

GOVERNMENT OF WEST BENGAL
OFFICE OF THE RESIDENT COMMISSIONER
PERSONNEL & ADMINISTRATIVE REFORMS DEPARTMENT
A-2, State Emporia Building, Baba Khark Singh Marg,
New Delhi - 110001
Tel: 011-23344269 | Fax: 011-23747203

Memo No.: 965 -RCWB/IE-103/2026,

Date: 17/07/2026

NOTICE INVITING QUOTATION (NIQ)

Sealed quotations are hereby invited from reputed, experienced and bona fide agencies/firms for **Developing and Implementing Web-Based Application Software through SMS Gateway (www.smsrcwb.in) and Annual Maintenance of SMS & WhatsApp Message Management Software including Technical Support and Data Backup** for the Office of the Resident Commissioner, Government of West Bengal, New Delhi.

Interested agencies/firms fulfilling the eligibility criteria may submit their sealed quotations in the prescribed format to the undersigned on or before **03:00 P.M. on 27.07.2026**. The quotations shall be opened on the same day at **03:30 P.M.** (or on the next working day, if declared a holiday) in the presence of the bidders or their authorized representatives who may choose to remain present.

Scope of Work:-

Sl. No.	Description of Work	Quantity
1	Annual Maintenance of SMS & WhatsApp Message Management Software including Technical Support, Bug Fixing and Data Backup for the period from 01.08.2026 to 31.07.2027	01 Job
2	Phonebook Storage Server Rental for one year	01 Job
3	Domain Registration/Renewal Charges for www.smsrcwb.in for one year (01.08.2026 to 31.07.2027)	01 Job
4	SMS Gateway Service with 25,000 Outgoing SMS for one year	01 Job
5	Annual Subscription Charges for TrueConnect DLT Service	01 Job
6	SSL (Secure Sockets Layer) Certificate Renewal and Integration with the existing website for one year	01 Job
7	WhatsApp Business Messaging Service with 25,000 Outgoing WhatsApp Messages for one year	01 Job
8	GST, if applicable	As Applicable



Deputy Secretary
Government of West Bengal

GENERAL TERMS & CONDITIONS :-

1. The quotation shall be submitted in a sealed envelope superscribed "**Quotation for Development & Maintenance of SMS and WhatsApp Message Management Software**".
2. Quotations received after the stipulated date and time or submitted in an unsealed envelope shall be rejected summarily. The Office shall not be responsible for any postal or courier delay.
3. The quotation shall be submitted on the letterhead of the firm duly signed and sealed by the Proprietor/Partner/Director or an authorized signatory. In case of an authorized signatory, a valid authorization letter shall be enclosed.
4. Rates shall be quoted in **Indian Rupees (INR)** only, both in figures and words, inclusive of all charges except GST, which shall be shown separately.
5. No overwriting, correction or erasure shall be permitted in the quotation. Any correction, if unavoidable, shall be authenticated by the authorized signatory with full signature and seal.
6. The quoted rates shall remain valid for a minimum period of **60 (sixty) days** from the date of opening of the quotation.
7. Merely quoting the lowest rate (L-1) shall not confer any right for award of the work. The competent authority reserves the right to accept or reject any quotation based on reasonableness of rates, technical capability, past performance and suitability.
8. The successful bidder shall provide comprehensive technical support, software maintenance, periodic data backup, troubleshooting and bug fixing throughout the contract period without any additional cost unless specifically approved.
9. The bidder shall ensure uninterrupted functioning of the SMS Gateway, WhatsApp Messaging System, Domain, SSL Certificate and associated web application during the contract period.
10. Payment shall be released through **RTGS/NEFT** after submission of bill.
11. The quantity indicated in the NIQ is tentative and may vary depending upon the actual requirement of this Office.
12. The Office of the Resident Commissioner reserves the right to increase or decrease the scope of work without assigning any reason.
13. The Office of the Resident Commissioner reserves the absolute right to accept or reject any or all quotations, wholly or partly, or to cancel the quotation process at any stage without assigning any reason whatsoever. The decision of the competent authority shall be final and binding on all bidders.
14. Any dispute arising out of the contract shall be subject to the jurisdiction of the Courts at **New Delhi**.
15. The firm/agency may satisfy the following conditions and attach self-attested copy of the same with the quotation: - Firm shall be registered with the Government of Delhi / Government of West Bengal / Government of India. - The firm shall have valid GST / IT PAN.
- The firm should not be black listed by any Govt. Agency/Dept.
16. Experience in similar works if any.



Deputy Secretary
Government of West Bengal

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Date: - 17/07/2026

Copy forwarded for information and necessary action to:

1. All Resident Commissioner of State / U.T., with the request to put it on their office notice board.
2. The Joint Secretary, Transport Department, Govt. West Bengal, Kolkata.
3. The Deputy Director Information, I& CA Department, Govt. of West Bengal, New Delhi, with the request to put it on their office notice board.
4. The Officer-in-Charge & Executive Engineer, PWD, Banga Bhawan, New Delhi, with the request to put it on their office notice board.
5. The notice may kindly be pasted on the office notice board for wide publicity.
6. Upload on official website www.rcwb.in



**Deputy Secretary
Government of West Bengal**

Driver Whatsapp Message /SMS

Deployed For Officer

Officer Name : _____

Mobile Number : _____

Car No : _____

Date : _____

Please see Car Allotment Sheet

Regards

O/o The Resident Commissioner,
Government of West Bengal,
New Delhi
Tel. : 011-23348762

Note: This is a system generated message. Please do not reply to this WhatsApp Number.

Guest Whatsapp Message /SMS

Welcome☺

You will be attended by

Driver : _____

Mobile Number : _____

Car No : _____

Date : _____

For any Query - 011-23721996 , Email - rctransport@rcwb.in

Regards

O/o The Resident Commissioner,
Government of West Bengal,
New Delhi
Tel. : 011-23348762

Note: This is a system generated message. Please do not reply to this WhatsApp Number.