MJP/IT Cell/Whatsapp&Chatbot Services/ 9 /2026   Date: 14/01/2025

Quotation notice for selection of an agency for design, development, maintenance and deployment of whatsapp and chatbot solution to Maharashtra Jeevan Pradhikaran (MJP)

Quotation Notice No. 9 for 2025/26

Maharashtra Jeevan Pradhikaran invites sealed quotation from agencies possessing GST registration number for development and maintenance (For 1 year, after warranty period ends) of whatsapp and chatbot services to the office of Maharashtra Jeevan Pradhikaran 4th floor, express Towers, Ramnath Goenka Marg, Nariman Point, Mumbai, 400021. Sealed quotation should reach the office of Superintending Engineer SE (HQ), 4th floor, Express Towers, Ramnath Goenka Marg, Nariman Point, Mumbai, 400021 on or before 29/1/2026 by 4.00 PM. If possible, technical envelope will be opened on the same day in presence of the service provider. Opening of the financial envelope of all qualified service providers will be intimated accordingly.

Required detailed scope of work and submission formats are enclosed as Annexures I,II and III with this notice.

Bidders shall submit Envelope1(Technical) & Envelope 2 (Financial) along with covering letter duly signed on their letterhead to Superintending Engineer (HQ), Maharashtra Jeevan Pradhikaran, 4th floor, express Towers, Ramnath Goenka Marg, Nariman Point, Mumbai, 400021.

A. **Bidder shall submit following documents with supporting documentary proof wherever required in Envelope 1**
   1. Name of the bidder/address/Mobile number and e-mail
   2. GST Registration number
   3. Registered company details
   4. PAN card
   5. Furnish Earnest Money Deposit (EMD) of Rs 5000 in favour of Maharashtra Jeevan Pradhikaran in the form of DD
   6. Undertaking and declaration on blacklisting of bidder (Annexure III)
   7. Agency should attach similar experience in the form of Work Order/ certificate/proof of providing whatsapp and chatbot or similar development services to government/private institutes in past 3 years

B. **Bidder shall submit Commercial offer as per Annexure-II with covering letter head in Envelope no 2**

C. **General Terms & Conditions:**

   1. **Eligibility**

i. Only those bidders who comply with the requirements specified in Part A shall have their commercial offers opened.
ii. Evaluation will be based on L1 (Least Cost Basis) among eligible bidders.

2. Scope of Work
i. Agency must deliver as per **Scope of Work (Annexure I)**
ii. Deliverables, milestones, and timelines need to be adhered as given in this document.
iii. Development work to include designing, coding, testing, and deploying the application.
iv. Warranty period - Post-deployment support to fix bugs, errors, or performance issues at no extra cost.
v. Operation & Maintenance - Continuous monitoring, updates, and technical support to ensure smooth functioning.

d. Terms & Conditions (For Development Phase):

i. The agency shall design, develop, test, and deploy a chatbot application as per the specifications provided by the client.
ii. The chatbot must support defined use cases (e.g., citizen queries, service requests, FAQs).
iii. Deliverables include source code, documentation, training materials, and deployment support.
iv. Development Phase: 66 days for design, coding, integration, and testing.
v. Warranty Period: 30 days post-deployment for bug fixing and performance stabilization.
vi. Support includes bug resolution, minor enhancements, and performance tuning.
vii. The chatbot must meet agreed KPIs such as uptime, response accuracy, and average response time.
viii. The agency shall ensure scalability to handle peak loads.
ix. Compliance with accessibility standards (multi-language, inclusive design) is mandatory.
x. The chatbot must comply with applicable data protection laws and government IT security policies.
xi. Sensitive citizen data must be encrypted during storage and transmission.
xii. No data shall be shared with third parties without prior written consent.
xiii. All source code, documentation, and related assets developed under this contract shall be the property of the client (government department).
xiv. Any third-party libraries or APIs used must be properly licensed.

e. Terms & Conditions (For O&M Phase):
i. The agency shall provide 1 year of maintenance, including updates, security patches, and monitoring.
ii. SLA (Service Level Agreement) must define response and resolution times for issues.
iii. Regular performance reports must be submitted to MJP.

iv. The agency shall maintain confidentiality of all government data, processes, and citizen information.
v. Employees involved must sign NDAs.
vi. Breach of confidentiality may lead to contract termination and legal action.

3. Timelines & Delivery
i. Work must be completed within agreed timelines.
ii. **Extension of time** only under force majeure or written approval.
iii. Contract period of the agency will be (Development – 66 days, warranty period – 30 days and operation and maintenance – 1 year)

4. Payment Terms
i. As given in Work Completion Timelines and Payment Terms table
ii. No cost for warranty period of 30 days
iii. Cost to include O&M for 1 year
iv. All prices quoted shall be in Indian Rupees (₹) and taxes will be as applicable
v. The bidder shall quote firm and fixed prices—no escalation shall be allowed during the project period.
vi. The quoted rates shall include all manpower, licenses, hosting, and other incidental costs.
vii. The Least Cost Basis model will be considered for financial evaluation (L1).

5. Intellectual Property Rights
All source code, documentation, and deliverables belong to MJP.

6. Confidentiality & Data Protection
Agency must maintain confidentiality of client data.
Compliance with **IT Act, DPDP Act**.

7. Operation & Maintenance
O&M period will be one year after end of warranty period.

8. Service Level Agreements (SLAs)
i. Delay beyond agreed timeline: 1% of project value per week, maximum 10%.
ii. Uptime below 99% for 3 consecutive months may lead to penalty of 10% of project value or termination.

9. Compliance & Standards
i. Must adhere to **security, accessibility (GIGW), and MeitY guidelines**.

10. Termination Clause
i. The client reserves the right to terminate the contract for non-performance, breach of terms, or security violations.

ii.   Upon termination, all assets and documentation must be handed over to the client.

11. Dispute Resolution

Any disputes, differences, or claims arising out of or in connection on this subject shall be referred to the MS Office and decision of Member Secretary shall be final, conclusive, and binding upon the Agency.

12. Termination & Exit Clause

i.   MJP may terminate for non-performance.
ii.   Agency must provide exit plan, handover of code/data, and documentation.
iii.   MJP (Maharashtra Jeevan Pradhikaran) reserves the absolute right to reject any one or all applications received under this procurement process, without assigning any reason thereof.
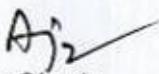
Ajay Singh
Superintending Engineer (HQ)

Enclosures:

I.   Annexure-I: Detailed Scope of Work
II.   Annexure-II: Commercial Bid
III.   Annexure-III: Undertaking and declaration on blacklisting Format
IV.   Annexure IV - Agreement

Copy to

1. Director (Finance) MJP CIDCO Bhawan CBD Belapur
2. DE (IT Cell) MJP CIDCO Bhawan CBD Belapur for publishing on MJP's website
3. Office Notice Board.

Annexure-I:
Detailed Scope of Work

Selected bidder shall be responsible for:

1.1. Solution Design, Development and Deployment to include:
- Secure OTP login
- Bill viewing and quick payment
- RTS service application access
- RTS application status tracking
- Guest Services for new connection tracking
- Menu based navigation with error handling
- Development of chatbot
- Implementation of rule based chatbot tool on citizen portal of MJP
- Support bilingual interaction (Marathi & English).
- Provide natural language processing (NLP) integration for user query handling.
- Integrate chatbot with existing departmental systems, databases, or portals via secure APIs.
- Ensure end-to-end encryption, data protection, and audit logging.
- Obtain security audit certification from a CERT-IN-empanelled auditor prior to Go-Live.
- Ensure 99% uptime of chatbot services.
- Provide usage analytics, dashboard, and monthly performance reports.
- Compliance to GIGW and MeitY guidelines
- Any other enhancement related to above scope as and when required

1.2. Operation and Management
- Bug fixing & error resolution after deployment.
- Version upgrades of chatbot frameworks or APIs.
- Integration upkeep with backend systems
- Server/hosting management (cloud).
- Uptime monitoring
- Load testing
- Adding new conversational flows as and when required
- Ensuring bilingual support (Marathi & English)

1.3. Training & Handover
- Conduct training sessions for departmental staff, vendors.
- Deliver documentation, source code, and admin credentials upon completion.

Work Completion Timelines and Payment Terms

Selected agency will be paid as per its quoted price and commercial terms and conditions mentioned in contract agreement.

The Work Completion timelines are provided based on milestones and key activities:

'T' = Date of issue of "Work order"

The below represents timelines and payment terms:

Milestone	Duration	Key Activities	Payment
Project Kick off	T+16 days	Process and flow identification assessment	20%
		Conversational Flow Document	
		SRS & FRS	
		Sign-off SRS & FRS	
Design and Development	T+51 days	Prepare Knowledge base data	50%
		Chatbot Tool development	
		WhatsApp API Integration	
		Configure Chatbot	
		Configure WhatsApp Chat Parameters	
		Internal QA Test	
Deployment & Testing	T+61 days	Deployment on Staging Server	10%
		Demo	
		Testing	
		Fix Bugs and Changes, if any	
		Final Testing – UAT	
		Training	
Go-Live	T+66 days	Deployment on Live Server	10%
		Optimization	
		Support & Handholding	
Warranty Period	T+67 to T+97 days	Shall fix all defects at no extra cost,	Nil

		It includes bug resolution, minor enhancements and performance tuning, escalation matrix must be dfined by agency	
O&M	T+98 days to T+ 463 days	The agency shall provide 1 year of maintenance, including updates, security patches, and monitoring, requirements, SLA to be complied, performance reports to be submitted to MJP every month.	10% To be paid quarterly

Commercial Bid (on bidders Letter head)

To,

Superintending Engineer (HQ)

Maharashtra Jeevan Pradhikaran, 4th Floor,

Express Towers, Ramnath Goenka Marg,

Nariman Point, Mumbai, Maharashtra 400021

Subject: Quotation notice for selection of an agency for design, development and deployment of whatsapp and chatbot solution to Maharashtra Jeevan Pradhikaran (MJP)

Dear Sir/Madam,

We, the undersigned, offer to provide required services for **design, development and deployment of whatsapp and chatbot solution to Maharashtra Jeevan Pradhikaran (MJP)** to Maharashtra Jeevan Pradhikaran in accordance with your Notice Inviting Quotation (NIQ) dated ..... Our attached Commercial Proposal is for the sum of <<*Insert amount(s) in words and figures*>>.

Sr.No.	Description of Item / Service	Amount (₹) (numeric)	Amount (₹) (words)
1	Design, Development and Deployment and maintenance of a WhatsApp Chatbot & Messaging Solution including O&M for 1 year		

Note – Taxes as applicable

Yours sincerely,

Authorized Signature

Name and Title of Firm:

Name of Signatory:

Date and Stamp of the signatory

Annexure- III

TECHNICAL PROPOSAL: - DECLARATION AND UNDERTAKING

Declaration and Undertaking on Blacklisting on company letter head

Date:

We certify that in regard to matter other than security and integrity of the country, we have not been convicted by a Court of Law or indicated or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertaken or which relates to a grave offence that outranges the moral sense of the community.

We hereby declare and confirm that our firm is as on date NOT terminated/blacklisted/debarred in/by any Central Govt./ State Govt. / Board/ Public sector undertaking/Any state/central Govt. Organization, Urban Local body and/or its undertaking companies in last five years.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.

We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any Director / Manager / Employees.

We hereby irrevocable any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the MS in connection with the Selection Process itself in respect of the above mentioned project.

We do solemnly state that our firm .... is not black listed by any Central Govt. / State Govt. and its organization / public under takings etc.

This is also to certify that our firm .... , is not involved in any form of Corrupt and Fraudulent practices in past and will never be involved in future.

I -- Solemnly state on oath that the contents in this Affidavit are true and correct to the best of my knowledge and belief.

Authorized Signature

[In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address

AGREEMENT BETWEEN

MAHARASHTRA JEEVAN PRADHIKARAN

AND

AGENCY NAME

This Agreement (hereinafter called the "Contract" is made at Mumbai on this ___ day of ____, 20, between:

Maharashtra Jeevan Pradhikaran (MJP), having its office of Member Secretary at Maharashtra Jeevan Pradhikaran, 4th Floor, Express Towers, Ramnath Goenka Marg, Nariman Point, Mumbai, Maharashtra 400021 hereinafter referred to as the MJP, AND

[Agency Name], having its registered office at [Address], hereinafter referred to as the *Agency*, a registered company as per provision of Indian company act/partnership firm as per provision of LPA/etc of the other part; whereas the MJP desires that certain services should be performed by the agency for "Selection of an agency for design, development, maintenance and deployment of whatsapp and chatbot solution to Maharashtra Jeevan Pradhikaran (MJP)" for a period of one year after completion of development and warranty period.

Whereas MJP had invited quotations for "Selection of an agency for design, development, maintenance and deployment of whatsapp and chatbot solution to Maharashtra Jeevan Pradhikaran (MJP)" for a period of one year after completion of development and warranty period. (hereinafter called "PROJECT") of MJP.

And whereas M/s ---- has submitted their bid in the above referred invite for quotation and that MJP has accepted their aforesaid proposal and awarded the Work Order to M/s ------as per terms and conditions contained in it's award of work order letter Ref. no.------- dated ------ and documents referred as therein, which have been accepted by M/s ----- into a "CONTRACT AGREEMENT".

M/s ----- has agreed to provide MJP services for design, development, maintenance and deployment of whatsapp and chatbot solution for a period of one year after completion of development and warranty period at final contract price of Rs -----. Taxes will be as applicable. Contract period of this project will be till one year after completion of development and warranty period.

NOW THEREFORE THIS DEED WITNESS AS UNDER AND AS PER NOTICE FOR INVITING QUOTATIONS WITH FOLLOWING TERMS AND CONDITIONS

1. Terms & Conditions (For Development Phase):

i. The agency shall design, develop, test, and deploy a chatbot application as per the specifications provided by the client.
ii. The chatbot must support defined use cases (e.g., citizen queries, service requests, FAQs).

iii. Deliverables include source code, documentation, training materials, and deployment support.
iv. Development Phase: 66 days for design, coding, integration, and testing.
v. Warranty Period: 30 days post-deployment for bug fixing and performance stabilization.
vi. Support includes bug resolution, minor enhancements, and performance tuning.
vii. The chatbot must meet agreed KPIs such as uptime, response accuracy, and average response time.
viii. The agency shall ensure scalability to handle peak loads.
ix. Compliance with accessibility standards (multi-language, inclusive design) is mandatory.
x. The chatbot must comply with applicable data protection laws and government IT security policies.
xi. Sensitive citizen data must be encrypted during storage and transmission.
xii. No data shall be shared with third parties without prior written consent.
xiii. All source code, documentation, and related assets developed under this contract shall be the property of the client (government department).
xiv. Any third-party libraries or APIs used must be properly licensed.

2. Terms & Conditions (For O&M Phase):
i. The agency shall provide 1 year of maintenance, including updates, security patches, and monitoring.
ii. SLA (Service Level Agreement) must define response and resolution times for issues.
iii. Regular performance reports must be submitted to MJP.
iv. The agency shall maintain confidentiality of all government data, processes, and citizen information.
v. Employees involved must sign NDAs.
vi. Breach of confidentiality may lead to contract termination and legal action.

3. Timelines & Delivery
i. Work must be completed within agreed timelines.
ii. **Extension of time** only under force majeure or written approval.
iii. Contract period of the agency will be (Development – 66 days, warranty period – 30 days and operation and maintenance – 1 year)

4. Payment Terms
i. As given in Work Completion Timelines and Payment Terms table
ii. No cost for warranty period of 30 days
iii. Cost to include O&M for 1 year
iv. All prices quoted shall be in Indian Rupees (₹) and taxes will be as applicable
v. The bidder shall quote firm and fixed prices—no escalation shall be allowed during the project period.
vi. The quoted rates shall include all manpower, licenses, hosting, and other incidental costs.
vii. The Least Cost Basis model will be considered for financial evaluation (L1).

5. **Intellectual Property Rights**
   All source code, documentation, and deliverables belong to MJP.

6. **Confidentiality & Data Protection**
   Agency must maintain confidentiality of client data.
   Compliance with **IT Act, DPDP Act**.

7. **Operation & Maintenance**
   O&M period will be one year after end of warranty period.

8. **Service Level Agreements (SLAs)**
   i.   Delay beyond agreed timeline: 1% of project value per week, maximum 10%.
   ii. Uptime below 99% for 3 consecutive months may lead to penalty of 10% of project value or termination.

9. **Compliance & Standards**
   i.   Must adhere to **security, accessibility (GIGW), and MeitY guidelines**.

10. **Termination Clause**
    a. The client reserves the right to terminate the contract for non-performance, breach of terms, or security violations.
    b. Upon termination, all assets and documentation must be handed over to the client.

11. **Dispute Resolution**
    i.   Any disputes shall be resolved through arbitration as per applicable government rules.
    ii. Jurisdiction lies with the courts of the MJP's location.

12. **Termination & Exit Clause**
    i.   MJP may terminate for non-performance.
    ii. Agency must provide **exit plan, handover of code/data, and documentation**.

13. **Work Completion Timelines and Payment Terms**

    Selected agency will be paid as per its quoted price and commercial terms and conditions mentioned in contract agreement.

    The Work Completion timelines are provided based on milestones and key activities:

    'T' = Date of issue of "Work order"

    The below represents timelines and payment terms:

Milestone	Duration	Key Activities	Payment
Project Kick off	T+16 days	Process and flow identification assessment	20%

		Conversational Flow Document	
		SRS & FRS	
		Sign-off SRS & FRS	
Design and Development	T+51 days	Prepare Knowledge base data	50%
		Chatbot Tool development	
		WhatsApp API Integration	
		Configure Chatbot	
		Configure WhatsApp Chat Parameters	
		Internal QA Test	
Deployment & Testing	T+61 days	Deployment on Staging Server	10%
		Demo	
		Testing	
		Fix Bugs and Changes, if any	
		Final Testing – UAT	
		Training	
Go-Live	T+66 days	Deployment on Live Server	10%
		Optimization	
		Support & Handholding	
Warranty Period	T+67 to T+97 days	Shall fix all defects at no extra cost, It includes bug resolution, minor enhancements and performance tuning, escalation matrix must be dfined by agency	Nil
O&M	T+98 days to T+ 463 days	The agency shall provide 1 year of maintenance, including updates, security patches, and monitoring, requirements, SLA to be complied, performance	10% To be paid quarterly

		reports to be submitted to MJP every month.	

14. Detailed Scope of Work

Selected agency shall be responsible for:

i. Solution Design, Development and Deployment to include:
- Secure OTP login
- Bill viewing and quick payment
- RTS service application access
- RTS application status tracking
- Guest Services for new connection tracking
- Menu based navigation with error handling
- Development of chatbot
- Implementation of rule based chatbot tool on citizen portal of MJP
- Support bilingual interaction (Marathi & English).
- Provide natural language processing (NLP) integration for user query handling.
- Integrate chatbot with existing departmental systems, databases, or portals via secure APIs.
- Ensure end-to-end encryption, data protection, and audit logging.
- Obtain security audit certification from a CERT-IN-empanelled auditor prior to Go-Live.
- Ensure 99% uptime of chatbot services.
- Provide usage analytics, dashboard, and monthly performance reports.
- Compliance to GIGW and MeitY guidelines
- Any other enhancement related to above scope as and when required

ii. Warranty Period
- Post-deployment support to fix bugs, errors, or performance issues at no extra cost.

iii. Operation and Management
- Bug fixing & error resolution after deployment.
- Version upgrades of chatbot frameworks or APIs.
- Integration upkeep with backend systems
- Server/hosting management (cloud).
- Uptime monitoring
- Load testing
- Adding new conversational flows as and when required
- Ensuring bilingual support (Marathi & English)

iv. Training & Handover
- Conduct training sessions for departmental staff, vendors.

v. Deliver documentation, source code, and admin credentials upon completion.