

Response to Queries (RTQ) – Tender Reference No.: DGRPG/WhatsApp_Chatbot/2023/1							
SN	Tender Clause No.	Page No.	Tender Clause	Tender clause details/specification	Amendment Sought / Suggestion	Justification	DGRPG response
1	5.2.2 Table SN. 5	9	Pre-qualification / Eligibility evaluation	The bidder's net worth should be positive in at least three of the last five financial years i.e. 2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-23. -(Supporting documents: Certificate from the Statutory Auditor/Practicing Chartered Accountant, having UDIN, depicting the Net worth for each year)	We hope CA certificate would be sufficient for the clause		As per tender
2	5.3.2 Table SN. 7	12	Technical Evaluation	ISO 20000 Certificate The bidder possesses ISO 20000 certification which should be valid on the date of bid : 5 Marks	We are submitting ISO 9001 and ISO 27001 we hope that would be sufficient.		Refer corrigendum
3	7.3	32	Scope of Work	Group 2: Data Processing Software (Desktop and/or Mobile Application) - Development, testing, security audit, development / consumption / modification of APIs, operations and maintenance, hosting, modification / development of new modules, etc.	1. Is the scope mentioned in Group 2 mandatory, or is it an optional service request? 2. Regarding the development, testing, security audit, APIs (development/consumption/modification), operations and maintenance, hosting, and modification/development of new modules, could you provide further details on the specific requirements within each of these areas? 3. Is the development of a WhatsApp chatbot considered part of the common scope for Group 2? 4. Could you outline the criteria and process for the commercial evaluation conducted by the Department of Governance Reforms and Public Grievances, Government of Punjab?		1. Refer the note below the Financial Bid table at clause 5.11. 2. Specific requirement of application shall be provided at the time of issuing work order 3. Refer the note below the Financial Bid table at clause 5.11. 4. Refer clause 5.11
4			General		Any hardcopy submission needed ?		No
5	5.4	13	General	Earnest Money Deposit	How to pay EMD and Cost of tender document Through the portal or through NEFT		EMD and Cost of tender is to be paid online on e-Procurement, Punjab portal (www.eproc.punjab.gov.in)
6	5.2.2.SN1	8	Pre-qualification / Eligibility evaluation	Bidder should be either: ● A company registered under the Indian Companies Act, 2013 OR ● A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR ● A partnership firm registered under the Indian Partnership Act, 1932. Note: Consortium / JV is not allowed	Kindly allow consortium so that many companies can participate tender		As per tender

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7	5.14.2.2	20	Fixed Performance Security:	"Fixed Performance Security: This is a one-time performance security. The Service Provider would be required to submit fixed performance security within 15 days of issuance of Lol, in the form of PBG / NEFT / DD with the Client i.e. DGRPG for an amount of Rs. 15 lakhs only."	Please lower the Performance Security amount from Rs 15 lakh		As per tender
8	7.5	34	Hosting of the Chatbot and / or DPS	<p>Hosting of the Chatbot and / or DPS</p> <ul style="list-style-type: none"> • The Service Provider shall provide the hosting over cloud environments (mandatorily from any of the MeitY empanelled Cloud Service Provider) adhering to all the guidelines regarding Cloud hosting as issued by Gol / GoP / MeitY from time to time. The Service Provider shall provide an undertaking or MAF from the MeitY empanelled CSP for the same. • 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. • 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 ensure a minimum of 99.7% software uptime measured monthly for availability on 24 * 7 basis. Considering the criticality of the infrastructure, the Service Provider is expected to design the WhatsApp / DPS with high level of redundancy and resilience to meet the uptime requirements. • The mobile application shall be made available on google play store and apple store. The credentials shall be provided by the client. 	Please explore the Cloud storage, minimum storage required, Processor required, Backup required, physical memory, licences, Number of IP address, Load balancer, Operating system and other applications		The estimated load on the servers is not expected to be high. However, the bidders may make their own assessment of the cloud configuration and the rates may be quoted by averaging out the costs of various requirements / work orders. Also refer sample use cases at clause 5.16.8.
9	5.3.2	11	Technical Evaluation	4. CMMi Level The bidder possesses CMMi certification which should be valid on the date of bid submission : 5 Marks	CMMi Certification is not required for the mentioned scope of work. Please exclude it.	It is relevant for IT industry and not CPaaS.	As per tender

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10	5.3.2	12	Technical Evaluation	7. ISO 20000 Certificate The bidder possesses ISO 20000 certification which should be valid on the date of bid : 5 Marks	ISO 20000 is not required for the mentioned scope of work. Please exclude it.	It is relevant for IT industry and not CPaaS.	Refer corrigendum
11	5.3.2	12	Technical Evaluation	9. Be in business for more than 3 years as on last date of bid submission ● >= 3 & < 5 : 5 marks ● >=5 & < 7 : 7 marks ● >=7 : 10 marks	This is with reference to existence of organization or WhatsApp business? If WhatsApp business then please modify it to following as WhatsApp business solution came to India in 2019: Be in business for more than 3 years as on last date of bid submission ● >= 1 & < 2 : 5 marks ● >=2 & < 4 : 7 marks ● >=4 : 10 marks	WhatsApp business solution came to India in 2019.	Refer corrigendum
12	6.2	24	General Contract Conditions	Confidentiality	Kindly make the confidentiality mutual as we would also be sharing certain crucial information	The clause is one-sided.	As per tender
13	6.3	24	General Contract Conditions	Termination of contract for default	Kindly add 30 days time period for curing of default	Not mentioned in RFP	As per tender
14	7.1.3	28	Scope of Work	The Client(s) can request services belonging to either both the groups or any one.	Can we choose to bid for one of the Groups only in this RFP? Or after winning can we refuse the client if their specific SOW is not feasible?	Bidder requests right to participate in one of the groups as scope in RFP is high-level	No
15	7.2.9	29	Group 1 - WhatsApp Chatbot	The Service Provider may be required to implement an opt-in campaign for taking users' consent for sending messages to their WhatsApp accounts / numbers.	Please confirm if the Opt-In campaign would be run only over WhatsApp channel. If it would be run over other channels, please include respective commercial header for the same in BoQ.	Technical Query, it impacts our cost.	Only on WhatsApp channel and the database of mobile numbers shall be shared by the Client
16	7.2.8	29	Group 1 - WhatsApp Chatbot	The Service Provider shall implement the Chatbots / DPS with multilingual support i.e. in Punjabi, English & Hindi. The messaging framework must be capable of sending/receiving messages in media formats like images, pdf, documents, audio, video, gif, emoji, stickers etc. allowed by WhatsApp and the file size limit should not be less than the defined permissible limit by WhatsApp.	GIF is not supported by WhatsApp up till now. Please modify the clause accordingly.	GIF is not offered by Meta (WhatsApp) yet.	Refer corrigendum
17	7.2.11	29	Group 1 - WhatsApp Chatbot	The Chatbot shall be used for interacting with the citizen / user and storing data collected from the interaction for further processing. The hosting of Chatbot including data collected shall be done by the Service Provider.	Please confirm duration for which we need to keep data at our end.	It involves cost hence requesting this information.	Full duration of the contract
18	7.2.18	30	Group 1 - WhatsApp Chatbot	The Service Provider shall handover all the documents like APIs developed, Workflows developed, message templates used etc. along with source code and database including chats / media received to DGRPG as and when requested by the client.	We would be doing certain configuration relevant for your clients and you would need its code only. Hope this understanding is correct?	Platform Source code is proprietary & cannot be shared.	Source code of Commercial Off the Shelf (COTS) software is excluded from the source code sharing

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19	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	What kind of data is to be processed? What domains/departments data is involved?	Technical Query, impacts cost.	Refer Clause 7.2 and 7.3 for data to be processed and initial likely departments to be involved are mentioned at Clause 5.16.8
20	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Does client need Graphical representation of BOT captured data in the form of Graphs, Charts, Pivots, etc. to prepare some analytics?	Technical Query, impacts cost.	Refer Clause 7.2.4 and 7.2.5
21	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Is data purging part of the requirement?	Technical Query, impacts cost.	As per tender
22	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	What is the time frame to maintain the data captured in the BOT?	Technical Query, impacts cost.	Full duration of the contract
23	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Is there a chance where BOT can be done by some other vendor and the client expects us to build only data processing software? If Yes, can the other vendor share the data with Karix unconditionally?	Technical Query, impacts cost.	Yes, In such cases data from the Client's other vendor shall be arranged by the client, through APIs as far as possible
24	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Will the client provide APIs to gather the data and push the data?	Technical Query, impacts cost.	As per tender
25	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Will the client share the requirement on Graphical representation?	Technical Query, impacts cost.	Refer Clause 7.2.4 and 7.2.5
26	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	What is the estimated load of data per day?	Technical Query, impacts cost.	The estimated load on the servers is not expected to be high. However, the bidders may make their own assessment of the cloud configuration and the rates may be quoted by averaging out the costs of various requirements / work orders. Also refer sample use cases at clause 5.16.8.

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27	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Data processing on a Real time basis or Batch processing method?	Technical Query, impacts cost.	Realtime
28	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	What kind of analysis is expected? Is a Predictive Analysis expected?	Technical Query, impacts cost.	As per tender
29	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Any finance related data or payment related data to be processed?	Technical Query, impacts cost.	May be required as per requirement of client
30	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Any follow ups required for end user after processing?	Technical Query, impacts cost.	As per tender / client's requirement
31	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Do you need an Enterprise Desktop Application only which can be on Web or Mobile?	Technical Query, impacts cost.	As per tender
32	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Do you provide a customer Self assistance portal for the end users?	Technical Query, impacts cost.	As per tender
33	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Is there any restriction to display the processed data based on Departments / Roles / Users?	Technical Query, impacts cost.	As per tender / client's requirement
34	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Any manual approval process involved in between Data gathering, analyzing and processing?	Technical Query, impacts cost.	As per tender
35	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Will client do the Security Testing and VAPT ? If we have to do, any specific tool to be used for Security Testing / VAPT?	Technical Query, impacts cost.	Refer clause 7.3.9

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36	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Is Data encryption/decryption to be done, what encryption/decryption method to be followed?	Technical Query, impacts cost.	Refer clause 7.5.2 and 7.6.8.3
37	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Will client do the performance testing?	Technical Query, impacts cost.	UAT shall be done by the Client. Service Provider has to ensure optimum infrastructure for stable performance
38	7.3	32	Group 2 - Develop DPS (Data Processing Software)	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	Security Audit certificate will be done by the client or by us?	Technical Query, impacts cost.	Refer clause 7.3.9
39	7.6.2	35	General	7.6.2. The Service Provider may be required to integrate geo-tagging in the Chatbot and / or DPS as per requirement of the Client. GIS software / licenses, if required, shall be arranged by the Client.	Please elaborate on the expectation from geo-tagging.	Technical Query, impacts cost.	As per tender / client's requirement
40	7.11	38	Intellectual Property Rights	Intellectual Property Rights. (The work done by the Service Provider i.e. Chatbot, DPS, source code (except third party COTS - Commercial Off the Shelf software), database backup/schema, creatives, designs, documents, etc. shall be Intellectual Property of the Client.)	Kindly make this clause mutual as there will be sharing of IP & data from both ends.	The clause is one-sided.	As per tender
41	8	39	SLA and Penalties	SLA and Penalties	Please allow 10% deviation for uncontrollable factors for delayed and delivery failures.	There are external uncontrollable factors due to which we are unable to meet SLAs, please allow deviation	As per tender
42	8	39	SLA and Penalties	SLA and Penalties	Please relax penalties to 50% of mentioned values.	Penalty is too high considering the contract is for 2 years.	As per tender
43	7.5.1 & 7.6.8.3	34 & 36	Hosting of the Chatbot and / or DPS & General	7.5.1. The Service Provider shall provide the hosting over cloud environments (mandatorily from any of the MeitY empanelled Cloud Service Provider) adhering to all the guidelines regarding Cloud hosting as issued by GoI / GoP / MeitY from time to time. The Service Provider shall provide an undertaking or MAF from the MeitY empanelled CSP for the same. 7.6.8.3. All production data transpired in the chat window will be stored in the cloud data center with encryption enabled. The data access to supervisors and administrators shall be through the application user interface. The user interface shall be HTTPS enabled.	We have our data centres hosted at physical locations, please allow using these data centres as solution can be deployed efficiently without hosting over cloud environments. We can share satisfactory performance letters from clients for justification. Please allow exception to 7.5.1 and 7.6.8.3	Cloud deployment adds to our cost.	As per tender

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44	Query	Query		Limitation of Liability	Kindly please make the Limitation of liability capped to 12 months receivables. However, we may exclude confidentiality and IPR infringement from the same.	No capping right now.	Refer corrigendum
45	Generic				Could you please specify the names of the departments or the use cases, as the application is intended for various organizations within the Government of Punjab		As per clause 5.16.8
46	Section no 3.1.7	6	Definitions	“DPS” or “Data Processing Software” refers to the software (desktop and / or mobile application), developed and maintained by the Service Provider for processing of data received through Chatbot.	Could you please specify which modules are necessary for this mobile application?		Specific requirement of application shall be provided at the time of issuing work order
47	Page no 7 , Section no 4.2	7	Introduction	The Government of Punjab intends to use WhatsApp Chatbot services for providing various services to its citizens such as delivery of digitally signed certificates, applying for a service, tracking the status of the service, feedback / complaints, helpline, know more about the services e.g. forms, fee, documents required, maximum allowed timelines, etc.	Could you provide a list of all services that require the development of bots?		As per clause 5.16.8
48	Page no 7 , Section no 4.3	7	Introduction	Through this tender, the Client invites bids from the bidders for establishing a rate contract for providing WhatsApp Chatbot services and customized Data Processing Software to facilitate two-way communication between government and citizens, APIs for communication between databases, dashboard for downloading conversation details, reports, sessions, etc.	Could you please clarify the following points: What type of data processing is needed? Are you referring to the chatbot's database only, or is there any other existing database that we need to consider?		Data processing is for data received through WhatsApp. However, communication with external databases through APIs may also be required.
49	Page no 16 section 5.11	16	Financial bid format and evaluation		"In the financial bid format, you have listed the quantity as 7. Could you please explain the reason behind this?"		The quantity mentioned in Financial Bid format is estimated based on current forecasts and this may increase or decrease
50	Generic				Do you have a estimated no of concurrent users for the desired application ?		The estimated no. of concurrent users is not expected to be high. However, the bidders may make their own assessment of the cloud configuration and the rates may be quoted by averaging out the costs of various requirements / work orders. Also refer sample use cases at clause 5.16.8.
51	Page no 28 , Section no 7.1.2	28	Scope of Work	There are estimated ~2 Cr user initiated sessions per annum and ~50 lakhs business initiated sessions per annum as estimated for various instances of Chatbots to be created under this rate contract across various organizations of Govt. of Punjab. However, there is no minimum guarantee of quantum of work and payments shall be based on actual usage	Could you please clarify who the business users are?		Generally, business users shall be citizens who wish to avail government services.

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52	Page no 29 , Section no 7.2.3	29	Group 1 - Whats	The specific Scope of Work for each Chatbot shall be intimated by the Client and the Service Provider shall then start preparing the Chatbot.	How many chatbots like this are required?		As per Financial Bid Format at Clause 5.11
53	Page no 28 , Section 7.1.1.1	28	Scope of Work	Group 1: WhatsApp Chatbot - Development / setup of Chatbot, creation / modification / consumption of APIs, hosting, operations and maintenance, dashboard, reports, etc.	Could we please clarify the scope of the chatbot, including the number of questions and the type of data processing involved?		The scope shall be provided by the Client at the time of placing work order.
54	Page no 28 , Section 7.1.1.2	28	Scope of Work	Group 2: Data Processing Software (Desktop and/or Mobile Application) - Development, testing, security audit, development / consumption / modification of APIs, operations and maintenance, hosting, modification / development of new modules, etc	Could you please elaborate on the scope of the modifications to the API?		The specific scope shall be shared by the Client while placing the work order
55	Page no 28 , Section 7.2.2	28	Scope of Work	The Service Provider shall devise a strategy to build up the chatbot including message templates, workflow etc. on the WABA of the Client and shall be responsible for designing, developing/setting up, customizing and implementing state of the art WhatsApp Chatbot using Chatbot builder after careful requirement analysis in line with modern software development practices, capable of covering various aspects of	Given that this project has a fixed price, how should we define and finalize the scope for the chatbot?		The specific scope shall be shared by the Client while placing the work order. The bidder can quote the rates by averaging out the cost of manpower and other related items based on their experience on similar projects and as per sample use cases at clause 5.16.8.
56	Page no 29 , Section 7.2.4	29	Group 1 - Whats	The Chatbot builder shall offer a graphical user interface where the Client can design, deploy and update the Chatbot as per their requirements along with the set of functions like workflow configuration, if needed.	Could you please provide a detailed explanation of the expectations for the chatbot builder? This should include potential use cases and how clients might utilize it		As per tender
57	Page no 29 , Section 7.2.8	29	Group 1 - WhatsApp Chatbot	The Service Provider shall implement the Chatbots / DPS with multilingual support i.e. in Punjabi, English & Hindi. The messaging framework must be capable of sending/receiving messages in media formats like images, pdf, documents, audio, video, gif, emoji, stickers etc. allowed by WhatsApp and the file size limit should not be less than the defined permissible limit by WhatsApp.	Since the chatbot operates under WhatsApp's guidelines, there will be certain restrictions imposed by WhatsApp. We must comply with these. Could you please confirm if the client is comfortable with these conditions?		Yes
58	Page no 29 , Section 7.2.10	29	Group 1 - WhatsApp Chatbot	The technical capabilities of the Chatbot shall include exception handling, campaign management, integration capabilities, analytics and supervision, integration with messaging platforms, accepting payments, etc.	Could you clarify the expectations regarding the integration with the messaging platform, including payment use cases and supervision?		The specific scope shall be shared by the Client while placing the work order.
59	Page no 29 , Section 7.2.11	29	Group 1 - WhatsApp Chatbot	The Chatbot shall be used for interacting with the citizen / user and storing data collected from the interaction for further processing. The hosting of Chatbot including data collected shall be done by the Service Provider.	Hosting services can be provided and managed by our team. However, the client will bear the associated costs, which will be charged at actual rates. Please confirm your agreement		As per tender
60	Page no 30 , Section 7.2.12	30	Group 1 - WhatsApp Chatbot	Chatbot shall offer an interactive dialog interface for engaging customer/user in a chatbot session. Chatbot response shall be based on the organizational knowledge base.	Could you please clarify the number of interfaces needed, as well as the scope related to the existing databases? How many databases are there, and what type of data do they contain, such as structured or unstructured?		The specific scope shall be shared by the Client while placing the work order.

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61	Page no 30 , Section 7.2.14	30	Group 1 - WhatsApp Chatbot	The chatbot should support the use of Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP) algorithms to train itself with a variety of questions asked by citizens.	Could you please explain the roles of AI, ML, and NLP? Also, is it feasible to use the OpenAI API or Azure AI for these purposes?		Refer corrigendum
62	Page no 30 , Section 7.2.15	30	Group 1 - WhatsApp Chatbot	The Chatbot should support rule based automatic routing of conversations using the latest AI and ML techniques like ability to define rules for conversation routing and Multiple level rule support for different categories of routing	Could you elaborate what is expected regarding this point?		The specific scope shall be shared by the Client while placing the work order.
63	Page no 30 , Section 7.2.16	30	Group 1 - WhatsApp Chatbot	The Chatbot should be able to translate voice inputs into text, convert the input from one language to another, read images and other latest technologies used in AI, ML and NLP	Could you please clarify the use case for this?		Refer corrigendum
64	Page no 30 , Section 7.2.19	30	Group 1 - WhatsApp Chatbot	The Service Provider may be required to deploy an interaction / feedback mechanism and provide a drag & drop module in the Chatbot to provide ease in configuring the journey flow. There shall be no extra cost for the same.	Could you elaborate what is expected regarding this point?		As per tender
65	Page no 32 , Section 7.2.24	32	Group 1 - WhatsApp Chatbot	Training: The Service Provider shall provide necessary and sufficient training to client's team before go-live of chatbot, to manage application(s) and related activities. The training may be done through VC also.	Can we conduct these training sessions using a 'train the trainer' approach, and can we limit the number of training sessions to be provided?		As per tender
66	Page no 32 , Section 7.2.25.1	32	Group 1 - WhatsApp Chatbot	Develop APIs using standard communication protocols and data formats for sharing data received on chatbot & receiving data from databases of the client for sending WhatsApp messages to citizens / users and accepting payments as the case may be	Could you please compile a list of all such APIs?		The specific scope shall be shared by the Client while placing the work order.
67	Page no 32 , Section 7.2.26.1	32	Group 1 - WhatsApp Chatbot	The Chatbot must be enabled with drag and drop functionality so that the client can customize and implement the same as per requirements.	Could you elaborate what is expected regarding this point?		As per tender
68	Page no 32 , Section 7.3.1	32	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	The Service Provider may be asked to develop a software and/or mobile application for processing the data received through Chatbot. The services under this group may be opted independent of whether the Chatbot was prepared by the Service Provider or not.	what kind of data processing is required ?		As per tender

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69	Page no 32 , Section 7.3.4	33	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	The development of software shall include but not limited to designing, developing web pages / forms with latest technologies to show the data received through APIs from Chatbot, creation of users and roles for processing the web pages / form(s), incorporating validations, creation of workflow with ability for modification at later stage as per user requirement, generation of reports, dashboard, integration with payment gateway, etc. The Service Provider shall endeavor to develop the software in such a way that most of the work at a later stage can be done through the admin module with minimum coding requirement.	Could you provide a breakdown and a list of the necessary modules for this software?		The specific scope shall be shared by the Client while placing the work order.
70	Page no 33 , Section 7.3.8	33	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	The Service Provider shall develop dashboard and reports in the DPS along with API management module, message template module, workflow module for easy integration with the WABA account of the Client	Could you please elaborate on the expectations from the 'message template module'?		Module where client can generate dynamic message templates to be used in chat journey (workflow)
71	Page no 34 , Section 7.4.2	34	Operation and Maintenance of Chatbot and / or DPS	Any amendments / incorporation of new features, the development shall be done by the Service Provider as per the requirement of the Client. The changes as may be requested by the Client shall be done within 7 days of intimation by the Client or as per agreed timelines. This timeline is subject to relaxation by the Client for valid justifications submitted in writing by the Service Provider.	How can we minimize the extent of required changes? Is it possible to limit these changes based on the number of resources deployed by the vendor?		As per tender
72	Page no 35 , Section 7.6.2	35	General	The Service Provider may be required to integrate geo-tagging in the Chatbot and / or DPS as per requirement of the Client. GIS software / licenses, if required, shall be arranged by the Client.	Could you please inform us about the applications and scenarios where geo-tagging is used in our scenario "		The specific scope shall be shared by the Client while placing the work order.
73	Page no 38 , Section 7.9.1	38	Contract Period	This contract shall be valid for a period of 2 years initially from the date of signing of the contract. If the services of the Service Provider are found satisfactory, the contract may be extended on the same prices for an additional period of maximum 3 years (1 year at a time) at the sole discretion of DGRPG on the same terms & conditions.	Could you please provide more details about the timeline? It's clear that a two-year duration for OnM is acceptable, but I'm uncertain about the implementation aspect. The timeframe mentioned seems to vary. Additionally, in the financial bid document, it states 'estimated quantity (in 2 years)'. Could you clarify this point?		The quantity mentioned in Financial Bid format is estimated based on current forecasts and this may increase or decrease
74	5.3.2.7	12	ISO 20000 Certificate The bidder possesses ISO 20000 certification which should be valid on the date of bid:5Marks	We assume that ISO 27001 suffice the requirement. As it supersedes and covers the requirement of ISO 20000	We assume that ISO 27001 suffice the requirement. As it supersedes and covers the requirement of ISO 20000		Refer corrigendum

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SN	Tender Clause No.	Page No.	Tender Clause	Tender clause details/specification	Amendment Sought / Suggestion	Justification	DGRPG response
75	5.4	13	Earnest Money Deposit (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 Udyog Aadhaar Memorandum Number - KR03E0033365, and have been receiving exemptions in the mentioned fees. Request you to consider giving exemption.	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 Udyog Aadhaar Memorandum Number - KR03E0033365, and have been receiving exemptions in the mentioned fees. Request you to consider giving exemption.		As per tender
76	5.11	16	Financial bid format and evaluation	Please elaborate the Estimated quantity in the financial bid format. It is written somewhere 7,5,2	Please elaborate the Estimated quantity in the financial bid format. It is written somewhere 7,5,2		The quantity mentioned in Financial Bid format is estimated based on current forecasts and this may increase or decrease
77	7.2.12	30	Chatbot shall offer an interactive dialog interface for engaging customer/user in a chatbot session. Chatbot response shall be based on the organizational knowledge base.	We assume that APIs will be provided by DGRPG	It is required to get the details related to DGRPG		As per tender
78	7.2.18	30	On expiry or premature termination of the contract, the Service Provider shall handover the Chatbot, DPS, source code, (except third party COTS- Commercial Off the Shelf software), database backup/schema, creatives, designs, all admin/user credentials, documents, database, APIs etc. to the Client.	We propose that IP/Source Code will remain with the Bidder. Any customization done will be shared with DGRPG	We assume that IP/Source Code will remain with the Bidder. Any customization done will be shared with DGRPG		Commercial Off the Shelf (COTS) software code is excluded from the source code sharing

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79	NA	NA	General Query	We assume that only conversational messages are required. These messages will not be of Marketing, Services, Authentication.	We assume that only conversational messages are required. These messages will not be of Marketing, Services, Authentication.		Messages shall generally be related to Government Services
80	NA	NA	General Query	We request you to allow consortium	We request you to allow consortium		As per tender
81	NA	NA	General Query	How many total active users? Average Daily, monthly, peak?	How many total active users? Average Daily, monthly, peak?		It will vary as per Client requirements. The bidder can quote the rates by averaging out the cost of manpower and other related items based on their experience on similar projects and as per sample use cases at clause 5.16.8.
82	NA	NA	General Query	How many total active users on Website? Average Daily, monthly, peak active users?	How many total active users on Website? Average Daily, monthly, peak active users?		
83	NA	NA	General Query	Please share the expected chatbot chat messages. Average Daily, Monthly, peak?	Please share the expected chatbot chat messages. Average Daily, Monthly, peak?		
84	NA	NA	General Query	How many total active users on Mobile app, if any? Average Daily, monthly, peak active users?	How many total active users on Mobile app, if any? Average Daily, monthly, peak active users?		
85	NA	NA	General Query	How much is the current call volume, if any? Average Daily, monthly, peak?	How much is the current call volume, if any? Average Daily, monthly, peak?		
86	NA	NA	General Query	Please share the expected Whatsappbot chat messages. Average Daily, Monthly, peak, for the following type of Whatsapp messages. Marketing Authentication Services Utility	Please share the expected Whatsappbot chat messages. Average Daily, Monthly, peak, for the following type of Whatsapp messages. Marketing Authentication Services Utility		
87	7.2.18.	30	Group 1 - WhatsApp Chatbot	The Service Provider shall handover all the documents like APIs developed, Workflows developed, message templates used etc. along with source code and database including chats / media received to DGRPG as and when requested by the client.	Assuming all relevant APIs, developed workflows, and message templates would be handed over to DGRPG apart from platform source code. We can't share the platform source code due to proprietary reasons and ensuring the security and confidentiality of our technology.		Commercial Off the Shelf (COTS) software code is excluded from the source code sharing
88	7.5.1.	34	Hosting of Chatbot and / or DPS	The Service Provider shall provide the hosting over cloud environments (mandatorily from any of the MeitY empanelled Cloud Service Provider) adhering to all the guidelines regarding Cloud hosting as issued by GoI / GoP / MeitY from time to time. The Service Provider shall provide an undertaking or MAF from the MeitY empanelled CSP for the same	Please grant an exemption for hosting the setup on the Service Provider's procured cloud infrastructure to prevent any potential issues in the future.		As per tender
89	5.3.2.7	12	Technical Evaluation	ISO 20000 Certificate	Request to remove the Certificate	The cloud setup is @ AWS/platform for the services	Refer corrigendum
90	7.2.1	28	Group 1 - WhatsApp Chatbot	The Service Provider shall be required to set up a verified WhatsApp Business account of the Client or use the existing WhatsApp Business accounts (WABA) and contact number of the Client to implement the Chatbot, as the case may be. In any case, the necessary approvals and permissions from WhatsApp or any other stakeholder	Required supporting documents to be provided by concern PO provider for account creation		Details and Documents for Business Account creations shall be provided by the Client.
91	5.3.2.8	12	Technical Evaluation	Technical Manpower (B.E. / B.Tech. / BBA / BCA /B.Sc. or higher) on the rolls of the bidder:	Participant should be requested for EPFO Challan showing no of employees	Confirmation of employee	As per tender

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92	5.2.2 (3)	8	Pre Qualification / Eligibility Evaluation	The bidder should have successfully completed "Similar Work" in government / private organizations during the last three years ending 31.3.2023 as per following details:-	Requesting the department to consider Similar work as the work done/executing in the field of AI/ML	Focusing solely on experience with WhatsApp bots might overlook the broader potential offered by AI/ML. The required scope of work covers all the key elements needed	As per tender
93	5.3.2 (2)	10	Technical Evaluation	No. of successfully completed "Similar Work" awarded to the bidder by Government / Private Organizations in the last seven years till bid	Requesting the department to consider Similar work as the work done/executing in the field of AI/ML	for a technologically advanced solution, such as Artificial Intelligence, Machine Learning, Speech	As per tender
94	5.3.2 (3)	11	Technical Evaluation	No. of successfully completed "Similar Work" awarded to the bidder by Centre Government / State Government / Semi-Government / PSU in the last seven years till bid submission date	Requesting the department to consider Similar work as the work done/executing in the field of AI/ML		As per tender
95	5.11	16	Financial bid format and evaluation	Financial bid format and evaluation	I would like to respectfully request the department to consider incorporating Voice functionality as a distinct group item within the financial bid format. The inclusion of voice is anticipated to have a significant impact on the overall structure and the necessary solution within the defined scope.	The provided format does not seem to include an option for Voice functionality in the bot. However, I would like to highlight that the proposed scope encompasses the incorporation of voice through Speech-to-Text conversion. I kindly request that consideration be given to explicitly include provisions for Voice functionality within the specified format. Your attention to this matter is greatly appreciated.	As per tender

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96	7.2.16	30	Group 1 - WhatsApp Chatbot	The Chatbot should be able to translate voice inputs into text, convert the input from one language to another, read images and other latest technologies used in AI, ML and NLP.	Requesting the department to consider treating the voicebot functionality as an independent component within the comprehensive scope of work instead of translating voice input over whatsapp chatbot.	<p>The process of converting voice into text within a chatbot presents inherent complexities. Alternatively, the department may consider Voicebot as a distinct channel for engaging with citizens. Many individuals are more comfortable expressing queries through voice rather than typing, and limiting the scope to WhatsApp alone could exclude a significant portion of citizens from benefiting from government initiatives.</p> <p>"In certain scenarios, the limitations of a WhatsApp chatbot may prompt users to seek alternative communication options, particularly in instances where two-way communication via voice is preferred. The integration of a Voicebot with a human-like voice can address and enhance communication in such specific areas."</p>	As per tender
97	5.3	11	(Technical Evaluation)	CMMi Level The bidder possesses CMMi certification which should be valid on the date of bid submission : 5 Marks	<p>We believe CMMI level certification is to define maturity level of an organizations in terms of performance improvement, being in this C-PaaS industry for more than two decades and managing relations with more than 500 customers successfully is itself a demonstration of that capability. We request you to provide an exception on this considering our experience and legacy.</p> <p>Here, we requested to please remove this and marks.</p>		As per tender
98	5.3	12	(Technical Evaluation)	ISO 20000 Certificate The bidder possesses ISO 20000 certification which should be valid on the date of bid : 5 Marks	We are ISO 9001 & ISO 27001 certified vendor. Here, we request you to please remove ISO 20000 Certification so that wider participation can be happen.		Refer corrigendum

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SN	Tender Clause No.	Page No.	Tender Clause	Tender clause details/specification	Amendment Sought / Suggestion	Justification	DGRPG response
99	7.3.1	32	Group 2 - Develop DPS (Data Processing Software) (Desktop and/or Mobile Application)	The Service Provider may be asked to develop a software and/or mobile application for processing the data received through Chatbot. The services under this group may be opted independent of whether the Chatbot was prepared by the Service Provider or not.	Please elaborate on the details of software.		Refer clause 7.3.3 Specific requirement shall be provided by the client while placing the work order
100	General		General	General	Please mention that bidder should be an authorised BSP of Meta/Facebook		As per tender
101	General		General	General	Please allow to bid in a Joint Venture format for fulfilling the Tender qualification		As per tender
102	General		General	General	Please mention in the BOQ that bidder should provide their platform charges only apart from the Meta Charges. (Sample BOQ attached)		As per tender
103	5.2.2 Table SN 4	9	Pre Qualification / Eligibility Evaluation	The bidder should have a minimum annual average turnover of Rs. 5 crores in any three of the last five financial years (for which the bidder's accounts have been audited) i.e. any three FYs out of 2018-19, 2019-20, 2020-2021, 2021-2022 and 2022-23.	The bidder should have a minimum annual average turnover of Rs. 3 crores in any three of the last five financial years (for which the bidder's accounts have been audited) i.e. any three FYs out of 2018-19, 2019-20, 2020-2021, 2021-2022 and 2022-23.	we Preview Technologies Private Limited having 14+ years of experience in the Government IT industry. Sir I would like to submit that in Eligibility Criteria Point no 4 is not matching with our qualification because 3 years average turnover is 3.3 Crore but due to this criteria we are unable to participate in this tender. Sir but another all criteria have been matched & also in Evaluation Criteria also getting full marks.	As per tender