

**Reply to bidder's queries w.r.t. Request for Proposal (RFP) for Supply, Installation, Implementation and Maintenance of Cloud based Chatbot Solution.**

Sr No	RFP Page No.	RFP Clause Name & No.	RFP Clause Name & No.	Bidder's Query/ Suggestion/Remarks	Bank's Reply
1	80	10	The bidder's solution must be certified for security audit from CERT-IN Empanelled Agency.	Currently we have applied for CERT-IN certification. We are requesting you to allow us to bid, as certification and audit report is under process and we will definitely produce once we complete certification process.	The clause remains unchanged. Please be guided by the RFP and Corrigendum-1.
2	78	4	The Bidder should have implemented Chatbot Solution in at least two BFSI (Banking, Financial Services and Insurance)/ Govt./PSU companies and one of them whom should be public sector or private sector bank. (Relevant experience Certificate along with its purchase order/work order to be provided).	We have developed chatbot solution for other industry apart from BFSI. Requesting you to please consider one solution reference from other industry apart from BFSI.	The clause remains unchanged. Please be guided by the RFP and Corrigendum-1.
3	79	7	The bidder/OEM should have experience of implementation of the Chatbot solution in public/ private cloud architecture in BFSI^ in India. ^ SCB/ AAA rated NBFC/ any other Organization having more than 500 branches across India.	For this clause please consider more than 100 branches of the BFSI entity across india instead of 500.	The clause remains unchanged. Please be guided by the RFP and Corrigendum-1.
5	17	Voice Bot - C	The bidder should ensure that the chatbot solution shall have the capability to support Voice Banking through API Integrations, the details of the transactions shall be shared with the successful bidder. The details of existing internal solutions/applications shall be shared during the implementation process.	We would request Bank to clarify on the below :  1. Does this mean enable banking transactions like NEFT, Balance Inquiry, Statements using the voice bot 2. Moreover details required on the existing internal solutions/applications (AD, HRMS, CGRMS, Knowledge Centre, CBS, etc.) that need to be integrated with the bot solution? Please advise.	The bidder should ensure that the chatbot solution shall have the capability to support Voice Banking through API Integrations, the details of the transactions shall be shared with the successful bidder.  The details of existing internal solutions/applications shall be shared during the implementation process.



6	19	Natural Language processing - E	ChatBot solution should be able to handle minimum 10,000 concurrent Chat Sessions, conversation response accuracy of 98%, ChatBot uptime of 99.50% on quarterly basis. <b>Further details shall be shared with the successful bidder.</b>	Request Bank to share and consider below recommendations :-  1. Cloud uses the construct of pay as you use. Scale up is going to incur additional cost and the scale down will result in reduction of cost.  2. Bank to advise the bidders to minimum and maximum numbers of concurrent chat sessions so that bidder can factor cost accordingly.  Please advise.	ChatBot solution should be able to handle minimum 10,000 concurrent Chat Sessions, conversation response accuracy of 98%, ChatBot uptime of 99.50% on quarterly basis.  Further details shall be shared with the successful bidder.
7		Natural Language processing - B	Please refer to the following 12 major languages among the Official languages of India in addition to English: Assamese, Bengali ,Gujarati , Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil,Telugu & Meitei (Manipuri).	We don't support Assam , Meitei . Request Bank to remove Assamese and Meitei for the moment and to be considered in the future road map for the deployment.	The languages mentioned in the query may not be required to implement initially but the ChatBot solution deployed should be capable of having an end-to-end conversation in the given languages and shall be implemented in future as and when desired by Bank.
8	26	Other essential key features of ChatBot Solution - T		Does the bidder needs to supply and implemented monitoring or logging solutions with this RFP ? Please confirm	Please be guided by the RFP and the bidder is requested to comply with the RFP eligibility criteria, Scope of Work and terms & conditions.



9	77	ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER	The Bidder should have implemented Chatbot Solution in at least two BFSI (Banking, Financial Services and Insurance)/Govt./PSU companies and one of them whom should be public sector or private sector bank. (Relevant experience Certificate along with its purchase order/work order to be provided).	Request Bank to modify the said clause as below :-  The Bidder / OEM should have implemented Chatbot Solution in at least ONE of the following Banking fraternities like :- 1. BFSI (Banking, Financial Services and Insurance - (Public sector or Private sector bank / Scheduled Small Finance Banks / Scheduled Payments Banks)). 2. Govt./PSU companies , 3. Fintech Companies and 4. Large Conglomerates & Enterprises . (Relevant experience Certificate along with its purchase order/work order to be provided).	The clause remains unchanged. The bidder is requested to comply with the RFP eligibility criteria, Scope of Work and terms & conditions.
10	79	7	The bidder/OEM should have experience of implementation of the Chatbot solution in public/ private cloud architecture in BFSI^ in India. ^ SCB/ AAA rated NBFC/ any other Organization having more than 500 branches across India.	would request Bank to consider BFSI customer with 100 branches instead of 500 Branches.	The clause remains unchanged. Please be guided by the RFP and Corrigendum-1.
11	79	ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER	The bidder/OEM should have experience of implementation of the Chatbot solution in public/ private cloud architecture in BFSI^ in India. ^ SCB/ AAA rated NBFC/ any other Organization having more than 500 branches across India.	Request Bank to modify the said clause as below :-  The bidder/OEM should have experience of implementation of the Chatbot solution in public/ private cloud architecture in BFSI in India.	The clause remains unchanged. Please be guided by the RFP and Corrigendum-1.



12	47	6. DELIVERY & IMPLEMENTATION	Bidder shall be responsible for implementation (implementation team from respective OEM must be present onsite for the implementation) of the solution and their components at both DC & DR or any other alternate site as per the Bank's requirement. Bidder has to implement and integrate the proposed solution within 16 weeks from the date of the P.O or 6 weeks from the date of delivery of the solution/product, whichever is earlier.	Request Bank to modify the said clause as below :-  Bidder shall be responsible for implementation (implementation team from respective OEM / Bidder must be present onsite / remote for the implementation) of the solution and their components at both DC & DR or any other alternate site as per the Bank's requirement. Bidder has to implement and integrate the proposed solution within 20 weeks from the date of the P.O or 10 weeks from the date of delivery of the solution/product, whichever is earlier.  Any delay accounted from Bank's end should not be counted as late delivery in the solution .	The clause remains unchanged. Please be guided by the RFP and Corrignedum-1.
13			Delivery of the Solution/Product after release of P.O. - Within 10 weeks from date of Purchase Order (P.O.)	Delivery of the Solution/Product after release of P.O. - Within 12 weeks from date of Purchase Order (P.O.)	The clause remains unchanged. Please be guided by the RFP and Corrignedum-1.
14			UAT delivery of the complete solution/product Within 12 weeks from date of Purchase Order (P.O.) or 2 weeks from the date of delivery, whichever is earlier	UAT delivery of the complete solution/product Within 16 weeks from date of Purchase Order (P.O.) or 6 weeks from the date of delivery, whichever is earlier	The clause remains unchanged. Please be guided by the RFP and Corrignedum-1.
15			Installation, Implementation & Integration of Software/ Solution & Go-live of entire Solution Within 16 weeks from the date of P.O or 6 weeks from the date of delivery, whichever is earlier	Installation, Implementation & Integration of Software/ Solution & Go-live of entire Solution Within 20 weeks from the date of P.O or 10 weeks from the date of delivery, whichever is earlier	The clause remains unchanged. Please be guided by the RFP and Corrignedum-1.



16	57	Post implementation onsite support , point # 10	The successful bidder will ensure onsite availability of experienced L3 engineers of OEM in case of any urgent requirement of the Bank in addition to the existing onsite resident engineer without any extra cost to the Bank, till the time the issue is resolved. Complete RCA should be provided to Bank by OEM, in such Cases.	The successful bidder will ensure remote / onsite availability of experienced L3 engineers of OEM in case of any urgent requirement of the Bank in addition to the existing onsite resident engineer without any extra cost to the Bank, till the time the issue is resolved. Complete RCA should be provided to Bank by OEM, in such Cases.	Please refer to the Corrigendum - 2.
17	58	Warranty and ATS should cover the following: -	The successful bidder should provide on-site preventive maintenance on regular interval i.e. quarterly or as defined by Bank through OEM certified resources. Pro-active product health status check-up (on-site) and submission of report by product as per Bank's requirement.	please delete this clause as deliverables in this RFP are though the Managed Services model.	Please refer to the Corrigendum - 2.
18	80	10	The chatbot solution proposed by the bidders must be certified for security audit from CERTIN Empanelled Agency.	Currently we have applied for CERT-IN certification. We are requesting you to allow us to bid, as certification and audit report is under process and we will definitely produce once we complete certification process.	The clause remains unchanged. Please be guided by the RFP and Corrigendum-1.
19	10	GENERAL TENDER DETAILS	Last date and time for Online bid submission (both Technical & Commercial) (Hash submission) - 19-08-2024	we request Bank to consider revised Bid submission date as 31-Aug-2024.	Pls refer Tender Extension Notice dated 11.09.2024.



20	79	Eligibility Criteria - Clause No 7	<p>The bidder/OEM should have experience of implementation of the Chatbot solution in public/ private cloud architecture in BFSI^ in India.</p> <p>^ SCB/ AAA rated NBFC/ any other Organization having more than 500 branches across India.</p>	<p>We will request the said Eligibility criteria be relaxed having experience of implementing solution on-premises <b>OR</b> Cloud Architecture? On-premises implementation solution should also be considered.Considering the fact that till now Govt/PSU customer doesn't have required permission to go on cloud,hence majority implementation are on thier on prime server.Request the tender authroty to consider this and amend the clause for both cloud/on prime implementation.We are complying to the clause of having implementing solution in organization having 500 Branches.</p>	<p>The clause remains unchanged. Please refer to the RFP &amp; Corrigendum - 1.</p>
21	80	Eligibility Criteria - Clause No 10	<p>The bidder's solution must be certified for security audit from CERT-IN Empanelled Agency. - Audit completion certificate alongwith undertaking to be submitted.</p>	<p>Request Tender commite to accept the Certin Audit Certification once the bid is awarded to L1 Bidder or accept the certification done by other Nationalized bank for the same application. The undertaking can be provided along with Technical Bid.</p>	<p>The chatbot solution proposed by the bidders must be certified for security audit from CERTIN Empanelled Agency.</p>
22	94	Annexure XI - Point no 2	<p>The work order shall have been issued within the last 10 years, as on date of submission of bid.</p> <p>Up to 5 projects – 5 Marks 5 to 10 projects – 7.5 Marks More than 10 projects – 10 Marks.</p> <p>Cumulative value of all projects must be more than INR 5 Cr. otherwise the project count will not be considered.</p>	<p>Cumulative value of all projects should be relaxed to INR 1 Crore or consider the cumulative value of projects for any software solutions &amp; services provided to PSUs Bank.Request tender commitee to consider the fact that Chat Bot on PSU and govt oragnization are considering it since last couple of year only &amp; values of the project are in comparision of same value.</p>	<p>The clause remains unchanged. Please refer to the RFP &amp; Corrigendum - 1.</p>
23	General	Bid submisson	<p>19th August 2024</p>	<p>As we are still waiting for some amendment ,post which will start working on bid and considering the fact very short time left for original bid submission date of 19th August,request tender authority to extend the bid submission atleast by minimum 10 working days.</p>	<p>Pls refer Tender Extension Notice dated 11.09.2024.</p>



24		Eligibility Criteria - Clause	The Bidder should have implemented Chatbot Solution in at least two BFSI (Banking,	We acknowledge the bank's decision to allow MSE and Startup entities with lower turnover to participate. Given the opportunity extended to MSE and Startup entities, we kindly request a waiver of the CMMI Level 3 certification requirement from the eligibility criteria, while maintaining the current scoring criteria. This will provide us with an opportunity to participate	Please refer to the Corrigendum - 2.
25			The Bidder should have implemented Chatbot Solution in at least two BFSI (Banking, Financial Services and Insurance)/ Govt./PSU companies and one of them whom should be public sector or private sector bank. (Relevant experience Certificate along with its purchase order/work order to be provided).	Our chatbot is an embedded solution within our AI/ML based collections platform and we have never sold it in isolation, in the past. Our bots are tightly wired to the usecases they cater to (e.g., early warning system for pre-dues collection) and are not generic use cases.	The clause remains unchanged. Please be guided by the RFP and Corrigendum-1.
26			Bidder should have minimum average turnover of Rs.5 Crore. (Rupees Five Crores only) in 2 financial years out of the last 3 consecutive financial years (FY-2020-21, 2021-22 or 2022-23).	< 5Cr. We are a startup and the threshold puts many competent fintechs like us at a disadvantage.	Please refer to the Corrigendum - 2.
27			The bidder should be ISO 27001 certified organization and SOC2 certified	Certification in progress	Please refer to the Corrigendum - 2.
28			The bidder should be CMM Level 3 and above certified organization in any three of the last five years	Certification in progress	