

**Response to Pre-Bid Queries & Corrigendum – RFP for Selection of an
Implementation Agency for Chatbot Development**

Please refer to the RFP Document available on NISG Website: [ce4487_d28db6b7a09b4c478cf81ab42bff5f0e.pdf \(nisg.org\)](https://www.nisg.org/ce4487_d28db6b7a09b4c478cf81ab42bff5f0e.pdf). The pre-bid meeting for interested bidders was held on Monday, 10th June 2024. Prospective bidders asked many queries during the pre-bid meeting and also sought clarifications by sending queries via email.

NISG has prepared responses to these queries and has also made suitable amendments to the related clauses of the original RFP document. The response to the pre-bid queries is enclosed as Appendix B and details of corresponding amendments to related clauses of the original RFP are given as Appendix A. The last date of submission of the bids is extended to 27th June 2024 till 5 PM IST. The Bid opening (Pre-Qualification and Technical Qualification) shall be on 28th June 2024 at 11:00 AM.

Appendix A: Corrigendum

1. Clause 6.5.3. Bidder’s Authorized Signatory of the RFP on Page No. 15, is revised as follows:

A Proposal should be accompanied by an appropriate board resolution on company's letter head or duly notarized power of attorney on stamp paper of value INR.100 rupees, in the name of an authorized signatory of the Bidder stating that he/she is authorized to execute documents and to undertake any activity associated with the Bidder’s Proposal.

2. Clause 7.1. Pre-Qualification (PQ) Criteria S. No. 7 (Manpower Strength) of the RFP on Page No 19, is revised as follows:

The Bidder’s authorized signatory should provide self- certification on company letter head that it has at least 5 full time resources on their payroll having Certification/Degree in area of AI/ML or Experience on AI/ML based Chatbot development.

3. Clause 7.2. Technical Qualification (TQ) Criteria S. No. 6 (Resource Profile) of the RFP on Page No 21, Form 10 (Appendix 1) is revised as follows:

#	Name of Resources	Name of Degree obtaining Degree	Name of Certification and Year of Certification / Degree	Name of Number of AI/ML based Chatbot development projects	No. of years of Experience in AI/ML based Chatbot development.
1.					
2.					
3.					
4.					
5.					
6.					

4. Clause 9.6.1. Hosting of the RFP on Page 26 is revised as follows:
The Chatbot Application should be hosted on MeitY empaneled Cloud environment to ensure AI/ML based Chatbot Application is always alive and responsive till execution of contract.

5. Clause 7.1. Pre-Qualification Criteria of the RFP on Page 18 is revised as follows:
Completion certificates from the client.

OR

Work Order / Letter of Award / Contract + Self certificate of completion (Certified by the Statutory Auditor).

OR

Work Order / Letter of Award / Contract + phase completion (for ongoing project) certificate from the client

6. Clause 7.2. Technical Qualification Criteria of the RFP on Page 19, 20 is revised as follows:

Completion Certificates from the client.

OR

Work Order / Letter of Award / Contract + Self Certificate of Completion

OR

Work Order / Letter of Award / Contract + phase completion (for ongoing project) certificate from the client

7. Clause 9.11.8. Privacy and Compliance of the RFP on Page No 31 is revised as follows:

- Anonymization

Remove or anonymize personal data to protect user privacy and ensure compliance with data protection laws, such as DPDP Act 2023.

8. Clause 9.10.1. Data Protection of the RFP on Page No 29 is revised as follows:

- Data Protection

Implementing stringent data protection measures to safeguard user information, complying with regulations such as and DPDP Act 2023.

9. Clause 1 Key Action Dates of the RFP on Page No 6 is revised as follows:

#	Particular	Details
1.	Start date of issuance (Download) of RFP document	3 rd June 2024
2.	Last date for Submission of Queries	6 th June 2024 till 5 pm
3.	Pre-Bid Conference	10 th June 2024 at 11 am
4.	Issue of Corrigendum and publishing of pre-bid queries	12 th June 2024
5.	Last date and time for RFP Submission	27 th June 2024 till 5 pm
6.	Date and time of opening of Pre-Qualification bids	28 th June 2024 at 11 am
7.	Date and time for opening of Technical Bids	28 th June 2024 at 11 am
8.	Date and time for opening of Financial Bids	To Be informed

#	Reference in Bid Document/ RFP	Content in RFP requiring Clarification	Clarification being sought by the bidder	NISG Response
1	6.5.3. Bidder's Authorised Signatory Page No. 15	A Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal.	Please suggest the board resolution or power of attorney will be required on bidder's letter head or stamp paper. If it is required on stamp paper then what should be the value of stamp paper.	Refer to Corrigendum Point 1.
2	7.1. Pre-Qualification (PQ) Criteria Sno 7 Page No 19	The Bidder should provide self- certification on company letter head that it has at least 5 resources on their payroll having Certification/ Degree on AI/ML based Chatbot development.	We request you to modify this clause. The Bidder should provide self- certification on company letter head that it has at least 5 resources on their payroll having work experience on AI/ML based Chatbot development.	Refer to Corrigendum Point 2.
3	7.2. Technical Qualification (TQ) Criteria Sno 6 Page No 21	Resources having Certifications/Degree in AI/ML as per Appendix-1, Form 10.	We request you to modify this clause. Bidder should have full time Resources having work experience in AI/ML as per Appendix-1, Form 10. Suggestion for Form 10. Sno. Name of Resources Year of Experience	Refer to Corrigendum Point 3.
4	9.1.1. Industry Focus Page 24 Page No 24	Identifying the specific industry or sector (6 divisions of CGPDTM office) the chatbot will serve, understanding its nuances, challenges, and opportunities.	Please suggest are you referring to image of divisions mentioned in the clause 5.3	Bidder's understanding is correct.
5	9.2.1. Integration Requirements Page No 25	Identifying necessary third-party integrations, such as application or payment transaction database, to enhance the chatbot's capabilities.	Please suggest how many integration are required. Do you also require integration with payment gateway?	Only one integration is required. But, an instance on the Intellectual Property (IP) portal has to be pulled for the user transaction. No payment integration is required.
6	9.6.1. Hosting Page 26	Choosing a reliable hosting environment that ensures your chatbot is always available and responsive.	We assume bidder can host it in their cloud infra.	Refer to Corrigendum Point 4.
7	9.8.1. Visibility Enhancements Page 27	Implementing SEO strategies for chatbot discovery, utilizing online presence, and establishing partnerships for cross-promotion to maximize reach.	Please elaborate this point.	User must be able to reach on chatbot application/page using the search engine.

8	NA	General Query	We assume Intellectual Property and Source code will remain with the bidder. Any customization done will be shared with NISG.	Bidder's understanding is correct.
9	NA	General Query	How many total active users? Average Daily, monthly, peak?	240000 per day on average are visiting Intellectual Property (IP) portal.
10	NA	General Query	How many total active users on Website? Average Daily, monthly, peak active users?	Repeated query
11	NA	General Query	Please share the expected chatbot chat messages. Average Daily, Monthly, peak?	FAQs of all the 6 divisions under the CGPDTM office
12	NA	General Query	How many total active users on Mobile app, if any? Average Daily, monthly, peak active users?	No such records are available now. But, in future, there will be requirement.
13	NA	General Query	How much is the current call volume, if any? Average Daily, monthly, peak?	Since it is the 1st such tech enablement, no such data is available for now.
14	7.1. Pre-Qualification (PQ) Criteria Page No. 18	Sales turnover in AI/ML based IT solution Annual average sales turnover generated from services related to AI/ML based IT solution during the last five financial years i.e. FY 2023-24, FY 2022-23, FY 2021-22, FY 2020-21, FY 2019-20., should be at least Rs. 5 crores.	We have recently embarked on AI/ML projects, and thus, we kindly request that turnover requirements be based on IT/ITES projects rather than specifically on AI/ML projects. Hence, We request to amend this clause as under: Financial: Turnover from IT/ ITeS:- Average Annual Turnover of the bidder from IT/ITeS during the last five financial years, i.e., from 2020-21, 2021-22 & 2022-2023 in India (as per the audited balance sheets), should be at least Rs. 50.00 Crores.	The clause in the RFP remains unchanged.

15	7.1. Pre-Qualification (PQ) Criteria Page No. 18	<p>Technical Capability Implementing Agency must have successfully completed / ongoing projects in the last five financial years i.e. FY 2023-24, FY 2022-23, FY 2021-22, FY 2020-21, FY 2019-20, at least:</p> <ul style="list-style-type: none"> - One project of similar nature not less than INR. One (1) Crore value. <p>OR</p> <ul style="list-style-type: none"> - Two projects of similar nature not less than the amount equal to INR. Sixty (60) Lakhs value each. <p>OR</p> <ul style="list-style-type: none"> - Three projects of similar nature not less than the amount equal to INR. Forty (40) Lakhs value each. <p>Note: Similar nature is defined as projects related to AI/ML based Chatbot Development.</p>	<p>We request to amend this clause as under: The bidder/ any consortium partner should have experience in AI/ML based Voicebot or Chatbot implementation and its integration with other applications during the last five financial years till March 31st, 2023, having order value as given below: A) One AI/ML based Voicebot or Chatbot Implementation project of not less than the amount Rs 40,00,000 i.e. INR Forty Lakh only. OR B) Two AI/ML based Voicebot or Chatbot Implementation projects jointly not less than the amount Rs 60,00,000 i.e. INR Sixty Lakh only.</p>	The clause in the RFP remains unchanged.
16	7.1. Pre-Qualification (PQ) Criteria Page No. 19	<p>Certifications The Bidder must have valid ISO 9001: 2008 certification; or at least CMMi Level 3 certification</p>	<p>We request to amend this clause as under: The Bidder must have valid ISO 9001: 2008 certification & CMMi Level 5 certification</p>	The clause in the RFP remains unchanged.
17	7.2. Technical Qualification (TQ) Criteria Page No. 19	<p>Average turnover from Chatbot Development including its Maintenance & Support Services in last five financial years i.e. FY 2023-24, FY 2022-23, FY 2021-22, FY 2020-21, FY 2019-20 should be at least 1 crore.</p> <ul style="list-style-type: none"> • Equal to INR. 1 Cr.: 4 marks • Greater than 1 Cr. and less than 3 Cr.: 8 marks • Greater than or equal to 3Cr. and less than 5 Cr.: 12 marks • Greater than or equal to 5Cr.: 20 marks 	<p>We request to amend this clause as under: Financial: Turnover from IT/ ITeS:- Average Annual Turnover of the bidder from IT/ITeS during the last five financial years, i.e., from 2020-21, 2021-22 & 2022-2023 in India (as per the audited balance sheets), should be at least Rs. 50.00 Crores.</p> <ul style="list-style-type: none"> • Equal to INR. 50 Cr.: 4 marks • Greater than 50 Cr. and less than 60 Cr.: 8 marks • Greater than or equal to 60Cr. and less than 80 Cr.: 12 marks • Greater than or equal to 80 Cr.: 20 marks 	The clause in the RFP remains unchanged.

18	7.2. Technical Qualification (TQ) Criteria Page No. 19	<p>RELEVANT STRENGTHS</p> <p>Chatbot Development (including its Maintenance & Support Services) to be demonstrated in a minimum of 3 projects that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 5 years, as on the last date of submission of bids.</p> <p>Projects:</p> <ul style="list-style-type: none"> • Less than 3 projects: 0 marks • Equal to 3 projects: 10 marks • Equal to 4 projects: 15 marks • Equal to 5 projects: 20 marks • Equal to 6 projects: 25 marks • Greater than 6 projects: 30 Marks 	<p>We request to amend this clause as under:</p> <p>The bidder/ any consortium partner should have experience in Chatbot Development (including its Maintenance & Support Services) to be demonstrated in a minimum of 3 projects that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 5 financial years.</p> <p>Projects:</p> <ul style="list-style-type: none"> • Less than 1 projects: 0 marks • Equal to 2 projects: 20 marks • Greater than 3 projects: 30 marks 	The clause in the RFP remains unchanged.
19	Section 7.2. Technical Qualification Criteria, Page No. 19	1. Average turnover from Chatbot Development including its Maintenance & Support Services.	Kindly note that Chatbot is generally part of a larger software development project. Hence turnover from specifically Chatbot based development is difficult to access & collate. Kindly confirm if projects with Chatbots development as scope of the project can be considered for turnover calculations.	Bidder needs to provide required Average Turnover from Chatbot Development including its Maintenance & Support Services. The clause in the RFP remains unchanged.
20	Section 7.1. Pre-Qualification Criteria, Page No. 18	3. Net worth should be positive in each of the last five financial years i.e. FY 2023-24, FY 2022-23, FY 2021-22, FY 2020-21, FY 2019-20	Kindly note that as financial audited Statements are currently not available for FY2023-24. Hence kindly update the turnover requirement from FY2019-20 to FY2022-23	In case of non-availability of financial audited Statements for FY2023-24, provisional statement can be submitted on company's letterhead, duly certified by authorized signatory.

21	Section 7.1. Pre-Qualification Criteria, Page No. 18	4. Technical Capabilities: Note: Similar nature is defined as projects related to AI/ML based Chatbot Development	Kindly note that for demonstrating technical capabilities, projects of "similar nature" is defined very specific to AI/ML based Chatbot Development. As Chatbot is generally part of a larger software development project. Hence projects of specifically Chatbot based development is difficult to access & collate. Kindly confirm if projects with Chatbots development as scope of the project can be considered for demonstrating technical capabilities.	If Chatbot is part of a larger software development project, substantial proof should be provided. A certificate from CA/Statutory Auditor to be provided citing the above.
22	Section 7.1. Pre-Qualification Criteria, Page No. 18	4. Documents required: Completion certificates from the client. OR Work order + Self certificate of completion (Certified by the Statutory Auditor) OR Work order + phase completion certificate from the client	As successfully completed / ongoing projects are required. Kindly update documents required as : "Completion/ Ongoing certificates from the client. OR Work order/ Contract/ Letter of Award + Self certificate of completion/ ongoing project (Certified by the Statutory Auditor) OR Work order/ Contract/ Letter of Award + phase completion certificate from the client"	Please refer to the corrigendum Point no. 5.
23	Section 7.1. Pre-Qualification Criteria, Page No. 19	7. The Bidder should provide self- certification on company letter head that it has at least 5 resources on their payroll having Certification / Degree on AI/ML based Chatbot development.	Kindly note that Certification/ Degree should be on AI/ML and not AI/ML Chatbot development as currently mentioned in RFP. Request you to update the criteria & corresponding declaration with " Certification / Degree on AI/ML"	Please refer to the corrigendum Point no. 2.
24	Section 7.2.	2. Documents Required: Completion Certificates from the client OR Work Order + Self Certificate of Completion	As successfully completed / ongoing projects are required. Kindly update documents required as : "Completion/ Ongoing Certificates from the client OR Work order/ Contract/ Letter of Award + Self Certificate of Project Ongoing/ Completion"	Please refer to the corrigendum Point no. 6.
25	9.2.1, Page 25	9.2.1. Integration Requirements	What are the systems or websites that need to be integrated with?	Intellectual Property(IP) Portal.
26	9.1.5, Page 24	9.1.5. Platform Selection	Is the chatbot going to exist as a standalone system with its own UI or will it be part of an existing portal as an addon?	May be. But, an instance on the Intellectual Property (IP) portal(s) has to be pulled for the user transaction.
27	9.2.3, Page 25	9.2.3. Login Management	Is there an existing login mechanism that can be leveraged?	No.
28	9.1.2, Page 24	9.1.2. Historical Archiving	What is the archiving requirement?	As per the IT Act 2000 of GoI.
29	-	-	Kindly clarify, how much of data would be static vs dynamic?	All data is static. Currently there is no dynamic data.

30	-	-	We understand that data is to be refreshed on a monthly basis. Kindly confirm frequency of data refresh?	<p>1. Queries which have been falsely responded and whose response is available but tech failed to connect with it, would be done on the daily review and training.</p> <p>2. Queries, which are of generic info but are not covered in the initial documents, would be upgraded on the once in a monthly basis.</p> <p>3. Queries responded with default reply are not going to be considered as transaction.</p>
31	-	-	What would be the size of data?	FAQs and Fee structures from 6 divisions to be made available in PDF format.
32	-	-	Are we allowed to subscribe for LLM API services or should we host LLMs on-prem?	Decision depends on the bidder's expertise and cost optimisation.
33	-	-	What is the output response required to be supported? Is it text alone or text and tabular or images that is required as part of the response	<p>The output response might be text alone or text and tabular or images</p> <p>The bidder should assess the best output response, considering the performance KPI's.</p>
34	-	-	Is there a preference or currently is any specific cloud being used?	Refer to Corrigendum Point 4.
35	-	-	How many users are expected to use this system? Do we have any baseline?	We are noting approx. 240000 per day user visits on the portal and average 1200 queries on the support email on the daily basis.
36	-	-	Kindly provide atleast 2 weeks after the issue of response to Pre bid queries for Bid Submission.	Refer to Corrigendum Point 9 for extended timelines.

37	9.1.1	Identifying the specific industry or sector (6 divisions of CGPDTM office) the chatbot will serve, understanding its nuances, challenges, and opportunities.	Please confirm how many applications are in production where Chatbot to be integrate.	One integration and may be multiple instances to be pulled at the User End.
38	9.6.1	Choosing a reliable hosting environment that ensures your chatbot is always available and responsive.	Please confirm do Bidder/IA need to factor the cost of all Infrastructure, platform, Security components, backup etc. as part of Chatbot services.	Yes
39	Form 2 : Price Schedule	Maintenance & Support including Query limit up to one (1) lakh per month, Cloud Hosting cost for 12 months	Please confirm do bidder need to bundled the cost of all environment (Production, Development , Disaster Recovery etc.) as part of monthly cost.	Yes
40	Form 2 : Price Schedule	Maintenance & Support including Query limit up to one (1) lakh per month, Cloud Hosting cost for 12 months	Please provide the expected hourly peak queries to size the Chatbot platform.	Business Hours have been noticed as the peak hours while the odd hours gets the lowest user visit on the portal.
41	Certifications Section 7.1 Point 5	The Bidder must have valid ISO 9001: 2008 certification; or at least CMMi Level 3 Certification	Considering the scale, scope and quality requirements on the engagement, it is requested to allow participation of only CMMi Level 5 firms.	The clause in the RFP remains unchanged.
42	Sales turnover in AI/ML based IT solution Section 7.1 Point 2	Annual average sales turnover generated from services related to AI/ML based IT solution during the last five financial years i.e. FY 2023-24, FY 2022-23, FY 2021-22, FY 2020-21, FY 2019-20., should be at least Rs. 5 crores.	Annual average sales turnover generated from services related to AI/ML based IT solution during the last five financial years i.e. FY 2023-24, FY 2022-23, FY 2021-22, FY 2020-21, FY 2019-20., should be at least Rs. 5 crores. It is requested to allow the bidder to put both National as well as Global citations and hence the below clause should be modified to: "Annual average sales turnover generated from services related to Blockchain/ AI/ML based IT solution during the last five financial years i.e. FY 2023-24, FY 2022-23, FY 2021-22, FY 2020-21, FY 2019-20., should be at least Rs. 5 crores."	The clause in the RFP remains unchanged.
43	Manpower Strength Section 7.1 Point 7	The Bidder should provide self- certification on company letter head that it has at least 5 resources on their payroll having Certification / Degree on AI/ML based Chatbot development.	It is requested to allow the bidder to put both AI/ML as well as Data Analytics strength and hence the below clause should be modified to: "The Bidder should provide self- certification on company letter head that it has at least 100 resources on their payroll having Certification / Degree on AI/ML based Chatbot development/ Data Analytics/Data Science."	Refer to Corrigendum Point 2.
44	Section 13	Deliverables & Timelines	Considering the scale, scope and quality requirements on the engagement, 9 weeks development time is too short. Requested to modified atleast 20 weeks for development & go live	The clause in the RFP remains unchanged.

45	Section 1	Key Action Dates	The bidder requests for an extension by at least 4-6 weeks, post release of corrigendum/response to prebid queries. This is in-line with MeitY recommendations.	Refer to Corrigendum Point 9 for extended timelines.
46	Section 12	Payment Terms	Considering dependencies on various stakeholders, it is requested to modify the payment milestones to TnM basis as various approvals would be required from the concerned department.	The clause in the RFP remains unchanged.
47	General Query	Financial Strength	As per the MeitY guidelines/government RFPs of such nature, it is recommended to consider 20 times the project value as the minimum annual turnover of firm. It is thus requested to amend the clause as below: "Bidder should have an Average Annual Turnover of minimum INR 700 Crores for the last three financial years i.e. 2020-2021 ,2021-2022,2022-2023 and 2023-2024"	The clause in the RFP remains unchanged.
48	General Query	Software Licenses	Kindly provide clarification on the software licenses for the development and hosting are the part of Implementation Agency(IA) or bidder	Yes
49	General Query	Hardware Licenses	Kindly provide clarification on the development, and hosting environment are the part of Implementation Agency(IA) or bidder	Yes
50	General Query	Third Party Licenses	Kindly provide clarification on the third party licenses are the part of IA or bidder	Yes
51	General Query	Cloud hosting	Considering the criticality of project & continuous deployment of the project Cloud deployment is best suited. Kindly confirm	Bidder's understanding is correct.
52	7.2. Technical Qualification (TQ) Criteria pg no - 20 & 21	Chatbot Development (including its Maintenance & Support Services) to be demonstrated in a minimum of 3 projects that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 5 years, as on the last date of submission of bids.	Bots/AI assistants which are developed as part of large programmes are not mentioned in the scope of the work order since the work orders are year long contracts which has generic scope, can we include those work orders and also mention the details of the bot in the self certificate of completion? How the revenue can be calculated for these scenarios?	If Chatbot is part of a larger software development project, substantial proof/work order should be provided. A certificate from CA/Statutory Auditor to be provided citing the above.
53	13. Deliverables & Timelines Pg no - 35	T0+8 (7 Week)	Can the bidder come up with an alternate timeline based on the solution?	No, the clause in the RFP remains unchanged.
54	13. Deliverables & Timelines Pg no - 35	T0=Date of signing of contract	Please include time for resource mobilisation, 2 to 3 weeks is the usual time for resource mobilisation	The clause in the RFP remains unchanged.

55	Penalty for not meeting KPI: Pg No - 33 Table B	Resolution by IA - Within 3 hours	a) Can you pls specify whats the operational hours of the support team, usually for an AI assistant it will be 8X6 support. b) Any P1 beyond this time will be resolved during the next business day. Can you pls add that clause	The operational hours shall be 24X7, except the planned maintenance downtime.
56	12. Payment Schedules Pg No 34	Maintenance & Support including Cloud Hosting and API usage cost	Cloud hosting charges - in the financial proposal there are hosting charges beyond 4 lakhs queries. can you pls let us know how one query will be calculated.	User input would be counted as a query.
57	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	What are the user personas using the system? Is that only targeted for the information seeker (end-user)?	Yes
58	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	What is the channel through which the chatbot is available? WhatsApp, Telegram, Web, Mobile app etc?	The RFP requires that the chatbot system should be deployed on IP portal. It is upto the bidder to make it available on different channels.
59	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	Should the chatbot support voice and text queries from the user?	The Chatbot will support text queries only.
60	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	Does the chatbot needs support for Indic languages? Specify the languages needed	English and Hindi
61	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	What is the anticipated total number of users using the chatbot?	Currently there is no chatbot implemented but we are noticing approx. 240000 per day user visits on the portal.

62	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	What is the anticipated concurrency of the users using the system?	Currently 240000 (approx.) users visit the portal daily. In the current scenario concurrency cannot be estimated.
63	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	What is the current daily request volume for queries and grievances? What is the anticipated volume daily?	Average 1200 queries are received on the support email on the daily basis.
64	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	What is the source of the information documents? and the format in which the information is available?	FAQs and Fee structures from 6 divisions to be made available in PDF format.
65	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	Is the information document all in English? or there is any regional language documents to be considered?	All information documents are available in English.
66	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	What will be the frequency at which the source document undergoes changes?	<ol style="list-style-type: none"> 1. Queries which have been falsely responded and whose response is available but tech failed to connect with it, would be done on the daily review and training. 2. Queries, which are of generic info but are not covered in the initial documents, would be upgraded on the once in a monthly basis. 3. Queries responded with default reply are not going to be considered as transaction.

67	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	Any data scrapping from website needed? Specify the website details. Does it need authorization?	No
68	5.2. Project Background - Pg No 10	Based on the volume and nature of queries and grievances received by the office over email, there is a need for a chatbot to address the queries and the recurring grievances without human intervention as far as possible.	How many external integrations with the AI assistant is required? Can you please list them out?	One integration and may be multiple instances to be pulled at the User End.
69	9. Scope of Work - Pg No 24		Can the scope of work executed remotely and also can the support team work remotely? Pls confirm	Depends on the requirement of the project.
70	12. Payment Schedules	Maintenance & Support including Cloud Hosting and API usage cost	Should it be MeitY empanelled cloud?	Refer to Corrigendum Point 4.
71	9.11.8. Privacy and Compliance - Pg No 31	Compliance The Chatbot Application shall adhere to all the applicable eGovernance norms issued by the Government of India.	Can you pls give the reference of the e-governance norms issued by the GoI that needs to be followed	Please refer to : https://egovstandards.gov.in
72	9.11.8. Privacy and Compliance - Pg No 31	Anonymization Remove or anonymize personal data to protect user privacy and ensure compliance with data protection laws, such as DPDP Bill, GDPR and CCPA.	Please confirm why European data privacy standards GDPR and CCPA needs to be followed, can we just follow DPDP bill. Please give reference to DPDP bill.	Refer to Corrigendum Point 7 and 8.
73	9.11.6. Feature Engineering	Contextual Information Include contextual features that may affect the interpretation of a message, such as the time of day or the user's previous interactions with the chatbot.	Previous interactions with the chatbot requires a login for the user? can we plan for that ?	No
74	9.9.1. Updating Content and Functionality	Regularly (once a month) refreshing the chatbot's content and capabilities to reflect user feedback, technological advancements, and changes in user behaviour.	Who will be providing the new refreshed content?	DPIIT/CGPDTM/NISG
75	9.8.3. Analytics and Measurement	Utilizing analytics tools to track key performance indicators (KPIs) such as user engagement rates, conversation completion rates, and user satisfaction etc. This data is critical for understanding the chatbot's impact and areas for improvement.	User engagement rates, Conversation completion rates, and User satisfaction - Are this the KPIs required	Yes
76	9.6.3. Launch Preparation	Finalizing all necessary documentation, media, and support materials for Audit and then a successful launch.	Who will be providing the sign-off for UAT, documentation, media and support materials	NISG

77	9.6.3. Launch Preparation	Finalizing all necessary documentation, media, and support materials for Audit and then a successful launch.	What will be the governance process apart from UAT and Security Audit before go-live	The query is not clear.
78	9.5.4. User Acceptance Testing	Gathering feedback from end-users to identify areas for improvement and ensure the chatbot meets their expectations.	Which team will be doing the UAT and signing it off?	NISG
79	9.4. Architecture and Bot Development: Building the	With a solid conversational design in place, IA shall focus on constructing the chatbot's architecture.	Will this be an open source AI assistant?	It is the bidder to propose.
80	9.1. Requirement Gathering and Analysis	The initial phase in the chatbot development process requires a thorough understanding of the project's prerequisites and objectives. This stage is pivotal, as it lays the groundwork for the entire project. Key considerations during this phase include:	In case of an increase in scope, what will be the change management process?	If there is a change in scope, Appendix III to be followed for change request.
81	7.3. Financial and Technical Bid Evaluation - Pg 22	Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.	In case of unfortunate delays in sign-off/approvals, how this will be ensured that it doesn't impact the agreed timelines/milestones	Any delay that is not attributable to the bidder shall not be considered.
82	Section 7.1, page no 18	Annual average sales turnover generated from services related to AI/ML based IT solution during the last five financial years i.e. FY 2023-24, FY 2022-23, FY 2021-22, FY 2020-21, FY 2019-20., should be at least Rs. 5 crores.	We have developed numerous IT/ITeS projects with a particular emphasis on Chatbot solutions. We kindly request that only the turnover from these IT/ITeS projects be considered. Additionally, as we are yet to receive the provisional certificate for FY 2023-24, please allow the turnover from FY 2022-23, FY 2021-22, FY 2020-21, FY 2019-20, and FY 2018-19.	The clause in the RFP remains unchanged. In case of non-availability of financial audited Statements for FY2023-24, provisional statement can be submitted on company's letterhead, duly certified by authorized signatory.
83	Section 7.2, page no 19	Average turnover from Chatbot Development including its Maintenance & Support Services in last five financial years i.e. FY 2023-24, FY 2022- 23, FY 2021-22, FY 2020-21, FY 2019-20 should be at least 1 crore.	We have developed numerous IT/ITeS projects with a particular emphasis on Chatbot solutions. We kindly request that only the turnover from these IT/ITeS projects be considered. Additionally, as we are yet to receive the provisional certificate for FY 2023-24, please allow the turnover from FY 2022-23, FY 2021-22, FY 2020-21, FY 2019-20, and FY 2018-19.	The clause in the RFP remains unchanged. In case of non-availability of financial audited Statements for FY2023-24, provisional statement can be submitted on company's letterhead, duly certified by authorized signatory.

84	Section 7.2, page no 19	<p>Chatbot Development (including its Maintenance & Support Services) to be demonstrated in a minimum of 3 projects that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 5 years, as on the last date of submission of bids</p> <p>Documents required: Completion Certificates from the client OR Work Order + Self Certificate of Completion</p>	<p>We have undertaken numerous IT/ITeS projects that encompass a wide range of solutions, with a particular focus on integrating chatbot development within the project scope. Given our extensive experience and successful implementation of chatbot functionalities in these projects, we request that you specifically consider e-Governance projects where chatbot technology plays a crucial role in enhancing service delivery and user interaction. Hence we request you to kindly modify the clause as follows:</p> <p>Demonstration of minimum 3 e-Governance projects where Chatbot Development is a component that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience</p> <p>The work order should have been issued within the last 10 years, as on the last date of submission of bids</p> <p>Documents required: Completion Certificates from the client OR Work Order + Self Certificate of Completion / Go-live</p>	The clause in the RFP remains unchanged.
85	Section no 9.1.1, Page no 24	Identifying the specific industry or sector (6 divisions of CGPDTM office) the chatbot will serve, understanding its nuances, challenges, and opportunities	Please confirm how many applications are in production where Chatbot to be integrate.	One integration and may be multiple instances to be pulled at the User End.
86	Section no 9.2.1, Page no 25	Identifying necessary third-party integrations, such as application or payment transaction database, to enhance the Chabot's capabilities	<p>Please enlist the number of application with whom integration will be done.</p> <p>We assume that the client shall arrange the required APIs/ web services of the 3rd party applications with whom integration will be done by the selected vendor</p>	<p>Currently, one integration with Intellectual Property (IP)Portal and may be multiple instances to be pulled at the User End.</p> <p>In future if required, DPIIT/NISG shall assist in arranging the required API's/web services.</p>

87	Section no 9.2.3, Page no 25	Planning for any guest/registered user login services needed for the Chabot's operation and user engagement	-Please Specify the total number of users & Concurrent users -Please Specify the Types of User	Currently 240000 (approx.) users visit the portal daily. In the current scenario concurrency cannot be estimated. Public Users
88	Section no 9.6.1, Page no 26	Choosing a reliable hosting environment that ensures your Chatbot is always available and responsive.	-Requesting to kindly confirm if Bidder/IA need to factor the cost of all Infrastructure, platform, Security components, backup etc. as part of Chatbot services	Yes
89	Section no 9.8.3, Page no 28	Utilizing analytics tools to track key performance indicators (KPIs) such as user engagement rates, conversation completion rates, and user satisfaction etc.	-Kindly specify the tools that are required -We assume that the client shall bear the cost of the required tools	Bidder to assess by themselves and propose the best possible solution. The cost of such solution shall be borne by the bidder.
90	Section no 9.11.1, Page no 29	Collect data from FAQs, past query responses, policy and act sources that reflect the range of interactions the Chatbot is expected to handle	-We assume that the client shall provide the required data for FAQs.	Yes
91	Section no 9.11.9, Page no 31	Application Security Audit	-Please share the frequency of security audit.	Only once before Go-Live
92	Appendix-II, Form 2, Page no 45	Maintenance & Support including Query limit up to one (1) lakh per month, Cloud Hosting cost for 12 months	-Please confirm do bidder need to bundle the cost of all environment (Production, Development, Disaster Recovery etc.) as part of monthly cost -Please provide the expected hourly peak queries to size the Chatbot platform	Yes Business Hours have been noticed as the peak hours while the odd hours gets the lowest user visit on the portal. Currently 240000 (approx.) users visit the portal daily.
93	Generic	Generic	-We kindly request that a minimum of 2 weeks' time be provided after the publication of the corrigendum to prepare the response document in accordance with the requirements of the RFP and the corrigendum.	Refer to Corrigendum Point 9 for extended timelines.