



**REPLY TO BIDDER'S PRE-BID QUERIES  
IMPLEMENTATION OF IGL'S WHATSAPP CHATBOT SOLUTION AND ANNUAL SUPPORT SERVICES**

**Owner: INDRAPRASTHA GAS LTD**

**BID DOCUMENT NO. IGL/ET2/CP/CM18195**

Sl No	Page No.	Clause No. & Description	Tender Requirement	Bidder's Query	IGL's Reply
1	9	7.0 of IFB	Annual Turnover: The minimum annual turnover achieved by the bidder as per their audited financial results during any one of preceding three financial years shall be Rs. 67.24 Lakhs. Working Capital: The minimum working Capital of the bidder as per the audited financial result of preceding financial year shall Rs. 13.44 Lakhs.	Seem disproportionately high for startups or early-stage companies. While many tenders include exceptions or relief for startups as per government policy, this tender does not seem to account for this, which may unfairly limit participation. Given the importance of promoting innovation and encouraging newer companies to contribute, I kindly suggest reconsidering this aspect and aligning the criteria to provide fair opportunities for startups.	Tender Condition Prevails.
2	61	1.0 of SOW	API for WhatsApp Availability	We have noted that the tender mentions the need for an API to check which numbers are on WhatsApp. However, Meta has deprecated this feature in their Business API suite. This feature was only available on the on-premise version of their API, which is scheduled to be discontinued in May next year. This change by Meta will significantly affect the implementation of such a feature, and we request clarity on how this will be addressed within the scope of the project. It would be beneficial if the criteria focused more on partnerships and the capability of the bidder's business partners to meet the requirements rather than solely on the financials, especially given the ever-changing landscape of technology in areas such as the WhatsApp API.	It is optional not mandatory, however bidder can provide out of the box solution for IGL without any financial implication to IGL.
3	9	7.1 Technical BEC	The bidder should have successfully executed single work order for similar work of Whatsapp Chatbot solution of Rs. 33.62 Lakhs in India in last 07 years reckoned from the date of issue of tender.	We have 1 Work Order and multiple Purchase Orders. Request you to consider to multiple PO for a single client.	Tender Condition Prevails.
4	60-66	Section V, Scope of Work		Could you please specify all the existing systems (e.g., CRM, databases) that the chatbot needs to integrate with?	Existing system is SAP CRM
5	60-66	Section V, API Provisioning		Are there any specific API protocols required, such as REST or SOAP?	REST API
6	60-66	Section V, API Requirements		Will IGL provide access to the required APIs, or is the contractor responsible for developing custom APIs?	SAP/CRM API will be provided by IGL
7	60-66	Section V, Data Privacy		Can you elaborate on the data privacy and security compliance requirements, especially concerning data storage and encryption standards?	minimum data encryption should be of 256 bit or latest available.
8	60-66	Section V, Data Security		Are there specific guidelines for managing sensitive customer data, especially for personally identifiable information (PII) and financial data?	As per DPDP Act and other applicable laws in India
9	60-66	Section V, Data Compliance		Is there a requirement for data retention and disposal policies, especially with WhatsApp being the platform?	yes
10	60-66	Section V, Cloud Hosting		Is there a preference between Azure and AWS for cloud hosting, and will the contractor need to consider specific configurations for these platforms?	Bidder can choose either of them as whichever is best suited for their solution.
11	60-66	Section V, Data Localization		Are there any deployment restrictions or specific regions where data must be stored or processed due to regulatory compliance?	Data should reside only in India
12	60-66	Section V, Scalability		What are the expected usage patterns or peak times, and how should the system handle sudden spikes in message volumes?	As it is new solution we can't predict at this time.
13	60-66	Section V, Performance Benchmarks		Are there specific benchmarks or KPIs for response time and uptime that the chatbot needs to meet?	Uptime should be 99.8% on a quarterly basis
14	60-66	Section V, Authentication		Could you provide more details on the OTP-based authentication mechanism? For example, will it need to support multi-channel delivery beyond WhatsApp	Yes it is required for customer authentication
15	60-66	Section V, Access Control		Are there specific user roles that require differentiated access levels within the chatbot?	Yes
16	60-66	Section V, Multi-Lingual Capabilities		Does the chatbot need to support any additional languages or dialects, and are there specific localization requirements?	Hindi and English only
17	60-66	Section V, NLP Features		Are sentiment analysis and user intent recognition required beyond basic FAQ handling, and are there specific intents we should plan to address?	Yes it is required through AI/ML functionality.
18	60-66	Section V, Reporting Requirements		Could you specify the types of reports required, such as frequency and format, and any particular metrics beyond message delivery and costs?	Analytics report required for message delivery etc on daily and monthly.



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19	60-66	Section V, Maintenance		Is there a preference for integrating with specific analytics tools or platforms for monitoring chatbot performance?	Bidder can consider under their solution with no additional financial implication to IGL.
20	60-66	Section V, Issue Resolution		Could you clarify the level of support required, specifically regarding on-site versus remote support, and whether 24/7 support is needed?	24/7 support for issue resolving
21	60-66	Section V, Issue Resolution		What are the expectations for the bug tracking and issue resolution process, including SLAs for response and resolution times?	Unavailability of platform shall consider under this and SLA is same as mentioned in the penalty section.
22	60-66	Section V, Branding		Are there any specific customization requirements or branding guidelines, such as logo placement or colour schemes, that the chatbot should adhere to?	As per IGL policy, if required.
23	60-66	Section V, User Interaction		Does IGL require any unique features for enhancing user experience, such as interactive voice responses or multimedia support?	Bidder can considered it under their solution with no additional financial implication on IGL.
24	60-66	Section V, Audit Requirements		Could you confirm if there are additional compliance standards or certifications that the chatbot solution must adhere to, aside from SPDI and general data privacy regulations?	As per standard compliance /certification applicable in India.
25	-	General Query		Are there specific audit requirements for the chatbot's performance or security that need to be scheduled periodically?	Performance and security audit is required periodically as per mutual decision.
26		General	Retention period of Data and Archival Policy ?	Expected Retention Period for Data and Archival Process ?	Retention period is 03 years and archival process 01 years
27		General	Flow Diagram or any existing BRD - WhatsApp BOT	same can be referred	NOT available
28	65	Implementation and Integration of Whatsapp chatbot solution	Source code, database and other related files of the developed application will be handover to IGL after GoLive of the project/solutions.	Source Code would be difficult to provide / cannot be given as this is the proprietary tech of organisation	It is optional not mandatory
29	7	3.0 DURATION OF CONTRACT / DELIVERY SCHEDULE	Implementation and integration of WhatsApp Chatbot application to be completed within 06 weeks from the date of issue of first notification of award / Letter of Acceptance (LOA).	Request you to considered it for 10-12 weeks atleast, as it would need information gathering, requirement understanding and coordination with the Business Team; which would take time	Tender Condition Prevails.
30	9	BIDDER EVALUATION CRITERIA (BEC)	The bidder should have successfully executed single work order for similar work of Whatsapp Chatbot solution of Rs. 33.62 Lakhs in India in last 07 years reckoned from the date of issue of tender. he bidder should be a registered business partner of Meta (Whatsapp) for providing Whatsapp messaging services in India, as listed in the Partner.	Request you to considered it as BIDDER/OEM, please	Tender Condition Prevails.
31	9	7.4 Documents Required	Single work order copy & its completion certificate defining the complete scope of work issued from the end client to the bidder duly certified by end client must be value in last 7 years.submitted along with the offer with executed	Request you to considered it as BIDDER/OEM, please	Tender Condition Prevails.
32	9	7.4 Documents Required	In case of BSP, bidder shall submit copy of bidder's legal agreement with Meta Ireland Ltd., indicating that the bidder is an "Official WhatsApp Business API Service Provider".	Request you to considered it as BIDDER/OEM, please	Tender Condition Prevails.
33	10	Note:	GL decision shall be final with respect to bidder's qualification based on bid evaluation criteria.	Request you to considered it as BIDDER/OEM, please	Tender Condition Prevails.
34	66	Cloud Hosting of Whatsapp chatbot solution	The agency will create a subscription on (Azure or AWS) Cloud in the name of IGL and share the login details after Go-Live.	Request you to reconsidered it: - Azure / AWS subscription can be provided by IGL, else Bidder can share the relevant details only, however creating in name of any other party may not be possible for Bidder / OEM	Dedicated Cloud hosting service will be provided by bidder
35	75	FORM 4	CHARTERED ENGINEER REGARDING SUPPLY OF GOODS/WORKS/SERVICES	Possibly Chartered Engineer may not certify the IT related services like WhatsApp, please suggest  Request you to considered it as BIDDER/OEM, please	Tender Condition Prevails.



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36	61	WHATSAPP BUSINESS API:	Providing API for checking whether the users are registered over WhatsApp.	API to check registered users on WhatsApp is not available from Meta side, the workaround is to send one message and basis the response we can decide if the user is registered or not.	It is optional not mandatory
37	61	WHATSAPP BUSINESS API:	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, message, email, QR code etc.	IGL has to provide missed call, email services for the intimation over the API, which can be integrated further	Content and customer contact details shall be provided by IGL
38	61	WHATSAPP BUSINESS API:	Bidder shall also offer API for providing the login service, OTP authentication, to a web application/mobile app through WhatsApp.	Which application login is required? We can provide an API to trigger, validate and push the same information back by consuming third party API. OTP Authentication needs to be provided by IGL	Not required
39	61	WHATSAPP BUSINESS API:	Design, develop and customize and implement state of art chatbot solution, after careful requirement analysis, in line with modern software development practices (SDLC), hereafter referred as chatbot, capable of auto answering customer/user queries related to General Information, Tracking Status of an Application, Receipts, Bill, Payments, Registration, Complaints etc.	APIs will be required to fetch the information in realtime	Yes, same shall be provided
40	61	WHATSAPP BUSINESS API:	Chatbot will help customer/user with their queries related to viewing of Tracking of application Status, Bills, Payment Receipts, Registration of complaints, knowing application's status, etc.	API needs to be provided by IGL, as per the modules and functionality needs to be provided	Yes, same shall be provided
41	61	WHATSAPP BUSINESS API:	The Chatbot will automatically analyze the User Request, extract relevant activities and respond to the user. The response can be predefined text, a text retrieved from a knowledge base that contain different answers, a contextualized piece of information based on data the user has provided, data stored in enterprise systems, the result of an action that the chatbot performed by interacting with one or more backend application, a disambiguating question that helps the chatbot to correctly understand the user's request.	Documents and resources need to be provided to be uploaded in Knowledge base along with the relevant APIs	Yes, same shall be provided
42	61	WHATSAPP BUSINESS API:	here will be minimum 10 Chatbots will be functional on all channel.	Are these 10 different channels? Or 10 different locations where chat bot needs to be present like different pages of the website?	There will be 3 channel IGL Website,Whatsapp and Mobile App.But chat bot will have multiple integration for the various funtionality Therefore will have multiple flow for different fuctionality
43	62	WHATSAPP BUSINESS API:	Capability to send bill PDFs to all IGL domestic customers. Current customer base: Approximately 18 lakh customers on a bimonthly billing cycle. Expected increase: An additional 3 lakh customers per year.	Are these sent in one go or on different days of the month?	Bimonthly
44	62	WHATSAPP BUSINESS API:	Functionality to send payment reminder SMS along with payment links to IGL defaulting customers. Volume: Approximately 2 lakh messages to be sent twice a week.	SMS Gateway with APIs has to be provided by IGL Team	Yes
45	62	WHATSAPP BUSINESS API:	Customers should be able to provide their meter readings via WhatsApp for self-billing purposes.	Bot will not read the reading from image, manually text needs to be entered and image can be sent as a proof	yes



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46	62	WHATSAPP BUSINESS API:	The reporting should be done from Meta Platforms. The dashboard reports should be there. It should have the status report for each of the numbers with the receipt of sent/delivered/read. Cost of the campaign should be available from the meta dashboard	The report will be provided on our platform and not on Meta's platform.	yes
47	63	WHATSAPP BUSINESS API:	This should allow us to send email or SMS to end user	SMS gateway will be required and for Email, we will integrate with IGL's email service provider	yes
48	64	WHATSAPP BUSINESS API:	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#.	Javascript is supported	Any custom code will be supported
49	64	MIGRATION AND FUTURE ENHANCEMENTS	This section outlines the procedures and responsibilities related to the transition and ongoing upkeep of current chatbots and WhatsApp Business accounts.	Bot flow cannot be migrated but same or enhanced flow can be created. Data can be migrated.	Only data will be migrated
50	64	ADDITIONAL WORK:	<ul style="list-style-type: none"> <li>· APIs to Power, Unified IP Channels, Conversation, Opt-in Management, Analytics, Template management, Location Based Services</li> <li>· Notification Engine: Enabling Automatic notifications and using media message template to create rich notification that includes downloadable documents, images, videos, and location sharing. Plain Messages, Notifications seeking action from User, Push Notification with media and personalized media notifications</li> </ul>	Need more explanation, request you to elaborate - pls	Bidder shall create templates for sending mentioned notification to the customer and provision for creating other custom notifications in future.
51	65	Implementation and Integration of Whatsapp chatbot solution	if the payment initial status is failed but it gets successful within next Reconciliation process then both IGL system will be updated and customer will be given confirmation on WhatsApp channel. · If Payment is failed and money has not be received by IGL then PG & Bank will auto refund the amount to customers. It can take up to 3 working days to complete the refund. Vendor will update consumer on the failure and refund status on WhatsApp Channel.	This will happen at Payment Gateway end, the information can flow to the bot and the customer can be notified	yes
52	73	Form 3	FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR / CHARTERED ENGINEER FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS Certificate from STATUTORY AUDITOR / CHARTERED ENGINEER required	Please provide relaxation in this clause Or Instead of SA/CE please consider the certificate from Chartered Accountant	Tender condition prevails
53	75	Form 4	CERTIFICATE FROM THE STATUTORY AUDITOR / CHARTERED ENGINEER REGARDING SUPPLY OF GOODS/WORKS/SERVICES Certificate from STATUTORY AUDITOR / CHARTERED ENGINEER required	Please provide relaxation in this clause Or Instead of SA/CE please consider the certificate from Chartered Accountant	Tender condition prevails
54	9	7.1	The bidder should be a registered business partner of Meta (Whatsapp) for providing Whatsapp messaging services in India, as listed in the Partner	Meta has stopped appointing new BSPs. BSP can only get advantage wrt directly dealing with meta and its messaging. The RFP is not just for sending messages and also require expertise in AI. We have already built multiple WhatsApp Bots. Possessing AI capability should be one the major parameters. Hence, we request this to be changed from BSP to meta tech provider.	Tender condition prevails
55	62	2.6	Chatbot needs to be integrated with services/facilities available on IGL's portal, Web Applications, CRM, other applications, etc	Please elaborate on the number of integrations	At present 10 API integration require and it may be increase in future
56	62	2.13	There will be minimum 10 Chatbots will be functional on all channel.	We assume that bidder will provide the Chatbot on WhatsApp, website and mobile app. Please elaborate on the functionalities of 10 Chatbots like same Chatbot will be placed on 10 different places or bidder need to create 10 different Chatbot with different flows. Please elaborate	It will be discussed in detail when bidder onboarded



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57	64	14	This allows us to pass any user / lead to you support agents. The bot should stop for these users	We assume that IGL already have a live chat platform. Bidder only need to integrate with existing live chat platform.	New Chatbot to be build by bidder
58	64	4.2	This comprehensive list outlines the core functionalities required for the successful deployment and operation of the WhatsApp chatbot solution for IGL customers. Developer has to deploy technical team on man days basis for the further development and change request in WhatsApp Chatbot/dashboard.	We assume that there will be not be any requirement for on-site support. Please confirm.	No onsite resource required
59	65	NA	Source code, database and other related files of the developed application will be handover to IGL after Go- Live of the project/solutions	We assume that Source code/intellectual property remains with bidder. Any customization done for IGL will be shared.	It is optional not mandatory
60	66	NA	The agency will create a subscription on (Azure or AWS) Cloud in the name of IGL and share the login details after Go-Live	We are flexible to host the solution on any cloud, however most of our deployment are on GCP which is also meity approved CSP. We request you to add GCP along with Azure and AWS.	Tender condition prevails
61	67	Section VI	SCHEDULE OF RATES	The development and maintenance of Chatbot missing from the SOR. We request you to add these components.	As mentioned in SOR note section point no 3
62	68	6	Any development required in the application beyond the bots it will be considered under enhancements and charged in mandays as on actual basis as per SOR.	We request you to add other channels where the enhancement may be required, along with WhatsApp in SOR.	Tender condition prevails
63			General Query	How many total active users? Average Daily, monthly, peak?	Approx 10 lakh montly for billing
64			General Query	How many total active users on Website, if any? Average Daily, monthly, peak active users?	Approx 2.5 Lakh per month
65			General Query	How many total active users on Mobile app, if any? Average Daily, monthly, peak active users?	Approx 1 Lakh per month
66			General Query	How much is the current call volume, if any? Average Daily, monthly, peak?	10000 call coming on daily basis
67			General Query	How much is the current Email volume, if any? Average Daily, monthly, peak?	Approx 10 lakh montly for billing
68			General Query	Please share the expected chatbot chat messages. Average Daily, Monthly, peak?	Data not available as chat bot not available
69	65	Implementation and Integration of Whatsapp chatbot solution	The implementation and integration of Whatsapp chatbot solution should take place on UAT environment of above functionality in duration of maximum 03 weeks after PO allocated to Vendor. Source code, database and other related files of the developed application will be handover to IGL after Go-Live of the project/solutions.	Our platform is SaaS based and we have our data centre in India with MEITY approved CSP. Sharing source code would be difcult for us but we can share all info, flows and journey created for you to you while handover. Therefore, we request you to consider this and remove/ amend source code clause.	Its optional not mandatory
70	73	FORM 3	FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR / CHARTERED ENGINEER FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS	Fee for getting certificate from Statutory Auditor/ Chartered Engineer is very high and time taking. We therefore request you to please consider this certificate from Chartered Account also.	Tender Conditions prevails
71	75	FORM 4	CERTIFICATE FROM THE STATUTORY AUDITOR / CHARTERED ENGINEER REGARDING SUPPLY OF GOODS/WORKS/SERVICES	Fee for getting certificate from Statutory Auditor/ Chartered Engineer is very high and time taking. We therefore request you to please consider this certificate from Chartered Account also.	Tender Conditions prevails
72	62	SCOPE OF WORK	Chatbot should be capable to communicate with multiple channel.	Please share the list of such channels	Website,mobile app
73	62	SCOPE OF WORK	CRM Ticket Generation Ability to generate CRM tickets to facilitate customer convenience and issue resolution.	Please share details of the CRM	Integration with SAP CRM for ticket generation in bidders scope, API will be provided by IGL



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74	63	SCOPE OF WORK	Send Message/User Input: Send Message Block should help us in composing message of different types - Text, Button, Gallery, List, Location, Quick Reply / Suggestions etc. We can use any property while composing a message to make it more personalized. It should also let us take user input and validate them. This also contain some advance features like User Typing Control, Skip Question, Customized Help/Error Message, Max Tries etc.	Please elaborate - "This also contain some advance features like User Typing Control, Skip Question, Customized Help/Error Message, Max Tries etc."	Not Mandatory
75	66	SCOPE OF WORK	The agency will create a subscription on (Azure or AWS) Cloud in the name of IGL and share the login details after Go-Live	In that case – will IGL be taking care of the maintenance or Sinch has to take care of maintenance and operations?	Cloud hosting and infra maintenance shall be in bidders scope
76	9	7.1	The bidder should be a registered business partner of Meta (Whatsapp) for providing Whatsapp messaging services in India, as listed in the Partner.	We request you for relaxation in this clause as Bidder should be a regisitered business partner of Meta (Whatsapp). Or please confirm whether bidder can submit bid as Consortium with the Business partner of Meta	Tender Conditions prevails
77	9	7.1	The bidder should have successfully executed single work order for similar work of Whatsapp Chatbot solution of <b>Rs. 33.62 Lakhs in India in last 07 years reckoned from the date of issue of tender.</b>	We kindly request a revision to the documentation requirements, As per your criteria during WhatsApp services have not been available over the past seven years.,Instead of needing a value of order of Rs. 33.62 lakhs or completion certificate, we propose that the required value be reduced to 25 lakhs.	Tender Conditions prevails
78		Scope of Work	Providing API for checking whether the users are registered over WhatsApp.	Please provide clarification on some points. There is no such API by Meta itself. Do we need to provide separate instance of our product on their server (Azure/AWS). Should we include cost of the server or it will be procured by IGL.	It is optional not mandatory but hosting and infra maintenance will be in bidder's scope.
79		Additional	Source code, database and other related files of the developed application will be handover to IGL after Go-Live of the project/solutions	We might not be able to share source code of our own platform. There is no Gallery message type in WhatsApp.	It is optional not mandatory
80		Additional	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#.	This is not available	Any custom code will be supported
81		Additional	WhatsApp Platform should have linked tracking and key word tracking features.	Kinldy clarify Link tracking is not available but buttons can be checked.	It is optional not mandatory
82		Additional	Vendor will provide traffic analyzer to access real-time reports.	This is not available. What is the Scope of AI. Payment and its issue will not be entertained by us. Do they expect us to do the campaign for them?	Customer traffic on chatbot solutions is required, integration with payment gateway and integration issue will be taken care by bidder. Custom campaign creation shall be under bidder's scope.
83	61	1.2 & 1.3		Will IGL provide documentation or access to existing web and mobile app systems to assist in API development?	IGL will provide all the APIs for their app and systems
84	61	1.5		Will IGL be providing the pre-approved message templates for sending notifications through WhatsApp, or do we need to assist in template creation and approval from WhatsApp?	Successful bidder will provide a console to get templated created and submitted for approval to Meta through API using which IGL can get template created
85	61	1.9		For the API that sends WhatsApp notifications/messages to users of the IGL web application, is the web application already developed and operational, or will we need to integrate with an upcoming solution?	Query not Clear



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86	61	1.4		Please ensure our understanding is correct— API will allow sending notifications to both registered and non-registered users of the application. Is there any additional setup required from our end for non-registered users?	Your understanding is correct no additional setup needed
87	61	1.11		Would IGL prefer a BI dashboard for reporting? If yes, should the dashboard provide both consolidated reports and detailed user-level reporting on message delivery and interactions? Additionally, does IGL have any preference for BI tools such as Tableau, Power BI, etc.?	Not required
88	61	1.4		For API to determine if a user is registered on WhatsApp, Is there a User Database available to check it?	It is optional not mandatory
89	61	1.5		Should the console include features like ticket assignment, tagging, and prioritization for customer queries?	Yes
90	61	1.6		Could you clarify the opt-in campaign setup? How do you ensure compliance with WhatsApp policies when gathering user consent through various mechanisms?	Option will be through non whatsapp channels like sms email voice etc
91	61	1.6		Do we need to measure campaign effectiveness. If yes, what are the KPIs used to measure campaign success?	Yes - Delivery Rate
92	61	1.8		Is there a plan to support languages beyond Hindi and English in the future, and should the bidder ensure scalability in API development to accommodate this?	Yes
93	61	1.8		Does IGL have an existing solution for Hindi/English translation? If yes, can we leverage the same in our solution?	Bidder needs to develop the same
94	61	1.1		What level of detail is required in the MIS reports (e.g., timestamps, user engagement metrics)? Should the bidder design APIs to generate real-time or scheduled reports?	As per RFP bidder should design API to provide real time reports
95	61	1.11		API will allow seamless integration with a chatbot and payment gateways. Could you clarify how this integration will function across different third-party systems? Is there any preferred third Party systems?	Yes
96	61	1.11		What specific payment and receipt gateways does the bidder need to integrate with? Will IGL provide access to API documentation for these gateways?	Integration need to be done by bidders for the payment gateway, currently IGL has 2 payment gateway which shall be increases
97	61-62	2.6 & 2.8		Could you provide more details regarding the specific platforms and web applications (apart from the IGL portal, CRM, and WhatsApp) that the chatbot needs to integrate with? This will help in understanding the complexity of integration.	Multiple channels as per the RFP
98	61-62			Will there be specific APIs provided for each integration, or will the bidder be required to develop custom integration solutions?	Yes bidder will have to build custom APIs
99	61-62	2.7		Are there any predefined workflows for new services/facilities, or will the chatbot need to dynamically incorporate new functionalities as they are developed in the future? (With reference to Point 2.7)	Yes
100	61-62	2.5		What will be the size and scope of the initial knowledge base? Will IGL provide FAQs and relevant information, or will the bidder need to create the knowledge base from scratch?	IGL will provide the Knowledge base for FAQs
101	61-62	2.5		Can you clarify the ongoing process for updating the knowledge base? Will it be a collaborative process with IGL IT?	Yes
102	61-62	2.12		Could you elaborate on the "multiple channels" the chatbot needs to communicate with, apart from WhatsApp and IGL's web platforms? Will it include other social media platforms, email, or SMS?	Yes it will include social media platforms as well
103	61-62	2.12		Is there a defined set of channels, or does the chatbot need to be adaptable for future communication channels?	Yes
104	61-62	2.11		Could you provide more details on the AI configuration? Will the chatbot use pre-existing AI models, or will the bidder need to develop custom AI modules?	Bidder need to develop custom AI modules
105	61-62	2.11		Is there a preferred AI platform or framework that IGL would like the solution to be built upon?	No
106	61-62	2.9 & 2.10		What is the expected duration and depth of the training for the IGL IT team? Will the bidder need to provide ongoing support post-launch?	yes



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107	61-62			How many IGL personnel will need to be trained, and will there be a need for refresher courses or extended support post-go-live?	yes, as per the requirement of project
108	61-62	2.14 (Reporting Process)		Could you clarify the level of detail required in the Meta dashboard reporting? For example, will there be advanced analytics needed on customer interactions, or will it be limited to message delivery reports?	It will be limited to message delivery reports
109	61-62	2.14 (Reporting Process)		Are there any specific formats or templates for the reports that the bidder should adhere to?	No
110	61-62	2.13		The SoW mentions a minimum of 10 chatbots functional across all channels. Could you specify how they will be distributed across various channels?	Chatbot shall be used in IGL website,Whatsapp and IGL Mobile App. Chatbot shall have similar functionality but may vary based on the IGL requirement.
111	61-62	2.14 (CRM )		Could you clarify the specific CRM platforms or systems that need to be integrated for ticket generation? Will there be any custom workflows required for CRM ticket generation and resolution?	SAP CRM
112	63-64	3.1		What is the expected number of users requiring access to the chatbot builder, and will there be different access levels (e.g., admin, editor, viewer)?	Yes different access level
113	63-64	3.2 & 3.4		Should user management support multi-tenancy for different departments within IGL, with role-based access control (RBAC)?	yes
114	63-64	3.3		Will the chatbot need to support sensitive data fields, such as account details or personal identification (e.g., phone numbers)? If yes, what specific security measures are required for these properties?	Data should be encrypted and safe and bidder should follow all latest security standards
115	63-64	3.4		How complex are the user journeys expected to be? Are there any advanced branching logic requirements (e.g., personalized responses based on multiple conditions)?	Yes
116	63-64	3.5		Could you provide more details on the type of integrations required for specific actions (e.g., CRM updates, payment gateways, API calls)?	Multiple Integartion shall be done with CRM such as to fetch customer details,Invoice Details,payment information etc.
117	63-64	3.5		Are there specific examples of modular blocks for sending messages or retrieving information that should be included by default?	yes, as per the requirement of project you require few modular blocks one for extracting data from the sources (Eg. Document, Website and APIs) another block to retrieve information that will be passed to the AI as context and create a customized answer for the user.
118	63-64	3.7		Will there be specific guidelines for message delay times or typing indicators, especially in cases of multi-step interactions?	No
119	63-64	3.8		How long should the context memory persist for returning users? Should it retain context across multiple sessions or reset after each interaction?	History of the past interactions should be maintained for future interactions
120	63-64	3.8		What are the rules for context storage and retrieval, and will it involve any integration with external databases (e.g., CRM)?	Yes, We will require a vector store to store embeddings for the AI as well as a LLM to generate a answer (Eg. Llama, GPT or claude)
121	63-64	3.9		Are there specific rules required for conversation triggering, such as event-based or user action-based initiation?	Yes
122	63-64	3.9		Will the starting rules support hybrid matching methods (e.g., regex + AI) to optimize understanding and user experience?	Yes, We can combine or create custom rules
123	63-64	3.1		Is there a need for mathematical operations or data transformations during user interactions?	No
124	63-64	3.11		What backend systems (CRM, ERP, payment gateways, etc.) will the chatbot need to integrate with, and do you have detailed API documentation for those systems?	SAP CRM





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125	63-64	3.12		Will the chatbot handle multilingual messaging via SMS or email, and are there any specific formatting requirements for different languages?	Query is not clear - however chatbot will handle multilingual queries
126	63-64	3.13		What types of web applications will need to be synchronized with the chatbot, and what is the expected sync frequency (real-time or periodic)?	IGL WEBSITE, WHATSAPP AND MOBILE APP
127	63-64	3.13		Are there any complex workflows or integrations that require continuous data synchronization across systems?	Real time data synchronization needed with CRM and other applications
128	63-64	3.14		Should the chatbot automatically route conversations to specific agents based on criteria like issue complexity or user type?	Yes
129	63-64	3.16		Should the custom code block support additional libraries or frameworks beyond Java, Python, and C#? Are there any IGL-specific coding standards that must be adhered to?	Bidder should adhere to latest coding practices and standards
130	63-64	General		What are the scalability and performance expectations (e.g., maximum concurrent users, response time under load)?	System should be auto scalable to handle the increase in no of concurrent users and response time should be as per the industry standard
131	63-64	General		Compliance requirements the chatbot needs to comply with regarding data storage, user consent, etc.?	Should follow the latest security and WhatsApp compliance
132	63-64	General		What metrics will you track to measure the chatbot's success? Will you track user satisfaction, response times, error rates, or engagement levels?	All
133	63-64	General		How will you monitor and improve the chatbot's performance over time?	AI BOT has to be trained for this
134	63-64	General		Is there a preferred tech stack for the chatbot builder or is this can be a web based stack Html, css, react/angular	Not Preferred
135	63-64	General		Cloud hosting - will this be hosted on cloud? if yes which is a preferred cloud infra (azure, gcp, aws)	Should be hosted on cloud - not preference
136	63-64	General		With respect to workflow - how many levels should the flow be able to capture, what will be the complexity	There shouldn't be any limitation as our AI framework is able to converse based on the user's query and provide them simple support to complex forms with multiple questions and answer complex query as well.
137	63-64	General		Should there be a role to workflow mapping for different users/department?	Workflows has to be created
138	63-64	General		For personalization and branching, will the different bots have access to history of transactions, how much history should it track	Yes should have access to history
139	63-64	General		Will the builder have ability to build complex integrations as well - for eg payment gateway etc?	Yes bidder will be responsible
140	64-66	4.1.1		How many WhatsApp Business accounts and chatbots are being migrated?	No existing data migration
141	64-66	4.1.2		What current technology are these chatbots hosted on	No Existing chatbot
142	64-66	4.1.3		What are the different workflows or functionalities of the existing chatbots	No Existing chatbot
143	64-66	4.1.4		What systems or integrations are present with current chatbots if any	No Existing chatbot
144	64-66	4.1.5		Any security, data privacy restrictions in migration of existing data?	No restriction however data should get appropriately migrated
145	64-66	4.1.6		Will there be requirement to reconfigure existing message templates from whatsapp?	No Existing chatbot
146	64-66	4.1.7		What is the volume of data required to migrate	No existing data migration
147	64	4	4.1 Migration Process: The selected bidder is tasked with facilitating the seamless migration of existing chatbots and WhatsApp Business accounts. This involves the careful transfer of data, configurations, and associated settings from the current service provider to the new provider. The migration process should be completed within two weeks.	Please specify what data is expected to migrate apart from chatbot flow and Knowledge base	No existing data migration



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148	65	UAT environment	The implementation and integration of Whatsapp chatbot solution should take place on UAT environment of above functionality in duration of maximum 03 weeks after PO allocated to Vendor. Source code, database and other related files of the developed application will be handover to IGL after GoLive of the project/solutions.	End users data collected and training data would be available to the client however, Source Code would not be shared and is proprietary to Route Mobile. Hope it is okay	It is optional not mandatory
149	62	Reporting Process	****Reporting Process <input type="checkbox"/> The reporting should be done from Meta Platforms. The dashboard reports should be there. It should have the status report for each of the numbers with the receipt of sent/delivered/read. Cost of the campaign should be available from the meta dashboard. <input type="checkbox"/> Reporting should be clear and transparent with coherence with all of the available resources	RML(Vendor) will provide dashboard where all details from meta on delivery, read & Sent are captured/Update on real time basis from META. IGL will have access to their data hope it is fine	Bidders understanding is ok
150	66	Cloud Hosting	The agency will create a subscription on (Azure or AWS) Cloud in the name of IGL and share the login details after Go-Live.	RML has hosted the WhatsApp and Chatbot solutions on AWS Cloud and we will provide access for IGL on the solution designed as per scope and all your data. Hope it is fine	Bidders understanding is ok
152	73	FORM 3	FORM 3 FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR / CHARTERED ENGINEER FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS	Requesting to allow to submit the CA certificate for FORM 3	Tender condition prevails
153	9	<b>BIDDER EVALUATION CRITERIA (BEC) 7.1 Technical BEC:</b> <input type="checkbox"/> The bidder should have successfully executed single work order for similar work of Whatsapp Chatbot solution of Rs. 33.62 Lakhs in India in last 07 years reckoned from the date of issue of tender.	Single work order copy & its completion certificate defining the complete scope of work issued from the end client to the bidder duly certified by end client must be submitted along with the offer with executed value in last 7 years	Most customers have internal policies that prevent them from mentioning values or counts in service reference letters. In this case, we request that you accept a service satisfaction letter to confirm the services were implemented successfully. To verify the values, we will submit the PO along with masked invoices showing the counts of WhatsApp messages sent.	Tender condition prevails
154	7	Delivery Schedule:	Implementation and integration of WhatsApp Chatbot application to be completed within 06 weeks from the date of issue of first notification of award / Letter of Acceptance (LOA).	Kindly set the timeline for 10 to 12 weeks to complete the implementation and integration of the WhatsApp chatbot application. We aim to finish the initial discussions, requirement gathering, and UAT phase within the first 6 weeks. However, since we rely on the IGL team for the requirement gathering and implementation phases and migration so please align the timeline with their availability accordingly.	Tender condition prevails
155		Submission		Apart from EMD any other documents needs to be submit physically	Only EMD will be required submit physically
156	9	7.1 Technical BEC	The bidder should have successfully executed single work order for similar work of Whatsapp Chatbot solution of Rs. 33.62 Lakhs in India in last 07 years reckoned from the date of issue of tender.	We have 1 Work Order and multiple Purchase Orders. Request you to consider to multiple PO for a single client.	Tender condition prevails
157	61	2.4 Scope of Work (SOW)	The Chatbot will automatically analyze the User Request, extract relevant activities and respond to the user. The response can be predefined text, a text retrieved from a knowledge base that contains different answers, or a contextualized piece of information based on data the user has provided or data stored in enterprise systems. It should be able to interact with backend applications and disambiguate questions.	Please provide more details regarding the Frequently Asked Questions (FAQ) section that would aid in better understanding this requirement.	FAQ will be provided by IGL it is already in IGL website
158	General	Chat Flow	No specific information provided.	Please share a sample chat flow to understand the expected process and functionalities.	It is a fresh requirement, it will be discuss in requirement gathering
159	General	Data Retention Period	No specific information provided.	Please clarify the retention period for data stored on the server. How long will the data be retained, and what are the backup and deletion policies?	Retention period 03 years and archival process 01 years
160		Price Variation	As per the META guidelines, the price will vary in the future.	We request to adhere to the guidelines of Meta regarding the price change policies. We quote the current price of META and any future price enhancements will be reflected accordingly as per META's updated guidelines.	Price will be same through out the contract period as submitted by bidder



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161		Hosting Options	Can we use our in-house data center?	Can bidders use their in-house data centers for hosting, or is there a mandatory requirement to use specific cloud providers or third-party data centers	Tender condition prevails