

Response to the Pre-Bid Queries

Tender for Selection of Service Provider for Development of WhatsApp Business API based Chatbot solution for Digital Gujarat Services of Department of Science and Technology, Gandhinagar, Govt. of Gujarat

(Tender No: GEM/2022/B/2697944 Dated: 02-11-2022)

Sr. No	Tender Reference		Query/Clarification/Suggestions	Response to the Pre-bid Queries
	Page No/ Section Number /Clause Number	Tender Description		
1.	NIT Page 2 Clause 1	The estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive	Estimated Bid Value not mentioned in Tender Documents. Its require for EMD & Eligibility Criteria related documentation purpose.	EMD & Eligibility Criteria mentioned in the RFP.

		prices received in Bid / RA process.		
2.	NIT Page 2 Clause 1	2. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest.	Reverse Auction should be conducted amongst the first 70% of the technically qualified bidders	As per RFP
3.	Page No 22 Clause 14. Prices	a) Prices payable to the service provider as the state in the contract shall be fixed during the performance of the contract.	The contract period is 3 years and any increases/decrease of Prices is subject to Prices of WhatsApp / META. Kindly incorporate PV Clause.	As per RFP
4.	Page No 19 Clause 4, Sub Clause A	Standards a) The software supplied under this Contract shall conform to the standards and when no applicable standard is mentioned; to the authoritative standard appropriate to the country of origin and such standards shall be the latest issued by the concerned institution.	Definition of standard and Required Standard not mentioned	The Software developed under this contract should meet the e-Governance Standard of Meity and the IT Act.

5.	Page No 20 Clause 7, Sub Clause A & B	<p>Intellectual Property Rights</p> <p>a) The Department shall retain exclusive intellectual property rights to the software (including source code of customization / enhancements / amendments done). Final solution IPR will be sole and exclusive property of department.</p> <p>b) The Department shall have full rights of sharing source code with Gujarat State / Govt. of India / Other states/Government Departments/Boards/C orporations or any other govt. Body</p>	A) & B) Please help to understand the reason for asking Source Code. Is it really required? It will increase the solution cost around 10 times.	IPR of the based product is exempted, However the Customised Solution/Enhancement/ Additional Development shall be sole IPR of the tenderer.
6.		Bidder shall integrate the Chatbot developed (as scope below) with WhatsApp, and this Whatsapp Business API-based Chatbot shall be hosted on premise at GSDC (Gujarat State Data Centre)	<p>Does bidder need to provide the hardware or Will Virtual Server (cloud instance) be provided by GIL?</p> <p>- If Virtual Server is provided by GIL, Does bidder has to provide only Application and software licenses?</p>	<ul style="list-style-type: none"> • Yes • Bidder is required to provide the required OS, DB licenses, etc. as per RFP. • Open source solution shall be preferred.

7.	Page No 33 Section 6, Sub Clause D	vii Chatbot must use machine learning and Natural Language Processing (NLP) algorithms to train itself with variety of questions asked by consumers.	Is NLP and Machine learning mandatory?	Not mandatory
8.	Page No 36 Section 6, Sub Clause F	VIII. Conversation Live Stream Display user profile: id (mobile number, name, account number etc.) Display conversation/post attributes: Request, Complaint etc Display misclassified conversation and option to mark right classification Display manual category conversation and option to mark new classification	VIII. Please explain bit more.	This functionality is not required
9.		x. Rule based automatic routing of conversations using latest AI and ML techniques. Ability to define rules for conversation routing Multiple level rule support for different categories of routing	X. Please explain bit more.	This functionality is not required

10.	Scope of work A. MN (Mobile Number) Procurement:(II)	The MN (or any code) procured for implementation of verified WhatsApp Business API Profile of GIL will be the property of GIL. In case of expiry or termination of contract due to any reason, the bidder shall surrender the MN to GIL or its authorized vendor. The bidder shall also provide necessary support and required documentation (like NOC etc.) during the transfer/surrender of MN to GIL or its authorized vendor, if the situation may arise in the future.	Rather than Bidder providing any MN, we would like to suggest if GIL could use their own number that will ease the process continuity with same number	As per RFP
11.	Scope of work C. WhatsApp Business API (IV)	Implement opt-in campaign for taking consumers' consent for sending messages to their WhatsApp accounts. Bidder must implement opt-in campaign through various communication mechanisms like missed calls, SMS, email, QR code etc.	We would like to request you to kindly provide the tentative count of missed call, Email, SMS services or add line item in financial bid for these services	This functionality is not required

12.	Scope of work C. WhatsApp Business API (IX)	Bidder shall integrate the Chatbot developed (as scope below) with WhatsApp, and this Whatsapp Business API-based Chatbot shall be hosted on premise at GSDC (Gujarat State Data Centre).	Said services can be caterred by cloud servers requesting you to kindly considetr the same.	As per RFP
13.	Scope of work D. Chatbot Solution	General Query	Will GIL be also required web based chatbot??	Yes, but through whatsapp web API only, which is part of the solution itself

14.	8	<p>The bidder should have an annual turnover from IT Software related services (Software Development / Software Customization & Implementation only) of at least Rs. 3 crores during each of the last three financial years (2018- 19, 2019-20 and 2020-21) or cumulative turnover of Rs. 9 Crore for the last three financial years (2018-19, 2019-20 and 2020-21) OR The bidder should have an cumulative turnover of Rs. 50 lacs from WhatsApp business API, chatbot solution for the last three financial years (2018- 2019, 2019-20 and 2020-21)</p>	<p>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 Udhog 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.</p>	As per RFP
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15.	5	<p>Bidders shall submit EMD of Rs. 1,00,000/- in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2021/7729/D MO dated 28.06.2021 or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar (as per prescribed format given at Section 10) and must be submitted along with the covering letter</p>	<p>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 Udhog Aadhaar Memorandum Number - KR03E0033365. Request you to provide exemption for this clause?</p>	<p>Start - UP is Exempted from EMD</p>
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16.	14	<p>The bidder must have successfully completed a minimum of two (2) projects of WhatsApp Business API integration and Chatbot Solution If bidder has completed 2 to 4 such projects - 15 Marks If bidder has completed 5 to 7 such projects - 20 Marks If bidder has completed more than 8 such projects</p>	<p>We assume that this clause contains WhatsApp Bot Business API Integration and Chatbot integration. Please elaborate.</p>	<p>The bidder must have successfully completed a minimum of two (2) projects of WhatsApp Business API integration and Chatbot Solution. Not web-based chatbot.</p>
17.	28	<p>Development Phase: During this phase, agency shall be responsible for setting up the team and shall include Entire setup of the core platform, integrating this platform with department's platform Digital Gujarat and Digital Seva Setu, Infrastructure set-up, Resource training, dashboard and other set up including UAT. The Bidder has to provide 1 Man Power Onsite during the Development Phase.</p>	<p>We are based out of Bangalore, India and we provide all necessary support to our clients across India and Globe. We can dedicate a resource for GIL for any development and support required. We request relaxation in the on site support clause.</p>	<p>as per RFP</p>

18.	29	The below table shows the expected performance from the core services including performance criteria and service level agreements pertaining to the availability of services and activities required from the System Integrator (SI) during the facility management period.	We assume the SLA breach caused due to issue/lack of information from GIL would not be considered for penalty.	As per RFP
19.	32	MN (Mobile Number) Procurement:	We suggest the number to be with the name of GIL, however we can facilitate the process.	As per RFP
20.	32	The bidder shall set up a Verified WhatsApp Business Profile and Whatsapp Business API of GIL/DST.	We suggest the whatsapp business profile to be with the name of GIL, however we can facilitate the process.	It is as per RFP with the name of GIL/DST
21.	33	Bidder shall integrate the Chatbot developed (as scope below) with WhatsApp, and this Whatsapp Business API-based Chatbot shall be hosted on premise at GSDC (Gujarat State Data Centre).	We will request GIL to consider Public Cloud as one of the option for integrating Chatbot developed (as scope below) with WhatsApp, and this Whatsapp Business API-based Chatbot. Chatbots utilize advanced AI/ML services which run natively in Public Cloud. Also Public Cloud provides advantages of Scalability, High Availability, Security and natively running Advanced services. Major customers run their chatbots projects and workloads on Public Cloud with the ease of Pay-as-you-go pricing and commercial grade SLA.	As per RFP

22.	34	The Bidder shall handover all the documents along with entire source code to GIL after completion of development period.	We assume that IP/Source code remain with the bidder.	IPR of the based product is exempted, However the Customised Solution/Enhancement/ Additional Development shall be sole IPR of the tenderer.
23.	NA	General Query	How many total active users? Average Daily, monthly, peak?	Approx. Active user 25000 daily and Concurrent users 15000
24.	NA	General Query	How many total active users on Website? Average Daily, monthly, peak active users?	Approx. Active user 25000 daily and Concurrent users 15000
25.	NA	General Query	How many total active users on Mobile app? Average Daily, monthly, peak active users?	Approx. 500 users daily
26.	NA	General Query	How much is the current call volume, if any? Average Daily, monthly, peak?	1500 per day
27.	NA	General Query	How much is the current Email volume, if any? Average Daily, monthly, peak?	currently, there is no Email id for this solution
28.	NA	General Query	Please share the expected chatbot chat messages. Average Daily, Monthly, peak?	Approx. 10000 per day
29.	NA	General Query	Please share the expected Whatsappbot chat messages. Average Daily, Monthly, peak?	Approx. 1,00,000 per day.
30.	Other		We can provide the SAAS model platform, kindly consider the same.	As per RFP
31.	Extension		Request you to extent the tender for 1week	As per RFP

32.		ii. Chatbot will help customer/user with their queries related to the application process, which includes, Application form fill up and submission of selected services by the department, downloading of various types of certificates offered through WhatsApp by Digital Gujarat services.	Where to send the data and forms collected from the user?	WhatsApp solution will be integrated with Digital Gujarat Portal. Hence the data and forms will be shared with the Digital Gujarat Portal/Database.
33.		iii. Chatbot will retrieve the data from the repository of Digital Gujarat/Digital Seva Setu's Database based on Phone number/ Application number/ Certificate number or any other combination selected by the department to retrieve the certificate of the citizen	How to collect the data from Digital Gujrat? Are there any API's which shall be provided by department during implementation?	As per RFP, Bidder has to develop and consume API from Digital Gujarat Database as per requirement.

34.		xiii. Chatbot shall be flexible to incorporate new services/facilities like Application tracking, receipt generation, eligibility information, payment status check, complaint/grievance services, connect to call centre Approx. 5 admin users will be required. etc.	We are assuming that we have to call APIs to get the information. Need more clarity on Receipt generation, How to generate receipt? Is there any API? Is there any existing grievance redressal mechanism?	As per RFP, Bidder has to develop and consume API using the Digital Gujarat Database as per requirement. A receipt is being generated on Digital Gujarat Portal, Bidder has to integrate with Digital Gujarat Portal for required functionalities. Grievance Mechanism development is in progress.
35.		xiv. The Bidder shall handover all the documents along with entire source code to GIL after completion of development period.	Source code handover is not possible	IPR of the based product is exempted, However the Customised Solution/Enhancement/ Additional Development shall be sole IPR of the tenderer.
36.		xix. The bidder shall have to customize the Chatbot from time to time as per the requirements of GIL. No extra charge will be paid by GIL for such customization during the contract period apart from that agreed in BoQ. As it is a time bound project, the customizations shall be delivered within a	Will this include any FAQ's Update and API's integration.	Yes

		mutually agreed timeline.		
37.		iii. Case Management	Need more clarity on the scope of case management. Kindly elaborate.	This functionality is not required
38.		iv. Feedback Management Conducting scheduled feedback from customers	Is scheduled feedback is to be obtained in WhatsApp?	This functionality is not required
39.		ix. Conversation Live Stream	Need more clarity on the scope of conversation live streaming. Kindly elaborate.	This functionality is not required
40.		We have observed that there are two websites:	Do we have to extract FAQ's from both the websites? If yes – only one bot is required or should we propose separate bots for each website.	Digital Gujrat and Digitla Seva Setu are having a common database.
41.		Genral Query	1. How many user are to be handled as concurrent sessions.	Concurrent users 15000
42.		Genral Query	2. What is the count of active users (current/expected).	Approx. Active user 25000 daily
43.		Genral Query	3. How many calls are being received at Call centre (hourly/daily statistics)	Not relevant

44.			It is imperative that, as part of pre-qualification criteria, the bidder should be required to be an official and authorized BSP of Facebook/Meta/Whatsapp because the Verified WhatsApp Business Profile and Whatsapp Business API and Time Set up Cost of Whatsapp solution as well as operation & maintenance and customization of Whatsapp Business API Platform can be carried out only by an an official and authorized BSP of Facebook/Meta/Whatsapp.	As per RFP
45.	SECTION 2: ELIGIBILITY CRITERIA Page No.- 8	2. The bidder must have successfully completed minimum two (2) projects of WhatsApp Business API integration and Chatbot Solution	There are some similar solutions available from different OEMs and those solutions both stable and mature. Looking at this and also in order to attract more number of bids and to promote healthy competition we request you to please consider the experience of OEM as well and update the criteria as under: "The bidder/OEM must have successfully completed minimum two (2) projects of WhatsApp Business API integration and Chatbot Solution."	As per RFP
46.	21. Technical Evaluation Methodology b) Technical Evaluation: Page# 14	1. The bidder must have successfully completed a minimum of two (2) projects of WhatsApp Business API integration and Chatbot Solution If bidder has completed 2 to 4 such projects - 15 Marks If bidder has completed 5 to 7 such projects - 20 Marks If bidder has completed	We request you to also consider experience of the OEM, of which the solution is proposed by the bidder. This will promote a healthy competition and qualitative bids can be attracted.	As per RFP

		more than 8 such projects - 30 Marks		
47.	21. Technical Evaluation Methodology b) Technical Evaluation: Page#14	2. Demonstration of Prototype to meet objectivity of RFP ask for any one service (Application submission and receipt on WhatsApp) - Ease of use (User Interface) - Understanding of the generic functional requirements - Understanding of non-functional(NF) requirements - Technical and Integration Architecture	We request you to ask for a joint demonstration of prototype by OEM & Bidder for technical evaluation purposes against this criteria. It will result in a more fruitful and detailed discussion around features & capabilities of the solution/platform offered.	As per RFP
48.	21. Technical Evaluation Methodology b) Technical Evaluation: Page#14	3 Organizational Technical Ability to work on Chatbot Development and Maintenance.	We request you to also evaluate experience & capabilities of the OEM, of which the solution is proposed by the bidder. This will promote a healthy competition and qualitative bids can be attracted.	As per RFP

		Demonstrated ability towards executing Whatsapp API integrated Chatbot development.		
49.	SECTION 6: SCOPE OF WORK Page No.- 32	Procurement of MN (VIP Number) for implementation of verified WhatsApp Business API Profile of DST/GIL.	We are assuming that Government of Gujarat will directly procure a Mobile Number directly from Service Provider, and shall be provided to the Bidder to perform further process with WhatsApp. Kindly Confirm	As per RFP
50.	SECTION 6: SCOPE OF WORK Page No.- 32	The bidder shall arrange approval from the Government of India, TRAI, and other statutes for all the formats (pdf, jpeg, etc.) and templates used for serving consumer requests as and when required at no extra cost.	As per our understanding Government of India, TRAI and other government bodies are solely authorized to approve SMS templates. As per RFP, only WhatsApp requires template approvals, which is governed by Meta. Hence request to revise the clause as follows:"The bidder shall arrange approval from the Facebook/Meta/WhatsApp or any other required stakeholders for all the formats (pdf, jpeg, etc.) and templates used for serving consumer requests as and when required at no extra cost."	"The bidder shall arrange approval from the Facebook/Meta/WhatsApp/Government of India, TRAI, or any other required stakeholders for all the formats (pdf, jpeg, etc.) and templates used for serving consumer requests as and when required at no extra cost."
51.	SECTION 6: SCOPE OF WORK Page No.- 32	Providing a console to send WhatsApp notification / messages to registered/non registered users of application developed by GIL	As per FB terms, WhatsApp notifications can be pushed to only opted (registered) users, which requires a database to be maintained of opt-in users. Please confirm if GIL will maintain the database, and Bidders solution will only fetch details from GIL using API's.	Yes, GIL will maintain the database, and the Bidders solution will only fetch details from GIL using API's.

52.	SECTION 6: SCOPE OF WORK Page No.- 32	Providing a console to send WhatsApp notification / messages to registered/non registered users of application developed by GIL	Request to consider a new feature of sending SMS automatically if the user is not registered on WhatsApp. You can consider adding this clause as follows: "The Solutions Business logic must include fallback mechanism such that in case a message is undelivered on a particular channel (like WhatsApp), either due to non-registration of user or after certain retries and timeout, the same message can be automatically sent over another channel like SMS using existing SMS SENDER-ID and ensure user receives the communication."	As per RFP
53.	SECTION 6: SCOPE OF WORK Page No.- 33	iv. API integration with Aadhaar, Payment Gateway, PAN and other Govt databases which are integrated with Digital Gujarat Portal.	1. We assume that all required APIs will be provided by Department	As per RFP, Bidder has to develop and consume API using the Digital Gujarat Database as per requirement.
54.	SECTION 6: SCOPE OF WORK Page No.- 33	Bidder must implement opt-in campaign through various communication mechanisms like missed calls, SMS, email, QR code etc.	Please confirm the channels/ways a user can opt-in for WhatsApp communication. Also, Please confirm whether the existing vendor partner APIs to be used OR bidder to define the same at their end (which in turn will have commercial implications)	Not a Relevant query as this functionality is not part of the RFP

55.	SECTION 6: SCOPE OF WORK Page No.- 33	Bidder shall integrate the Chatbot developed (as scope below) with WhatsApp, and this WhatsApp Business API-based Chatbot shall be hosted on premise at GSDC (Gujarat State Data Centre).	Please allow Bidders to position a hybrid solution such that data is stored at GSDC and the logic and workflow can be hosted out of a Government approved Meity empaneled cloud platform for more OEM solution's to comply. Justification: Restricting to On-Prem datacenter of GSDC is restricting to certain software vendors and is making solution dependent on the existing Datacenter, servers, network of GSDC which may or may not suit the application and may or may not guarantee performance as expected. Hence request to allow vendors to either deploy completely on-prem or in a Hybrid fashion with data and storage on prem & business application/logic/algorithm on Govt. certified cloud. Following are advantages of having application hosted on Meity certified cloud:- Easily can up-scale and downscale, which is not possible On-Prem. When heavy traffic expected, it can be easily upscaled to handle the volume and can be down-scaled once the traffic is normal.- Reduces time to market- Easily scalable to add more services and features.- Redundancy and resilient solution- Real time monitoring- Reduces downtime- Cloud portion is only a Middleware and does not store customer data, but only parses the data as per the logic and algorithm defined.	As per RFP
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56.	SECTION 6: SCOPE OF WORK Page No.- 34	The bidder should offer Chatbot Builder feature via Graphical User Interface accessible online where user should be able to build conversational chatbot directly without any kind of manual assistance from bidder. Also the chatbot developed can be later integrated with WhatsApp business API, website or application	While the GUI access can be provided to GIL, it is important to understand that there is risk of providing access to a person who may cause disruption by intentionally or unintentionally modifying any setting. Hence it is best if the vendor deputed 1 or 2 resources to manage the system. While Read-Only access can be provided to GIL team to view the current configurations and request for changes if any. If bidder is supposed to integrate (not defined in agreed BOQ), the request would be charged as a Change Request (CR)	As per RFP
57.	SECTION 6: SCOPE OF WORK Page No.- 34	Chatbot needs to be integrated with services/facilities available on GIL's portal, Web Applications, CRM, other applications, etc.	Please confirm if we are using REST API to communicate with the Databases. If not, please clarify the method to be used to communicate with Digital Gujarat/Digital Seva Setu's Database (For e.g. JSON, Python, XML API etc)	Bidder has to develop / consume REST API to communicate with the our database.
58.	SECTION 6: SCOPE OF WORK Page No.- 34	The Bidder shall handover all the documents along with entire source code to GIL after completion of development period.	Certain vendors would be using off the shelf tools and products for developing this solution, like Flow Builders, etc. Since these products/tools or platforms used to develop the application/solution are proprietary and intellectual property of respective OEMs, their source code will be an IP and will not be shared. However, all configurations related to the tenant created for GIL with the bidder's platform can be shared.	IPR of the based product is exempted, However the Customised Solution/Enhancement/ Additional Development shall be sole IPR of the tenderer.

59.	SECTION 6: SCOPE OF WORK Page No.- 34	The bidder shall have to customize the Chatbot from time to time as per requirements of GIL. No extra charge will be paid by GIL for such customization during the contract period apart from that agreed in BoQ. As it is a time bound project, the customizations shall be delivered within a mutually agreed timeline	As per clause on Page 35 under Chatbot solution, RFP s asking for GUI access for self service by GIL for modifications without Bidder's intervention. However there is a contradiction in this clause where Bidder is asked to provide support without incurring any additional costs. Please clarify if all changes post deployment would be managed by GIL as self service or will it be Managed service by the Bidder? There is a vast difference in costs for both these modes and hence we need clarity on expectation and Scope of Bidder post deployment. In case of Managed service - User journeys/case flows defined and agreed in Scope will be done without any cost. All change requests that were not defined or agreed in Scope or BOQ, will be charged as a Change Request (CR) separately. In case of Self-Serve model - Bidder will provide a physical/virtual resource who will be available and support GIL for period of 90 days post Go-Live. Post that, GIL's team will have to build the same, and Bidder will not be involved in any kind of Change Requests unless requested by GIL for case to case basis with additional costs for that particular change management project.	As mentioned in the RFP, During the contract period Bidder has to develop/customise/maintain the solution. No extra charge will be paid by GIL for such customization during the contract period.
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60.	SECTION 6: SCOPE OF WORK Page No 35	The proposed solution must be hosted on premise of Gujarat State Data Centre.	<p>Please allow Bidders to position a hybrid solution such that data is stored at GSDC and the logic and workflow can be hosted out of a Government approved Meity empaneled cloud platform for more OEM solution's to comply.</p> <p>Justification: Restricting to On-Prem datacenter of GSDC is restricting to certain software vendors and is making solution dependent on the existing Datacenter, servers, network of GSDC which may or may not suit the application and may or may not guarantee performance as expected. Hence request to allow vendors to either deploy completely on-prem or in a Hybrid fashion with data and storage on prem & business application/logic/algorithm on Govt. certified cloud.</p> <p>Following are advantages of having application hosted on Meity certified cloud: - Easily can up-scale and downscale, which is not possible On-Prem. When heavy traffic expected, it can be easily upscaled to handle the volume and can be down-scaled once the traffic is normal. Reduces time to market - Easily scalable to add more services an features. - Redundancy and resillient solution - Real time monitoring - Reduces downtime - Cloud portion is only a Middleware and does not store customer data, but only parses the data as per the logic and alogotrithm defined.</p>	As per RFP
61.	SECTION 6: SCOPE OF WORK Page no 35	Show count of currently active WhatsApp conversation with	Kindly confirm the number of Human Agents?	Not Relevant query

		chatbot and human agent.		
62.	SECTION 6: SCOPE OF WORK Page No.- 35	Show system utilization in terms of CPU, RAM and network utilization.	Request to kindly remove this clause since Bidder is not going to provide any hardware or own any physical components like RAM, CPU, etc, which are in scope of GSDC. The entire solution is designed on application and this does not have visibility of underlying infrastructure on which it is deployed.	Agree
63.	SECTION 6: SCOPE OF WORK Page No.- 35	Dashboard should have responsive design and should be able to automatically resize, hide, shrink, or enlarge, a website, to make it look good on all devices (desktops, tablets, and phones)	Request to kindly remove this clause since Data Presentation, Analytics & Analysis is can be done by tools existing at GSDC. As per this scope Bidder can provide critical data on usage of the platform and the reports in downloadable format. GIL can use this data and run analytics and create dashboards as per requirement using existing or external portal/application.	as per RFP
64.	SECTION 6: SCOPE OF WORK Page No :- 36	Chatbot should comply with all the guidelines issued by Meity/GoG/Govt. of India and other regulatory authority from time to time at no additional cost.	As per our understanding the guidelines are for SMS templates. Current RFP is for WhatsApp and chatbots for which Government of India/GoG/Meity has no such guidelines. Request to please provide guidance on which all guidelines you want us to refer to or manage as Bidders.	The Software developed under this contract should meet the e-Governance Standard of Meity and the IT Act.

65.	SECTION 6: SCOPE OF WORK	Capturing case feedback through email/SMS etc. Conduct Feedback Analysis through charts and dashboards	Feedback & Survey Solution are a separate system that can integrate with the main software over API. Please confirm if GIL has an existing Feedback & survey system in place that is currently used by GIL for Digital Seva Setu / Digital Gujarat websites. GOIL will have to provide API's for Bidder to integrate with the proposed solution.	This Functionality is not required
66.	SECTION 6: SCOPE OF WORK Page No.- 36	24x7 Listening to log and capture customer conversation data	Please provide more details on this requirement. Also provide duration for Data retention of the same.	This Functionality is not required
67.	SECTION 5: SPECIAL CONDITIONS OF CONTRACT Page No.- 26	Development Phase: During this phase, agency shall be responsible for setting up the team and shall include Entire setup of the core platform, integrating this platform with department's platform Digital Gujarat and Digital Seva Setu, Infrastructure set-up, Resource training, dashboard and other set up including UAT. The Bidder has to provide 1 Man Power Onsite during the Development Phase.	Request for doing all customization (development) activity on Off-site/remotely	As per RFP

68.	SECTION 5: SPECIAL CONDITIONS OF CONTRACT Page No.- 26,28	SPECIAL CONDITIONS OF CONTRACT Implementation Timeline, Penalty against delay in implementation	Since the development & integration with existing department's platform Digital Gujarat and Digital Seva Setu will be 2-way activity, timelines & penalty clauses should be arrived post relevant discussion and agreement with all stakeholders.	As per RFP
69.	SECTION 2: ELIGIBILITY CRITERIA/ PAGE NO. 8	II. The bidder must have successfully completed minimum two (2) projects of WhatsApp Business API integration and Chatbot Solution.	We have many Govt./PSU projects which are live and Ongoing . Please allow certificate from client for Ongoing projects.	Go-Live projects will be considered (Need to share proper document)
70.	SECTION 7: FINANCIAL BID/ page no. 41	Next lot of services in batch of 10 service and maximum up to 3 lot.	Please explain this requirement	The initial bidder has to develop the 10 services for application form fill up through WhatsApp. The Next lot of the services in the batch of 10 services will be provided to bidders up to a maximum of 3 lots as per the financial bid mentioned in RFP
71.	F. Solution Specification/ Page no. 35	The proposed solution must be hosted on premise of Gujarat State Data Centre. The proposed solution must support the following specification. Bidders are required to submit compliance towards all the specifications/features	We request you to allow On Cloud Solution.	As per RFP

		in their Technical bid given below:		
72.	7. Intellectual Property Rights/ Page no. 20	<p>a) The Department shall retain exclusive intellectual property rights to the software (including source code of customizations/ enhancements/ amendments done). Final solution IPR will be sole and exclusive property of department.</p> <p>b) The Department shall have full rights of sharing source code with Gujarat State/ Govt. of India/Other states/Government Departments/Boards/C orporations or any other govt. body.</p>	Infobip Chatbot platform is a proprietary product. Being a solution selling company It is not possible for us to share source code of our solution as same source code is for all customers of Infobip. Hence request you to remove this clause.	IPR of the based product is exempted, However the Customised Solution/Enhancement/ Additional Development shall be sole IPR of the tenderer.
73.	D. Chatbot Solution/ Page no. 34	xvi. The Bidder shall handover all the documents along with entire source code to GIL after completion of development period.	Infobip Chatbot platform is a proprietary product. Being a solution selling company It is not possible for us to share source code of our solution as same source code is for all customers of Infobip. Hence request you to remove this clause.	IPR of the based product is exempted, However the Customised Solution/Enhancement/ Additional Development shall be sole IPR of the tenderer.

74.	Section-2, Criteria	Eligibility	The bidder must have successfully completed minimum two (2) projects of WhatsApp Business API integration and Chatbot Solution	Request to relax this criteria for better competition.	Go-Live projects will be considered as successfully completed projects.
75.	Section-2, Criteria	Eligibility	The bidder should have a cumulative turnover of Rs. 50 lacs from WhatsApp business API, chatbot solution for the last three financial years (2018- 2019, 2019-20 and 2020-21)	Request to relax this criteria for better competition.	as per RFP
76.	Intellectual Property Rights (page 20)7.(a), 7(b)		a) The Department shall retain exclusive intellectual property rights to the software (including source code of customizations/ enhancements/ amendments done). Final solution IPR will be sole and exclusive property of department.b) The Department shall have full rights of sharing source code with Gujarat State/ Govt. of India/Other states/Government Departments/Boards/C	* Do you want the complete source code of the application/product proposed and developed by bidder?* Also, if the bidder is proposing the proprietary product to GIL, Will it be okay to share the source code of only the customization done on the product? In this case the complete source code will not be shared by the bidder. Please confirm. Additionally we can do an escrow tech agreement for source code. Please click on this link for escrow tech website.	IPR of the based product is exempted, However the Customised Solution/Enhancement/ Additional Development shall be sole IPR of the tenderer.

		corporations or any other govt. body.		
77.	Scope of Work - WhatsApp Business API (Page 33) C.iii.i	Implement an automated process of sending various government Certificates, to consumer WhatsApp accounts by integrating with Digital Gujarat Portal developed by NIC Gujarat.	Please confirm that Bidder only needs to provide the API and the API will be consumed/used by the Digital Gujarat Portal.	As per RFP, Bidder has to develop and consume API from the Digital Gujarat Database as per requirement.
78.	Scope of Work - WhatsApp Business API (Page 33) C.iii.iii	Provide web interface to employees of GIL and DST for sending WhatsApp notifications/messages to consumers.	Please share the number of employees who will be using the interface to send WhatsApp Notifications/Messages to consumers.	Approx. 5 admin user will be required
79.	Scope of Work - WhatsApp Business API (Page 33) C.iii.v	Bidder shall integrate the Chatbot developed (as scope below) with WhatsApp, and this Whatsapp Business API based Chatbot shall be hosted on premise at GSDC (Gujarat State Data Centre).	Also, please confirm if you want High Availability and Disaster Recovery for deployment.	As per RFP

80.	WhatsApp Business API - Chatbot Solution D.XVI	The Bidder shall handover all the documents along with entire source code to GIL after completion of development period.	<p>* Do you want the complete source code of the application/product proposed and developed by bidder?</p> <p>* Also, if the bidder is proposing the proprietary product to GIL, Will it be okay to share the source code of only the customization done on the product for GIL? In this case the complete source code will not be shared by the vendor. Please confirm.</p> <p>Additionally we can do an escrow tech agreement for source code. Please click on this link for escrow tech website.</p>	IPR of the based product is exempted, However the Customised Solution/Enhancement/ Additional Development shall be sole IPR of the tenderer.
81.	Solution Specification - User/Agent management for Chatbot F.ii.	Ability to add/delete/update user/agent accounts. · Ability for admin to monitor agent conversation with consumers.	<p>* How many agents will be using the system?</p> <p>* How many admin/supervisors do you required to monitor agent's activities?</p>	Approx. 5 admin users will be required.
82.	Solution Specification - Reporting F.v.	Reporting	How many months of data/information you would like to archive for future reporting purposes.	The bidder has to provide the report as per requirement by DST/GIL for any duration.

83.	Solution Specification - Chatbot Solution D.xix.	The bidder shall have to customize the Chatbot from time to time as per the requirements of GIL. No extra charge will be paid by GIL for such customization during the contract period apart from that agreed in BoQ. As it is a time bound project, the customizations shall be delivered within a mutually agreed timeline	Please confirm whether the bidder would be entitled to raise a change request for any additional features or customization required. Also, Please specify if these customisations would be of the current user journeys which are 10 services as mentioned in the RFP	As per RFP
84.	Solution Specification - Chatbot Solution D.i.	Design, develop and customize and implement state of the art chatbot solution, after careful requirement analysis, in line with modern software development practices, hereafter referred as chatbot, capable of auto-answering customer/user queries related to General Information on registration and Certificates Downloads.	Please confirm if you are looking for a vendor who would be designing and developing the chatbot from the scratch itself as a bespoke application?	The bidder may propose a bespoke or readymade solution, but the bidder has to meet the timeline as per the scope of work & time schedule as per the RFP.

85.	Solution Specification - Chatbot Solution D.ii	Chatbot will help customer/user with their queries related to the application process, which includes, Application form fill up and submission of selected services by the department, downloading of various types of certificates offered through Whatsapp by Digital Gujarat services.	In line with the requirements stated for the Chatbot, for deploying the Chatbot we considered WhatsApp as a channel where the Chatbot shall be deployed for this requirement. Please advice if there are any other channels wherein the Chatbot shall be deployed.	WhatsApp Chatbot shall be deployed for this requirement. Bidder may propose to add on functionality.
86.	Solution Specification - Application submission through WhatsApp Chatbot E ii	The bidder has to implement top 10 services (finalized by the department) of Digital Gujarat to Whatsapp Business API based Chatbot.	In line with the requirements stated for the Chatbot, for queries related to Tracking Status of an Application, Registration of Complaints we have assumed a total of 10 such services/user journeys on the Chatbot that would be a part of scope for this RFP. Please advice if there is any specific number of services/user flows that are required to be incorporated on the Chatbot.	The initial bidder has to develop the 10 services for application form fill up through WhatsApp. The Next lot of the services in the batch of 10 services will be provided to bidders up to a maximum of 3 lots as per the financial bid mentioned in RFP
87.	Solution Specification - Chatbot Solution	API integration with Aadhaar, Payment Gateway, PAN and other Govt databases which are integrated with Digital Gujarat Portal.	In line with the requirements stated for the Chatbot, for the API Integration with Aadhaar, Payment Gateway, PAN and other Govt databases, the total number of APIs included in the scope for integration is 10 APIs for this RFP. Please advice if there is any specific number of APIs that are required to be integrated on the Chatbot.	Bidder needs to integrate the API as per the requirement of the Department

88.	Solution Specification Chatbot Solution D.xiii	- A bidder shall help GIL in creating a comprehensive knowledge base of frequently asked questions on the chatbot platform.	Based on our understanding, our team shall be expecting to receive FAQs from GIL and the Chatbot will be trained by our team on those FAQs. For this RFP, we have assumed 500 FAQs to be a part of the Scope. Please let us know if this number is correct.	Agreed
89.	Solution Specification Chatbot Solution D.xiii	- Any license cost required incurred to host or develop chatbot application to be borne by the bidder itself. The chat bot developed by the bidder should also continue to work even after the end of contract period with or without the requirement of taking technical support from bidder.	Please provide more clarity on this point. As generally, we charge Annual Maintenance Charges for providing Technical Support and to ensure that the solution is working up to the mark and better customer experience	As per RFP
90.	Scope of Work (page 32) A.i	Procurement of MN (VIP Number) for implementation of verified WhatsApp Business API Profile of DST/GIL. The MN should be easily memorable and accessible to consumers through all the telecom Operators across the state 24*7	Supposing the mobile number is procured by the bidder in the name of GIL. Subsequently, the monthly bill to keep the mobile number active will be in the name of GIL and should be directly paid by the GIL to the the telcom operator from whom the mobile no was procured by the bidder. Considering this situation, we request GIL to procure the mobile number directly from the telecom operator and save the unnecessary hassles for the bidder.	As per RFP

91.	GIL_1667387223_3Nov2022.pdf Section-2 Page No.- 8, Sr.# 5	No Consortium will be allowed.	Please clarify if a Bidder can provide a solution using certain OEM's readily available platform to design the solution. In this case, it is not a consortium, but rather a OEM & Reseller alignment between two parties to provide the solution. Request to allow this arrangement.	Bidder may propose the solution as per requirement, However, the consortium will be not allowed as per RFP
92.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 32	Procurement of MN (VIP Number) for implementation of verified WhatsApp Business API Profile of DST/GIL.	We are assuming that Government of Gujarat will directly procure a Mobile Number directly from Service Provider, and shall be provided to the Bidder to perform further process with WhatsApp. Kindly Confirm	As per RFP
93.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 32	The bidder shall arrange approval from the Government of India, TRAI, and other statutes for all the formats (pdf, jpeg, etc.) and templates used for serving consumer requests as and when required at no extra cost.	As per our understanding Government of India, TRAI and other government bodies are solely authorized to approve SMS templates. As per RFP, only WhatsApp requires template approvals, which is governed by Meta. Hence request to revise the clause as follows: "The bidder shall arrange approval from the Facebook/Meta/WhatsApp or any other required stakeholders for all the formats (pdf, jpeg, etc.) and templates used for serving consumer requests as and when required at no extra cost."	As mention in point no. 50
94.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 32	Providing a console to send WhatsApp notification / messages to registered/non registered users of application developed by GIL	As per FB terms, WhatsApp notifications can be pushed to only opted (registered) users, which requires a database to be maintained of opt-in users. Please confirm if GIL will maintain the database, and Bidders solution will only fetch details from GIL using API's.	As mentioned in Point no. 51

95.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 32	Providing a console to send WhatsApp notification / messages to registered/non registered users of application developed by GIL	Request to consider a new feature of sending SMS automatically if the user is not registered on WhatsApp. You can consider adding this clause as follows: "The Solutions Business logic must include fallback mechanism such that in case a message is undelivered on a particular channel (like WhatsApp), either due to non-registration of user or after certain retries and timeout, the same message can be automatically sent over another channel like SMS using existing SMS SENDER-ID and ensure user receives the communication."	As per RFP
96.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 33	Bidder shall integrate the Chatbot developed (as scope below) with WhatsApp, and this WhatsApp Business API-based Chatbot shall be hosted on premise at GSDC (Gujarat State Data Centre).	Please allow Bidders to position a hybrid solution such that data is stored at GSDC and the logic and workflow can be hosted out of a Government approved Meity empaneled cloud platform for more OEM solution's to comply. Justification: Restricting to On-Prem datacenter of GSDC is restricting to certain software vendors and is making solution dependent on the existing Datacenter, servers, network of GSDC which may or may not suit the application and may or may not guarantee performance as expected. Hence request to allow vendors to either deploy completely on-prem or in a Hybrid fashion with data and storage on prem & business application/logic/algorithm on Govt. certified cloud. Following are advantages of having application hosted on Meity certified cloud:- Easily can up-scale and downscale, which is not possible On-Prem. When heavy traffic expected, it can be easily upscaled to handle the volume and can be down-scaled once the traffic is normal.- Reduces time to market- Easily scalable to add more	As per RFP

			services an features.- Redundancy and resilient solution- Real time monitoring	
97.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 33	Chatbot will retrieve the data from the repository of Digital Gujarat/Digital Seva Setu's Database based on Phone number/ Application number/ Certificate number or any other combination selected by the department to retrieve the certificate of the citizen.	Please confirm if we are using REST API to communicate with the Databases. If not, please clarify the method to be used to communicate with Digital Gujarat/Digital Seva Setu's Database (For e.g. JSON, Python, XML API etc)	As mentioned in point no: 57
98.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 34	The bidder should offer Chatbot Builder feature via Graphical User Interface accessible online where user should be able to build conversational chatbot directly without any kind of manual assistance from bidder. Also the chatbot developed can be later integrated with WhatsApp business API, website or application	While the GUI access can be provided to GIL, it is important to understand that there is risk of providing access to a person who may cause disruption by intentionally or unintentionally modifyinf any setting. Hence it is best if the vendor deputes 1 or 2 resources to manage the system. While Read-Only access can be provided to GIL team to view the current configurations and request for changes if any. If bidder is supposed to integrate (not defined in agreed BOQ), the request would be charged as a Change Request (CR)	As per RFP
99.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 34	Chatbot needs to be integrated with services/facilities available on GIL's portal,	Please confirm if we are using REST API to communicate with the Databases. If not, please clarify the method to be used to communicate with	As mentioned in Point no : 57

		Web Applications, CRM, other applications, etc.	Digital Gujarat/Digital Seva Setu's Database (For e.g. JSON, Python, XML API etc)	
100.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 34	The Bidder shall handover all the documents along with entire source code to GIL after completion of development period.	Certain vendors would be using off the shelf tools and products for developing this solution, like Flow Builders, etc. Since these products/tools or platforms used to develop the application/solution are proprietary and intellectual property of respective OEMs, their source code will be an IP and will not be shared. However, all configurations related to the tenant created for GIL with the bidder's platform can be shared.	IPR of the based product is exempted, However the Customised Solution/Enhancement/ Additional Development shall be sole IPR of the tenderer.
101.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 34	Any license cost required incurred to host or develop chatbot application to be borne by the bidder itself. The chat bot developed by the bidder should also continue to work even after the end of contract period with or without the requirement of taking technical support from bidder.	During the License period, all costs pertaining to chatbot application to be borne by the bidder. But after end of contract/License period, license subscription Fee (AMC) needs to be paid to make sure that the application continues to work	After the end of contract period ATS/AMC will paid by Dept.

102.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 34	The bidder shall have to customize the Chatbot from time to time as per requirements of GIL. No extra charge will be paid by GIL for such customization during the contract period apart from that agreed in BoQ. As it is a time bound project, the customizations shall be delivered within a mutually agreed timeline	<p>As per clause on Page 35 under Chatbot solution, RFP s asking for GUI access for self service by GIL for modifications without Bidder's intervention. However there is a contradiction in this clause where Bidder is asked to provide support without incurring any additional costs.</p> <p>Please clarify if all changes post deployment would be managed by GIL as self-service or will it be Managed service by the Bidder? There is a vast difference in costs for both these modes and hence we need clarity on expectation and Scope of Bidder post deployment.</p> <p>In case of Managed service - User journeys/case flows defined and agreed in Scope will be done without any cost. All change requests that were not defined or agreed in Scope or BOQ, will be charged as a Change Request (CR) separately.</p> <p>In case of Self-Serve model - Bidder will provide a physical/virtual resource who will be available and support GIL for period of 90 days post Go-Live. Post that, GIL's team will have to build the same, and Bidder will not be involved in any kind of Change Requests unless requested by GIL for case to case basis with additional costs for that particular change management project.</p>	As per the RFP after Go-Live bidder is required to provide O&M support for 3 years. During the contact period bidder needs to incorporate any changes without any cost.
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103.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 34	The proposed solution must be hosted on-premise of Gujarat State Data Centre	<p>Please allow Bidders to position a hybrid solution such that data is stored at GSDC and the logic and workflow can be hosted out of a Government approved Meity empaneled cloud platform for more OEM solution's to comply.</p> <p>Justification: Restricting to On-Prem datacenter of GSDC is restricting to certain software vendors and is making solution dependent on the existing Datacenter, servers, network of GSDC which may or may not suit the application and may or may not guarantee performance as expected. Hence request to allow vendors to either deploy completely on-prem or in a Hybrid fashion with data and storage on prem & business application/logic/algorithm on Govt. certified cloud.</p> <p>Following are advantages of having application hosted on Meity certified cloud:</p> <ul style="list-style-type: none"> - Easily can up-scale and downscale, which is not possible On-Prem. When heavy traffic expected, it can be easily upscaled to handle the volume and can be down-scaled once the traffic is normal. - Reduces time to market - Easily scalable to add more services and features. - Redundancy and resilient solution - Real time monitoring - Reduces downtime - Cloud portion is only a Middleware and does not store customer data, but only parses the data as per the logic and algorithm defined. 	As per RFP
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104.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 35	Show system utilization in terms of CPU, RAM and network utilization.	Request to kindly remove this clause since Bidder is not going to provide any hardware or own any physical components like RAM, CPU, etc, which are in scope of GSDC. The entire solution is designed on application and this does not have visibility of underlying infrastructure on which it is deployed.	SDC will Provide such kind of data or API. Bidder is required to consume the data display on web portal.
105.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 35	Dashboard should have responsive design and should be able to automatically resize, hide, shrink, or enlarge, a website, to make it look good on all devices (desktops, tablets, and phones)	Request to kindly remove this clause since Data Presentation, Analytics & Analysis is can be done by tools existing at GSDC. As per this scope Bidder can provide critical data on usage of the platform and the reports in downloadable format. GIL can use this data and run analytics and create dashboards as per requirement using existing or external portal/application.	As per RFP
106.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 35	User/Agent Management for Chatbot - Ability to add/delete/update user/agent accounts.	Multiple User/Agent can be added/deleted from Chatbot module of platform. There is a monthly Per User Agent cost which needs to be paid for using this feature. Kindly confirm on the User agent Count expected during go live period	Approx. 5 admin users will be required.
107.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 35	Capturing case feedback through email/SMS etc. Conduct Feedback Analysis through charts and dashboards	Platform can enable User feedback journey over SMS or Email or WhatsApp as a channel. In parallel, feedback & Survey Solution as a separate system can also be integrated with the main software over API. On analysis & dashboards, refer S.No.15 for our response	This functionality is not required

108.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 36	24x7 Listening to log and capture customer conversation data	Please provide more details on this requirement. Also provide duration for Data retention of the same.	As above mentioned
109.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 39	G. O&M Phase Operation and Maintenance Period bidders are expected to carry out change that is required due to change in functionalities, Act, Rule, GR etc. during the period of Operation and Maintenance period. If DST will provide further period of O&M to selected bidder, so the same O&M scope of work will be applicable. During O & M, bidder may suitably- deploy more resources, if required to perform any changes in the developed application. The Bidder has to provide 1 Man Power Onsite during the entire Operation and Maintenance period as per the contract.	Post signing of UAT/Go Live, all activities which come under O&M phase will be CR driven. Any additional scope or change in service identified (not part of SOW document) will be discussed & executed on Change Request (CR) basis. Man Power to execute all such changes will be done virtually. If required, Project Manager/CSM defined for this project will visit periodically for relevant discussions	As per RFP

110.	GIL_1667387223_3Nov2022.pdf Section-6 Page No.- 39	H. Hosting of the web portal	RFP is for providing WhatsApp Business API services using Chat Bot solution. There is no need of creating/hosting any Web Portal for the said service. The Web UI for creating Bots or downloading reports will be part of the Cloud Infrastructure Kindly clarify what exactly is required here	The solution will be hosted in GSDC and various MIS reports to be provided by the bidder.
111.	Page 32. Section 6.A	Procurement of MN (VIP Number) for implementation of verified WhatsApp Business API Profile of DST/GIL. The MN should be easily memorable and accessible to consumers.	Who will finalize MN that to be issued? Who will bare the purchase cost of VIP MN?	As per RFP
112.	Page 32 Section 6	Common Services Portal (CSP) offered 100+ online services through web and 40+ services through mobile app. Section 6 D In order to start a conversation, chatbot shall send an interactive list of options related to different types of services available, service application forms, list of service certificate to be downloaded	How many services should the chatbot support? How user will browse number of services in whatsapp chatbot if it exceeds 10-15 service count? As per User Experience Perspective	Chatbot will retrieve the CERTIFICATE /LICENSE /DATA/DOCUMENTS from the repository of Digital Gujarat/Digital Seva Setu's Database based on Phone number/ Application number/ Certificate number or any other combination selected by the department to retrieve the certificate of the citizen for ALL THE SERVICES AVAILABLE ON DIGITAL GUJARAT PORTAL. The initial bidder has to develop the 10 services for application form fill up through WhatsApp. The Next lot of the services in the batch of 10

				services will be provided to bidders up to a maximum of 3 lots as per the financial bid mentioned in RFP
113.	Page 33 Section 6 D & D VIII	Generally, it is estimated that the number of requests through WhatsApp-based Chatbot service may be between 20000 to 40000 depending upon prevailing circumstances during different times of year on daily basis. & Conversation Live Stream Display real-time conversations Display user profile: id (mobile number, name, account number etc.) Display conversation/post attributes: Request, Complaint etc. Display thread of customer conversation	What is the vision behind conversation live streaming? How can one understand the conversation with given number of users.	Live streaming functionality is not required
114.	Page 41 Section 7	Charges for Whatsapp Sessions (Initiated by DST/GIL)	How will the department support the difference in rate, in case of Whatsapp charges changes in future?	The WhatsApp session rate will be fixed during the contract period

115.	General / Section 5	Access to Resources	Apart from 1 onsite resource, how will the other resources working offsite get network access?	Application access will be provided to Bidder, however for Database-related access bidder will have to manage.
116.	Page No. 35, Clause No. F-4	Show system utilization in terms of CPU, RAM and network utilization.	We assume that SDC will Provide such kind of data or API	Agree
117.	Page No. 34, Clause No. C-5	Implement sending WhatsApp messages in Gujarati and English language. The messaging framework must be capable of sending messages in various media formats like image, pdf, video, gif, emojis, stickers etc	We assume that all applications / services is in both language, because if any request comes in gujarati then API understand gujarati request also.	Digital Gujarat Application in available in the both the language English and Gujarati.
118.	Page 41, Financial Table 2	Charges for Whatsapp Sessions (Initiated by DST/GIL)	If WhatsApp API session rate/charges change as per dollar rate, so how does it accommodate it.	As per RFP

119.	eligibility criteria (section 2),		<p>After reviewing all details of the project scope, I found out that under eligibility criteria (section 2),As follow Point 1 : The bidder should be Company registered under Companies Act 1956/2013 and must have 3 years of existence in India as on bid submission Point 2 : The bidder should have an annual turnover from IT Software related services (Software Development / Software Customization & Implementation only) of at least Rs. 3 crores during each of the last three financial years (2018- 19, 2019-20 and 2020-21) or cumulative turnover of Rs. 9 Crore for the last three financial years (2018-19, 2019-20 and 2020-21)OrThe bidder should have a cumulative turnover of Rs. 50 lacs from WhatsApp business API, chatbot solution for the last three finance According to this we are unfit for the bidding , but we have Good experience for the what's app chat development and we are eager to work on this project Is there any way that we can fit for the eligibility criteria or bid on this project ?</p>	As per RFP
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