsuccessful bidders after issue of Purchase order to L1 bidder. The EMD of the successful bidder will be returned after submission of PBG to TGTS. The bid security (EMD) may be forfeited if a bidder withdraws its bid during the period of bid validity (or) provides/submits false or manipulated or forged information.</p>

2.	Bid Validity Period	180 days from the date of opening of bid.
3.	EMD /Bid Security Validity Period	Validity period for DD: 3 Months (OR) Validity period for Bank Guarantee : 3 months
4.	Contract Period	1 month Development & deployment of solution 2 years O&M of project Total -25 months
5.	Performance Guarantee Value	05% of Total contract value
6.	Performance Bank Guarantee validity period	15 days beyond the Contract period
7.	Period for submission of Performance Bank Guarantee	Within 7 days of receipt issuance of Work Order.
8.	Period for signing contract	Within 10 days from the date of receipt of letter of Initial Letter Notification of Award.
9.	Penalty for delay in implementation	Please refer penalty clause.
10.	Important Clauses	<ul style="list-style-type: none"> The Managing Director, TGTSL reserves the right to accept or reject any or all the quotations without assigning any reasons thereof and to add, modify or delete any of the terms and conditions without any notice. Any deviations in format may make the quotation liable for rejection. Conditional & incomplete bids shall be liable for rejection. If the technical offer contains any price information the bid will be summarily rejected. No options will be accepted. <p>Persistent complaints from the user Department during the warranty period relating to the improper service will be sufficient ground for the TGTSL to blacklist the successful bidder from participating in future tenders.</p>
11.	Transaction Fee	<p>Transaction fee: All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs.10,000/- for quoted value of purchase up to Rs.50 cr. and Rs.25,000/- if the purchase value is above Rs.50 cr. & service tax applicable as levied by Govt. of India on transaction fee through online in favour of MD, TGTS. The amount payable to TGTS is non refundable.</p> <ul style="list-style-type: none"> Corpus Fund: Successful bidder has to pay an amount of 0.04% on quoted value through demand draft (or) online in favour of 'The Managing Director, TGTS , Hyderabad'
12.	Bid submission	On Line. Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made if any, during the pre bid meeting. Bidders are totally responsible for incorporating/ complying the changes/ amendments issued if any during pre-bid meeting in their bid.
13.	Procedure for Bid	Bids shall be submitted online on <u>eprocurement</u> plat form

	Submission	<p>1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website https://tender.telangana.gov.in</p> <p>2. The bidders should scan and upload the respective documents in Pre Qualification and Technical bid documentation as detailed in RFP including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/ authenticity.</p> <p>3. The rates should be quoted in online in Indian Rupees only.</p>
14.	Other conditions	<p>1. After uploading the documents, the original Demand Drafts in respect of Bid Security (except the Price bid/ offer/ break-up of taxes) are to be submitted by the bidder to the O/o The Managing Director, TGTS, HACA Bhavan, Hyderabad on bid closing date & time.</p> <p>Failure to furnish will be entitled in rejection of the bid. The TGTS shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false/ fabricated/ bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.</p> <p>2. TGTS will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.</p> <p>3. The Documents that are uploaded online on e-procurement will only be considered for Bid Evaluation. However, the bidding authority, at any point of tendering process, may request the bidders to submit the Physical documents as uploaded in e-procurement portal for clarifications.</p>

2. Scope of Work

The Commissioner of Police, Cyberabad intends to WhatsApp Business API based solution for integration with existing eChallan System to enable the Cyberabad Police to efficiently dispatch notices via WhatsApp to individuals who have violated traffic rules.

The scope involves Development, implementation, maintenance, enabling of Meta Verified Business ID along with Meta Business Management & integration with existing eChallan system specifically designed for processing & communicating traffic violations.

Brief Details of Existing eChallan System

<<Application details & features>>

<<Technological stack (Front end / backend) details>>

<< No. of challans generated per day>>

<< Size of Database>>

Activities to be undertake by Identified Service Provider

A. MN (Mobile Number) Procurement:

- i. Procurement of MN (VIP Number) for implementation of verified WhatsApp Business API Profile of Cyberabad Police.
- ii. The MN (or any code) procured for implementation of verified WhatsApp Business API Profile of Cyberabad Police will be the property of Cyberabad Police. In case of expiry or termination of contract due to any reason, the bidder shall surrender the MN to Cyberabad Police or its authorized vendor. The bidder shall also provide necessary support and required documentation (like NOC etc.) during the transfer/surrender of MN to Cyberabad Police or its authorized vendor, if the situation may arise in the future.

B. Account Setup:

- i. The bidder shall set up a Verified WhatsApp Business Profile and WhatsApp Business API of Cyberabad Police.
- ii. The bidder shall provide the necessary setup and configuration for WhatsApp account for Cyberabad Police on the MN procured to capture and process the messages sent by the consumers.
- iii. The bidder shall arrange approval from M/s Meta (Facebook/WhatsApp) for all the formats (pdf, jpeg, etc.) and templates used for serving consumer requests at no extra cost.
- iv. The bidder shall arrange approval from the Government of India, TRAI, and other statutes for all the formats (pdf, jpeg, etc.) and templates used for serving consumer requests as and when required at no extra cost.

C. WhatsApp Business API

- i.** Set up verified WhatsApp Business API accounts of Cyberabad Police
- ii.** Providing a console to send WhatsApp notification / messages to registered/non-registered users of an application developed by Cyberabad Police.
- iii.** Providing an API to send WhatsApp notification / messages to registered/non-registered users of web applications developed by Cyberabad Police.
- iv.** Implement opt-in a campaign for taking consumers' consent for sending messages to their WhatsApp accounts. Bidders must implement opt-in campaign through various communication mechanisms like missed calls, SMS, email, QR code etc.
- v.** Implement sending WhatsApp messages in Telugu and English language. The messaging framework must be capable of sending messages in various media formats like image, pdf, video, gif, emojis, stickers etc.
- vi.** Provide web interface to employees of Cyberabad Police for sending WhatsApp notifications/messages to consumers.
- vii.** Provide a web interface to view/download summary and detailed MIS reports of sent/received WhatsApp messages.
- viii.** Bidder shall integrate the solution developed (as scope below) with WhatsApp, and this WhatsApp Business API-based solution shall be hosted on premise at Cyberabad Police Commissionerate Data Center.

D. Auto Push Notification System Features

- Automatic capture and processing of traffic violations from existing enforcement systems.
- Real-time WhatsApp notification delivery to vehicle owners/challans recipients with PDF attachments.
- Bilingual PDF generation (Telugu and English) containing complete challan details, violation images and location maps
- Embedded payment links with multiple gateway options directly within WhatsApp messages
- Rich media notifications with violation photographs, location coordinates and interactive action buttons
- Integration with traffic police databases and vibration recording systems
- Automated message queuing and delivery confirmation mechanisms.

E. Chatbot Solution

- i.** Design, develop and customize and implement state of the art solutions, after careful requirement analysis, in line with modern software development practices, hereafter referred to as a solution, capable of auto-answering customer/user queries.
- ii. Features:**
 - a. WhatsApp number verification system using OTP for citizen authentication & Menu-driven solution interface for easy navigation and service access
 - b. Vehicle registration number based pending challan inquiry with instant PDF generation
 - c. Multi-language support (Telugu, English)
- iii.** The bidder has to implement 5 to 6 services (finalized by the department) to

WhatsappBusiness API-based Solution.

- iv. Solution needs to be integrated with services/facilities available on Cyberabad Police's portal, Web Applications, other applications, etc.
- v. Solution shall be flexible to incorporate new services/facilities like Application tracking, receipt generation, eligibility information, payment status check, complaint/grievance services, connect to call centre agent etc. as and when required in future
- vi. The Bidder shall handover all the documents along with the entire source code to Cyberabad Police after completion of the development period. All the Intellectual Property Rights of the deployed solution lies with Cyberabad Police.
- vii. Bidder shall provide necessary and sufficient training to Cyberabad Police's team before go-live of solution, to manage application(s) and related activities.
- viii. Any license cost required incurred to host or develop a solution application to be borne by the bidder itself. The solution developed by the bidder should also continue to work even after the end of the contract period with or without the requirement of taking technical support from the bidder.
- ix. Bidder shall train the Cyberabad Police's team to in-house customize the solution as and when required by the department without the need of the developer.
- x. The solution must be enabled with drag and drop functionality so that the department can customize and implement the same as per requirements. As it is a time bound project, the customizations shall be delivered within a mutually agreed timeline
- xi. The bidder shall have to customize the Solution from time to time as per the requirements of Cyberabad Police. No extra charge will be paid by Cyberabad Police for such customization during the contract period apart from that agreed in BoQ. As it is a time bound project, the customizations shall be delivered within a mutually agreed timeline

F. Solution Specification

The proposed solution must be hosted on premise of Cyberabad Police Data Centre. The proposed solution must support the following specification.

i. Dashboard

- View daily/weekly/monthly count of messages sent or received through WhatsApp
- Show count of messages with delivered, read, and failed status.
- Export data in .xls, .csv etc. format
- Dashboard should have responsive design and should be able to automatically resize, hide, shrink, or enlarge, a website, to make it look good on all devices (desktops, tablets, and phones)
- Comprehensive administrative dashboard for monitoring system performance
- Real-time analytics on notification delivery rates, payment success rates and user engagement
- Customizable reporting modules for traffic department officials

ii. Encryption and Security

- Ability to encrypt WhatsApp messages exchanged between CYBERABAD POLICE and consumers.
- Solution should comply with all the guidelines issued by Meity/GoG/Govt. of India and other regulatory authorities from time to time at no additional cost.
- Bidders should not disclose any information in WhatsApp messages or data generated through a solution with any third party.

iii. Integration

- Provide API for sending WhatsApp messages using standard communication protocols and data formats.
- Ability to integrate and retrieve data from applications running in CYBERABAD POLICE.
- 24x7 Listening to log

iv. Testing

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

v. Integration with futuristic Platform

It is expected that the vendor will put all the efforts to design and develop keeping futuristic Platform/replication.

vi. Technical Support and Maintenance:

- a) 24/7 technical support and system monitoring
- b) Proactive system maintenance and performance optimization
- c) Regular security updates and vulnerability assessments
- d) User training and documentation provision

O&M Phase:

Operation and Maintenance Period bidders are expected to carry out change that is required due to change in functionalities, Act, Rule, GR etc. during the period of Operation and Maintenance period. If DST provides a further period of O&M to selected bidders, the same O&M scope of work will be applicable. During O & M, the bidder may suitably- deploy more resources, if required to perform any changes in the developed application. The Bidder has to provide 1 Man Power Onsite during the entire Operation and Maintenance period as per the contract.

3. Implementation Timelines:

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

#	Key Activities	Timelines (In Calendar days)
1.	Date of Issue of Work Order	T0
2.	Development & Implementation Phase (T1):	
I.	Solution Walkthrough discussions/ Solution Prototype Development (Interactive Sessions)	T0 + 1 Week
II.	The entire setup of WhatsApp business Solution with department's platform Infrastructure establishment, Resource training, dashboard and other set up	T0 + 4 Weeks
III.	UAT and Go-Live	T1= T0 + 4Weeks
3.	Operations & Maintenance Phase (T2):	
I.	Start of operations for a period of 24 months (T2)	T1+24 Months

Any variation to the above shall be subject to approval from Cyberabad Police.

The “Go-Live” means the Whatsapp based solution is ready in all respects (designing, development, testing & implementation of all modules listed in Scope of work and first used by the citizen/department users.

“Completeness” means the site should be complete in all respects i.e.

- Requisite Software is installed
- Requisite Application Software is installed.
- Connectivity setup is established.
- Requisite Manpower is deployed
- The entire setup as defined in the scope of work has become functional & the transactions can be done on whatsapp based solutions.

“Operations & Maintenance” means

- Taking care of the machine as well as whatsapp based solutions
- Update patches related to operating system/software use for development of whatsapp based solution
- Locate, remove, and repair technical faults.
- Identify Software related problems such as run time error, viruses etc. & reload the machines with Software
- Housekeeping of all Hardware
- Ensuring continuous power supply to all machines during working hours.
- Any other task to be performed to keep the system functional.

4. **Bidders Eligibility:**

A. **Pre-Qualification Criteria**

1. **Legal Entity:** The bidder should be a Registered Company under Company Act 1953/2013. Should submit RoC registration, PAN and GST certificates.
2. **Authorization:** The bidder should be an official business/Channel partner of Whatsapp/ Facebook (Meta) as on bid submission date. A valid Business/ Channel partner certificate from Whatsapp /Facebook to be submitted.
3. **Past Experience:** The bidder should have sufficient experience must have successfully completed minimum two (2) projects of WhatsApp Business API integration and Solutions to any of Central/State Govt/ PSUs during 3 financial years 2022-23, 2023-24 & 2024-25 till bid calling date. Copies of Purchase Orders along with completion certificates to be submitted.
4. **Financial Turnover:** The bidder should have financial turnover of minimum Rs.5.00 crore in each of the last '3' financial years i.e. FY 2021-22, FY 2022-23 & FY 2023-24 from Software Development / Software Customization & Implementation only. The bidder should submit CA Certificate & Audited Balance sheets.
5. **Not-Black listed/Not Debarred** – Bidder to submit self certification/ declaration.
6. Bidders should have Local presence in Hyderabad-Telangana along with Technical support staff as on bid calling date. Copy of Telangana State registered GST certificate to be submitted.
7. Bidder should have Technical manpower of minimum 10 members in Mobile Application development & maintenance services, testing, Whatsapp API integration specialists, on rolls of bidder as on bid submission date. Details to be submitted on letterhead.

Note:

- Consortium is not permitted. Sub-contracting is not allowed.
- Relevant supporting documents (ink signed) should be furnished without fail. Otherwise, the bid is liable to be treated as “nonresponsive”.
- The bidder should upload all the required documents with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, TGTS/ User department reserves its right in seeking clarification from the service provider and may disqualify the service provider for the bidding mistakes, missing documents and for the documents that are not clear.
- Bidder must comply with the above-mentioned criteria. Non-compliance of any of the criteria can entail rejection of the offer. Photocopies of relevant documents/ certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. TGTS reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.

B. Technical Bid Evaluation Criteria:

Technical Presentation/demonstration evaluation criteria:

#.	Parameters	Maximum Marks
1	The bidder must have successfully completed a minimum of two (2) projects of WhatsApp Business API integration and Solution <ul style="list-style-type: none">• 2 to 4 such projects – 15 Marks• More than 4 such projects – 20 Marks	20
2.	<ul style="list-style-type: none">• Demonstration of Prototype to meet objectivity of RFP (Application submission and receipt on WhatsApp)- Ease of use (User Interface)- Understanding of the generic functional requirements- Understanding of non-functional(NF) requirements- Technical and Integration Architecture	25
3.	<ul style="list-style-type: none">• Organizational Technical Ability to work on Solution Development and Maintenance.• Solution features & functionality• Technology used for Solution• Demonstrated ability towards executing Whatsapp API integrated solution development.	25
4.	<ul style="list-style-type: none">• Proposed Team suitable for similar assignment (Technical expertise, implementation experience) in all phases Development, O& M with Continuous Development• Project implementation schedule and work plan	15
5.	Additional offering/value addition over and above ask of RFP (without any cost to Client Dept)	15
	Total Score	100

Minimum qualifying score at Technical stage for bidders -70 marks.

The bidders who qualify PQ & TQ shall be eligible for Commercial bid evaluation.

5. **Bid Evaluation:**

The Bid evaluation shall be 2 stages (PQ+TQ: Stage 1 & Commercial: Stage 2) undertaken by the Evaluation Committee. The bids received on eProcurement portal as on bid closing date & time, shall be opened for evaluation. The bids shall be verified prima-facie with the tender conditions for respective item.

The Commercial bids of only PQ+TQ qualified bidders shall be opened and L1 shall be declared on Least Quote received on Grand Total.

PQ + Technical Bid:

1. Bid Letter Form, EMD scanned copy & Bid Document Fee DD
2. General Information of Bidder Form P1
3. Authorization From Meta
4. Turnover: Audited balance sheets / CA Certificate
5. Past Experience Details in Form P3.
6. Technical Manpower Details
7. Declaration regarding not blacklisted
8. Form T1 – Technical Proposal
9. Un-Priced commercial Form for proposed items - F1
10. Any other documents, if any

Financial Bid: The Financial bids of the PQ+TQ qualified bidders only shall be opened and L1 shall be arrived on lowest cost received on Grand total.

6. **Payment Terms & SLA, Penalty:**

#	Activity	Payment Schedule	Payment Milestone
1	Development & Implementation Cost	70% of Development Cost	On successful delivery and user acceptance testing
2		Balance 30%	Successful completion of 3months from the date of Go-Live
3	Operation & Maintenance Cost	In 8 Equated Quarterly installments	On Successful verification of Reports and SLAs by Cyberabad Police

- Prevailing META WhatsApp Messages rates for the service period shall be considered for payment on actuals.
- Charges for WhatsApp Messages are payable solely for messages that are successfully delivered.
- Any penalties/liquidate damages, as applicable for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.

Service Level agreement (SLA) & Penalty clause

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

This section defines Service Level Agreement (SLA) for the Project. The purpose of this section is to define the levels of service to be provided by the Agency. The service levels agreements shall remain valid for the entire tenure of the contract or till such time the SLA have been reviewed and revised by TGTS/Cyberabad Police.

Service Level Agreements and Target:

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

1. Pre-Implementation Indicators
2. Post Implementation Indicators

Cyberabad Police will carry out the quarterly monitoring and performance review of the Agency against the monthly formulated reports for SLA.

Project Implementation (Pre-Implementation):

- The Platform including all the applications/supporting systems in all the project areas must be implemented by the Agency as per the timelines mentioned in this RFP.
- Every week delay on the implementation times -- 0.5% per week or part there of maximum up to 10% of project Development/ Implementation cost
- Any delay in implementation will attract a penalty for every week of delay subjected to a maximum penalty of 10% of project Development/ Implementation cost.

Penalty during O&M phase:

The successful bidder has to provide uninterrupted services and operations throughout the contract period. Following SLA shall be applicable during the Operations Phase.

System Availability SLA

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

The downtime for scheduled maintenance (patch application, upgrades – OS, Database, etc.) would

need to be mutually agreed between Cyberabad Police and the Bidder. To reduce this time, various maintenance activities can be clubbed together with proper planning.

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

The Criticality definition chart is tabulated below for reference:

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

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

#	Service	Parameter	Service Level	Measurement Tool/ Validation	Penalty	
1	Whatsapp Business Solution	Availability of Whatsapp Business Solution as mentioned in the Scope of Work	>=99.0% Uptime	Availability	Less than 1.0% of SLA	1% of the quarterly invoice
					>= 1.0% but <3.0% of SLA	5% of the quarterly invoice
					>= 3.0% but <5.0% of SLA	10% of the quarterly invoice
					>= 5.0% but <9% of SLA	25% of the quarterly invoice
					>=9% of SLA	No Payment

2	Integration Services uptime	Availability of Web Services/ Middleware for Integrating Dept applications.	>99.0% Uptime	Availability & Downtime Reports measured using Management Tool. Measured 24*7 Basis and Validated by Monthly SLA Performance Report.	For every 0.5% decrease of SLA	2% of the quarterly invoice
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- (i) The detailed Service Level Agreement (SLA) will be signed with a successful bidder. Any breach in SLA will lead to penalty and later termination of the contract. All the documents/ code / application etc. prepared and developed by the Agency will be the property of Cyberabad Police. All designs, reports, other documents and software submitted by the Agency pursuant to this work order shall become and remain the property of Cyberabad Police and the agency shall, not later than upon termination or expiration of this work order, deliver all such documents and software to the Cyberabad Police, together with a detailed inventory thereof.
- (ii) If at any given point of time it is found that the bidder has made a statement which is factually incorrect or if the bidder doesn't fulfil any of the contractual obligations, CYBERABAD POLICE may take a decision to cancel the contract with immediate effect. Further, performance security of the agency may also be forfeited if the performance of the agency is not satisfactory.

Contractor Performance & Applicable Penalty

- a. The maximum penalty in a quarter shall be 10% of the particular service/ component of Project Implementation/Operations phases for that month/quarter. This is applicable to all service **levels in Operations and in Project implementation**. If the total penalty reaches the penalty cap of more than three instances per year (for the entire duration of the contract) starting from the date of contract, the same shall be deemed as non-performance and unsatisfactory services. However, Cyberabad Police reserves the right to condone any such act of non- performance and unsatisfactory services considering various circumstances at that point in time.
- b. In the event of termination of contract based on non-performance by the SI as per SLA, SI will be solely responsible for risk and cost factor thereon. In such an event, the performance Bank Guarantee furnished by the SI will be encashed and will stand forfeited.
- c. Penalty related to delivery of services may be waived by Cyberabad Police, if cause of such delay is not in System Integrator (SI) control or the delay is due to Cyberabad Police written request. Penalty shall be adjusted in case Cyberabad Police approves such waiver. The penalty recovered shall be adjusted in the subsequent payments.
- d. Any penalty levied by the OEM or Whatsapp related to this project needs to be borne by

the bidder itself, Cyberabad Police is not liable to pay such penalty to bidder.

7. General Conditions of Bidding:

1. Authentication of Bid

The original and all copies of the bid shall be typed. The original/copies shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. A letter of authorization shall be supported by a written power of attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be signed and stamped by the person or persons signing the bid.

2. Validation of Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the BIDDER, in which case such corrections shall be counter signed by the person or persons signing the bid.

3. Contract Finalization and Award

The Committee will award the contract/Purchase Order to the BIDDER whose bid has been determined to be substantially responsive and has been determined as the best value bid (as per Overall Evaluation Process), provided further that the BIDDER has demonstrated that it is qualified to perform services required for the project satisfactorily. The notification of the award shall constitute signing of the agreement. The signing of agreement will amount to award of contract and BIDDER will initiate the execution of the work as specified in the agreement. At the same time as TGTS notifies the successful BIDDER that its bid has been accepted, TGTS will send the Bidder the proforma for contract, incorporating all agreements between the parties. Within 7 days of receipt of the contract, the successful BIDDER shall sign and date the contract and return it to TGTS.

4. Modification and Withdrawal of bids

- i) No bid can be modified subsequent to the deadline for submission of bids.
- ii) No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).

5. Force Majeure

- i) The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii) For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder/bidder and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the State Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- iii) If a Force Majeure situation arises, the Bidder/bidder shall promptly notify the TGTS in writing of such condition and the cause thereof. Unless otherwise directed by the TGTS / User Dept. in writing, the Bidder/bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6. Terminate the Contract

- i) Retain such amounts from the payment due and payable by the User Dept to the Bidder as may be required to offset any losses caused to User Dept as a result of such event of default and the Bidder shall compensate User Dept for any such loss, damages or other costs, incurred by User Dept in this regard. Nothing herein shall effect the continued obligation of the Bidder / other members of its Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.
- ii) Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts from the Bidder may have resulted from such default and pursue such other rights and/or remedies that may be available to User Dept under law.

7. Application of LD

Liquidated damages shall be assessed as per the millstones as per schedule, submission of deliverables and its acceptance”.

8. Governing Language

The contract shall be written in English. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages.

9. Applicable law

The contract shall be interpreted in accordance with appropriate Indian Laws. The place of jurisdiction is Hyderabad Telangana State only.

10. Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the selection of bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising Cyberabad Police/ TGTS in relation to matters arising out of, or concerning the Selection Process. Cyberabad Police/ TGTS shall treat all information, submitted as part of the tender, in confidence and shall require all those who have access to such material to treat the same in confidence. Cyberabad Police/ TGTS may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or to enforce or assert any right or privilege of the statutory entity and/or Cyberabad Police/ TGTS or as may be required by law or in connection with any legal process.

11. No Interest for Performance Guarantee

No interest shall be paid on the earnest money, security deposit and the amount retained against performance guarantee.

12. Notices

- i) Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by Telex, e-mail, Cable or Facsimile and confirmed in writing to the other party's address.
- ii) A notice shall be effective when delivered or tendered to another party whichever is earlier.

13. Taxes and Duties

The Bidder shall be entirely responsible for all taxes, duties, license fee etc. incurred until delivery of the contracted services to the User department or as per the terms of tender document if specifically mentioned. Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of the User Department.

Managing Director, TGTS

Formats for Bidding

Bid Letter Form

From:

(Registered name and address of the bidder)

To:

The Managing Director,
Telangana Technology Services Ltd
5-10-103/40/206, 2nd floor,
HACA Bhavan, Opp. Public Gardens,
Hyderabad – 500004

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works including supply of hardware, firm wares and software as the case may be, in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call no & dated.....Project Title:.....

We << Name of the Company>> are submitting this bid for items against the tender no.....

We hereby declare to undertake to provide services/execute the work as per the scope work (supply, installation) or its part assigned to us in conformity with the said bidding documents for an amount quoted in financial bid accordance with the schedule of prices attached herewith and coverage options made by TGTSL or its user organization.

If our bid is accepted, we undertake to;

- a. provide services/execute the work according to the time schedule specified in the bid document,
- b. obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
- c. Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
- d. Enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form.
- e. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- f. You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever. Vendor means the bidder who is decided and declared so after examination of commercial bids.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Date & Place:

Signature of Bidder & Stamp

Form P1 – General Information of the Bidder

#	Description	Supporting Documents with page nos.
1	Name of the Company	
2	Date of Incorporation (Registration Number & Registering Authority) PAN No. and GST	ROC, PAN & GST.
3	Legal Status of the Company in India & Nature of Business in India	Public Ltd Company/ Private
4	Address of the Registered Office in India	
5	Name & e-mail id, Mobile number, of the Contact Person	Name & Designation Mobile: Email:
6	Web-Site	
7	Certification Details (if any)	
8	EMD details	Amount: DD No. & Date Name of the Bank: Valid up to :
9	Proof of purchase of bid document	Receipt No: Date of purchase:

Date

Signature of Bidder & Stamp

Form P2- Financial Turnover Details

(All values in Rs. Crore)

<i>Sl. No</i>	<i>Financial Year</i>	<i>Total turnover of the firm</i>	<i>Net Worth of Company</i>
	<i>(1)</i>	<i>(2)</i>	<i>(3)</i>
1	<i>FY 2021-22</i>		
2	<i>FY 2022-23</i>		
3	<i>FY 2023-24</i>		

Note:

1. Turnover in areas other than mentioned above shall not be considered for evaluation.
2. Please attach audited Balance Sheets and IT return statements to confirming the figures mentioned in columns (2).

Form P3-Details of Past Project Experience

Description of Item	Details
Name of the Client Department	
Contact address & details of the department	
Value of the Project Rs.	
Items supplied in the project	
Date of Start of Work (DD/MM/YY)	
Date of Completion of Work (DD/MM/YY)	
Identified bidder should submit any of the following: i. PO / Work order ii. Work completion certificates / Performance Certificate from client dept. duly signed by the authorized signatory from the Client end. iii. Work satisfactory certificate from the client dept.	
Enclosures submitted: Yes / No	

Place:
Date :

Bidder's signature and seal.

Form P4 – Details of Technical Manpower

Sl. No	Name	Designation	Qualification	Experience/Expertise
A	B	C	D	E
1				
2				
3				

Date

Signature of Bidder & Stamp

Form P5 – Declaration Regarding Clean Track Record

To

The Managing Director,

Telangana State Technology Services Ltd

5-10-103/40/206, 2nd floor, HACA

Bhavan, Opp. Public Gardens,

Hyderabad – 500004

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document [No.]. I hereby declare that my company has not been debarred/ blacklisted as on Bid calling date by any Central or State Government / Quasi Government Departments or Organizations in India for non- satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the

Bidder) Name &

Designation Seal

Date

Business Address:

Form T1 -Technical Proposal

A Brief technical proposal by the bidder on Project Scope, Understanding of the project, technologies proposed covering the following and other issues related to project:

- a. Understanding of the Project
- b. Overall Project Plan, Implementation Approach & Methodology.
- c. Development & Implementation plan
- d. O& Maintenance of Whatsapp Business API solution
- e. Technology Stack proposed for the project
- f. Integration, Interfacing and Interoperability of the Application
- g. Compliance to standards
- h. Tools proposed for the Project (Reporting & Monitoring)
- i. Security Standards Proposed
- j. IT Infrastructure (Hardware , Software) required /proposed for the solution
- k. Training & Capacity Building Plan
- l. Key staff proposed for the Project as per Scope of work
- m. Exit Management Plan

Place:

Bidder's Signature

Date:

with Seal

Place:
Date :

Bidder's signature and seal.

Financial Bid Format
Form F1- Detailed Commercial Form

#	Description	Quantity	Total Amount (incl. GST)
1	One Time Cost of Whatsapp Business, including procurement of Mobile Number for Cyberabad Police, development, configuration, Integration on Whatsapp Platform for the entire contract duration	Lumpsum	
2	Cost for operation & maintenance and customization of Whatsapp Business API Platform solution for 24 months	Lumpsum	
Grand Total Amount			

In words_____

Date

Signature of Bidder & Stamp

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