**Response to Queries 2**

**Against Pre-Bid Meeting**

**For**

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**UMANG – Conversational Chat Bot and AI Based Voice Assistant**

| Sr. No | RFP Reference(s) (Section/Page number) | Content of RFP requiring clarification | Points of Clarification required | Response |
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| 127 | Page No. 12 Clause no 8.1.2.1 1stmilestone - Go-Live: | 8.1.2.1 1stmilestone - Go-Live: Payment of Go-live milestone shall be done only after completion of the activities under Section 8.1.1.1. On completion of Go Live milestone, within 90 days subject to LD clauses under section 11.3, 40% of Platform Fee shall be payable and service enablement fee of 5 services. In order to facilitate mobilization, 80% of the amount due on successful completion of 'Go-Live' milestone can be paid as advance against the separate BG of 110% of 80% of the amount (mobilization money). Once the 'Go-Live' milestone is achieved, subject to meeting the timelines and the penalty provisions, balance amount can be released along with the BG. Also, successful completion of 'Go-Live' milestone shall start the Operations and Maintenance Phase. | 1.Need to know the definition of "Mobilization Money" stands for what in this RFP? 2.Saperate BG is different BG that a successful bidder need to furnish apart from the Performance Bank Guarantee or its coupled with the PBG? 3.110% Of 80% of the Mobilization money needs to be provided as BG to achieve the 1st Mile stone of Payment? 4. Total how many BG's a successful bidder need to furnish ? 5.Till the completion of any Milestones any advance payments will be made by the NeGD to Successful bidder or not? | 1. Mobilization of Money refers to advance payment against Go-Live milestone payment for which Bidder will have to submit BG. 2. A separate BG is required in case the Bidder wants an advance under mobilization. It is not coupled with PBG. 3. Yes, as mentioned in RFP clause 8.1.2.1 4. 1(one) PBG is required to be furnished and a separate BG needs to be furnished if vendor needs advance payment. 5. As mentioned advance payment can be made during 1st milestone against a separate BG of 110% 0f 80% of payable milestone amount. |
| 128 | Page No. 21 Clause no 11.1 | 11.1 Ownership- NeGD will hold the licenses of all proprietary component/s, if any, under UMANG, for the full Contract period. Further the IPR, copyrights and trademarks, as applicable, of all Systems and Applications Software (other than the proprietary component) that are part of the UMANG, any derivative works, modifications, enhancements or improvements to the software, its related source code and all associated documentation shall rest with NeGD. Further details of IPR will be provided in MSA. | 1.Ownership of the Patents and its usage rights shall be with the Successful bidder only a limited license to use the products shall be provided to the NeGD. Need the change to this for a Limited License usage only. | No Change in clause |

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| 129 | Page No 22 Clause No. 11.3 | 11.3 Liquidated Damages- In the event of the Partner Agency's (Vendor) failure to submit the Bonds, Guarantees and Documents and takeover the UMANG chatbot/VA as per schedule specified in this RFP, NeGD may, at its discretion, withhold any payment until the completion of the milestone and/or the contract, as applicable. NeGD may also deduct from the Partner Agency (Vendor), as agreed, the liquidated damages according the details furnished below in the table 11. The right to claim any liquidated damages shall be without prejudice to other rights and remedies available to NeGD, under the contract and law. | 1.Liquidated damages will be different from the Penalties, or the Liquidated damages is inclusive of any Penalties. 2. In order to meet the Liquidated damages requirement successful bidder need to furnish the Independent Bank Guarantee to the NeGD or it will be within the Meaning of PBG (Performance Bank Guarantee) 3. Liquidated Damages shall be levied on the Successful bidder with the Consent of Bidder or not? 4. Reasonable opportunity to defend the Liquidated damages shall be provided or not by invoking the Natural Principle of Justice . | 1. Liquidated damages are different from the penalties as penalties are linked to SLA breaches. 2. No separate BG required for liquidated damages. 3. For Liquidated damages, consent of the Bidder will not be taken as the conditions are clearly defined in RFP clauses. 4. Bidders are not restricted from any reasonable representation. |
| 130 | Page No 35 Clause No. 14 (II) | 14Award of Contract ii.Signing of Contract- Concurrent to NeGD notifying the successful bidder about its proposal acceptance, NeGD shall enter into a separate Contract, the Master Service Agreement (MSA), incorporating all agreements between NeGD and the successful bidder. | Need the opportunity to Make the changes in the Agreement (MSA), Successfulbidder shall exercise the right to reject the MSA if the Agreement is against the interest of successful bidder or its not Mutually agreeable by the parties. | No Change in clause |
| 131 | Page no. 15, clause No. 9.2.1 (2) | Successful conduct of POC/Demo with the services /requirements in the allotted time with Multilingual Capability with solution availability: - • UMANG login OTP Based authentication and user entry Journey with BOT address and | How much time we will be given to develop the poc and the poc should be developed with dummy data or we will get the APIs for ex : passport status tracking etc. ? | Time for bid evaluation and demo is 5 weeks. APIs will be provided for POC. |
| 132 | Page No. 17, clause No. 9.2.2. table 6,Point no. 4 | Platform usage Fee including all components (D) for 3 million interactive voice sessions (includes Voice only and Voice + Chat interactions) | Platform usage fee including all components for 3 Mn Interactive voice session. Is it for monthly or Annually? | Quotation asked for 3 Mn interactive voice + chat sessions, payable as per use on a prorata basis |
| 133 | Page 20, Clause No. 10.1.4, Table 10/Dropoff Measurement | The solution should clearly identify the drop-off sessions. The Drop off sessions should not be greater than 10% at any point of time. | What is the criteria to calculate the drop of session?Drop off can be due to Umang API not working, Network issue etc.. | Refer response of point 14 of Response to Queries 1 and Corrigendum1 for dropoff SLAs. |

| 134 | Page 49, Note/session | This is defined as 'Five minutes (05)' of user conversation with the bot. If the user-bot interaction results in human agent transfer, the time spent with the human agent will be excluded from the bot session. If the bot has sent a message as part of a welcome event or an on-connect event, it will not be considered as the start of the session. Session starts only when the bot platform receives a message from the user. | What's if customer say hi and after that users stop doing interaction and remain in same condition for 20 Min. How many session we will consider ? | As mentioned in Point (ix) of clause 5.1 of RFP. The bot should be able to make smart assumption in this case like prompt user with "Help" options or exit the conversation after a timeout. |