

Expression of Interest (EOI) regarding the selection of Agency for WhatsApp Integration with Metro Railway, Kolkata AFC (Ticketing) System.

Metro Railway, Kolkata invites Expression of Interest from reputed Agencies having experience in WhatsApp Business API integration, for providing services related to WhatsApp based Transit Ticketing Solution.

1. Objective:

To select a suitable Agency to Design, Develop, Implement and Maintenance of WhatsApp based Transit Ticketing Solution for Metro Railway, Kolkata.

2. Scope of Work:

- WhatsApp Business API integration.
- Development of conversational flows for Transit Ticketing
- Integration with existing Ticketing System of Metro Railway, Kolkata (which is maintained by Centre for Railway Information Service-CRIS).
- Testing and Deployment.
- Maintenance and Support.

3. Eligibility Criteria:

- **The Agency must** be an Authorized WhatsApp Business Solutions Provider (BSP) in India.
- **The Agency must have** ISO 27001:2013 or higher & ISO 9001:2015 certification
- **Experience** in WhatsApp Business API integration for Metro Transit Ticketing.
- **Proven track record** in developing conversational interfaces with WhatsApp
- **The Agency should have** Robust, scalable and flexible to accommodate future growth and changes.
- **Compliance** with WhatsApp's guidelines and policies.
- **The Agency shall be preferred** with least commercials offered & other conditions.

Interested Agencies may submit their Expression of Interest including:

- Company overview and experience
- Proposed approach and methodology
- Case studies and references
- Technical and financial capabilities
- Commercials associated with if any.
- Contact details

4. Last date of submission: 12.09.2024 (Thursday) up to 18:00 Hrs.

5. Address for Submission:

Dy. Chief Operations Manager,
7th Floor, Metro Rail Bhavan,
33/1, J. L. Nehru Road,
Kolkata - 700071, WB.
Mail id: dycomcmml@mtp.railnet.gov.in
Contact: 9163341814
9007041945

End of EOI

Signature
रूप मुख्य परिवहन प्रबंधक / वाणिज्य
Dy. Chief Operations Manager / Comm
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata