



**Response to Queries
Against Pre-Bid Meeting
For**

UMANG – Conversational Chat Bot and AI Based Voice Assistant



January, 2020

**National e-Governance Division
4th Floor, Electronics Niketan,
6 CGO Complex, New Delhi 110003**

Sr. No	RFP Reference(s) (Section/Page number)	Content of RFP requiring clarification	Points of Clarification required	Response
1	5.1(ii)	Provide a platform agnostic solution which supports presence on multiple channels for example Web, Android, iOS, Alexa, Google Assistant etc.	While enabling voice support on Alexa and Google Assistant platform, will the speech-to-text solution be from Alexa and Google or from the vendor	If Google Assistant, Alexa etc allow deployment of custom Speech-to-Text solution, then it has to be provided by vendor otherwise the native offerings of these platforms may be used.
2	5.1(vi)	Preferably, the chatbot should be able to detect the emotional polarity of the subject the human is talking about. It should be able to tell from the way the text or speech pattern is presented whether the human is angry, sad or happy.	Are responses to be customized/different based on user mood	The responses are expected to be customized, therefore system demonstrating provisions/ technology to manage the same will be preferred. This is an optional item.
3	5.1 (viii)	The Bot shall have a well-defined 'Help' intent	Define 'help' intent with respect to the use-cases along with a few instances	The bot should have well defined 'Help' intent if there is no user activity for certain duration on Application it should respond to 'Help', 'Menu', etc. command by user. The details will be laid out during product design and documentation.
4	5.1(xii)	The solution should work optimally with noise conditions, different Indian accents, age groups etc.	What are the levels of noise conditions expected?	The vendor is expected to give insights about various sound conditions and demonstrate capabilities to understand and provide resolution for the same.
5	5.2(vi)	The solution should work on All Android, iOS interfaces, Chrome, IE and Firefox, KaiOS etc.	Is the application already available on KaiOS?	Yes
6	5.9(iii)	There should be a report that shows word to error ratio of the solution. (Error ratio means the ratio of no. of correctly identified words by Bot to the words that were not correctly identified). This report should also contain volunteer user ratio (The volunteer users ratio would be the ratio of total no. of Bot users to the users that are using bot without any notifications) and user	WER can be sent only if correct transcript is already present. This has to be done manually on a small sample at best. What does using the BOT without notifications mean?	WER will be audited from time to time on need basis by NeGD. "Without notifications" means that users are not pulled through an in-app notification or in any other form.

		retention rate(The retention rate would be the percentage of users that comes back to use Bot within a brief period of time. For now it can be assumed to 7 days).		
7	5.11	The solution should support industry-grade security features and should pass security testing by a third party empanelled at CERT-IN. Partner Agency needs to get the security Audit done with such third party initially before Go Live and thereafter 2-3 times as per need;	Will the certification be at the code level or the solution level?	The Security certification will be at solution level.
8	9.2.1	Proof of Concept/Use Case - All eligible bidders to demonstrate compliance to the Technical and Functional requirements based on the services provided by NeGD on mobile app, web app and through a voice call in English, Hindi and Hinglish	What are the tentative timelines to execute this PoC?7 Flagship Schemes (10 Marks) - What are the 7 flagship services	(i) Timelines are already mentioned in RFP Annexure III - Indicative Timelines of different RFPs. Tentatively 4 weeks are allotted for doing the PoC. (ii) Please refer UMANG App/Website for Flagship Schemes
9	Table 4 (4B) (Eligibility Criteria)	Bidder must be original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP)	The vendor can be a original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP), or, an authorized partner of such original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP). Valid proof of the authorization to be provided along with the bid	The Clause stands modified as below: The vendor can be a a) original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP), OR b) a authorised partner of such original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP). Valid proof of the authorization to be provided along with the bid OR c) partner of similar open source platforms.

10	Table 4	Cloud Placement: MUST be provided from a data centre in India	Cloud Placement: MUST be provided from a data centre in India and all the services should also be catered from India. No data should go out of Indian boundaries whatsoever.	All components of the solution and all data pertaining to it shall reside in India and nothing should go out of geographical boundaries of India.
11	-	Additional Clause	The RFP should include more Indian languages under the scope out of the box to ensure that the project is more inclusive and there is good adoption of the same	Suggestion
12	9.1, Page 15	Cloud placement MUST be provided from a data centre in India.	Request NeGD to add a MeitY empanelment certification for the cloud service provider. Request NeGD to ask for a TIER 3 datacenter certification as per MeitY guidelines from the CSP	No Change
13	9.1, Page 15	Cloud placement MUST be provided from a data centre in India.	Request NeGD to add basic ISO Certifications associated with the cloud platform from the Cloud Service Provider: ISO 27000,27001, 27018, 22301, 27017	No Change
14	10.1.4, Page 20	The solution should clearly identify the drop-off sessions. The Drop off sessions should not be greater than 10% at any point of time.	Request NeGD to clarify the definition of Drop off sessions with respect to the Voice Bot. How does one evaluate the difference between voluntary lack of response from the customer/citizen as a dropped session and an actual lack of response? Many factors like Network loss for example may result in a call drop with the virtual assistant,	The drop off because of the network failure or delayed backend API's response will not be considered as Bot's failure, the report of these causes and causes of failure due to BoT should be submitted by the Vendor

			this may be logged as a drop-off as per the current wordings in the tender	
15	9.1, Page 15	Cloud placement MUST be provided from a data centre in India.	Request NeGD to clarify to participating vendors to ensure that all cloud services offered in hosting their solutions like Speech transcription services should be available from Indian Datacenters only to ensure protection of PII information shared in accessing UMANG services with the bot	Refer Point 10 of this RFP
16	Table 1, Page 3	Service Types on UMANG Frontend	To enable mentioned service through chatbot, integrations with backend systems would be done over REST based APIs.	Yes, these APIs will be provided by UMANG Backend.
17	Table 1, Page 3	Service Types on UMANG Frontend SDK based integrations- BHIM/TRAI/ BBPS (currently API based) etc.	We can provide SDKs, and required integrations need to be done by mobile app developers/ providers	Yes. the SDK integration in the UMANG app/s (Mobile and Web) will be done by UMANG Frontend vendor however, integrations on different interfaces/platforms shall be done by the AI Bot Vendor 5.

18	section -1, Page 4	Voice, combined with visual interaction (i.e. voice and chat interaction can be done together) with the Bot	Please explain this requirement in detail. We understand, user should be able to talk and text to the bot and how the bot should respond to user in this case	User can either type in the chat box or speak with the help of a mic icon placed on the chat box. When user talks to the Bot the same text should be shown in the chat box as understood by BOT. The same has to be done vice versa, which means when bot responds with voice, the same should be shown in the chat box too, depending on the type of services. For example, for some services partial results can be in voice mode and larger lists can be displayed in the chat box.
19	section -5.2, Page 4	Provide a platform agnostic solution which supports presence on multiple channels for example Web, Android, iOS, Alexa, Google Assistant etc.	We assume these are the only channels to be supported i.e. Web, Android, iOS, Alexa, Google Assistant. Please confirm.	The Clause stands modified as below: Provide a platform agnostic solution which supports presence on multiple channels for example Web, Android, iOS, Alexa, Google Assistant, Siri, Kai OS.
20	section -5.2, Page 5	The platform should seamlessly integrate with UMANG analytics platform passing on complete information including but not limited to service usage, sessions maintained, per session services, average interaction time, idle time etc	Integration with analytics platform is needed on which interface?	On all possible interfaces wherever the Bot is deployed.
21	section - 10.1.3, table 9, Page 6	The average call duration for various services shall be 2-3 minutes.	Will this be applicable for Concurrent Chat and Concurrent calls (Voice). Please confirm.	The is an indicative figure for a user interaction with UMANG on an average. The actual figures may vary.
22	section - 10.1.3, table 9, Page 6	Deployment and Infrastructure	Can we provide Cloud (AWS) based Solution, where all the data will reside at India only. Please suggest	Refer response of point 10 of this RFP
23	section - 10.1.3, table 9, Page 6	Promptly diagnose and fix the issues reported on priority by NeGD/or NeGD nominated agency from various social media channels or any other channel.	Please explain, how vendor would be intimated about the issues?	As explained in clause 5.3 page 5 clause i, There has to be a ticketing system at vendor end.

24	section - 10.1.3, table 9, Page 14	Experience - The bidder must provide reference of 3 clients for whom the bidder has implemented chatbot /VA as a service solution and is actively being used and LIVE.	We assume the references can be of National Or International clients. Please confirm.	Yes, the references here can be both National or International
25	section - 10.1.3, table 9, Page 15	PoC/Demo	We assume for the use cases given we will be giving the respective APIs. Please confirm. How much time will be given to prepare the Demo/PoC scenarios?	APIs will be provided. For PoC timeline refer point 16 of this document.
26	section - 10.1.3, table 9, Page 20	Application Performance SLA table *Average Response time for any user request. Excluding the time taken by the external system. SLA will breach if more than 5% of the request will take >2 seconds	Our chatbot performance is dependent on response received from 3rd party /backend systems as well. Please explain how this will be measured?	As mentioned in the clause, the response time from external system will be excluded in measuring the BOTs SLA
27		PoC/ Demo	For demo purpose, user journey to showcase various services will be provided by Umang or we should assume conversation flow similar to 'Umang app'.	The conversation flow has to be developed by vendor for POCs services. This has to be more Bot Centric than UMANG App.
28	section -5.3, Page 5	Fallback and Support The Bot will do the following to handle the cases where the voice BoT fails to answer the user query correctly.	Please explain in detail the criteria to identify the bot failure scenarios	The bot failure will be considered when Bot continuously fails, say 3 times or as per the best practices, to capture the intent of user query or any particular phrase/word from the conversation. Consequently, resulting in unsolved user request.
29	section -5.1, Page 4	The solution should support multiple intents in the same sentence	what should bot do after identifying multiple intents in the same sentence. Should it ask further questions to users to narrow down the scope to one intent? What is the expectation from bot?	After identifying multiple intents, Bot can ask user relevant questions in order to narrow it down to user's interest/intent. This capability is expected to be demonstrated by the Vendor.

30	table 5, Page 15	UMANG login OTP based authentication	How to authenticate user in case of voice interface. Please clarify	User will provide OTP as a voice input to the BoT. The BoT will use the same to authenticate the user.
31	table 5, Page 15	7 Flagship Schemes	Please provide more details on ' 7 Flagship scheme'. What is the expectation here? What needs to be showcased around this during our Demo?	Refer the response of Point 8 of this document
32	Table 4– Eligibility Criteria 4. Experience, Page 14	a) The bidder must provide reference of 3 clients for whom the bidder has implemented chatbot /VA as a service solution and is actively being used and LIVE.	Chat Bot and AI Based Voice Assistant are emerging technologies and most of the organisation and partners are in evaluation/implementation phase . Hence request eligibility criteria that bidder to provide atleast one client whom the bidder has implemented the solution	No Change
33	Table 4– Eligibility Criteria 4. Experience, Page 14	b) Bidder must be original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP).	Bidder can also be reseller of OEM for platform based on platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP).	Refer response of point 9 of this document
34	Table 4– Eligibility Criteria 4. Data Centre, Page 14	The chatbot/ VA as a service MUST be provided from a data centre in India.	Please clarify date center also need to be MeitY certified	Refer response of point 10 of this document
35	UI/UX, page no. 10 point 5.1.6	Preferably, the chatbot should be able to detect the emotional polarity of the subject the human is talking about. It should be able to tell from the way the text or speech pattern is presented whether the human is angry, sad or happy.	Though emotion based outputs are still in evaluation stages due to their poor accuracy since it is based on the users machine camera capability,selection of verbatism and other variables.	Refer response of point 2 of this document

			<p>However Emotions based features are developed based on the models developed by the custom development. Requesting you to make this clause as optional or remove.</p>	
36	UI/UX, page no. 10 point 5.1.13	The solution should support English, Hindi, Hinglish(English and Hindi mix) language with for each service flow.	<p>Support for multiple languages are done with popular translator engines like google translator or microsoft..with translator service. Request you to modify this clause as "Compatible with popular Translation services".</p>	This a part of end-to-end solution asked for in this RFP.
37	Monitoring and Continuous Improvement, page no. 11 point 5.2.6	The solution should work on All Android, iOS interfaces, Chrome, IE and Firefox, KaiOS etc.	Please make this specific by removing "etc" and restrict to IOS,Android, Chrome, IE,Firefox.	Suggestion, Please refer response of point 19 of this document
38	Suggestions	Deployment and Cloud context	<p>Chatbot should be offered in cloud as "Platform as a service" PAAS, Chatbot-as-a-service Rather than custom installation on IAAS over VM. In this case platform providers ensures the patching,upgrading the service.This will help to minimize the several maintenance efforts and downtime by the customer. Requesting you to make this feature mandatory.</p>	Suggestion
39	Suggestions	Storing the content and data	Requesting you to make it mandatory to provide Structured and secured RDBMS for storing the chatbot contents. This will	Suggestion

			ensure a robust architecture for data accuracy, performance and analytics on users interactions.	
40	Suggestions	Bot performance and analytics	Chatbot Platform should have Inbuilt BOT Analytics feature	Suggestion
41	Suggestions	Bot development	ChatBot with inbuilt skill Bots based on machine languages	Suggestion
42	5.4 Deployment and Infrastructure (ii) page 6	The Data wherever applicable must be stored in geographical boundries of India only	Kindly clarify if the deployment has to done on premise (on Meghraj/NIC servers) or via MEITY empanelled Cloud Service Provider. Kindly also clarify whether deployment of solution can be done on Google Cloud Platform.	Servers will be provided on NIC cloud for application deployment. For part of the solution that is not deployable on NIC Cloud provided by NeGD, the Bidder has to deploy on any Cloud Infra, fulfilling the criteria of data residing in geographical boundaries of India. For such non-NIC deployments, the cost is to be borne by the Bidder and financial bid should be done accordingly after due diligence. Also, refer to the response of point 10 of this document
43	5.6 Operations and Maintenance (vii) Page 7	Due Diligence may be done by bidder before bidding comercial rates	Kindly clarify how and when can a partner agency carry out a due diligence to measure the quantum of work to be done.	The clause is self-explanatory
44	Section 7, Timelines Page 12	Proper due diligence should be done by the partner agency for quantum of work as per given timelines.	Kindly clarify how and when the partner agency carry out the due diligence to measure the quantum of the work to be done.	The clause is self-explanatory
45	Section 12.12 Earnest Money Deposit(EMD) , Page 27	EMD for MSME Enterprises will be exempted, as per Rule 170 of GFR 2017, on submission of documentary proof.	Kindly confirm whether DIPP startup registration certificate would server as documentary proof for EMD exemption.	MSMEs fulfilling eligibility criteria and having valid registration are exempted from tender fee and EMD. Startups may get themselves registered with concerned authorities to avail

				exemptions.NSIC registered firms are also exempted from EMD
46	Section 14.v. Acceptance Letter, Page 35	NeGD will require the selected bidder to provide an acceptance letter and a PBG, for a value equivalent to <10%> of the project cost, within 10 days from the issue of work order.	Under DIPP startup policy for public procurement, startups are provided a relaxation on Performance Bank Guarantee while bidding on government tenders. Request you to add a provision in concert with the policy.	Refer response to point 45 of this document
47	Sec 5.1/ Page 4(UI/UX)	Design, develop and deploy Artificial Intelligence, Machine Learning and Natural Language Processing based conversational Chatbot and Voice Assistant solution with intuitive Voice User Interface (VUI), text, voice availability with requirements: *Voice-only interaction with the Bot through voice as well as data channels. * Voice, combined with visual interaction *Chat-only interaction with the Bot on a visual interface	Assuming, voice only interaction through voice channel is IVR, what is voice only interaction through data channel? There is a mention of providing visual interface on an existing one. Need to get clarity what "existing" means. If we need to work on an existing app/UI.	Voice only interactions can happen, in addition to IVR, feature phone, landline etc., in UMANG App (mobile and web) and possibly on other interfaces such as Google Assistant, Alexa, etc.
48	Sec 5.1/ Page 4(UI/UX)	Provide a platform agnostic solution which supports presence on multiple channels for example Web, Android, iOS, Alexa, Google Assistant etc.	Is this SDK also expected to be integrated with the phone-line based voice solution? (The voice-combined chat case)	Phone line based voice solution will work independently, in addition to voice on a chat (visual) interface.
49	Sec 5.1/ Page 4(UI/UX)	The Bot deployed should be capable of having an end to end conversation with the users. The bots should restrict the conversation using a certain template or pattern. The solution should support multiple intents in the same sentence.	Examples of Multiple intents	Refer response to Point 29 of this document
50	Sec 5.1/ Page 4(UI/UX)	The solution should support continuing conversation without losing context. Support for continuity in conversation, to anticipate	For how long is the context to be maintained?	Context has to be maintained as per best practices

		and understand user intent.		
51	Sec 5.1/ Page 4(UI/UX)	Preferably, the chatbot should be able to detect the emotional polarity of the subject the human is talking about. It should be able to tell from the way the text or speech pattern is presented whether the human is angry, sad or happy.	What are the use cases based on this which is expected to solve	Refer response to point 2 of this document
52	Sec 5.1/ Page 4(UI/UX)	The Botshall have a well-defined 'Help' intent	Give examples of help intent	Refer response to Point 3 of this document
53	Sec 5.1/ Page 4(UI/UX)	The interactions should avoid unnecessary questions and make smart assumptions. It should avoid dialogs that create too many confirmations and obtain optimum information at a time instead of trying to collect everything in one go or breaking into too many parts.	Is there a specified limit to the nudges/multi-turn, beyond which the bot can go ahead with a smart assumption? Point #7 says the bot should not assume that the user knows what to do.	In case of continuous fallbacks the user should be prompted for 'Help' from UMANG helpdesk, in addition please refer response to point number 14 of this document
54	Sec 5.1/ Page 4(UI/UX)	The Partner Agency should provide tools to monitor customer behavior and to ensure the Bot/Voice Assistant learns, adapts, and evolves with customer needs. Continuous improvement of intents and models supporting customer interactions	what kind of tools?	These are to be proposed and brought by the vendor.
55	Sec 5.1/ Page 4(UI/UX)	The solution should work on All Android, iOS interfaces, Chrome, IE and Firefox, KaiOS etc	Can the treatment be different based on the interface design and limitations?	Yes
56	Sec 5.1/ Page 4(UI/UX)	For all components of UMANG across all platforms, The Partner Agency (Bidder) shall ensure that the custom modules/solution being developed goes through a mandatory Quality Control and QA testing	What shall be the Acceptance Criteria for Go-Live?	Go-Live is mentioned in RFP in clause 8.1.1.1
57	Sec 5.1/ Page 4(UI/UX)	The platform should seamlessly integrate with UMANG analytics platform passing on complete information including but not limited to service usage, sessions maintained, per session services, average interaction time, idle time etc.	We will need details of the UMANG analytics platform for integration	It will be provided by UMANG during implementation

58	Sec 5.3 / Page 5(Fallback And Support)	The vendor shall propose its solution/SLA to handle such errors and the immediate steps it will take to improve the solution and rectify the issue. There shall be no license consequence on UMANG for the ticketing system.	Unclear on meaning of "license consequence"	The ticketing system has to be provided by the Vendor for Issue/CR management. There shall be no cost implication of this on NeGD.
59	Sec 5.3 / Page 5(Fallback And Support)	If an incoming call comes when someone is interacting with the VA through VA agent embedded in Mobile, then the VA call can be put on hold till 20 seconds and if the user releases the normal call the VA call can resume. However after 20 seconds the VA call can be released.	After release of the VA call after 20 sec, if the user again initiates the VA call, what is the required behavior from VA?	The BoT should preferably maintain the context. Refer Point 50 of this document
60	Sec 5.3 / Page 5(Fallback And Support)	The average call duration for various services shall be 2-3 minutes	If the user has multiple queries that extend well beyond 2-3 minutes, what is the procedure?	Refer response to point 21 of this document
61	Sec 5.3 / Page 5(Fallback And Support)	The platform shall be designed to cater to 30-50 concurrent calls and to handle a total of 200 calls per day at the time of GoLive. Later on the number of calls per day may increase to 500-600.	Is this the total volume expected from all channels for voice interaction or toll free calls? 30-50 concurrent calls vs 200 calls per day contradicting?	At the time of Go-Live the solution is expected to cater these number of calls, as mentioned in RFP
62	Sec 5.4 / Page 6(Deployment and Infrastructure)	Set up and integrate the Toll free/landline/mobile number for VA for delivery of Umang services and Automate that IVR pieces with help of AI/ML automation platform.	Require further detailing and clarity on Toll free/landline/mobile number integration requirements. Require more requirements definition for IVR trees that need to be supported.	Clause is self explanatory
63	Sec 5.5 / Page 6(Service Enablement)	Consume the APIs and FRS documents exposed by UMANG Backend and understand the service flows.	Require formats/protocols, to ensure that there is compatibility between the Umang service platform and VA platform	Refer response to point 16 of this document
64	Sec 5.6 / Page 7(Operations and Maintenance)	Option for Agent accounts for BoT to human transfer with ticketing system for cases where there is a continued failure in understanding user query	Require more details on specific requirements and instances for bot to human transfer.	The clause is self explanatory. Also refer response of point 28 of this document

65	Sec 5.6 / Page 7(Operations and Maintenance)	Ticket resolution and technical assistance/discussion wherever required for issues reported by end users/clients/NeGD/Departments/Call center team for end issues of mobile app/web.	Does this need integration with their individual Call center systems?	No, the integration will be with UMANG helpdesk provided by NeGD
66	Sec 5.6 / Page 7(Operations and Maintenance)	The solution MUST be able to store the historical data captures for a minimum period of 60 days. All data above this period of 60 days can be archived for retrieval when required.	where does this archival reside? And how long the archives need to be retained?	The archives can reside at any server decided by NeGD, the archives have to be retained in such a way that any information can be easily extracted when needed and as per the policy of NeGD/MeitY.
67	Sec 5.6 / Page 7(Operations and Maintenance)	The solution MUST have the capability to mask the relevant personal information available in the captured data when it is stored. The stored data MUST NOT be readable by any other means other than the management console.	Need to understand the encryption requirements	Necessary encryptions should be in place to keep the solution secure and maintain user privacy.
68	5.11 / Page 9 (Security)	Provide recommendations for remediation of identified vulnerabilities, the solution MUST provide security for data collected.	Is there any login/authentication related information that needs to be managed?	Yes
69	Other Queries Except from SOW		In the SLA section, there are cutoffs for response-times mentioned. But in many cases, response-time shall also depend on response time of the backend API that helps to service the request. Backend APIs are owned by UMANG. Should the response-time be split up to define only those hops that are fully dependent on the vendor?	Refer response to point 26 of this document
70	Section 3 / Page 2	The VA/Chatbot should also be able to provide assistance with general tasks including but not limited to availing services available on Umang Platform.	Please help us to understand the sample list of general tasks.	This refers to general conversations between user and the Bot such as greetings, information about UMANG/NeGD/MeitY etc.

71	Section 5.7 / Page 8	Change Requests, wherever applicable are to be handled by the Partner Agency (Bidder) through resources stationed at NeGD and no Additional cost shall be paid for change requests separately.	Please help us understand the sample list of change requests.	The change requests will mostly pertain to service improvements and enhancements. In some cases it may also be due to API changes or change in flow. However, the core product offering (TTS, ML, NLP etc.) has to improve and evolve irrespective of change requests.
72	Section 5.8 / Page 9	User retention rate	How is this proposed to be calculated?	It is mentioned in the RFP clause 5.9 (iii) Page 9
73	Section 5.2 / Page 5	The solution should work on All Android, iOS interfaces, Chrome, IE and Firefox, KaiOS etc.	Is it possible to define the browser versions and the IOS & Android OS versions? What will be included within etc.?	Refer response to point 19 of this document
74	Section 5.2 / Page 5	The platform should seamlessly integrate with UMANG analytics platform passing on complete information including but not limited to service usage, sessions maintained, per session services, average interaction time, idle time etc.	Will this be a real-time activity or a batch process?	It depends on the type of information. This can be discussed and finalized during implementation.
75	Section 5.6 / Page 8	The solution MUST be able to store the historical data captures for a minimum period of 60 days. All data above this period of 60 days can be archived for retrieval when required	What will be the purge policy?	Refer response to point 66 of this document
76	Section 5.6 / Page 8	The solution MUST have the capability to mask the relevant personal information available in the captured data when it is stored.	Would that mean encryption of data?	Refer response to point 67 of this document
77	Section 5.6 / Page 8	The stored data MUST NOT be readable by any other means other than the management console.	Please highlight the expectation from the management console?	The clause stands modified as: The stored data MUST NOT be readable by any other means unless warranted by requirements laid out by NeGD from time to time.
78	Section 5.6 / Page 8	A total of 50 services are targeted	Please advise on the list of 50 services	The indicative categories with service examples are provided in Table 1 of page 3, and the exhaustive list can be checked in Annexure II of

				RFP. The services will be finalized after selection of the Vendor.
79	Section SCHEDULE II - LIST OF DOCUMENTS / Page 46	IT Projects - a) Design & Development, b) O&M, c) of Government	Request clarity around the expectation here	Documents are required to validate that vendor has developed/implemented & performed the operations of referred/submitted projects against Technical Evaluation. Requirement of Government project is not mandatory. The Clause stands modified as : IT Projects - a) Design & Development, b) O&M, c) of Government (if any)
80	Section 12.12 / Page 27	EMD for MSME Enterprises will be exempted, as per Rule 170 of GFR 2017, on submission of documentary proof	Quadratyx is a registered MSME Enterprise and we also have documentary proof. So, does that mean we will be exempted from the EMD?	Refer response to point 45 of this document
81	Section 10.1.2 Penalty	Table 8, Penalty Amount	Penalty is mentioned as % of Order Amount. We would request NeGD to explain the same. Does it mean the complete PO /Order value that will be issued to vendor or specific % of Platform component only.	Penalty would be calculated against the Quarterly amount payable for O&M (as quoted in financial bid).
82	Section 8.2 Duration of Contract	Timelines	Kindly confirm if total duration of engagement is 90 days + 2 years of O&M or 90 days of Go Live and 21 months of O&M?	O&M will start after successful completion of Go-Live for two years.

83	Section 8.2 Duration of Contract	Resource Requirements	Kindly confirm if O&M is to be covered with 2 resources as required in RFP. In Pricing sheet, it's mentioned that resource cost is to be given for 12 Months. Kindly also clarify if these resources are in addition to O&M Services ?	We have envisaged for 2 resources as per current scope for a period of 1 year. However, the same can be enhanced/reduced/extended depending on the future scenario. Resources shall be used for O&M and other activities assigned by NeGD team during the term of the contract.
84	Section 5.4 Deployment & Infrastructure	Set up and integrate the Toll free/landline/mobile number for VA for delivery of Umang services and Automate that IVR pieces with help of AI/ML automation platform.	We assume that Tollfree number would be arranged by NeGD. Kindly confirm	Yes
85	Section 5.2 Monitoring and Continuous Improvement		To assess the performance and evolution of ChatBot, following approaches could be used 1. Create curated test data set 2. Measure and compare model performance w.r.t parameters like – precision / recall, F1 score, classification accuracy, confusion matrix against curated test data set 3. Data bias can be tested using apriori testing of labelled data, checking for spurious correlation patterns 4. The test scenarios and test cases need to be evolved as the BOT learning advances to assess confidence levels (range based) and not single outcome 5. Suggested parameters to measure end user	Suggestion

			<p>adoption of the solution:</p> <p>a. Usage Trends – no. of users adopting ChatBot over period</p> <p>b. User Retention Rate - % of users returning to ChatBot over period</p> <p>c. Service Completion Rate - % of successful service completion through BOT</p> <p>d. Fallback Rate - % of times Chat solution redirected query to human agent</p> <p>e. User Satisfaction Score – user feedback survey</p> <p>Kindly share learnings from current POCs developed and choice of specific measures, if any.</p>	
86	Section 5.11 – Security Page number – 9	The solution should support industry-grade security features and should pass security testing by a third party empanelled at CERT-IN.	<p>Kindly clarify the scope of security audit that must be undertaken by the third-party auditor, would it mean activities related to Vulnerability Assessment (VA), Penetration Testing (PT), Secure code review, web application assessment, infra security assessment etc.</p> <p>Is it necessary to get this audit done from third party or if Vendor’s his empanelled at CERT-IN, they can perform required</p>	Security Audit has to be carried out by third party engaged by bidder as quoted in Financial Bid

			certification themselves?	
87	Section 5.4 Deployment & Infrastructure	The Data, wherever applicable must be stored within geographical boundaries of India ONLY.	We understand that RFP requires data storage as part of conversation with citizens. We would request NEGD to confirm whether Meity empanelled hosting options can be considered or It would be ok incase vendor opts for any other private cloud with data being stored within boundaries of India.	Refer to the response of Point 10 and 42 of this document
88	Section5.1.iv Page 4	A soft skilled Indian style persona has to be developed for the chatbot/Voice Assistant to make the interactions more engaging, humane and government like. Response pattern should to be designed around that persona.	Video Bots are the best fit product for this scenario - they offer engaging, Indian, Government like, Humane personas. In fact the head of government or the department can make a guest appearance to welcome the users to the experience. This will help us massify the service. Instead of 3 to 7 million questions, we can together target generating billions of transactions for these services with the help of Video Bot technology.	Suggestion

89	5.1.1 Page 4(Bullet 2)	Voice, combined with visual interaction (i.e. voice and chat together) with the Bot. The visual interface or presence on any existing visual interface has to be provided by the Partner Agency.	Jio's patented Video Bot technology, coupled with 3 in 1 Ux that offers Video, Voice and Text bot experience - all rolled into one, is the best solution for this requirement. We hope that Visual Interaction Chat - we understand this as ability to converse face to face - will be evaluated basis Video Chat capabilities, and basis capability to plug video chat into App, Web and Telephony.	Suggestion
90	5.1.1 Page 4(Bullet 3)	Chat-only interaction with the Bot on a visual interface.	Jio's patented Video Bot technology, coupled with 3 in 1 Ux that offers Video, Voice and Text bot experience - all rolled into one, is the best solution for this requirement. We hope that Visual Interaction Chat - we understand this as ability to converse face to face - will be evaluated basis Video Chat capabilities, and basis capability to plug video chat into App, Web and Telephony.	Suggestion
91	Section 5.3	Vendor will have a ticketing system monitored by its staff where a ticket will be generated with the error type. The vendor team will fix the error/train the Bot	We currently provide a dedicated customer success manager that shall raise an alert if the bot has faced any issues. Is there integration to be done for reporting of such issues to NeGD?	Suggestion

92	Section 5.7	Change Requests, wherever applicable are to be handled by the Partner Agency (Bidder) through resources stationed at NeGD and no Additional cost shall be paid for change requests separately. Successful bidder has to continuously support these resources with necessary technical and domain specific knowledge of the company so as to enable them to perform their duties as per requirement of this RFP.	All additional customization arising beyond the agreed upon Scope of Work and arising post the final solution is handed over that involves changes to be made, or any related development work will involve additional one Time Fees based on the effort and man hours required to complete the particular request. Please confirm on this point.	Refer to the response of point 71 of this document
93	section 5.9 Page 8	Seamlessly integrate with UMANG analytics platform passing on complete information including but not limited to service usage, sessions maintained, per session services, average interaction time, idle time etc. Provide APIs for seamless integration with UMANG Platform.	We have our own proprietary analytics platform which shall be extended to the client as a service. For customer API integrations we will need well documented REST APIs.	Suggestion
94	Section 11.3 Page 21	Delay in 'Go-Live' of the UMANG Chatbot/VA and core activities beyond 90 calendar days (3 months) from the date of issue of Work Order	The timelines of the use cases shall be directly dependent on the services chosen by UMANG for go-live. Timelines may vary as per external factors like unavailability of REST APIs which can be consumed by our systems.	All APIs are available with UMANG. However, delay because of APIs unavailability may be excluded from the vendor's timeline on a case-to-case basis. Also, refer to the response of point 19 of this document
95	Annex 1 Page 65	This contains the list of major Applications/Services available on UMANG.	Please elaborate	Question not clear
96	Annex 2 Page 68	Indicative List of Services of Immediate onboarding	The list contains 42 services in brackets of S1, S2, S3 & S4 – Are these all the services to be implemented on the chatbot	As mentioned, it is a tentative/Indicative list.

97	Annex 2 Page 68	Indicative List of Services of Immediate onboarding	What is an approximate number of users monthly/annually that shall be interacting with the bot use case wise? This is required to schedule the project into phases and estimate effort correctly.	Please refer Clause 5.3 - vi & vii in RFP for this
98	Annex 2 Page 68	Indicative List of Services of Immediate onboarding	How many concurrent chats is the chatbot expected to handle at any point?	Please refer Clause 5.3 - 5 & 6 in RFP for this
99	Eligibility Criteria Page 20	Consortium will be allowed to participate in the bid but the eligibility criterion is to be met by the bidder, except the turnover criterion, which can be met by partners jointly	Request MEITY to allow the consortium partner to provide the credentials/work experience from consortium company to meet this eligibility criteria. Also request MEITY to allow the billing & payment to be done to consortium partner.	No change.
100	Eligibility Criteria Page 20	Consortium will be allowed to participate in the bid but the eligibility criterion is to be met by the bidder, except the turnover criterion, which can be met by partners jointly	Can lead member of consortium submit the credentials of its subsidiary companies OR Sister concern from same parent companies.	No change in requirement.
101	Payment Terms	Request MEITY allow the payments for required services to consortium/subsidiary company.		No change.
102	Technical Evaluation Page 21	Technical Evaluation	Request MEITY to remove the Technical weightage on this scoring pattern as it may favor the incumbent or older providers in this space.	No Change in requirement.
103	Additional Query		Request MEITY to share the details of contact centre Infrastructure	UMANG's Help Desk RFP can be found on on NeGD Website https://negd.gov.in/active-tender

104	Additional Query		Request MEITY to share the details of Existing application of UMANG to be provided.	Overview of UMANG is provided in clause 4 page 2 in RFP. Other required details can be provided at the time of POC. Also refer to response of point 16 of this document
105	Page 4 5.1.1		There are platforms like Dialog Flow and Amazon Lex that gives the platform and ML features to build up a chatbot quickly. So is there any strict requirement of not using the third party services like the ones mentioned before. If so we would have to use libraries like Spacy, Raza Core and NLU, Tensor flow possibly	No restrictions except for deployment, data privacy and security that are already laid out in several sections of the RFP.
106	Page 4 5.1.1		Entities, intents being part of the chat bot development, huge amount of the data is required to create entities and intents. Is it the responsibilities of bidder to generate/collect those datas or is it available from the clients of UMANG.	Vendor will have to generate this data and it should be improvised with time
107	Page 4, 5.1. xiii		Since the chat bot would have to detect different accents of Hindi, English and Hinglish in text, are those sample datas available or is it the responsibility of bidder to generate/collect those data?	Vendor will have to generate this data and it should be improvised with time
108	Page 4, 5.1, vii		Should the Voice User Interface (VUI) also support Hindi, English and Hinglish or just English in different accents.	Yes, it has to support English, Hindi and Hinglish in voice as well (as mentioned in clause 5.1 of the RFP)

109	Page 4, 5.1 vii		Is the voice data available or is it the responsibility of the bidder to generate/collect those voice datas.	The Vendor will have to collect the data
110	9.1 Eligibility Criteria, S. No:No Objection Certificate (NOC) - Page 15	NOC from NeGD on its letterhead by authorised signatory	FROM WHOM WE CAN GET THIS, AND PROCESSING TIME. PLEASE SHARE THE DETAILS	This is only for current UMANG partners, in case they are bidding, and not for all bidders.
111	General		As per our understanding we are assuming that, UMANG – Conversational Chat Bot and AI Based Voice Assistant will be deployed on following interfaces: UMANG mobile app (Existing) UMANG website (https://web.umang.gov.in/) Alexa Google Home Featured Phone (Toll free number) Please, let us know if our assumption is correct.	Refer response to point 19 of this document
112	General		Any preferred Chat/Voice Bot libraries?	No
113	General		Are you open for open source codes?	Yes.
114	General		Will you provide a telephony Toll-free/landline/mobile number set-up for voicebots?	Refer response to point 84 of this document
115	General		How chatbots integration will happen with current Umang apps?	Refer response to point 17 of this document
116	General		I hope all the services and applications APIs will be provided for integrations with chatbots and voice bot?	Refer response to point 16 of this document

117	General		Will you provide data or APIs to AI machine?	Refer response to point 16 of this document
118	General		Will you provide cloud infra to host the applications?	Refer response to point 42 of this document
119	General		Will you provide SDKs to integrations with solutions?	Refer response to point 17 of this document
120	General		Provide a platform-agnostic solution which supports presence on multiple channels, for example, Web, Android, iOS, Alexa, Google Assistant etc.? Please explain more about the requirements.	Refer response to 19 of this document
121	General		Will you buy third party software for voicebots?	NeGD will not provide any thing related to the solution except hosting and network on NIC Cloud.
122	Fallback and support Page No- 5 and 6	Voice bot for phone call	There will be some setup and rental cost and some free minutes along with it. Would umang pay one time and we need to estimate the cost based on estimated usage or would umang pay monthly based on usage that exceeds the free minutes	Due diligence may be done by the bidder before bidding the commercial rates as per the given formats.
123	Fallback and support Page No- 5 and 6	Voice bot for phone call	Charges would be different for toll free, mobile, and landline numbers. So for estimation we need to know the expected volume of calls per type of phone.	Tentatively, calls would be from mobile phones, there will be approximately 10% - 15% of the calls from other sources. Bill of the Tollfree number shall be borne by NeGD
124	General		Though we didn't participate in vendor conference, can we still the bid the project?	A vendor can participate in the bid even if they did not participate in the pre-bid conference.

125	General		<p>As we are eligible for this RFP To participate further, We are an NSIC Member, Our Company will participate in this RFP. As a NSIC member we are eligible for Exemption on the following :</p> <ol style="list-style-type: none"> 1. RFP Application Fee 2. Earnest Money Deposit (EMD) 	NSIC members are Exempted from EMD , there is no RFP application fees
126	General		Revised bid submission date	The revised bid submission date is 4th Feb 2020, 3 pm