



# The Bhagirathi Co-operative Milk Producers' Union Limited

(A Govt. of West Bengal Project)

BU/P&I/DBT/1002

Dated: 23.09.2025

## NOTICE INVITING QUOTATION

The Bhagirathi Cooperative Milk Producers' Union Limited invites Offline Quotations from individual developers, firms, companies for development, installation, testing, commissioning, and deployment of **Web Application with WhatsApp Business Cloud API for The Bhagirathi Co-operative Milk Producers' Union Limited** as per terms and conditions mentioned hereunder:

1. Bidders are required to study the SRS as per **Annexure A**, understand the requirement, and then quote their rate.
2. Bidders are required to quote their lowest and best competitive rate/offer in a sealed envelope addressing to the Managing Director of the Milk Union. The rate quoted must be inclusive of all taxes and levies. No extra incidental charges shall be provided.
3. The developed software must be as per the Standard Operating Procedures of the Milk Union.
4. As it is a Govt. of West Bengal Project supplier must maintain absolute confidentiality regarding the data content of the software.
5. The selected bidder may have to enter into a Non-disclosure agreement of data with the Milk Union if the Milk Union decides so.
6. 50% Payment shall be made in NEFT/RTGS in the bank account of the bidder after successful delivery. The remaining 50% shall be paid after 30-60 days of successful deployment of the system.
7. Bug fixes are to be done during testing. If it comes to the notice of the Milk Union that there are major bugs in the system, Milk Union may withhold the payment.
8. Bidder must provide the GST Registration Certificate along with the most competitive offer.
9. **The last date and time of bid submission shall be 04.10.2025 at 1600 hrs in The Bhagirathi Cooperative Milk Producers' Union Limited, Feeder Dairy Panchanantala, NH-34, Chaltia, Berhampore, Murshidabad Pin-742101.**



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10. Free online support must be given for 2 year. Failure to provide support shall lead to forfeiture of payment.
11. Hosting of data in the Server should be done by the developing agency/company. In this case the Milk Union shall make actual payment to the developing agency/company. The company has to produce the actual bill/invoice from the principal company for release of payment.
12. The rate quoted must be valid for 6 months and not subject to any escalation.
13. The development, installation, testing, commissioning, and deployment of the application shall be completed within **one month** from the date of issuance of the Work Order.
14. The Milk Union may ask the lowest bidder to submit a security deposit of Rs. 5000/-prior before release of Work Order if the Milk Union thinks so.
15. The intending bidder has to submit the following documents in the offer:
  1. **Details of the bidder, like firm name, address, etc.**
  2. **GST Registration Certificate.**
  3. **Commercial Offer as per Annexure B.**
16. For any dispute between the service provider and the Milk Union, the decision of the Milk Union shall be final and binding.
17. The Milk Union reserves the right to accept or reject any bids at any point of time or to cancel the entire tender without assigning any reason thereof.

Sd/-  
Managing Director  
The Bhagirathi Milk Union

Copy forwarded to:

1. Official Website ([www.bhagirathimilk.com](http://www.bhagirathimilk.com))
2. [I/C F&A](#)
3. [DBT Department](#)



# **The Bhagirathi Co-operative Milk Producers' Union Limited**

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## **Annexure-A**

# **Software Requirement Specification (SRS)**

**Title:** Web Application with WhatsApp Business Cloud API

**Prepared by:** P&I Section, The Bhagirathi Co-operative Milk Producers' Union Limited

**Date:** 20.08.2025

## **1. Introduction**

### **1.1 Purpose**

The purpose of this software is to automate the management and communication of Direct Benefit Transfer (DBT) information for Dairy Cooperative Societies (DCS). The system will allow importing DBT lists (Excel format provided by NDDB Portal), generate DCS-wise PDF reports, and distribute them via WhatsApp Business Cloud API. It will also provide an admin panel for master data management, reporting, and messaging functionalities.

### **1.2 Scope**

- Web-based application hosted on AWS cloud.
- Secure user authentication and role-based access.
- Integration with WhatsApp Business Cloud API for messaging and document sharing.
- Support for Excel file imports (compatible with NDDB portal format).
- Auto-generation of DCS-wise PDF files from DBT data.
- Centralized admin panel to manage DCS master, user master, and reporting.
- Analytical reports (Bill-wise, monthly, yearly, comparative).
- Messaging interface to send text and media files (PDF, Word, Image, voice, etc.) to DCS.

### **1.3 Users**

- **Admin Users:** Manage DCS Master, User Master, Reports, Messaging.
- **Operators/Staff:** Upload DBT Excel files, generate PDFs, send messages, etc.
- **DCS Recipients:** Receive PDFs and messages via WhatsApp.

## **2. Functional Requirements**

### **2.1 Data Import**



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- System must allow uploading of Excel files in the format exported from the NDDB portal.
- Data fields include:
  - Sl. No.
  - DCS Code
  - Farmer Name
  - Bank Name
  - IFSC Code
  - Account Number
  - Amount
  - Etc.
- Validation checks for incorrect/missing data.

## **2.2 PDF Generation**

- Auto-generate DCS-wise PDF files from uploaded data.
- Each PDF should contain:
  - DCS Header (Code, Name, Address, Bill Period, Etc.)
  - Farmer-wise list with payment details.
- PDFs should be downloadable and stored securely.

## **2.3 WhatsApp Messaging**

- Integration with WhatsApp Business Cloud API.
- Ability to send:
  - Text Messages
  - Media Files (PDF, Word, Images, voice, etc.)
- Each DCS receives its respective PDF via WhatsApp.
- Bulk message sending to all active DCS.
- Message delivery and read status tracking (if supported by API).

## **2.4 Admin Panel**

- **DCS Master Management**
  - Add/Edit/Delete DCS records
  - Maintain DCS WhatsApp number
- **User Master Management**
  - Role-based access (Admin, Operator, Viewer)
  - Add/Edit/Delete users
- **Reports & Analytics**
  - Monthly report (farmer-wise & DCS-wise payment summary)
  - Yearly report (aggregated payments)
  - Comparative report (between 2 bills, 2 months, or 2 years)
  - Export reports in Excel/PDF.



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## 2.5 Security & Compliance

- Role-based authentication.
- Encrypted storage of sensitive data (Bank A/C, IFSC, etc.).
- Audit trail of uploads, messages, and report generations.
- Compliance with the IT Act and Data Privacy guidelines.

## 3. Non-Functional Requirements

### 3.1 Technology Stack

- **Frontend:** ReactJS / Angular / Bootstrap
- **Backend:** NodeJS / Java Spring Boot / .NET / CodeIgniter(to be finalized)
- **Database:** MySQL / PostgreSQL
- **Server:** AWS Cloud (EC2, RDS, S3, CloudWatch)
- **Messaging API:** WhatsApp Business Cloud API

### 3.2 Performance

- Import of 25,000+ farmer records in one Excel file within 1 minutes.
- PDF generation within 30 seconds per DCS.

### 3.3 Reliability & Availability

- 99.9% uptime SLA (excluding planned maintenance).
- Auto-backups of database and documents on AWS S3.

### 3.4 Scalability

- System should support growth to 1000+ DCS and 50000+ farmer records.

### 3.5 Cost Considerations

- WhatsApp messaging cost as per WhatsApp Business Cloud API pricing.
- AWS cloud usage payable as per actual consumption (billed directly from AWS principal).

## 4. System Workflow

- Admin/Operator logs in.
- Uploads NDDDB Excel DBT file.
- System validates and processes the file.



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- DCS-wise PDFs generated automatically.
- PDFs stored securely and linked to respective DCS.
- Operator/Admin selects DCS and sends PDFs via WhatsApp.
- Reports generated on monthly/yearly/comparative basis.
- Admin monitors activity via dashboard.

## **5. Deliverables**

- Web application hosted on AWS.
- WhatsApp Business Cloud API integration.
- PDF generation and automated delivery.
- Admin Panel with Master Management.
- Reports and Analytics module.
- Documentation & User Manual.
- Training & Support.

## **6. Assumptions & Dependencies**

- Client will provide access to NDDB Excel sample formats.
- WhatsApp Business API account will be registered and billed to the Union.
- AWS account will be Union-owned for direct billing.
- Internet connectivity is available at the DCS end.

## **7. Acceptance Criteria**

- Successful upload and processing of NDDB portal's Excel files.
- Correct PDF generation for each DCS.
- Verified delivery of PDFs via WhatsApp.
- Reports generate accurate and consistent data.
- System performance meets specified benchmarks.

Sd/-

Managing Director  
The Bhagirathi Milk Union



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## Annexure-B

### Commercial Offer

The Managing Director  
The Bhagirathi Co-operative  
Milk Producers' Union Limited  
Feeder Dairy, Panchanantala  
Berhampore, Murshidabad  
West Bengal, Pin- 742101

**Sub: Offer for development, installation, testing, commissioning, and deployment of Web Application with WhatsApp Business Cloud API for The Bhagirathi Co-operative Milk Producers' Union Limited**

Sir,

I have read the entire NIQ document, understood the terms and conditions, and thereby quote my best rate/offer as follows:

Development, installation, testing, commissioning, and Deployment of Web Application with WhatsApp Business Cloud API for The Bhagirathi Co-operative Milk Producers' Union Limited as per the Software Requirements Specification in Annexure-A

SL. No.	Particulars	Basic Price	GST @ 18%	Total
1.	Development, installation, testing, commissioning, and Deployment of a <b>Web Application with WhatsApp Business Cloud API</b> for The Bhagirathi Co-operative Milk Producers' Union Limited as per the Software Requirements Specification in <b>Annexure-A</b>	To be quoted by the bidder	To be quoted by the bidder	To be quoted by the bidder

**Signature of Bidder with Date**