Response to queries (RTQ) - Tender reference no. : DGRPG/AntiCorruption/2022/1						
S N	Tender Clause No.	Pg. No.	Tender Clause detail	Amendment Sought / Suggestion	Justification	Response
1. Bidder: CoRover.ai						
1	5.1.2.3	10	The bidder should have a minimum annual average turnover of Rs. 3.5 crores in the last three financial years 2018-2019, 2019-2020 and 2020-2021 for which the bidder's accounts have been audited.	We are an approved startup by Department of Industrial Policy and Promotion (DIPP) having number DIPP2457, our Udyam Registration Number - UDHYAM-KR-02-0009903 and Udhyog Aadhaar Memorandum Number - KR03E0033365. We request you to allow exemption from the turnover clause. Please refer #5 mentioned in the Press release (https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894) dated 27-December-2017 stating that the startups are exempted by prior experience. Appended are the policy mentioned: -Relaxed Norms of Public Procurement for Startups. -Relaxed norms for public procurement for micro, small and other enterprises have been provisioned in the Procurement Policy by the Ministry of Micro, Small and Medium Enterprise. -All Central Ministries / Departments /Department of Public Enterprises/ Central Public Sector Undertakings have been authorised to relax conditions of prior experience and prior turnover with respect to MSEs in all public procurements subject to meeting quality and technical specifications. -Further, Rule 173(i) has been incorporated in GFR, 2017 which provides for relaxation of conditions of prior turnover and prior experience for Startups, and Also, ref 173 (i): (https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/General%20Financial%20Rules%20for%20GeM.pdf) Rule 173 (i) of the GFRs exempts the startup from Prior Experience and Prior Turnover requirements for DPIIT Recognized Startups.		As per tender

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			Response to queries (RTQ) - Tender reference no. : DGRPG/AntiCorruption/2022/1			
2	5.1.2.7	11	The bidder must ensure to deposit the tender document fees and EMD.	We are a startup approved by Department of Industrial Policy and Promotion (DIPP) having number DIPP2457, our Udyam Registration Number - UDHYAM-KR-02-0009903 and Udhyog Aadhaar Memorandum Number - KR03E0033365. Request you to provide exemption for this clause?		As per tender
3	7.2.4	26	The Chatbot solution shall support multiple media upload options in different formats as supported by the WhatsApp Chatbot	We assume the knowledgebase/FAQs will be provided by the the DGRPG.		As per tender
4	7.2.5	26	The Service Provider shall be required to set up a verified Facebook Business Manager account and WhatsApp Business account of the Client or use the existing Facebook Business Manager / WhatsApp Business accounts and contact number of the Client in order to implement the ChatBot and Software solution, as the case may be. In any case, the necessary approvals and permissions from Facebook or any other stakeholder agency, shall be the responsibility of the Service Provider only	We suggest the Facebook Business Manager profile and Whatsapp Business Account Profile to be with the name of DGRPG, however we can facilitate the process.		As per tender
5	7.8.1	35	No part of the contract, except for the WhatsApp Chatbot subscription / service with prior intimation to the Client, shall be outsourced by the Service Provider. Non-adherence to the same shall attract penal action against the Service Provider	We request you to allow the outsourcing app development if at all required.		As per tender
6	NA	NA	General Query	We assume that IP/Source code remain with the bidder.		As per tender
7	NA	NA	General Query	How many total active users? Average Daily, monthly, peak?		Currently ~40,000 Monthly complaints are being raised on the system
8	NA	NA	General Query	How many total active users on Website, if any? Average Daily, monthly, peak active users?		~200 active daily users on Website (separate logins). This may change as per requirement.
9	NA	NA	General Query	How many total active users on Mobile app, if any? Average Daily, monthly, peak active users?		Mobile application is not in scope of the tender
10	NA	NA	General Query	How much is the current call volume, if any? Average Daily, monthly, peak?		Not in scope of the tender
11	NA	NA	General Query	How much is the current Email volume, if any? Average Daily, monthly, peak?		Currently not required. This may be required in future.

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			Response to queries (RTQ) - Tender reference no. : DGRPG/AntiCorruption/2022/1			
12	NA	NA	General Query	Please share the expected chatbot chat messages. Average Daily, Monthly, peak?		Normal chatbot is not in scope.
13	NA	NA	General Query	Please share the expected WhatsApp Bot chat messages. Average Daily, Monthly, peak?		Currently ~40,000 Monthly complaints are being raised on the system
14	NA	NA	General Query	The solution will be provided on cloud or on DGRPG premises? If it is on cloud who will be paying the bills and if on premises, who will arrange hardware and network/internet?		As per tender
2. Bidder: Pinnacle Teleservices Private Limited						
1	7.3.2	26	The Service Provider shall be required to integrate this software solution with the WhatsApp ChatBot.	What are the other applications with which the software is expected to integrate		CM Dashboard (for monitoring purpose), PGRS (for transfer of complaints pertaining to other departments). Further integrations may be required in the future
2	7.3.6.4	27	SMS / Email / WhatsApp Notifier: The software shall provide an option to send notifications via SMS / WhatsApp messages / Email notifications to registered users of Chatbot solution. The Service Provider shall integrate the solution with SMS gateway, email gateway, etc. the SMS charges shall be borne by the Client. The message / email formats shall be provided by the Client.	What is going to be the volume of email and SMS that is expected to be sent to the end users		Currently not required. This may be required in future.
3	7.5.2	32	The Service Provider shall be required to provide optimal hosting, which may include firewall, SSL, Routing, Subnets, Antivirus & Anti Malware, Anti DDoS Mitigation, Resource Utilization Monitoring (e.g., VM, Storage), Identity Access Management System with MFA for Cloud administration, Data Encryption at Rest, S Patch Management System, Data Transfer In, Public IP Address, Cloud Management & Monitoring Dashboard, Cost and usage reporting, VPN connection, Load balancers, etc as per requirement / industry standards.	The Service Provider shall be required to provide optimal hosting, which may include firewall, SSL, Routing, Subnets, Antivirus & Anti Malware, Anti DDoS Mitigation, Resource Utilization Monitoring (e.g., VM, Storage), Identity Access Management System with MFA for Cloud administration, Data Encryption at Rest, OS Patch Management System, Data Transfer In, Public IP Address, Cloud Management & Monitoring Dashboard, Cost and usage reporting, VPN connection, Load balancers, etc as per requirement / industry standards.		As per tender

Response to queries (RTQ) - Tender reference no. : DGRPG/AntiCorruption/2022/1						
S N	Tender Clause No.	Pg. No.	Tender Clause detail	Amendment Sought / Suggestion	Justification	Response
4	7.5.3	32	The Service Provider shall provide managed hosting services which shall include, but are not limited to, cloud resources management, patch management, security administration, support for third party audits, monitoring performance and service levels, data backup, provide regular reports to the Client, etc	The Service Provider shall provide managed hosting services which shall include, but are not limited to, cloud resources management, patch management, security administration, support for third party audits, monitoring performance and service levels, data backup, provide regular reports to the Client, etc.		As per tender
5	7.10.1	36	On expiry or premature termination of the contract, the Service Provider shall handover the complete chatbot solution, software solution, source code (except third party COTS - Commercial Off The Shelf software), database backup/schema, creatives, designs, all admin/user credentials, documents, etc. to the lient.	Service Provider shall handover the complete chatbot solution, software solution, source code (except third party COTS - Commercial Off The Shelf software), database backup/schema, creatives, designs, all admin/user credentials, documents, etc. to the Client		As per tender
6	General		Elgibility criteria	Looking to the gravity of the requirement it is very important the department seeks only "official WhatsApp Business API Service Providers". Suggested that department should ask the bidders to submit copy of their legal agreement with Facebook Inc or Facebook Ireland Ltd. to verify the same		As per tender
3. Bidder: M/s. RV Solutions Pvt. Ltd.						
1	Clause 4.3	Page no 8	Through this tender, the Client invites bids from the bidders for developing a fresh Software solution including WhatsApp Chatbot for Anti-Corruption Action Line and also, for migrating the existing database to the new solution.	Existing database type ? Size ? Any licensed ? Table count ? Approx data count ?		The complete solution is to be made from scratch. So existing database type, licenses, table count are not required. Current DB size: ~100 GB in 6 months ~3.5 lakh complaints registered on bot in 6 months
2	Elgibility Criteria Sr no. 2	Page no. 9	The bidder should be in operation for at least the last three years as on 31.03.2022 and should have successfully completed "Similar Work" in government / large private organizations which involved providing "Similar Work" during the last three years ending 31.03.2022	The authroity has asked that bidder should be in opeartion for at least last 3 years as on 31.02.2022	It is kindly request to the authority allow us to submit the work order for the financial year 2018-19, 2019-20 and 2020-21	As per corrigendum
3	Clause no 5.11.1.10.	Page no. 18	Not submitted documents as requested in the checklist.	The authority mentioned about the checklist in this clause but there is no checklist given in the Tender Document. Kindly confirm which checklist authority is taking about?		As per corrigendum

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			Response to queries (RTQ) - Tender reference no. : DGRPG/AntiCorruption/2022/1			
4	Clause 7.3.6.10.	Page no 30	The Service Provider shall also be responsible to migrate the database from the existing solution (Chatbot and Software solution) being used by the Client in a seamless manner without any downtime of the services within 30 days of providing data / API by the Client.	Already using any chatbot and software?		Yes. As per tender
5	Clause 7.5.4	Page no 32	The Service Provider shall ensure a minimum of 99.5% software uptime measured monthly for availability on 24 * 7 basis. Considering the criticality of the infrastructure, the Service Provider is expected to design the solution with high level of redundancy and resilience to meet the uptime requirements.	Which analytical tool will use?		Service provider to provide analytical reports thorugh any of the automated tools
6	Clause 7.6.5	Page no 33	Hosting of the application shall be the sole responsibility of the Service Provider as mentioned in this document. However, the Service Provider shall host / transfer the solution at Punjab State Data Center or any other infrastructure, if so requested by the Client, at no extra cost.	Hosting will be done on NIC server or our system? Domain will be?		As per tender
7	Clause 7.6.7	Page no 33	The Service Provider may be required to deploy an interaction/feedback mechanism and provide a drag & drop module in the solution to provide ease in configuring the journey flow. There shall be no extra cost for the same	Drag & drop module for what ?		For configuring WhatsApp chatbot journey flow
8	Clause 8.3.7	Page no 41	Complete Solution Availability report (captured using automated tools) shall be submitted by the Service Provider to the Client on monthly basis before the 7th of the next month.	What is Complete Solution Availability report?		Complete Solution uptime report - chatbot as well as the software for processing of complaints
9	Serial no. 3	Page no. 29	The Client has a PGRS portal. Subject to technical feasibility, the complaint shall automatically land on the PGRS portal when it is marked as "Sent to another department". This shall be accomplished using APIs if feasible technically.	What is The Client has a PGRS portal? API is developed or need to develop ? Technology used ? Access to this server or files ? Hosting by NIC ?		PGRS refers to Public Grievances Redressal System, which is used for registering grievances of citizens. This system is being maintained by the Client inhouse. API for the Chatbot software solution shall be developed by the Service Provider. API for PGRS portal will be provided by the Client. Technology stack and hosting details of PGRS are not required to be provided.
10	Clause 5.13.1	Page no. 18	The successful bidder shall furnish performance security to Client of an amount of 10% of the total Contract value within 15 days of release of LoI in the form of PBG / NEFT / Cheque / DD	The Authority has sought 10% PGB from the Successful Bidder, Generally, PBG is 3% in tender, and 10% is in rarest case.	It is kindly request you to change the PBG 3% instead of 10%	As per tender

S N	Tender Clause No.	Pg. No.	Tender Clause detail	Amendment Sought / Suggestion	Justification	Response
**Response to queries (RTQ) - Tender reference no. : DGRPG/AntiCorruption/2022/1**
11	General Queries			GIGW required ? Who will bear the cost ?		Not required since the software will not be exposed to the citizen
12				Trainings will be Physical or virtual ? Who will bear cost for setup ?		Trainings may be online or physical as per requirement of the Client. Infrastructure for trainings will be provided by the Client in case of physical trainings
13				Encryption of chat only or any kind of media files also?		Service provider is expected to provide a secure solution. Further, refer tender document
14				As mentioned complaint is viewable by AIG/SP/DSP which AIG/SP/DSP will take action and forward, how it will be decided and similar for further roles?		Will be finalized at the time of SRS which may be amended as per requirement
**4. Bidder: SISL Infotech Pvt. Ltd.**
1	7.1.1	25	The scope of work includes, but is not limited to, a Software solution and WhatsApp Chatbot for Anti-Corruption Action Line to register, process and provide resolution of the corruption complaints received via Chatbot as per the requirements of the Client.	1. Will This Software/Portal be a Web based application or Desktop application? 2. What is the Preferred Technical Stack of the Application/ Software?		1. Web based application 2. No preference regarding technology stack.
2	7.2.11	26	Payment terms: 100% after Go-Live of the complete solution (including software for processing the complaints).	There should be some percentage of the amount to be released after awarding Tendor to the Service Provider because Service Provder itself will have to Sign in agreements with 3rth Party Services like Chatbot services, Security Audit etc.		As per tender
3	7.3.5	27	The Client may ask for any type of customization in the software. The Service Provider may also be requested to provide APIs for interacting with the ChatBot database or consume external APIs in the customized software at no extra cost within 5 days of intimation.	Requesting to share more detail in this Point, it might not be required after SRS is mutually agreed between Client and Service Provider		As per tender
4	Point #3	29	The Client has a PGRS portal. Subject to technical feasibility, the complaint shall automatically land on the PGRS portal when it is marked as "Sent to another department". This shall be accomplished using APIs if feasible technically.	1. Is PRGS Portal Exposing its API to accept automatic Registrations of Complaints/Quesries? 2. How Many Total Departs and Ports whose APIs will be integrated? 3. Will there be a Two way communcation between two Portals for getting Latest status from PRGS Portal?		1. Yes 2. Software solution is to be integrated with the PGRS portal and CM dashboard. More may be required in future. 3. Yes

			Response to queries (RTQ) - Tender reference no. : DGRPG/AntiCorruption/2022/1			
S N	Tender Clause No.	Pg. No.	Tender Clause detail	Amendment Sought / Suggestion	Justification	Response
5	7.4	31	Operation and Maintenance of ChatBot and Software solution	What will be the Period for O & M? And Do Service Provider need to Deploy Resorces at Client Location for O&M Period and Development Period?		As per tender
6	7.5.2	32	The Service Provider shall be required to provide optimal hosting, which may include firewall, SSL, Routing, Subnets, Antivirus & Anti Malware, Anti DDoS Mitigation, Resource Utilization Monitoring (e.g., VM, Storage), Identity Access Management System with MFA for Cloud administration, Data Encryption at Rest, S Patch Management System, Data Transfer In, Public IP Address, Cloud Management & Monitoring Dashboard, Cost and usage reporting, VPN connection, Load balancers, etc as per requirement / industry standards.	What is the approximate User Concurrency you are expecting when portal goes live?	This wil help us to prepare server architecture	~Currently 40,000 users monthly on Chatbot ~Currently 200 users daily on web application.
7	7.7.1 Point #3	34	Implementation of Chatbot & software – T1+45Days	Requesting for Re-considering the timeline for this scope	Because it covers Design + development + Testing + Security Audit + Bug Fixing of Security audit, where every activity is time taking activity in itself	As per tender
8	7.7.1 Point 6 & 7	35	Change request & Migration	Please confirm the Sort order of these	It'll help us to provide clearity to calculate the Effort Man Days	As per tender
5. Bidder: Veritos Infosolutions Pvt Ltd						
1	Clause 5.1.2	9	The bidder should be in operation for at least the last three years as of 31.03.2022 and should have successfully completed "Similar Work" in government / large private organizations which involved providing "Similar Work" during the last three years ending 31.03.2022 as per following details:- A. One similar work costing not less than the amount equal to Rs. 60 lakh. B. Two similar works each costing not less than the amount equal to Rs. 40 lakh each. C. Three similar works costing not less than the amount equal to Rs. 30 lakh each.	In order to ensure healthy and fair competition, we would like to request you to kindly give us some waive-off on behalf of the empaneled Bidder and let us participate in the tender		As per tender

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			Response to queries (RTQ) - Tender reference no. : DGRPG/AntiCorruption/2022/1			
2	Clause 5.1.2	9	The bidder should have a minimum annual average turnover of Rs. 3.5 crores in the last three financial years 2018-2019, 2019-2020, and 2020-2021 for which the bidder's accounts have been audited.			As per tender
6. Bidder: Sinch						
1	General		Please mention volume estimates on daily and monthly basis			~40000 complaints on a monthly basis
2			Please mention number of channel integrations where you want to integrate i.e. WhatsApp, website.			WhatsApp Chatbot for registration of complaints and web application for processing of complaints
3			Please share the name and number of third party integrations (CRM, ERP,CIS application).			CM Dashboard (for monitoring purpose), PGRS (for transfer of complaints pertaining to other departments). Further integrations may be required in the future
4			Please confirm if you have inhouse Live Agent solution for Agent Handover from Whatsapp Bot.			Not in scope of the tender
5			Please confirm if DGRPG requires communication over bot in languages other than English, Punjabi and Hindi			No
6			We understand that the mentioned requirements and flow are high level and would be finalised during requirement gathering phase. Kindly confirm.			Yes
7			Please provide your preferrable deployment approach i.e Cloud or On-premise.			As per tender
8			Please provide the assumed timeline by when DGRPG is willing to Go-live with the solution.			As per tender
9			Please confirm if NLP / AI is required for Bot development			No
7. Bidder: Marg Software solutions						
1	General		What is the size of Database for the file uploading of Whatsapp Queries ?			Current DB size: ~100 GB