REPLIES TO BIDDERS' QUERIES

Tender No. IGL/ET2/CP/CP17739
IMPLEMENTATION OF WHATSAPP COMMUNICATION SYSTEM WITH CUSTOMERS

S.No.	Page	Tender Clause No.	Description	Bidder Queries	IGL Replies
1	59	1.1.17	The vendor shall provide Virtual Mobile Number to be used for WhatsApp, and it also provide verified WhatsApp Account with display picture for sending commercial messages on one to one basis.	We suggest vendor to be responsible to facilitate the WhatsApp account and its verfication, however the phone number to procured by IGL.	Tender Condition Shall Prevail
2	60	Section VI	SCHEDULE OF RATES	Please elaborate the nature of communication, as per the meta standard these are divided into 4 parts. (Authentication, Utility, Marketing, Services). We request you to make changes in the BOQ. Please add one time implementation and deployment charges. Please add cloud charges. Please add Monthly Maintenance Cost	1) The Nauture of Communication shall be Marketing category. 2)Regarding the suggestion for changes in BOQ, Tender condition shall Prevail
3	NA	NA	General Query	We assume that the language required is only English	The language for communication shall be English only. Tender condition shall Prevail
4	NA	NA	General Query	We assume that IP/Source code remain with bidder	IP/Source Code shall remain with the Bidder. Tender condition shall Prevail
5	NA	NA	General Query	How many total active users? Average Daily, monthly, peak?	Maximun no. of Users shall be 15 who will have similar roles and distributed as per their area of administration. Tender condition shall Prevail
6	NA	NA	General Query	How many total active users on Website? Average Daily, monthly, peak active users?	Maximun no. of Users shall be 15 who will have similar roles and distributed as per their area of administration. Tender condition shall Prevail
7	NA	NA	General Query	Please share the expected chatbot chat messages. Average Daily, Monthly, peak?	The chat message response for each category is standard and shall be provided to the sucessful bidder during implementation. Tender condition shall Prevail
8	NA	NA	General Query	How many total active users on Mobile app, if any? Average Daily, monthly, peak active users?	Mobile App not required. Tender condition shall Prevail
9	NA	NA	General Query	How much is the current call volume, if any? Average Daily, monthly, peak?	Though the call volume is large but presently IGL is looking Whatsapp comunication service as per the count mention in Reply to point no. 10.. Tender condition shall Prevail

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10	NA	NA	General Query	Please share the expected Whatsappbot chat messages. Average Daily, Monthly, peak, for the following type of Whatsapp messages. Marketing Authentication Services utility	All the Chat messages shall be on the Marketing Category. As of now the planned messages with frequency are as mentioned below. 1) Customer Interest Survey - From Registration (CA creation) to Installation (RFC) - Quartely Frequecny - 300000 msg per quarter. 2)Customer Interest Survey - From Installation (RFC) to Commissioning (NG) - Quartely Frequecny - 300000 msg per quarter. 3)Customer Feedback Survey - Post Installation - Once after Installation - 300000 msg over a year. Besides the above, if IGL required any other kind of communication with its customer , IGL may propose any new conversation provided they lie in the Whatsapp Marketing CAtegory. Tender condition shall Prevail
11	Page - 58	Scope of Work: 1.1 General	Scope of Work includes services like WhatsApp set up in Cloud environment, Integration of IGL APIs (relating to customer details) with WhatsApp, delivering these notifications to the customer base and some other Non-envisaged developments as per IGL requirement which require Integration with IGL system for business related communication with customer.	How many API Integrations will be required? Please elaborate on the developments.	There will be 2 no. of Integration with the IGL System. 1) Fetching Custmer Mobile number from SAP. 2) Send Customer response received on whatspp to IGL system. Tender condition shall Prevail
12	Page - 58	Scope of Work: 1.1 General	IGL may like to extend this communication channel to other activities like sending safety related notifications, ticket management and integration with CRM/chat bot etc. which may require integration with IGL environment.	How many Integrations will be required?	There will be 2 no. of Integration with the IGL System. 1) Fetching Custmer Mobile number from SAP. 2) Send Customer response received on whatspp to IGL system. Tender condition shall Prevail
13	Page - 59	Scope of Work: 2.1. REPORTS	List of customer who are not interested in NG with proper remarks.	Please elaborate the remarks requirement.	The List of remarks for customer not interested with NG is standard and shall be shared with the successful bidder at the time of implementation. Tender condition shall Prevail
14	Page -61	Price Bid Format - SOR	Price Bid Format	As per RFP , you have mentioned to submit price inclusive of all charges , we are requesting to change the clause and ask the bidder platform charges apart from Meta-Facebook charges which they have mentioned over the website and it beneficial to IGL , if in future charges may slashes then IGL will get the same price even during the contract.	Tender Condition Prevail.

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15		General Query	General Query	Please mention that bidder shall provide the Embedded Signup facility so that IGL may check and vet the number of transactions used in a month and can verify the vendors invoices based on the same. Embedded Signup is a way for Solution Partner to let businesses onboard to the WhatsApp Business Platform directly from their website. It can be used to onboard customers to the WhatsApp Business Platform Cloud API or the WhatsApp Business Platform On-Premises API. https://developers.facebook.com/docs/whatsapp/pricing	Tender Condition Prevail.
16	6		DETAILS OF TENDER DOCUMENTS	Could you please confirm the submission mode for the upcoming process? Specifically, I would like to know if it's online only or if there's a requirement for offline submission (physical documents).Additionally, if offline submission is necessary, could you kindly provide a list of the physical documents that need to be submitted? This clarity will assist us in preparing and ensuring a smooth submission process.	Entire bid submission process is online only. Only the Power of Attorney (POA) and EMD has to be submitted in hard form at IGL office address mentioned in tender. Tender conditions prevail.

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17	61		SECTION VI SCHEDULE OF RATES	I am seeking confirmation regarding the categorization of WhatsApp conversations, as outlined below: Marketing: Conversations related to promotions, offers, informational updates, or invitations for customers to respond or take action. Utility: Conversations that facilitate specific, agreed-upon requests or transactions, or provide updates to customers about ongoing transactions. This may include transaction confirmations, updates, and post-purchase notifications. Authentication: Conversations designed for user authentication, involving one-time passcodes, potentially at multiple steps in the login process (e.g., account verification, account recovery, integrity challenges). Service: Conversations aimed at resolving customer inquiries. Additionally, could you please confirm the volume of each category as per the RFP (Request for Proposal)? I am also interested in understanding the current opt-in base of IGL (assuming it refers to your organization). Furthermore, it would be greatly beneficial if you could provide expected daily and monthly volumes for each of the mentioned conversation categories.	All the Chat messages shall be on the Marketing Category. As of now the planned messages with frequency are as mentioned below. 1) Customer Interest Survey - From Registration (CA creation) to Installation (RFC) - Quartely Frequecny - 300000 msg per quarter. 2)Customer Interest Survey - From Installation (RFC) to Commissioning (NG) - Quartely Frequecny - 300000 msg per quarter. 3)Customer Feedback Survey - Post Installation - Once after Installation - 300000 msg over a year. Besides the above, if IGL required any other kind of communication with its customer , IGL may propose any new conversation provided they lie in the Whatsapp Marketing CAtegory. Tender condition shall Prevail
18	58	SECTION V SCOPE OF WORK	SCOPE OF WORK: 1.1 General: 1.1.1. Scope of Work includes services like WhatsApp set up in Cloud environment, Integration of IGL APIs (relating to customer details) with WhatsApp, delivering these notifications to the customer base and some other Non-envisaged developments as per IGL requirement which require Integration with IGL system for business related communication with customer.	Regarding the Chatbot, clarify if IGL has an existing live flow or if the RFP includes its development. If it's part of the RFP, include the development cost in the commercial line item. IGL should also provide relevant details and APIs for integration.	IGL donot have any chatbot for communication with its registered customer. Also through the required services in this tender, IGL inteds to receive one time resposne only from the customer Tender condition shall Prevail

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19	59	Scope of work	1.1.17. The vendor shall provide Virtual Mobile Number to be used for WhatsApp, and it also provide verified WhatsApp Account with display picture for sending commercial messages on one to one basis.	Confirm whether WhatsApp services are live with the IGL on any number or if a new number is required. It's recommended that IGL procure the number as it simplifies ownership transfer post-contract.	Tender Condition Prevail
20	58	Scope of work	1.1 General: 1.1.1. Scope of Work includes services like WhatsApp set up in Cloud environment, Integration of IGL APIs (relating to customer details) with WhatsApp, delivering these notifications to the customer base and some other Non-envisaged developments as per IGL requirement which require Integration with IGL system for business related communication with customer.	As Specifed WhatsApp services will be implemented over the cloud . Consider using a cloud service provider empaneled with the Ministry of Electronics and Information Technology (MEITY) for efficiency.	Tender Condition Prevail
21	24		Award of critria	Clarify if only L1 bidders will qualify or if more than one bidder is acceptable. Confirm if it's a closed bid or if a reverse auction will be part of the process.	Qualification will be done against the Bidder Evaluation Criteria (BEC) as per Section IFB of tender and other terms and conditions part of the tender. Thereafter, price bids of only the qualified bidders will be opened and the lowest quoted bidder shall be declared as L1 bidder, who shall be eligible for award. Reverse Auction will not be done. Tender condition prevails.
22	67		FORM 3-4 Certification	Chartered Accountants possess a distinctive skill set that aligns seamlessly with financial aspects, compliance, and regulatory matters. Importantly, obtaining certification from a Chartered Accountant is known for its efficiency—it requires minimal time compared to the lengthier processes associated with Statutory Auditors and Chartered Engineers.	Tender Conditions prevail.
23	58	1.1.1	Scope of Work includes services like WhatsApp set up in Cloud environment, Integration of IGL APIs (relating to customer details) with WhatsApp, delivering these notifications to the customer base and some other Non-envisaged developments as per IGL requirement which require Integration with IGL system for business related communication with customer.	Need clarity	1) Vendor shall provide a web platform to IGL vide which the User shall be able to send whatsapp msg to the customer in bulk. 2) The web portal shall be hosted on Cloud Environment which at cost of the vendor. 3) Vendor shall fetch the customer communication details i.e mobile no. from IGL SAP system (API will be provided by IGL). 4) After receiveing the customer response on the whatsapp channel, same may be required for integration with IGL system. 5) Where APIs required by the vendor, same shall be provided by the IGL. Tender condition shall Prevail
24	58	1.1.3	Vendor shall fully be responsible for hosting and managing of the application on cloud environment	Can the service provider host the server in their data center?	Vendor can host the server on any environment (Cloud of in house data centre) provided the customer data is kept secured by the service provider. Vendor to sign the Non-disclosure agreement with IGL. Tender condition shall Prevail

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25	58	1.1.10	For the customer feedback, consent for NG, the delivery status i.e. Invalid contact, Sent, Delivered, or Read etc. shall be made visible in IGL-CRM.	Can the service provider provide APIs as it does not have access to IGL CRM & KT.	IGL will provide APIs for Customer Address and communication details to Vendor. Tender condition shall Prevail
26	59	1.1.17	The vendor shall provide Virtual Mobile Number to be used for WhatsApp, and it also provide verified WhatsApp Account with display picture for sending commercial messages on one to one basis.	Applies according to META gudilines	Tender Condition Prevail in accordance with the META guidelines.