

राजस्थान सरकार
सामाजिक न्याय और अधिकारिता

File Number:F21()/सान्याअवि/कम्प्यु/व्हाट्सएपचैटबॉट/2023-00841/76505 जयपुर , Date: 27.01.2023

-:संशोधन सूचना:-

विभागीय योजनाओं से संबंधित सेवाएँ व्हाट्सएप चैटबॉट के माध्यम से उपलब्ध करवाए जाने हेतु व्हाट्सएप मैसेजिंग सर्विसेज हेतु जारी विभागीय निविदा क्रमांक 76448 दिनांक 25.01.2023 के क्रम में प्रस्ताव/बोली प्रस्तुत करने की अंतिम दिनांक 31.01.2023 के स्थान पर दिनांक 01.02.2023 तक बढ़ाई जाती है। दिनांक 01.02.2023 को दोपहर 12:00 बजे तक प्रस्ताव/बोली प्रस्तुत किए जा सकेंगे एवं प्राप्त प्रस्तावों को दिनांक 01.02.2023 को दोपहर 01:00 बजे खोला जायेगा।

निविदा के अन्य बिंदु यथावत रहेंगे।

निदेशक एवं विशिष्ठ शास्त्र

Signature valid

1

Digitally signed by Anupurna Singh
Kuntal
Designation : Commissioner
Date: 2023.01.27 18:04:18 IST
Reason: Approved



Commercial Proposal
for
WhatsApp Messaging Services
for
Chat Bot Solution developed
for
Social Justice Empowerment
Department (GoR)

Submitted To:
Social Justice Empowerment
Department, GoR.

Submitted By:
Girnar Software Pvt. Ltd.

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1. About Girnar Software Private Limited

GirnarSOFT is an ISO 9001 & ISO 27001 certified IT company which was established in the year 2007. With over 15 years of extensive experience in varied fields such as mobile apps development, web development, enterprise mobility solutions and more, it is one of the leading technology experts providing award-winning solutions to small companies and big industries alike. Run by alumni of IITs & IIMs, GirnarSOFT draws from its pool of highly knowledgeable experts who are devoted to helping your business reach newer heights.

2. About Social Justice Empowerment Department, GoR

Social development/ social welfare is an important and integral part of a welfare state which is also incorporated in directive principles of state policies in the constitution of India. The Indian constitution clearly states. "The State shall promote with special care the educational and economic interests of the weaker sections of the people, and in particular of Scheduled Castes and Scheduled Tribes, and shall protect from social injustice and all forms of exploitation". Development implies a social transformation from the existing social structure and living condition to a better and improved social structure with equal opportunities for every segment of the society. Our society consists of different castes, creed and categories with diverse socio-economic status. Union and State Governments are committed to provide special attention to weaker sections to enhance their socio-economic status.

The Government is committed for uplifting the weaker sections according to the directive principles of state policies of the Indian constitution. In the year 1951-52, the State Government decided to establish a separate department for all-round development of these sections and was named as "The Backward Classes Department". The department was renamed as "Social Welfare Department" bringing various aspects of social welfare under its wings in year 1956-57. By a notification dated 21.02.2007, the department has been rechristened as "Social Justice & Empowerment Department"

The Social Justice Empowerment Department, Rajasthan is primarily focused and dedicated towards educational and socio-economic development of the Scheduled Caste, Scheduled Tribes, Economical Backward Classes, Other Backward Classes, Special Backward Classes, along with welfare of especially abled, destitute and economically weaker children, women and aged citizens.

3. WhatsApp Cost Attributes:



Whatsapp Notification understanding - as per facebook policy

WhatsApp Business Platform conversations fall into two categories that are priced differently:

- **User-initiated:** A conversation that initiates in response to a user message. Whenever a business replies to a user within the 24 hour customer service window, that message will be associated with a user-initiated conversation. Businesses can send free-form messages within this 24 hour customer service window.
- **Business-initiated:** A conversation that initiates from a business sending a user a message outside the 24 hour customer service window. Messages that initiate a business-initiated conversation will require a message template.

All conversations are measured in fixed 24-hour sessions. A conversation starts when the first business message in a conversation is delivered, either initiated by the business or in reply to a user message. Businesses and users can exchange any number of messages, including template messages, within a 24 hour conversation session without incurring additional charges. Each 24 hour conversation session results in a single charge.

Charges for conversations are based on the user's country code. A user here is defined as the customer that the business is communicating with. Rates for business-initiated and user-initiated conversations vary by country or region

4. Commercials for WhatsApp Messaging Services:

S.No.	Item Description	Price in Paisa (INR) per Message
1.	Business Initiated Message (per BI)	51.43 Paisa (excluding GST)
2.	User Initiated Message (per UI)	33 Paisa (excluding GST)

❖ Payments Terms & other Conditions:

1. The pricing is excluding GST.
2. The payment will be made on monthly basis as per actual usage.
3. Invoice will be raised to SJED by Girnar at the end of each month.
4. SJED will release payment within 10 working days from the date of receipt of invoice from Girnar.
5. Girnar reserves the rights of discontinuing the services in case there is a of delay in payment for more than 15 working days.
6. Any penalty imposed by WhatsApp or WhatsApp BSP for delay in payment of WhatsApp Messaging Service shall be payable by SJED.

5. Annexure

WhatsApp Business Policy

Ensure your use of the WhatsApp Business Products complies with these policies. The WhatsApp Business Products include:

- The WhatsApp Business app.
- The WhatsApp Business Solution, which is comprised of the WhatsApp Business Client and the WhatsApp Business APIs. If you are using the WhatsApp Business Solution as a service provider on behalf of your clients, these policies apply to your use and your clients' use of the WhatsApp Business Solution.
- Other WhatsApp Business offerings or features that we may provide to you in the future.

Create a Quality Experience

- Follow any guidelines and instructions in technical and product documentation.
- Maintain a WhatsApp Business profile with customer support contact information and one or more of the following: email address, website address, and/or telephone number. Keep all information accurate and up-to-date. You must not impersonate another business or otherwise mislead customers as to the nature of your business.

WhatsApp Business Solution (WhatsApp Business API) Specific Terms

- The below sections on "Opt-in" and "Acceptable Message Types" only apply to the WhatsApp Business Solution (WhatsApp Business API).
 - Opt-in:
 - In order to initiate a WhatsApp message to a person, you must first receive opt-in permission confirming that they wish to receive future messages from you on WhatsApp. The opt-in must (a) clearly state that the person is opting

in to receive messages from you over WhatsApp and (b) clearly state your business' name.

- You are solely responsible for determining the method of opt-in, that you have obtained opt-in in a manner that complies with laws applicable to your communications, and that you have otherwise provided notices and obtained permissions that are required under applicable law.
- WhatsApp Policies & Terms: SJED has to accept, acknowledge and agree to comply with the below terms as issued and amended from time to time by WhatsApp and to be also applied to SJED's usage of the WABA Management Solutions under this engagement:
 - a) WhatsApp Business Solution Policy (found at <https://www.whatsapp.com/legal/business-solution-policy/>)
 - b) WhatsApp Business Solution Terms (found at <https://www.whatsapp.com/legal/business-solution-terms/>)
 - c) <https://www.whatsapp.com/legal/business-terms-for-service-providers/>
 - d) <https://www.whatsapp.com/legal/business-terms/>

THANK YOU



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