

## 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

| Sr. No | Tender Reference                                       |   | Query / Clarification / Suggestions from the Venders   | Response of the Pre-bid Queries   |
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|        | Page No./Section No./ Clause No.                       | Tender Description  |  |   |
| 1      | 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/Corporations or any other govt. body. | 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. | Bidder shall handover all the documents along with entire source code to GIL after completion of development period. If there is Proprietary product then bidder needs to submit the source code of only the customization done on the product for GIL. |
| 2      | Scope of Work - WhatsApp Business API (Page 32) C.IV.  | Implement opt-in campaign for taking consumers' consent for sending messages to their WhatsApp accounts.<br>Bidder must implement opt-in campaign through various communication mechanisms like missed calls, SMS, email, QR code etc.  | Please confirm whether the bidder has to provide a software to create opt-in campaigns via missed calls, SMS, email and QR code. Also, please confirm whether the tools required for creating opt-in campaign like sending miss call, sending SMS, sending email, QR code generator etc will be provided by GIL.   | This functionlaity is not required  |
| 3      | Scope of Work - WhatsApp Business API (Page 33) C.V.   | 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 using the Digital Gujarat Database as per requirement.  |
| 4      | Scope of Work - WhatsApp Business API (Page 33) C.VI.  | 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 nos. of employees   |
| 5      | Scope of Work - WhatsApp Business API (Page 33) C.VII. | 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 Availabilty and Disaster Recovery for deployment.  | As per RFP  |

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| 6      | WhatsApp Business API - Chatbot Solution D.XIV.                  | The Bidder shall handover all the documents along with entire source code to GIL after completion of development period.   | 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 for GIL? In this case the complete source code will not be shared by the vendor. Please confirm. Additionally we can do an escrow tech agreement for source code. Please click on this link for escrow tech website. | Bidder shall handover all the documents along with entire source code to GIL after completion of development period. If there is Proprietary product then bidder needs to submit the source code of only the customization done on the product for GIL. |
| 7      | Solution Specification - Case management E.iii.                  | Ability to integrate workflow with case management for automatic case alert, notification and escalation   | Please share a scenario on how you are planning to use this feature?   | Case Management Functionality is not required   |
| 8      | Solution Specification - Case management E.iii.                  | Ability to use multichannel communication for case management (email, mobile, self- service, social media) through external APIs   | * It is mentioned "mobile" as a communication channel. Please share the scenarios where mobile will be used for case management. *Also, Please share the list of social media channels to be integrated.   | Case Management Functionality is not required.  |
| 9      | Solution Specification - Case management E.iii.                  | Ability to assign case level tasks/activities to other users   | Please share a scenario on how you are planning to use this feature?   | Case Management Functionality is not required.  |
| 10     | Solution Specification - Case management E.iii.                  | Ability to auto-close case   | Please share a scenario on how you are planning to use this feature?   | Case Management Functionality is not required.  |
| 11     | Solution Specification - Case management E.iii.                  | Ability to authenticate customer through OTP (sms)   | Do you want customers to login to the proposed case management system? If yes, what are the use cases that the application must support for customer? Also, please confirm that the SMS gateway will be provided by GIL.   | Case Management Functionality is not required. If required SMS Gateway will be provided by DST/GIL.   |
| 12     | Solution Specification - User/Agent management for Chatbot E.ii. | Ability to add/delete/update user/agent accounts. Ability for admin to monitor agent conversation with consumers.  | *How many agents will be using the system?<br>* How many admin/supervisors do you required to monitor agent's activities?  | Approx 5 admin users will be required and department wise.  |
| 13     | Solution Specification - Reporting E.v.                          | Reporting  | How many months of data/information you would like to archive for future reporting purposes.   | Bidder has to provide the report as required by DST/GIL for any duration.   |
| 14     | 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.   | As per RFP  |

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| 15     | 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?  | As per RFP   |
| 16     | Solution Specification - Chatbot Solution D.vi.  | The bidder has to implement top 20 services (finalized by the department) of Digital Gujarat to Whatsapp Business API based Chatbot.  | Please confirm how many intents/flows would be there?   | Bidder has to Implement the WhatsApp chatbot for all the services related to certificate / permission available on Digital Gujarat Portal. Citizen can be able to download Certificate/Permission obtained through Digital Gujarat Portal. |
| 17     | Solution Specification - Chatbot Solution D.xvi  | 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?  | Bidder is required to develop the product by such a way that, DST/ GIL may handle the software by its own after expire of the contract. Bidder has to handover product with proper knowledge and documentation                             |
| 18     | Solution Specification - Chatbot Solution D.xi   | A bidder shall help GIL in creating a comprehensive knowledge base of frequently asked questions on the chatbot platform.   | Please confirm if the chatbot has to be trained with the FAQ's available here during the implementation. Also, post implementation our team can support in retraining the bot based on queries received from the users. | Chatbot should also have FAQ functionality.  |
| 19     | Solution Specification - Chatbot Solution D.xvii | The Chatbot must be enabled with drag and drop functionality so that the department can customize and implement the same as per requirements. As it is a time bound project, the customizations shall be delivered within a mutually agreed timeline  | Please confirm if drag and drop functionality is compulsory for customizing the flows? Will it be satisfactory if there is any other methodology to customize the flows which can be used by the department?            | As per RFP   |

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| 20     | Eligibility Criteria (Page 8) 2.IV. | The bidder should have at least one office in Gujarat. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open an office in Gujarat within 45 days from the date of issue of work order if he is awarded the work. | When manpower is deployed at the site for the entire duration of the development phase and the O&M phase, having a office in Gujarat would have additional financial implications for the buyer in addition to unnecessary hassles for the bidder. We therefore request you to delete this requirement from the RFP  | Removed this Eligibility Criteria.   |
| 21     | Scope of Work (page 32) 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 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. | Bidder shall provide the MN (VIP Number) in the name of the GIL. How ever the monthly payment would be paid by Bidder during the contract period |
| 22     | 8                                   | The bidder should have at least one office in Gujarat. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open an office in Gujarat within 45 days from the date of issue of work order if he is awarded the work. | We are based out of Bangalore, India and we provide all necessary support to our clients across India and Globe. We request you to provide relaxation in this clause.  | Removed this Eligibility Criteria.   |

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| 23     | 8                                | 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) | 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 ( <a href="https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894">https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894</a> ) 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.<br>-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.<br>-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): | It will be allowed as per rule. Bidder is required to submit the valid relevant Documents/Certificates. |
| 24     | 8                                | The bidder should be official business/Channel partner of Whatsapp/ Facebook   | We assume that the bidder is not required to be a BSP of WhatsApp. We have done multiple implementations on WhatsApp and have got the required capabilities to deliver the scope shared by GIL.  | Not Compulsory.   |

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| 25     | 5                                | 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/DMO 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 | 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? | It will be allowed as per rule. Bidder is required to submit the valid relevant Documents/Certificates.  |
| 26     | 28                               | 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.  | 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.                   | As per RFP   |
| 27     | 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   |
| 28     | 32                               | MN (Mobile Number) Procurement:  | We suggest the number to be with the name of GIL, however we can facilitate the process.   | Bidder shall provide the MN (VIP Number) in the name of the GIL. How ever the monthly payment would be paid by Bidder during the contract period |
| 29     | 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.  | As per RFP   |

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| 30     | 32  | 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 assume that GIL will be providing tools/software for miss call/sms/emails/OR code etc. We suggest the content/template to be provided by GIL.               | This functionlaity is not required  |
| 31     | 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 assume that services would be provided on cloud.  | The Gujarat State Data Centre have Cloud facility. The Solution will be hosted on Cloud Plateform |
| 32     | 35  | Case Management   | We assume the GIL have an existing case management system which needs to be integrated with the proposed chatbot.  | This functionlaity is not required  |
| 33     | NA  | General Query   | We assume that IP/Source code remain with the bidder.  | As per RFP.   |
| 34     | NA  | General Query   | How many total active users? Average Daily, monthly, peak?   | Approx. Active user 25000 daily and Concurrent users 15000  |
| 35     | 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  |
| 36     | NA  | General Query   | How many total active users on Mobile app? Average Daily, monthly, peak active users?  | Approx. 500 users daily   |
| 37     | NA  | General Query   | How much is the current call volume, if any? Average Daily, monthly, peak?   | Daily Average Approx. 1,00,000 (Application) During the Peak Approx. 5,00,000 (Application)       |
| 38     | NA  | General Query   | How much is the current Email volume, if any? Average Daily, monthly, peak?  | At present not available  |
| 39     | NA  | General Query   | Please share the expected chatbot chat messages. Average Daily, Monthly, peak?   | Expected 1,00,000 per day.  |
| 40     | 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.  | Bidder has to provide Go Live Certificate.  |
| 41     | SECTION 2: ELIGIBILITY CRITERIA/ PAGE NO. 8 | VII No Consortium will be allowed.  | Please allow Consortium  | As per RFP  |
| 42     | SECTION 7: FINANCIAL BID/ page no. 40       | 1000000-Ten Lacs Chargesfor Whatsapp Message (Initiated by DST/GIL)<br>1000000-Ten Lacs Charges for Whatsapp Messages (Initiated by User)   | Pls confirm if price is required per message or per session as WhatsApp price model is changes to per session/conversession in 24 Hrs. from per message price. | Price is required per session   |

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| 43     | SECTION 7: FINANCIAL BID/ page no. 40                | Next lot of services in batch of 10 service and maximum up to 3 lot.  | Please explain this requirement   | Bidder is required to develop the Application submission through Whatsapp msg. for the 10 Services. The next lot of the services in the bunch of 10 service up to 3 lot may required to develop by bidder |
| 44     | E. Solution Specification/ Page no. 34               | 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 in their Technical bid given below:   | We request you to allow On Cloud Solution.  | The Gujarat State Data Centre have Cloud facility. The Solution will be hosted on Cloud Plateform   |
| 45     | 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      | Bidder is required to provide the MN at their own cost, in the name of the GIL.   |
| 46     | 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  |
| 47     | 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 consider the same.  | The Gujarat State Data Centre have Cloud facility. The Solution will be hosted on Cloud Plateform   |
| 48     | Scope of work D. Chatbot Solution                    | General Query   | Will GIL be also required web based chatbot??   | No  |
| 49     |  | VI- 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.   | In you required Unicode system  | As per RFP  |



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| 50     |                                  | 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. | Please share how are you planning to get the opt-in using missed call.  | This functionality is not required  |
| 51     |                                  | 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 confirm whether the WhatsApp API will be hosted On-Premise or not? please confirm if you want High Availability and Disaster Recovery. | As per RFP  |
| 52     |                                  | 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 nos. of employees   |
| 53     |                                  | The Bidder shall handover all the documents along with entire source code to GIL after completion of development period.  | Do you want the complete source code of the application/product proposed and developed by bidder?   | Bidder shall handover all the documents along with entire source code to GIL after completion of development period. If there is Proprietary product then bidder needs to submit the source code of only the customization done on the product for GIL. |
| 54     |                                  | Ability to integrate workflow with case management for automatic case alert, notification and escalation  | Please share a scenario on how you are planning to use this feature?  | Case Management Functionality is not required   |