

**Ref. Tender No. BGL/559/2022-23, dated 06.10.2022**

**Sub: Tender for Hiring of an agency providing Bulk SMS, WhatsApp business and Chatbot Solution Services for BGL**

**REPLIES TO PRE-BID QUERIES/ADDENDUM-01**

<b>Sl. no</b>	<b>Vol &amp; Section</b>	<b>Page no</b>	<b>Clause /Description</b>	<b>Bidder Queries</b>	<b>BGL Remarks / Clarifications</b>
<b>Technical Queries</b>					
1	Vol I of II, Section-1, BEC	13 of 127	Technical Criteria (2): The bidder should have direct tie-up / arrangements with minimum two (2) telecom service providers / operators for within India Services.	Bidder informed that they had done several multi-channel integrations like all social media channels, dialer, IVR bot, VoiceBot and has the capabilities	Tender Condition will prevail
2	Vol II of II, Section-8, Scope of Work/Services	14 of 20	Part 2. WHATSAPP BUSINESS SERVICES - 3. Chatbot Solution - 3. 1 Chatbot Builder Features: Assign to Human. This allows us to pass any user / lead to you support agents. The bot should stop for these users	Bidder assumption is that there are live agents who are handling live calls or live chat or both and requested to elaborate.	Bidder understanding is correct. In case of queries not solved by chatbot, such queries/ conversations to be routed to Live agents.
3	Vol I of II, Section-1, BEC	13 of 127	Technical Criteria (3): The bidder should be a direct Registered Business Partner of Facebook (WhatsApp) for providing WhatsApp messaging services in India, as listed in the “Partner Directory” of Facebook OR should be an authorized WhatsApp Business Solution Provider (BSP) having a valid Agreement with Facebook	Bidder assumption is that the bidder is not required to be a BSP of WhatsApp. Since, bidder done multiple projects for WhatsApp Chatbot, including IGL, they have got all the required capabilities to deliver the scope shared by BGL.	Tender Condition will prevail

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4	Vol I of II, Section-1, BEC	13 of 127	Technical Criteria (4): The bidder should be a Registered Telecom Service Provider or a Registered Telemarketer / SMS aggregator as TM Delivery Function having a direct connectivity with at least two telecom operators functional in India	Bidder informed that they have arrangement with SMS service provider to send bulk and instance based messages to end users and requested to remove the clause.	Tender Condition will prevail
5	Vol I of II, Section-1, BEC	13 of 127	Technical Criteria(note): The bidder should use their own "SMS Gateway Services" to deliver the messages to the SMSCs directly. The Re-sellers of SMS Gateway Services are not eligible to participate in the RFP.	Bidder informed that they have arrangement with SMS service provider to send bulk and instance based messages to end users and requested to remove the clause.	Tender Condition will prevail
6	Vol II of II, Section-8, Scope of Work/Services	12 of 20	Part 2. WHATSAPP BUSINESS SERVICES - 3. Chatbot Solution (y): 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	Bidder requested that IP/Source code to remain with the bidder.	Tender Condition will prevail
7	Vol II of II, Section-8, Scope of Work/Services	12 of 20	Part 2. WHATSAPP BUSINESS SERVICES - 3. Chatbot Solution (t): Chatbot application can also be hosted at BGL Data Centre apart from bidder Data Centre	Bidder raised query that the solution will be provided on cloud or on BGL premises. If it is on cloud who will be paying the bills and if on premises & who will arrange hardware and network/internet.	Cloud hosting is also allowed. All related charges to be borne by Vendor. All the primary/admin access and credentials will belong to BGL.
8	Vol II of II, Section-8, Scope of Work/Services	12 of 20	Part 2. WHATSAPP BUSINESS SERVICES - 3. Chatbot Solution (s): The Bidder shall handover all the documents along with entire source code to BGL after completion of development period	Bidder requested that IP/Source code to remain with the bidder.	Tender Condition will prevail
9	General		General Query	Bidder requested for the quantity of total active users- Average Daily, monthly, peak.	Per Day/ 500

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10	General		General Query	Bidder raised query for the total active users on Website- Average Daily, monthly, peak active users	Per Day/ 125-150
11	General		General Query	Bidder raised query for quantity of total active users on Mobile app-Average Daily, monthly, peak active users.	Per Day/ 1000
12	General		General Query	Bidder requested to share the expected chatbot chat messages -Average Daily, Monthly, peak	Per Day/ 500-1000
13	General		General Query	Bidder raised query for quantity of total active users on Mobile app, if any- Average Daily, monthly, peak active users.	Per Day/ 125-150
14	General		General Query	Bidder raised query regarding the current call volume- With Average Daily, monthly, peak.	Per Day/ 125-150
15	General		General Query	Bidder queried that whether billing will be done on submission or delivered of SMS.	Invoicing is to be done on delivered quantity.
16	Vol I of II, Section-1, BEC	15 of 127	1.2 Documents required to be submitted/uploaded-point no.7(iii) : Bidder must submit/upload: Tax paid invoice(s) duly certified by statutory auditor of the bidder towards payments of statutory tax in support of the job executed for Subsidiary / Fellow Subsidiary/Holding Company.	Bidder queried whether Invoice duly signed and stamped by bidder will be sufficient. or certified by statutory auditor only required.	Tender Condition will prevail. All bec docuemnts to be certified / attached as mentioned in bid document.
17	General		General Query	Bidder queries about the monthly traffic of SMS and WhatsApp.	Approx. 4 Lac nos are expected.

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18	Vol II of II, Section-8, Scope of Work/Services	08 of 20	SOW- PART-1: BULK SMS SERVICES: The approximate number of SMS required to be delivered for various purpose per year shall be about 30 Lakhs. Out of the estimated total number of SMS's, approximately 85% of SMS are expected to be under the exempted category and rest 15% are expected to be under the non-exempted category. The number of SMS and their break up (into exempted and non-exempted category) is only an estimate and BGL guarantees, neither this business volume, nor the estimated category wise breakup.	Bidder queried that as per pre-bid meeting whether the Sender ID not exempted. Bidder need clarification on the exemption of Sender ID, whether Sender ID exempted or not and if yes, bidder need the the percent which are exempted.	This clause will not apply for our business as the purpose of sending SMS is purely commercial related to our business. There will be no exemption for the SMS sent under this contract.
19	Vol II of II, Section-8, Scope of Work/Services	12 of 20	Part 2. WHATSAPP BUSINESS SERVICES - 3. Chatbot Solution (s): The Bidder shall handover all the documents along with entire source code to BGL after completion of development period	Bidder enquired whether it is mandatory to deploy source code.	Tender Condition will prevail
20	Vol II of II, Section-8, Scope of Work/Services	12 of 20	Part 2. WHATSAPP BUSINESS SERVICES - 3. Chatbot Solution (s): The Bidder shall handover all the documents along with entire source code to BGL after completion of development period	Bidder informed that clause mentioned is regarding a platform comprising of WhatsApp Business API services owned by Meta/FB as well SMS and Chabot services integratedly offered by bidder. Therefore, bidder proposed and requested to consider to hand-over the part of code which is customised and developed for BGL under the contract. It may not be possible to hand over the entire source code of entire platform.	Tender Condition will prevail

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21	Vol II of II, Section-8, Scope of Work/Services	12 of 20	Part 2. WHATSAPP BUSINESS SERVICES - 3. Chatbot Solution (y): 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	Bidder informed that the tender has sought proposal for a SAAS based solution so after expiry of contract also we need to maintain the same on platform. So small fee of maintenance is need to charge as AMC for the years beyond contract durations and the same may be considered.	Tender Condition will prevail
22	Vol II of II, Section-8, Scope of Work/Services	14 of 20	3.1 Chatbot Builder Features - 15. custom code: If there is something we still can't do then we can write a small piece of code. Custom Code block supports multiple languages like Java, Python or C#.	Bidder informed that they shall extend the support however as stated in above point no., the ChatBot & Whatsapp are platform and not an independent (standalone) application so that any change in their coding may impact the overall platform performance.	Tender Condition will prevail
23	General		General Queries	Bidder requested to provide following details about: 1) How many user BGL need to handle at concurrent session. 2) How many active users are there for BGL (current/expected). 3) How many calls BGL is getting at Call centre (hourly/daily statistics)	1) Atleast 2. In future may increase. 2) Per Day/ 500 3)Per Day/ 125-150
<b>Commercial Queries:</b>					
24	General		General Query	Bidder enquired about estimated cost of the project.	Budgetary estimates could not be revealed as this an open tender.

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25	Vol I of II, Section-1, BEC	14 of 127	1.2 Documents required to be submitted/uploaded - 1 (b) For WhatsApp services, the bidder must be having at least 2 years' experience in managing and commercializing WhatsApp Messaging Solution for any One State/PSU/Central Government Organizations/ Department/ Corporation / Bank /University. Bidder must submit/upload: a) Copy of Work Order/PO/LOA/Agreement issued by the client clearly showing the duration and scope of work. b) Copy of respective completion certificate of the above WO/ PO/LOA clearly mentioning the awarded value, executed value, date of completion of the work etc. issued by the client. The Completion Certificate should have been issued by the end user/owner/authorized consultant.	Bidder informed that for BEC CRITERIA they only have Purchase Order and requested to waive off submission of Client Completion Certificate.	Tender Condition will prevail
26	Vol I of II, Section-1, BEC	15 of 127	1.2 Documents required to be submitted/uploaded - clause (5) : ISO 9001 certification and a valid ISO 27001, CMMI level 3 series certification  Bidder must submit/upload: Copies of valid certificates should be submitted along with the Technical offer, with validity for at least one year from that date.	Bidder informed that for BEC CRITERIA, they have ISO 9001 and ISO 27001 certificate available and requested to waive off submission of CMMI level 3 series certification.	Tender Condition will prevail
27	Vol I of II, Section-1, BEC	13 of 127	Technical Criteria 1.2 Documents required to be submitted/uploaded - 1 (a &b)	Since the BEC criteria clause (a) is both duration and monetary value specific, please accept the Copy of respective completion certificate of the WO/ PO/LOA clearly mentioning the awarded value, executed value, date of completion of the work etc. issued by the client. The Completion Certificate should have been	Tender Condition will prevail

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				<p>issued by the end-user/owner/authorized consultant.</p> <p>(a) The bidder should have successfully executed/completed at least one (01) no of job for messaging services (SMS / Whatsapp) with minimum order value of Rs. 3,28,552/- in any one year out of 7 years from at least One State/PSU/Central Government Organizations/ Department/ Corporation / Bank / University in any of the last Seven (07) years reckoned from bid due date.</p> <p>Since the below criteria is duration specific, for below clause (b) vendor requested to accept the Copy of Work Order/PO/LOA/Agreement issued by the client clearly showing the duration and scope of work–</p> <p>(b) For WhatsApp services, the bidder must be having at least 2 years' experience in managing and commercializing WhatsApp Messaging Solution for any One State/PSU/Central Government Organizations/ Department/ Corporation / Bank /University</p>	