

**CORRIGENDUM-05**

Date		22/06/2026			
BYPL NIT NO:		CMC/BY/26-27/RS/PM/JYS/6 (SRM RFx No. 2200000209)			
Work:		"Providing WhatsApp Business and Voice Bot & Chatbot Solution" work in BSES Yamuna Power Limited (BYPL)"			
Subject		Reply of Pre-Bid queries of the bidders			
S.No	Pg No.	RFP Clause	RFP Clause	Bidders Query / Suggestion	BYPL's Response/clarification/Amendment
1	Page no. 9	Section-I Request for Quotation, Clause	Date & Time of submission of bid 22nd June 2026	Extension of bid submission time by at least 10 days	Bid submission due date is extended till 2nd July 2026 upto 15:00
2	Page no. 94	Price Bid	Section - VI (Price bid)	---	Revised price bid enclosed
3	88	6:Phase IV	Deployment and O&M Support: Phase IV-Service Level Agreement/ Penalties	Penalty is too high, kindly agree for a lower rate and exclude uncontrollable factors from any delay.	Tender conditions shall prevail
4	90	6:Phase IV(5)(A)	Penalty For Development	Penalty is too high, kindly agree for a lower rate and exclude uncontrollable factors from any delay.	Tender conditions shall prevail
5	90	6:Phase IV(5)(B)	Penalty For Operations	We request the Company to kindly reconsider the penalty clause, as a deduction of 1% per day on monthly recurring charges is excessive. It is requested to please make it monthly instead of per day	Tender conditions shall prevail
6	108	Format 4.3	Format for performance Bank Guarantee	NDA Format is unilateral. Please consider to make this NDA Bilateral as we will also be sharing our confidential information during the process of bidding and services Also, Kindly reduce the Survival period to 3 years as per our company's data retention policy.	Tender conditions shall prevail
7	76	1(a)	Multilingual and Indian dialect support	Please Clarify mandatory languages/dialects required at Go-Live phase and whether future language additions will be treated under change request.	As per RFP Clauses since first day from Go-Live
8	77	1(b)	Unified support across channels	Please clarify whether Bidder is expected to develop mobile apps and web portals, kindly specify the exact requirement related to mobile apps and web portal.	The proposed services shall be designed and kept ready for integration with BYPL's existing mobile applications and website, should BYPL decide to utilize the chatbot through these channels in the future. Currently, the scope is limited to WhatsApp. Any future integration with BYPL's mobile applications or website shall be supported without any additional commercial impact or cost implication to BYPL.
9	77	1(b)	Integrated customer history and context awareness	Please clarify expected retention duration for customer interaction history and estimated data volume.	Throughout the contract period.
10	77	1(c)	RAG-based AI models	Please clarify whether BYPL will provide structured knowledge base/content repository or bidder is expected to create/curate knowledge articles from scratch.	BYPL will also provide and bidder is expected to create/curate knowledge articles from scratch.
11	77	1(c)	Dynamic learning from interactions	Please clarify whether AI model retraining approvals and governance will be managed by BYPL or bidder.	Bidder will Manage
12	77	1(c)	Initial knowledge corpus	Please confirm whether BYPL will provide translated content in all languages or bidder is expected to perform translation/localization activities.	bidder is expected to perform translation/localization activities with due approval from BYPL.
13	77	1(e)	Broadcasting of mass communication messages	Please provide estimated monthly WhatsApp template message volumes separately for utility, authentication and marketing categories.	This depends on the business and operational requirements. We have approximately 2 million consumers, and the message templates and content may vary based on specific needs. Therefore, the system should be designed with sufficient scalability and capability to handle on-demand message selection, scheduling, and mass broadcasting efficiently
14	78	1(g)	Support existing chatbot solutions	Please share details of existing number of chatbots, whether enhancement to the current system is required?	our Existing Chat Bot Number +91 8745999808, we will use same number for Operations.
15	78	1(g)	Webhook delivery acknowledgements	Please confirm whether webhook endpoint will be provided by BYPL	Bidder will provide the webhook and end point.
16	78	1(g)	Sandbox for testing	Please confirm whether BYPL will provide UAT test environment and test APIs for integrated systems.	BYPL will provide the required APIs through which data will be fetched from the respective in-house applications for Testing, UAT, and Production environments. The bidder shall be responsible for developing, configuring, and maintaining the Testing, UAT, and Production environments required for the solution.
17	79	1(i)	Agentic AI capabilities	Please clarify whether agentic AI is required only for chat or voice solution as well?	Tender conditions shall prevail

18	79	1(m)	Video call functionality	Please Clarify which video call infrastructure/licenses are to be included in current scope and expected monthly usage volumes.	Meta Video Call services for BYPL End consumers to Agent.
19	79	1(n)	OCR-based document verification	Please clarify document types, expected OCR accuracy levels and whether Aadhaar/PAN OCR verification APIs will be provided by BYPL.	Bidder will Provide,, Google Vision Cost to be born by Bidder.
20	80	2(a)	Real-time monitoring dashboard	Please share expected dashboard user count, reporting frequency and export/reporting requirements.	Tender conditions shall prevails
21	80	2(e)	Chatbot-driven transactions	Please confirm whether all backend transactional APIs required for workflows shall be provided by BYPL.	BYPL will provide the API for services which is hosted in BYPL .
22	80	2(f)	Integration with existing databases and APIs	Please share expected number of integrations and API inventory for effort estimation.	As per Service which is currently live and cater the future business requirment.
23	80	2(n)	Reprocessing failed transactions	Please clarify whether bidder is expected to own payment orchestration layer or integrate with BYPL/payment aggregator systems.	The bidder's solution should be fully capable of integrating with our existing billing system as well as additional Payment Gateways (PGs) for redundancy and business continuity purposes, without any additional commercial implications to BYPL.
24	81	2(o)	Re-engagement through WhatsApp or SMS	Please clarify if SMS and other channels to be provided by the bidder.	BYPL will provide the SMS Link, which Bidder will intigrate
25	81	2(t)	End-to-end encrypted transactions	Please clarify whether WhatsApp native encryption shall suffice or additional encryption layers are required.	As per Meta End to end encryption.
26	81	2(v)	Voice notes in multiple languages	Please share expected monthly voice interaction volumes.	The bidder shall assess and ascertain the expected transaction and data volumes based on their experience from similar deployments and accordingly size and design the solution to meet the required performance, scalability, and availability requirements.
27	81	2(x)	QR codes and instant payment links	Please clarify whether static/dynamic QR generation APIs will be provided by existing PG partners.	The bidder shall integrate the solution with the existing Payment Gateway (PG) provider. In the event that BYPL onboards any additional or new Payment Gateway during the contract period, the bidder shall be required to integrate the same with the solution without any additional cost or commercial implication to
28	81	3(a-c)	Distinct WhatsApp Business Sender ID	Please clarify whether BYPL already owns WABA accounts/business verification or bidder must provision fresh WABA.	BYPL will use our Existing WhatsApp BA
29	81	3(b)	DPDP Act compliant consent management	Please clarify consent retention duration and audit reporting requirements expected by BYPL.	Tender conditions shall prevails
30	82	3(f)	AI-powered smart messaging features	Please Clarify expected smart messaging capabilities and KPIs for engagement optimization.	Tender conditions shall prevails
31	83	4.4	Optimal response modality	Please Clarify business rules/use-cases for switching between chat and voice channels.	Based on Consumer response, System should be capable to handel.
32	83	4.5	CRM-centric real-time synchronization	Please share CRM OEM/version.	BYPL currently operates a custom-developed CRM application. However, during the contract period, BYPL may decide to migrate to an Enterprise CRM platform. The bidder shall ensure seamless integration and support for such migration and any associated interface, workflow, or data exchange changes without any additional commercial implication, change request, or cost to BYPL.
33	83	4.6	Multi-payment gateway routing	Please clarify whether BYPL has existing PG partnerships and if bidder may onboard additional PGs.	BYPL have the Existing PG, Looking Redundant PG for Better Redundancy

34	83	4.6	Automatic retries and fallbacks	Please confirm retry limits, compliance requirements.	As per Meta Guideline
35	83	4.7	Document upload and verification	Please clarify whether storage/archive of uploaded documents is in bidder scope and required retention period.	For the New Connection process, BYPL will archive the data from the cloud environment to its local storage. The bidder shall provision cloud storage for New Connection data retention of up to 30 days only FIFO. Thereafter, the data will be archived by BYPL. For all other application data, the bidder shall ensure data retention and accessibility for reporting, audit, and operational purposes throughout the entire contract period, as per BYPL's requirements.
36	84	4.9	Cashback offers and incentives engine	Please clarify whether offers and settlement shall be handled by BYPL.	Bidder should have the provision in their deployment and same shall be use with mutual discussion.
37	84	4.1	Sentiment monitoring	Please Clarify expected languages and accuracy benchmarks for sentiment analysis.	The solution shall support both Hindi and English languages. Support for additional languages, character sets, and localization requirements shall be provided as per industry-standard norms and best practices.
38	84	4.11	Dashboard and analytics	Please clarify whether custom dashboard development is included or standard dashboard is acceptable.	Custom dashboard as per Business requirement.
39	85	4.11	SLA reports including logs	Please Clarify log retention period and archival requirements.	Throughout the Contract period.
40	85	4.11	Multichannel engagement	Please clarify whether any other channel is required apart from SMS, WhatsApp, Voice & Email.	Tender conditions shall prevail
41	86	6	POC within 45 days	Please clarify detailed scope/features expected in POC phase and success acceptance criteria.	Tender conditions shall prevail
42	86	6	Full deployment within 90 days	Considering multiple integrations and approvals, request BYPL to revise timeline to minimum 120-150 days from LoA.	Tender conditions shall prevail
43	88	SLA	Latency for message delivery	Please clarify whether latency attributable to Meta/telecom/internet providers will be excluded from SLA calculations.	Yes
44	88	SLA	Minimum 99.5% quarterly uptime	Please clarify whether scheduled maintenance, Meta outages and third-party dependencies are excluded from uptime calculations.	Yes
45	83	4.3	In addition to WhatsApp-native voice, the solution shall incorporate a telephony-grade dialler framework enabling integration with PSTN/VoIP systems for standard call flows, thereby ensuring continuity of customer engagement across both digital and conventional call environments.	We support PSTN system only, this would fulfill the requirement. Please confirm.	No separate dialer solution is required under the scope of this project. However, the bidder shall be responsible for integrating the proposed solution with BYPL's existing Contact Center infrastructure to ensure seamless communication and operational continuity.
46	94	SECTION- VI PRICE BID	3. Transaction-Based Costs WhatsApp (Transactional Messages) (2 crore messages per year) - Per Message - 1	<ol style="list-style-type: none"> <li>Few rows are mentioned per message, few per year, few for 3 years. Please recheck and confirm whether we need to mention per message price OR multiply the per message rate with 6 Crore messages for 3 years?</li> <li>Final Total of Column 'Total Amount (INR)' is not done, please confirm if it needs to be done.</li> <li>Please share Price Bid in excel format with formulae to avoid any mistake.</li> <li>Formula on portal is not matching when formula done on excel sheet, please check and confirm. It is showing decimals instead of comma on portal.</li> <li>AI Voice / GPU Processing: It is not accepting decimal value on portal. Please check.</li> </ol>	Revised price bid enclosed

47	12	Technical QR: A. Bidders Experience and Technical Capability:	3. Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Power Discom in India. Related work orders / Agreements / contracts / Purchase Order from the relevant entity for such work.	We request BYPL to kindly consider relevant experience from Govt./PSU/Utility/BFSI large enterprise projects involving WhatsApp embedded payment journey instead of restricting eligibility only to Power DISCOM projects.	<b>The amended clause are as follows:</b> Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Utility i.e., water utility, Power DISCOMS utility in India. Related work orders / Agreements / contracts / Purchase Order from the relevant entity for such work.
48	13	Technical QR: C. Payment Gateway Integration Experience:	The Bidder must have successfully executed end-to-end payment gateway integration in at least 2 (two) Utility projects in India during the last 3 financial years. Each project must demonstrate at least one fully integrated payment gateway enabling embedded consumer payments. The payment gateways deployed across the two projects must be from different payment gateway providers Note: Related work orders / Agreements / contracts / Purchase Order from 2 Power DISCOM clients confirming payment gateway integration, along with Work Completion Certificate or Implementation Certificate from each Client. The documents must clearly identify the payment gateway provider used in each project.	We request BYPL to kindly consider relevant experience from Govt./PSU/Utility/ large enterprise projects only Further, we request BYPL to kindly accept Work Orders/Agreements/Contracts/Purchase Orders as supporting documents for experience qualification, as obtaining Work Completion Certificates or Implementation Certificates from multiple Power DISCOM clients may be difficult in ongoing and large-scale government projects.  Since Govt./PSU organizations are also large entities, their experience may also kindly be considered eligible for the said criteria	<b>The amended clause are as follows :</b> "The Bidder must have successfully executed end-to-end payment gateway integration in at least 2 (two) Utility projects ( <b>water utility, Power DISCOMS utility</b> ) in India during the last 3 financial years. Each project must demonstrate at least one fully integrated payment gateway enabling embedded consumer payments. The payment gateways deployed across the two projects must be from different payment gateway providers  Note: Related work orders / Agreements / contracts / Purchase Order from 2 Utility sector projects, such as <b>Power DISCOMS, Water Utilities</b> clients confirming payment gateway integration, along with Work Completion Certificate or Implementation Certificate from each Client. The documents must clearly identify the payment gateway provider used in each project"
49	76	SECTION-V SCOPE OF WORK		Kindly share details of existing CRM, billing system, API architecture, and chatbot, payment gateways currently used by BYPL for integration assessment.	BYPL currently operates a custom-developed CRM application. However, during the contract period, BYPL may decide to migrate to an Enterprise CRM platform. The bidder shall ensure seamless integration and support for such migration and any associated interface, workflow, or data exchange changes without any additional commercial implication, change request, or cost to BYPL.
50	94	Price Bid	3 Transaction-Based Costs WhatsApp (Transactional Messages) (2 crore messages per year) Per Message	Kindly clarify applicable WhatsApp message category (Utility/Transactional/Authentication/Marketing) against the mentioned transactional message volume in price bid.	Revised price bid enclosed
51	94	Price Bid	4 AI Voice / GPU Processing Per Voice Message	Kindly clarify billing methodology for AI Voice/GPU Processing charges, whether pricing will be calculated per message, per minute, or per pulse/second basis?	Revised price bid enclosed
52	11	Section I, Cl. 4 – QR-A(1)	Bidder must have undertaken at least one project of providing WhatsApp messaging services for digital service delivery with fully integrated payments operations i.e. omnichannel platform (WhatsApp and/or Mobile App) in India with an order value of minimum Rs. 2 Crore during last 3 years in any Govt / Semi Govt / PSU / Financial Institutions / large entities/Discoms	QR-A(1) requires at least one project with fully integrated payments operations i.e. omnichannel platform (WhatsApp and/or Mobile App) with an order value of minimum Rs. 2 Crore. Does 'fully integrated payments' require that actual payment collection happened via WhatsApp, or does integration with a payment gateway (with payments collected via app/web) satisfy this criterion?	<b>Amended clause are as follows :</b> Bidder must have undertaken at least one project of providing WhatsApp messaging services for digital service delivery with fully integrated payments operations i.e. omnichannel platform (WhatsApp and/or Mobile App) in India with an order value of minimum Rs. 2 Crore during last 3 years in any Govt / Semi Govt / PSU / Financial Institutions / large entities/Utility (water utility, Power DISCOMS utility.)
53	11-12	Section I, Cl. 4 – QR-A(2)	The ongoing projects can be considered, if the bidder has received minimum payment of at least 50% for providing services of Omni Channel Platform (WhatsApp Business and/or Mobile App).	For ongoing projects being cited (where 50% payment must have been received): Is the 50% threshold calculated on the total contract value (including multi-year O&M), or only on the implementation / one-time cost portion of the contract?	Tender conditions shall prevail
54	12	Section I, Cl. 4 – QR-A(3)	Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Power Discom in India. Related work orders / Agreements / contracts / Purchase Order from the relevant entity for such work.	QR-A(3) requires experience in last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Power Discom in India. Please clarify: (a) Does 'native journey' mean payment must originate and complete within WhatsApp without redirecting to an external browser/app? (b) Which 3 financial years are considered — FY 2022-23, 2023-24, 2024-25?	Tender conditions shall prevail
55	12	Section I, Cl. 4 – QR-B	The bidder must have at least one installation with daily WhatsApp embedded payment transactions exceeding 10000 in any Govt/Semi-Govt/PSU/Autonomous bodies/Financial Institutions, large entities.	QR-B requires 'at least one installation with daily WhatsApp embedded payment transactions exceeding 10,000.' (a) Does 'daily' refer to average daily transactions, peak day transactions, or transactions on any single calendar day? (b) What documentary evidence will BYPL accept — client letter, platform analytics screenshot, or signed certificate from client?	As per RFP, Signed Certificate from Client with Order Will Validate this clauses.

56	12	Section I, Cl. 4 — QR-C	<p>The Bidder must have successfully executed end-to-end payment gateway integration in at least 2 (two) Utility projects in India during the last 3 financial years. Each project must demonstrate at least one fully integrated payment gateway enabling embedded consumer payments. The payment gateways deployed across the two projects must be from different payment gateway providers</p> <p>Note: Related work orders / Agreements / contracts / Purchase Order from 2 Power DISCOM clients confirming payment gateway integration, along with Work Completion Certificate or Implementation Certificate from each Client. The documents must clearly identify the payment gateway provider used in each project.</p>	<p>QR-C requires payment gateway integration in at least 2 Utility projects with different PG providers. (a) If a single utility client has integrated 2 different PGs during the same contract (e.g., Razorpay + PayU), does this satisfy QR-C, or are 2 separate client organisations mandatory? (b) 'Utility' — does this include banks, telecom, or only power/water/gas utilities?</p>	<p><b>Amended clause are as follows:</b> The Bidder must have successfully executed end-to-end payment gateway integration in at least 2 (two) Utility projects (water utility, Power DISCOMS utility) in India during the last 3 financial years. Each project must demonstrate at least one fully integrated payment gateway enabling embedded consumer payments. The payment gateways deployed across the two projects must be from different payment gateway providers</p> <p>Note: Related work orders / Agreements / contracts / Purchase Order from 2 Utility sector projects, such as Power DISCOMS, Water Utilities clients confirming payment gateway integration, along with Work Completion Certificate or Implementation Certificate from each Client. The documents must clearly identify the payment gateway provider used in each project.</p>
57	12	Section I, Cl. 4 — QR-D	<p>Authorized Business Partner: The bidder should be recognized WhatsApp Business Solution Providers (BSPs) Or Technical Solution Providers (TSPs) accredited directly by Meta. Note: The bidder shall obtain a Manufacturer Authorization Form (MAF) from Meta, confirming that the bidder holds a valid BSP or TSP status for WhatsApp Business API.</p>	<p>QR-D requires the bidder to be a recognized WhatsApp BSP or TSP accredited directly by Meta, with a Manufacturer Authorization Form (MAF) from Meta. (a) Can a MAF from Meta be submitted on behalf of a subsidiary or affiliated entity of the bidder? (b) Is the MAF required to specifically mention 'BYPL' as the end-client, or is a general BSP/TSP accreditation letter sufficient?</p>	Tender conditions shall prevail
58	76	Section V, Scope — Para 3	<p>The selected service provider will be responsible for end-to-end implementation, including system integration, chatbot development, integration in WhatsApp and existing Mobile Apps, AI-driven user intent recognition, security compliance, and scalability. After contract award, BYPL will provide the selected Bidder with the existing inter-application communication flows and interface specifications. The Bidder shall design, implement and document the integration methodology for the WhatsApp Chatbot that covers the Multichannel Platform, API Gateway, and required middleware for BYPL and shall keep the Integration Design Document updated</p>	<p>BYPL states it will provide 'existing inter-application communication flows and interface specifications' after contract award. (a) Can BYPL share a high-level API inventory (names of available APIs — not values) at pre-bid stage to help bidders assess integration complexity? (b) What is the expected number of integration points (API endpoints) with BYPL's CRM, Billing, and MDMS systems?</p>	<p>BYPL currently operates a custom-developed CRM application. However, during the contract period, BYPL may decide to migrate to an Enterprise CRM platform. The bidder shall ensure seamless integration and support for such migration and any associated interface, workflow, or data exchange changes without any additional commercial implication, change request, or cost to BYPL.</p>
59	76	Section V, Scope — Para 1	<p>BSES Yamuna Power Limited (hereinafter referred to as "BYPL") wishes to appoint an agency for providing design, develop, deploy, and maintain a comprehensive, AI-led and Powered WhatsApp and Mobile App, an integrated omnichannel digital payment and AI Support platform for electricity consumers. The solution aims to simplify bill payments, enhance user engagement, and optimize collection efficiency through seamless, multilingual, hassle-free digital journeys.</p>	<p>What is BYPL's current registered consumer base (approximate count) across Prepaid, Postpaid, and Net-Meter categories? This is required for accurate sizing of the WhatsApp platform, GPU infrastructure, and per-message pricing.</p>	2 Million Consumers, per year 10% Increment on and average.
60	78	Section V, Cl. 1(b)	<p>Omnichannel Customer Engagement</p> <ul style="list-style-type: none"> <li>• Deployable on BYPL's website, mobile app, and WhatsApp.</li> <li>• Unified support across WhatsApp, SMS, voice, email, mobile apps, and web portals.</li> <li>• Consistent and synchronized interactions across all channels.</li> <li>• Integrated customer history and context awareness regardless of entry point.</li> </ul>	<p>The scope requires 'Unified support across WhatsApp, SMS, voice, email, mobile apps, and web portals.' Are SMS and email channels within the scope of this contract (to be developed and operated by the selected bidder), or are they existing BYPL channels that require only integration/handoff?</p>	As per RFP, SMS API and Other Applications API will provide by BYPL. Bidder will integrate as and when business required. Without any commercial Impact
61	79	Section V, Cl. 1(m)	<p>Generative AI Capabilities</p> <ul style="list-style-type: none"> <li>• Natural Conversations: Engage users in human-like dialogues.</li> <li>• Dynamic Query Handling: Address complex, multi-intent, context-rich queries.</li> <li>• Content Personalization: Tailor responses based on user behavior, preferences, and history.</li> <li>• Context Memory: Retain conversation history across sessions to enable personalized interactions.</li> <li>• Functionality for customers to engage BYPL Customer Care Executives/ AI bot over video call in real time for handling customer queries and resolution of grievances.</li> </ul>	<p>Section 1(m) mentions 'Functionality for customers to engage BYPL Customer Care Executives / AI bot over video call in real time.' (a) Is video call a mandatory requirement at Phase I Go-Live (within 90 days of LoA), or is it a future-phase deliverable? (b) Who provides the video call infrastructure — BYPL or the selected bidder?</p>	As per RFP. Since first day.
62	82	Section V, Cl. 4.2	<p>Voice Interoperability on WhatsApp The WhatsApp number deployed for the chatbot shall be extended to support inbound and outbound voice interactions natively on WhatsApp, ensuring all consumers having Prepaid, Postpaid and Net-meter connections can seamlessly escalate from chat to call without switching platforms.</p>	<p>Section 4.2 requires 'WhatsApp Voice Interoperability' enabling inbound and outbound voice interactions natively on WhatsApp. (a) Is this the Meta Click-to-WhatsApp Calls feature, or PSTN/VoIP bridging that routes calls over WhatsApp? (b) What is BYPL's expected peak concurrent inbound call volume on the WhatsApp channel?</p>	Meta Redirect on BYPL EPBX, which is land to 19122
63	82	Section V, Cl. 4.3	<p>Integrated Telephony Dialler Provisioning In addition to WhatsApp-native voice, the solution shall incorporate a telephony-grade dialler framework enabling integration with PSTN/VoIP systems for standard call flows, thereby ensuring continuity of customer engagement across both digital and conventional call environments</p>	<p>Section 4.3 requires 'telephony-grade dialler framework enabling integration with PSTN/VoIP systems.' (a) Does BYPL have an existing PSTN / contact center infrastructure that must be integrated, or is the bidder expected to provision this from scratch? (b) What is BYPL's current IVR/contact center platform?</p>	BYPL inhouse enterprise ContactCenter Solution
64	83	Section V, Cl. 4.8	<p>Comprehensive Financial Reconciliation Engine Reconciliation to cover majority:</p> <ul style="list-style-type: none"> <li>• Payment Gateway</li> <li>• Utility billing system</li> <li>• Bank statements</li> </ul> <p>Automated reporting and reconciliation dashboard for finance teams.</p> <ul style="list-style-type: none"> <li>• Dispute resolution workflows for unmatched transactions.</li> </ul> <p>Any other requirement to meet BYPL's requirements.</p>	<p>The Financial Reconciliation Engine must cover Payment Gateway, Utility Billing System, and Bank Statements. (a) Which billing system does BYPL use (e.g., Itineris, SAP IS-U, Oracle CC&amp;B)? (b) Will BYPL provide read-access to billing system APIs, or only periodic file-based data extracts? (c) How will BYPL's bank statement data be shared (SFTP, banking API, manual upload)?</p>	Payment Reconciliation means Payment gateway Reconciliation.

65	83	Section V, Cl. 4.7	Automated Document Processing • Facilitating document upload and verification through WhatsApp. • Implementing OCR-based automated document scanning for validation. • Enabling AI-powered form pre-filling based on document extraction. • Providing real-time tracking and status updates for document processing.	Automated Document Processing via WhatsApp requires OCR-based scanning. (a) What types of documents will be processed (Aadhaar, PAN, property documents, loan sanction letters)? (b) Will BYPL provide a document taxonomy and validation rules, or is the bidder expected to define these independently?	Bidder will Provide, Google Vision Cost to be born by Bidder.
66	85	Section V, Cl. 5(g)	The interaction data processed, stored or handled from the Chatbot conversations must reside within the State Data Centre (SDC) or a MeITY approved cloud platform, to be supplied by bidder and to comply with data sovereignty requirements.	All interaction data must reside within 'State Data Centre (SDC) or a MeITY approved cloud platform.' (a) Are AWS India, India regions (all MeITY empanelled) acceptable? (b) Will BYPL provide a formal Data Residency Confirmation letter post-LoA confirming the approved cloud platform?	As per RFP, Bidder will confirm where they are going to Host.
67	85	Section V, Cl. 5(i)	Cloud Charges for hosting databases are to be borne by the Bidder.	Cloud hosting charges are to be borne by the bidder. (a) Is the cloud hosting cost expected to be built into the O&M pricing (Item 5 of Price Bid), or should it be included in the Platform License (Item 2)? (b) If actual cloud consumption exceeds estimated volumes due to BYPL's consumer base growth, will BYPL agree to a cost true-up mechanism?	Tender conditions shall prevail
68	80	Section V, Cl. 2(k)	Make chat embedded payments via UPI, debit/credit cards, net banking, wallets, BNPL, and EMI and any other existing BYPL payment process for electricity bills.	Section 2(k) mentions 'Make chat embedded payments via UPI, debit/credit cards, net banking, wallets, BNPL, and EMI.' (a) Does 'embedded' payment mean the full payment journey (OTP, authentication, confirmation) must complete within the WhatsApp window without browser redirect? (b) Which payment gateway(s) is BYPL currently using, to assess integration effort?	Tender conditions shall prevail
69	86	Section V, Cl. 6 – Phase I	Implementation a) Proof of Concept: Within 45 days of Letter of Award (LoA). This will involve a pilot deployment of the infrastructure and application platform covering 100,000 consumers for BYPL over WhatsApp platform. b) Full Roll-Out and Go Live: Full Scale Deployment and Go Live across BYPL for all consumer categories must be completed within 90 days from the date of Letter of Award (LoA).	Go-Live for all consumers must be completed within 90 days of LoA. (a) What is the total registered consumer count across all categories that must be onboarded within 90 days? (b) Will BYPL provide a phased consumer rollout plan, or is simultaneous Go-Live for all consumers expected? (c) The 90-day timeline includes CERT-In audit – is a conditional Go-Live (pending CERT-in) acceptable?	At on Go.
70	94	Section VI – Price Bid, Item 4	AI Voice / GPU Processing	Item 4 – AI Voice / GPU Processing – is priced per voice message. (a) What is BYPL's estimated monthly / annual volume of voice messages / voice interactions? (b) What is the average expected duration per voice interaction (seconds) – this affects GPU cost modelling? (c) Does this include both STT (speech-to-text) and TTS (text-to-speech) processing costs?	Revised price bid enclosed
71	94	Section VI – Price Bid, Note 2	The rate shall be valid for 36 months from LOI/contract date. The rate shall be FIRM and fixed and shall not subject to change during the contract period under any circumstances.	Rates are firm and fixed for 36 months. (a) Meta periodically revises its WhatsApp Business API pricing. Will BYPL consider a pass-through mechanism for Meta pricing changes (with supporting documentation), to avoid stranded cost risk for the bidder? (b) Similarly, for cloud/GPU costs subject to market rate changes, is any indexation or review mechanism acceptable to BYPL?	Tender conditions shall prevail
72		Section I, Cl. 4A(1) Technical QR	Bidder must have undertaken at least one project of WhatsApp messaging services for digital service delivery with fully integrated payments, in any Govt / Semi-Govt / PSU / Financial Institutions / Large entities / DISCOMs, with order value of minimum Rs. 2 Crore during last 3 years.	Relaxation Request: for a project executed for a large private-sector utility / financial institution (not explicitly a DISCOM or PSU) but of comparable scale and nature be considered eligible? Kindly confirm acceptable entity categories.	<b>Amended clause are as follows:</b> Bidder must have undertaken at least one project of providing WhatsApp messaging services for digital service delivery with fully integrated payments operations i.e. omnichannel platform (WhatsApp and/or Mobile App) in India with an order value of minimum Rs. 2 Crore during last 3 years in any Govt / Semi Govt / PSU / Financial Institutions / large entities/Utility (water utility, Power DISCOMs utility.)
73	12	Section I, Cl. 4A(3) Technical QR	Bidder should have experience in executing last mile embedded payments with native journey on WhatsApp in the last 3 financial years in at least one Power Discom in India.	we request to consider relaxation of the above condition, as CERF falls under the Startup category and innovative startups may possess relevant capabilities and successful execution experience in other regulated utility domains such as Gas and Water Utilities involving similar WhatsApp embedded payment journeys. Accordingly, it is requested that experience in any regulated utility sector with comparable WhatsApp native payment implementation may also be considered eligible. This relaxation will encourage wider participation from startups and technologically capable firms while maintaining the intended objective of ensuring relevant implementation expertise.	<b>Amended clause are as follows :</b> Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Utility i.e., water utility, Power DISCOMs utility in India. Related work orders / Agreements / contracts / Purchase Order from the relevant entity for such work.
74	12	Section I, Cl. 4B WhatsApp Embedded Payment	Bidder must have at least one installation with daily WhatsApp embedded payment transactions exceeding 10,000 in any Govt/Semi Govt/PSU/Autonomous bodies/Financial Institutions / Large entities.	Clarification / Relaxation Requested: Please clarify whether the requirement of 10,000 daily transactions refers to average daily volume or peak day volume. Further, kindly confirm whether a client certificate indicating transaction volume will be accepted as supporting evidence. Additionally, as CERF falls under the Startup category, we request the authority to consider transactions executed as a sub vendor/implementation partner, subject to supporting documentary proof.	Tender conditions shall prevail
75	12	Section I, Cl. 4C Payment Gateway Integration	Bidder must have successfully executed end-to-end payment gateway integration in at least 2 Utility projects in India during the last 3 financial years, with different payment gateway providers across the two projects.	Clarification requested: (a) Does 'utility project' include telecom, insurance, or banking sector projects, or is it restricted to electricity/energy utilities? (b) Can both projects be with the same client provided two different payment gateways are used?	<b>Amended clause are as follows:</b> The Bidder must have successfully executed end-to-end payment gateway integration in at least 2 (two) Utility projects (water utility, Power DISCOMs utility) in India during the last 3 financial years. Each project must demonstrate at least one fully integrated payment gateway enabling embedded consumer payments. The payment gateways deployed across the two projects must be from different payment gateway providers  Note: Related work orders / Agreements / contracts / Purchase Order from 2 Utility sector projects, such as Power DISCOMs, Water Utilities clients confirming payment gateway integration, along with Work Completion Certificate or Implementation Certificate from each Client. The documents must clearly identify the payment gateway provider used in each project.
76	13	Section I, Cl. 4D Authorized Business Partner	The bidder should be recognized WhatsApp Business Solution Providers (BSPs) or Technical Solution Providers (TSPs) accredited directly by Meta.	Request clarification: (a) If CERF Solutions Pvt. Ltd. is an authorized reseller/implementation partner of a Meta accredited BSP, will a supporting letter from the BSP be acceptable? (b) Is a valid MAF from the BSP on behalf of Meta sufficient to meet this criterion?	As per RFP, MAF required from Meta
77	13	Section I, Cl. 4E Manpower Strength	Bidder must have at least 50 professionals on rolls, including minimum 5 certified AI/ML engineers, 1 NLP specialist, and 1 CERT-In-trained cyber security expert.	Clarification sought: (a) Will industry certifications (Google, AWS, NVIDIA) qualify for AI/ML engineers alongside academic degrees? (b) What specific CERT-In training is required, and will equivalent international certifications (CEH, CISSP) be accepted? (c) Can long-term contractual professionals (min. 1 year contract) be included in the count of 50 professionals?	Tender conditions shall prevail
78	76-92	Section V Scope of Work – Cl. 1(d)	Digital billing services with history and trend queries; Integrated digital payment and smart meter recharge support.	Clarification sought: (a) Will BYPL provide APIs/data feeds for existing billing, CRM, and MDMS systems, or must the bidder develop integration adapters independently? (b) What is the expected SLA for API response times from BYPL's backend systems?	Yes BYPL will provide the API for all existing Application for integration.
79	76-92	Section V Scope of Work – Cl. 1(g)	The Service Provider will own end-to-end integration of BYPL systems (Billing, CRM, MDMS and other systems) across all channels.	Request details: (a) Please list all backend systems (ERP/SAP, CRM platforms, MDMS vendor) that must be integrated; (b) Are sandbox/test environments available during development? (c) Who bears the cost of API licenses or third-party middleware?	Tender conditions shall prevail
80	76-92	Section V Scope of Work – Cl. 1(i)	MeITY-empaneled Cloud-native and scalable infrastructure.	Relaxation Requested: As CERF falls under the Startup category, we request the authority to allow deployment on globally recognized hyperscalers such as AWS, Azure, or GCP with data residency in India, instead of restricting the requirement only to MeITy empaneled cloud infrastructure.	As per RFP, Bidder will confirm where they are going to Host.

81	76-92	Section V Scope of Work – General	End-to-end implementation including system integration, chatbot development, WhatsApp and Mobile App integration, AI driven user intent recognition, security compliance, and scalability.	Please share: (a) Approximate number of active consumers on WhatsApp channel and mobile app; (b) Expected peak concurrent session load for sizing/scalability planning; (c) Whether existing chatbot solution details/API documentation will be shared during/after technical discussions.	This depends on the business and operational requirements. We have approximately 2 million consumers, and the message templates and content may vary based on specific needs. Therefore, the system should be designed with sufficient scalability and capability to handle on-demand message selection, scheduling, and mass broadcasting efficiently
82	76-92	AI/ML – Data & Training	Provision of historical data for AI model development.	Please clarify whether BYPL will provide historical chat, call, and email data for training, testing, and improving AI models.	Yes
83	76-92	AI/ML – Data Usage	Use of anonymized consumer interaction data during the contract	Please confirm whether anonymized consumer interaction data may be used for model improvement during the contract period, subject to DPDP compliance and BYPL approval.	Yes
84	76-92	AI/ML – Third-Party LLMs	Use of third-party LLMs / cloud AI services.	Please confirm whether the bidder is permitted to use third-party LLMs or cloud AI services, provided data residency, privacy, and security requirements are fully met.	Tender conditions shall prevail
85	76-92	AI/ML – LLM Deployment Model	Expected LLM deployment architecture (if third-party LLMs are not permitted).	Please define whether BYPL expects an on-premise / private cloud LLM deployment, a MeitY-approved cloud deployment, or a hybrid approach.	Tender conditions shall prevail
86	76-92	Agentic AI – Use Cases	Specific agentic AI use cases under the RFP scope.	The RFP refers to Generative AI and The RFP refers to Generative AI and Agentic AI capabilities. Please define the specific agentic use cases expected, such as complaint creation, payment follow-up, document verification, payment retry, offer recommendation, ticket status update or agent escalation.	Tender conditions shall prevail
87	76-92	PoC – Success Metrics	Evaluation criteria for the AI-based PoC.	Please clarify the success metrics for the PoC, particularly for AI-based features (e.g., intent accuracy, containment rate, CSAT, resolution rate)	Tender conditions shall prevail
88	76-92	Voice Bot – Sizing	Call volume and concurrency assumptions for voice bot sizing.	Please specify the expected call volumes, concurrent voice sessions, peak-hour load and average handling time assumptions for voice bot sizing.	Minimum 200 Concurrent call on pick, System should be auto scalable to handle such pick call as per operation need.
89	76-92	Chatbot – Existing Solution	Integration approach with the current chatbot.	Please clarify whether the selected bidder must replace, upgrade, integrate with or coexist with the existing chatbot.	Yes
90	76-92	Chatbot – Data Migration	Migration of existing chatbot conversation history.	Please specify whether existing chatbot conversation history must be migrated into the new platform	Yes
91	76-92	Mobile App Integration	Integration method for BYPL mobile app.	Please clarify whether BYPL mobile app integration will be through SDK, webview, APIs, chatbot widget or deep links.	APIs
92	76-92	Document Workflows – Document Types	List of documents required for self service workflows.	Please provide the list of document types required for new connection, name change, load change and category change workflows.	Bidder will Provide., Google Vision Cost to be born by Bidder.
93	76-92	Document Workflows – Templates & Validation	Availability of pre-defined templates and validation rules	Please clarify whether BYPL already has document templates, validation rules and mandatory field lists for each workflow.	Tender conditions shall prevail
94	76-92	OCR – Language Support	Language support for OCR extraction.	Please clarify whether OCR extraction must support Hindi and English documents.	Both
95	76-92	Security – CERT-In Audit Exclusions	Exclusions from delay/penalty for CERT-In audit observations.	Please clarify whether CERT-In audit observations related to BYPL APIs, BYPL infrastructure, Meta, payment gateway or cloud provider will be excluded from bidder delay/penalty calculations	Tender conditions shall prevail
96	76-92	Security – Post-Go-Live VAPT	Periodic VAPT reporting obligations after Go-Live.	Please define whether the bidder must submit periodic VAPT reports after Go-Live	Tender conditions shall prevail
97	76-92	Data Privacy – DPDP Clauses	Required Data Processing Agreement / DPDP-specific clauses.	Please provide BYPL's required Data Processing Agreement / DPDP clauses for consent, breach notification, data principal rights and deletion requests.	Tender conditions shall prevail
98	12		Bidder must have undertaken at least one project of providing WhatsApp messaging services for digital service delivery with fully integrated payments operations i.e. omnichannel platform (WhatsApp and/or Mobile App) in India with an order value of minimum Rs. 2 Crore during last 3 years in any Govt / SemiGovt / PSU / Financial Institutions / large entities/Discoms	Please give the relaxation to MSME bidder in this experience criteria	<b>Amended Clause are as follows:</b> Bidder must have undertaken at least one project of providing WhatsApp messaging services for digital service delivery with fully integrated payments operations i.e. omnichannel platform (WhatsApp and/or Mobile App) in India with an order value of minimum Rs. 2 Crore during last 3 years in any Govt / Semi Govt / PSU / Financial Institutions / large entities/Utility (water utility, Power DISCOMS utility.)
99	12		The ongoing projects can be considered, if the bidder has received minimum payment of at least 50% for providing services of Omni Channel Platform (WhatsApp Business and/or Mobile App).	Please give the relaxation to MSME bidder in this experience criteria	Tender conditions shall prevail
100	12		Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Power Discom in India. Related work orders / Agreements / contracts / Purchase Order from the relevant entity for such work.	Please consider SMS and WhatsApp services work experience as well	<b>Amended Clause are as follows:</b> Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Utility i.e., water utility, Power DISCOMS utility in India. Related work orders / Agreements / contracts / Purchase Order from the relevant entity for such work
101	12		WhatsApp Embedded Payment Experience: The bidder must have at least one installation with daily WhatsApp embedded payment transactions exceeding 10000 in any Govt/Semi-Govt/PSU/Autonomous bodies/Financial Institutions, large entities.	Please consider SMS and WhatsApp services work experience as well	Tender conditions shall prevail
102	12		The Bidder must have successfully executed end-to-end payment gateway integration in at least 2 (two) Utility projects in India during the last 3 financial years. Each project must demonstrate at least one fully integrated payment gateway enabling embedded consumer payments. The payment gateways deployed across the two projects must be from different payment gateway providers Power DISCOM clients confirming payment gateway integration, along with Work Completion Certificate or Implementation Certificate from each Client. The documents must clearly identify the payment gateway provider used in each project.	We have worked with many Discom of sms and whatsapp services allow this kinds of Bidder as well.	<b>Amended clause are as follows:</b> The Bidder must have successfully executed end-to-end payment gateway integration in at least 2 (two) Utility projects (water utility, Power DISCOMS utility) in India during the last 3 financial years. Each project must demonstrate at least one fully integrated payment gateway enabling embedded consumer payments. The payment gateways deployed across the two projects must be from different payment gateway providers  Note: Related work orders / Agreements / contracts / Purchase Order from 2 Utility sector projects, such as Power DISCOMS, Water Utilities clients confirming payment gateway integration, along with Work Completion Certificate or Implementation Certificate from each Client. The documents must clearly identify the payment gateway provider used in each project.
103	13		Manpower Strength: The bidder must have at least 50 professionals on rolls, including minimum 5 certified AI/ML engineers, 1 NLP specialist, and 1 CERT-In-trained cyber security expert. Note: Bidder to provide undertaking in this regard and Copy of the certification/registration with code number issued by Employee Provident Fund organization under relevant EPF act.	Request you allow all kinds of Manpower as well to MSE bidder.	Tender conditions shall prevail
104	76-92	Section V- Scope of Work	Multilingual and Indian Dialect Support	Please confirm if this is limited to chatbot and voicebot or other omnichannel communications like Whatsapp?	This is exclusive for WhatsApp Chat Bot.
105	76-92	Section V- Scope of Work	Energy Bills as PDF to be sent on WhatsApp with Pay Now functionality for all consumers having Prepaid, Postpaid and Net-meter connections.	Please confirm if customer does not have whatsapp enabled on registered number, how do we send communication via? SMS?	It should be fall back Mechanism

106	76-92	Section V- Scope of Work	The Service Provider will own end-to-end integration of BYPL systems (Billing, CRM, MDMS and other systems to be defined by BYPL) across all channels (WhatsApp, mobile app, BYPL website).	Can you please share existing API documentation for other subsystems? This will help us size the requirements appropriately	We will provide after Successful bidder only.
107	76-92	Section V- Scope of Work	The solution must support existing chatbot solutions of BYPL and shall provide all necessary APIs required for existing chatbot development and integration, including but not limited to: Interactive two-way communication APIs, List and button message APIs, Quick reply and menu support, Webhook endpoints for chatbot-triggered events.	Please share existing documentation for deployed solution	We will provide after Successful bidder only.
108	76-92	Section V- Scope of Work	Option for document uploads along with OCR-based document verification for new connection, name change, load change & Category change.	Please confirm if customer onboarding is required to be done? If yes, can you explain the workflow as in it needs to be created in LMS etc.?	this is for New Connection process automation.
109	76-92	Section V- Scope of Work	Make chat embedded payments via UPI, debit/credit cards, net banking, wallets, BNPL, and EMI and any other existing BYPL payment process for electricity bills.	Please confirm if payment gateway integration is required over whatsapp or we need to provide payment gateway as well?	Tender conditions shall prevail
110	76-92	Section V- Scope of Work	Access support — all within WhatsApp.	Can you provide details on this?	----
111	76-92	Section V- Scope of Work	The solution shall provision and maintain a distinct WhatsApp Business Sender ID (official WhatsApp Business number / WABA profile) for BYPL. All outbound and inbound communications, consumer consent records, messaging templates (HSM), and analytics/reporting must be logically and operationally managed under this Sender ID.	Does BYPL have WA business present already which is to be reused or we need to provide new integration?	BYPL have WA business present already which is to be reused
112	76-92	Section V- Scope of Work	Proof of Concept: Within 45 days of Letter of Award (LoA). This will involve a pilot deployment of the infrastructure and application platform covering 100,000 consumers for BYPL over WhatsApp platform.	POC will be done only for Whatsapp solution or we need voicebot and chatbot solution also? Can we please have detailed scope of work for POC as well.	Tender conditions shall prevail
113	76-92	Section V- Scope of Work	SLA-based support and uptime commitments	Request clarification whether SLA exclusions shall apply for outages or delays arising from dependencies on third-party systems including Meta/WhatsApp services, payment gateways, telecom operators or BYPL upstream systems.	Tender conditions shall prevail
114	76-92	Section V- Scope of Work	Support inbound and outbound WhatsApp conversations and notifications	Request BYPL to clarify estimated monthly inbound and outbound WhatsApp conversation volumes for accurate solution sizing and commercial estimation.	This depends on the business and operational requirements. We have approximately 2 million consumers, and the message templates and content may vary based on specific needs. Therefore, the system should be designed with sufficient scalability and capability to handle on-demand message selection, scheduling, and mass broadcasting efficiently
115	76-92	Section V- Scope of Work	AI voice / GPU processing cost per voice message	Request clarification regarding expected peak concurrent voicebot sessions and estimated monthly voice interaction volumes.	Revised price bid enclosed
116	12	Technical QR	Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in at least one Power DISCOM in India	Request clarification whether implementations involving WhatsApp-integrated customer servicing journeys connected with enterprise billing/payment systems and digital payment enablement workflows shall be considered aligned with this requirement.	<b>Amended clause are as follows:</b> Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Utility i.e., water utility, Power DISCOMS utility in India. Related work orders / Agreements / contracts / Purchase Order from the relevant entity for such work.
117	12	Technical QR	Native embedded payment journey on WhatsApp	Request clarification whether implementations involving WhatsApp-integrated customer servicing journeys connected with enterprise billing/payment systems and digital payment enablement workflows shall be considered aligned with the intent of this requirement.	As per RFP Payment systems and digital payment enablement workflows shall be considered
118	12	Technical QR	One installation with daily WhatsApp embedded payment transactions exceeding 10,000	Request clarification whether implementations involving WhatsApp-integrated customer servicing journeys connected with enterprise billing/payment systems and digital payment enablement workflows shall be considered aligned with the intent of this requirement.	Tender conditions shall prevail
119	12	Technical QR	End-to-end payment gateway integration in at least 2 utility projects in India	Request clarification whether implementations involving WhatsApp-integrated customer servicing journeys connected with enterprise billing/payment systems and digital payment enablement workflows shall be considered aligned with the intent of this requirement.	<b>Amended Clause are as follows:</b> The Bidder must have successfully executed end-to-end payment gateway integration in at least 2 (two) Utility projects (water utility, Power DISCOMS utility) in India during the last 3 financial years. Each project must demonstrate at least one fully integrated payment gateway enabling embedded consumer payments. The payment gateways deployed across the two projects must be from different payment gateway providers  Note: Related work orders / Agreements / contracts / Purchase Order from 2 Utility sector projects, such as Power DISCOMS, Water Utilities clients confirming payment gateway integration, along with Work Completion Certificate or Implementation Certificate from each Client. The documents must clearly identify the payment gateway provider used in each project.
120	12	Technical QR	Bidder must have undertaken at least one project of providing WhatsApp messaging services for digital service delivery with fully integrated payments operations i.e. omnichannel platform (WhatsApp and/or Mobile App) in India with an order value of minimum Rs. 2 Crore during last 3 years in any Govt / Semi Govt / PSU / Financial Institutions / large entities/Discoms  2. The ongoing projects can be considered, if the bidder has received minimum payment of at least 50% for providing services of Omni Channel Platform (WhatsApp Business and/or Mobile App).  3. Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Power Discom in India. Related work orders / Agreements / contracts / Purchase Order from the relevant entity for such work.	Request clarification whether enterprise WhatsApp Business implementations integrated with core enterprise systems such as CRM, billing, customer servicing, notification and digital engagement platforms shall be considered compliant against this requirement where payment enablement capability exists as part of the overall omnichannel ecosystem.	<b>Amended Clause are as follows:</b> Bidder must have undertaken at least one project of providing WhatsApp messaging services for digital service delivery with fully integrated payments operations i.e. omnichannel platform (WhatsApp and/or Mobile App) in India with an order value of minimum Rs. 2 Crore during last 3 years in any Govt / Semi Govt / PSU / Financial Institutions / large entities/Utility (water utility, Power DISCOMS utility.)

121	12	Page 12, Section I (RFQ), Clause 4	Technical QR - Clause A.3: Experience in executing last-mile embedded payments features with native journey on WhatsApp in at least one Power Discom in India.	The current criteria restricts the technical qualification exclusively to providers who have deployed native payment journeys inside a Power Discom. As a global BSP, Gupshup has delivered massive embedded native payment ecosystems across major banks, retail entities, and other non-power utilities.  To promote healthy competition and prevent single-vendor locking, will BYPL relax this clause to include native WhatsApp payment journeys executed in any large public/private utility sector (Gas, Water, Telecom) or Scheduled Commercial Bank in India with similar or higher transaction scales?	<b>Amended Clause are as follows:</b> Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Utility i.e., water utility, Power DISCOMS utility in India. Related work orders / Agreements / contracts / Purchase Order from the relevant entity for such work
122	12	Page 12, Section I (RFQ), Clause 4	WhatsApp Embedded Payment Experience - Clause B: The bidder must have at least one installation with daily WhatsApp embedded payment transactions exceeding 10000 in any Govt/Semi-Govt/PSU/Autonomous bodies/Financial Institutions, large entities.	The bidder must demonstrate a single deployment handling over 10,000 daily native embedded transactions inside a specified sector entity.  Kindly clarify if 'embedded payment transactions' includes payments completed via external payment gateway web links or static QR codes sent over WhatsApp. If it strictly means Meta's native in-chat UPI/card journey, 10,000 daily is exceptionally restrictive for utility use cases; we request relaxing this threshold to 10,000 transactions monthly, or cumulative across key utility deployments.	Tender conditions shall prevail
123	79	Page 79, Section V (Scope of Work), Clause 1.m	Generative AI Capabilities / Video Call Support: Functionality for customers to engage BYPL Customer Care Executives/ AI bot over video call in real time for handling customer queries and resolution of grievances	The solution must support real-time video calls natively linking the consumer to BYPL Customer Care Executives or an advanced automated video AI Bot framework.  Does BYPL already possess an active backend Video Contact Center platform or an omni-channel CRM system (e.g., Genesys, Cisco, Avaya) that Gupshup needs to interface with via APIs? Alternatively, is the bidder expected to provision, host, and maintain the complete WebRTC streaming server infrastructure, agent routing engine, and recording compliance platforms?	The solution shall leverage Meta's video calling capabilities to enable seamless video interactions with consumers, subject to Meta's applicable policies, features, and service availability.
124	94	Page 94, Section - VI Price Bid - BoQ Item No. 3	Transaction-Based Costs  WhatsApp (Transactional Messages) (2 crore messages per year)	The BOQ Item requires per message cost. The BoQ has mentioned "Transaction Based Cost" also.  Pls clarify whether we have to quote for message charges or Per Transaction based charges?	Payment shall be made based on the actual number of Push and Pull messages successfully processed and delivered during the billing period, in accordance with Meta's applicable pricing model and utility sector or final cost discovered in bidding per messages push and Pull.
125	12	Technical QR: A. Bidders Experience and Technical Capability: Point 3	3. Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Power Discom in India.	We request you to kindly consider under MSME & Startup by Department of Industrial Policy and Promotion (DIPP) to allow exemption from the experience clause of Payment Feature being embedded on WhatsApp specific for power discoms, while CoRover has undertaken payment integration on AI Chatbot for both Web & Mobile App Chatbot for IRCTC for Ticket booking.  We are an approved MSME & Startup by Department of Industrial Policy and Promotion (DIPP). We request you to allow exemption from the turnover and experience clause. Shared below is the Policy/Regulatory reference;  Policy & Regulatory References Please refer #5 mentioned in the Press release ( <a href="https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894">https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894</a> ) dated 27-December-2017 stating that the startups are exempted by prior experience. Appended are the policy mentioned: -Relaxed Norms of Public Procurement for Startups. -Relaxed norms for public procurement for micro, small and other enterprises have been provisioned in the Procurement Policy by the Ministry of Micro, Small and Medium Enterprise. -All Central Ministries / Departments /Department of Public Enterprises/ Central Public Sector Undertakings have been authorized to relax conditions of prior experience and prior turnover with respect to MSEs in all public procurements subject to meeting quality and technical specifications. -Further, Rule 173(i) has been incorporated in GFR, 2017 which provides for relaxation of conditions of prior turnover and prior experience for Startups, and Also, ref 173 (i): ( <a href="https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/General%20Financial%20Rules%20for%20GeM.pdf">https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/General%20Financial%20Rules%20for%20GeM.pdf</a> ) Rule 173 (i) of the GFRs exempts the startup from Prior Experience and Prior Turnover requirements for DPIIT Recognized Startups.***	<b>Amended Clause are as follows:</b> Bidder should have experience in executing last mile embedded payments features with native journey on WhatsApp in the last 3 financial years in at least one Utility i.e., water utility, Power DISCOMS utility in India. Related work orders / Agreements / contracts / Purchase Order from the relevant entity for such work
126	12		Bidder must have undertaken at least one project of providing WhatsApp messaging services for digital service delivery with fully integrated payments operations i.e. omnichannel platform (WhatsApp and/or Mobile App) in India with an order value of minimum Rs. 2 Crore during last 3 years in any Govt / SemiGovt / PSU / Financial Institutions / large entities/Discoms	<b>Request for Exemption for project value AS CoRover being a MSME/ Startup.</b>  We are an approved MSME & Startup by Department of Industrial Policy and Promotion (DIPP). We request you to allow exemption from the turnover and experience clause. Shared below is the Policy/Regulatory reference;  Policy & Regulatory References Please refer #5 mentioned in the Press release ( <a href="https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894">https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894</a> ) dated 27-December-2017 stating that the startups are exempted by prior experience. Appended are the policy mentioned: -Relaxed Norms of Public Procurement for Startups. -Relaxed norms for public procurement for micro, small and other enterprises have been provisioned in the Procurement Policy by the Ministry of Micro, Small and Medium Enterprise. -All Central Ministries / Departments /Department of Public Enterprises/ Central Public Sector Undertakings have been authorized to relax conditions of prior experience and prior turnover with respect to MSEs in all public procurements subject to meeting quality and technical specifications. -Further, Rule 173(i) has been incorporated in GFR, 2017 which provides for relaxation of conditions of prior turnover and prior experience for Startups, and Also, ref 173 (i): ( <a href="https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/General%20Financial%20Rules%20for%20GeM.pdf">https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/General%20Financial%20Rules%20for%20GeM.pdf</a> ) Rule 173 (i) of the GFRs exempts the startup from Prior Experience and Prior Turnover requirements for DPIIT Recognized Startups.***	<b>Amended Clause are as follows:</b> Bidder must have undertaken at least one project of providing WhatsApp messaging services for digital service delivery with fully integrated payments operations i.e. omnichannel platform (WhatsApp and/or Mobile App) in India with an order value of minimum Rs. 2 Crore during last 3 years in any Govt / Semi Govt / PSU / Financial Institutions / large entities/Utility (water utility, Power DISCOMS utility.)

127	12	B. WhatsApp Embedded Payment Experience:	The bidder must have at least one installation with daily WhatsApp embedded payment transactions exceeding 10000 in any Govt/Semi-Govt/PSU/Autonomous bodies/Financial Institutions, large entities.	<p><b>*Request for Exemption for no of transactions AS CoRoVer being a MSME/ Startup.</b></p> <p>We are an approved MSME &amp; Startup by Department of Industrial Policy and Promotion (DIPP). We request you to allow exemption from the turnover and experience clause. Shared below is the Policy/Regulatory reference;</p> <p><b>Policy &amp; Regulatory References</b> Please refer #5 mentioned in the Press release (<a href="https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894">https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894</a>) dated 27-December-2017 stating that the startups are exempted by prior experience.</p> <p>Appended are the policy mentioned: -Relaxed Norms of Public Procurement for Startups. -All Central Ministries / Departments /Department of Public Enterprises/ Central Public Sector Undertakings have been authorized to relax conditions of prior experience and prior turnover with respect to MSEs in all public procurements subject to meeting quality and technical specifications. -Further, Rule 173(i) has been incorporated in GFR, 2017 which provides for relaxation of conditions of prior turnover and prior experience for Startups, and Also, ref 173 (i): (<a href="https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/General%20Financial%20Rules%20for%20GeM.pdf">https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/General%20Financial%20Rules%20for%20GeM.pdf</a>) Rule 173 (i) of the GFRs exempts the startup from Prior Experience and Prior Turnover requirements for DPIIT Recognized Startups.****</p>	Tender conditions shall prevail
128		Section-I, Clause 4	The average annual turnover of the Bidder, in the preceding three (3) financial years (i.e., FY 22-23, FY 23-24 & FY 24-25) should not be less than Rs. 50 Crores.*	Reduce the minimum average annual turnover threshold from Rs. 50 Crores to Rs. 10 Crores over the three financial years	Tender conditions shall prevail
129			New Clauses for Redundant Payment Gateway		Bidder should be redy with Redundant PG, The PG scope shall further include an automated reconciliation and settlement engine spanning the payment gateway, BSES billing/CRM systems and bank statements, with a finance dashboard, exception handling and dispute resolution workflows for unmatched transactions. The solution shall comply with RBI Digital Payment Security Controls, NPCI guidelines, the DPP Act 2023 and ISO 27001:2022, with complete audit trails for every transaction and settlement. PG commercials (MDR / transaction charges by instrument) shall be quoted as a distinct line item in the Price Bid, so that gateway costs are evaluated transparently.
130			New Clauses for Redundant Payment Gateway		Bidder should be redy with Redundant PG, The selected Service Provider shall integrate and operate an RBI-authorized Payment Gateway / Payment Aggregator layer as an integral part of the WhatsApp and omnichannel payment journey. The solution shall support all prevailing instruments - UPI, debit/credit cards, net banking, wallets, BNPL and EMI and implement an intelligent, AI-led multi-PG router that routes each transaction in real time based on success rate, transaction cost and gateway availability, with retry and fallback to an alternate gateway on failure. The Service Provider shall commit to a minimum payment success rate defined in the SLA, provide real time PG performance monitoring, and proactively re-engage dropped-off consumers via contextual WhatsApp nudges and instant pay links, with all transactions end to end encrypted and PCI-DSS compliant. Separate Agreement will execute with New PG
131	11	EMD	EMD Please note that bank details as given below have been provided only for the purpose of making BG for EMD/Tender Fees.	Please confirm if we can do online payment of EMD in the mentioned bank account.	EMD shall be accepted in the form of BG or through online transfer (NEFT) in the bank account of BYPL. The details of bank account are as follows:  Beneficiary Name : BSES Yamuna Power Limited Bank Name : State Bank of India (SBI) A/c No. : 10277791808 IFSC Code : SBIN0009601  In case vendor chose to submit the EMD through Online transfer (NEFT). The details of transaction needs to be shared with BYPL for verification.
132	12	Payment Gateway Integration Experience	Payment Gateway Integration Experience Experience: The Bidder must have successfully executed end-to-end payment gateway integration in at least 2 (two) Utility projects in India during the last 3 financial years. Each project must demonstrate at least one fully integrated payment gateway enabling embedded consumer payments. The payment gateways deployed across the two projects must be from different payment gateway providers Note: Related work orders / Agreements / contracts / Purchase Order from 2 Power DISCOM clients confirming payment gateway integration, along with Work Completion Certificate or Implementation Certificate from each Client. The documents must clearly identify the payment gateway provider used in each project.	We understand that experience from projects with Government/PSU clients involving consumer payment interactions will be accepted and this requirement is not necessarily restricted to electricity utilities (DISCOMs). Kindly confirm.	Amended Clause are as follows: The Bidder must have successfully executed end-to-end payment gateway integration in at least 2 (two) Utility projects (water utility, Power DISCOMS utility) in India during the last 3 financial years. Each project must demonstrate at least one fully integrated payment gateway enabling embedded consumer payments. The payment gateways deployed across the two projects must be from different payment gateway providers  Note: Related work orders / Agreements / contracts / Purchase Order from 2 Utility sector projects, such as Power DISCOMs, Water Utilities clients confirming payment gateway integration, along with Work Completion Certificate or Implementation Certificate from each Client. The documents must clearly identify the payment gateway provider used in each project.

133	20	AWARD DECISION	<b>AWARD DECISION</b> The abnormally higher or abnormally lower bids shall not be considered with respect to estimated cost. The criteria decided by BYPL on this shall be final and binding on the bidders.	Please quantify abnormally higher or abnormally lower bids	Tender conditions shall prevail.
134	36	RATES & ESCALATION	<b>RATES &amp; ESCALATION</b> The Rates/Agreement Consideration is firm and fixed for the Agreement period. The Rates shall not be subject to escalation or increases on any account/reason(s) whatsoever.	1) Please allow rate increase in case of change due to external factors which are outside the purview of bidder like Meta / Govt. / Regulatory etc. We will arrive at new rate post mutual discussion. 2) Kindly allow for price escalation on mutual discussion between the Parties in case of increase of price due to statutory changes and upon completion of initial term of 1 year	Tender conditions shall prevail.
135	106	FORMAT – 4.3	<b>FORMAT – 4.3</b> <b>NON-DISCLOSURE AGREEMENT</b> <b>CONFIDENTIALITY</b>	We can submit NDA on Rs 100 stamp paper, please confirm.	Yes
136	21	CONFIDENTIALITY	All information contained in this tender document is confidential and may not be disclosed, published or advertised in any manner without written authorization from BYPL. This includes all bidding information submitted.  All tender documents remain the property of BYPL and all bidders are required to return these documents to BYPL upon request.  Bidder(s) who do not honour these confidentiality provisions will be excluded from participating in future bidding events.  The bidder shall sign a Non-Disclosure Agreement (NDA) in the format attached in tender document and submit along with its bid.	Kindly make the confidentiality provision mutual as we will also be sharing confidential information relating to platform during the bidding process.	Tender conditions shall prevail.
137	31	COMPANY 'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS	<b>COMPANY 'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS</b> The Company reserves the right to accept or reject any Bid and to annul the Bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Company's action.	Please provide a reason for rejection	Tender conditions shall prevail.
138	37	CONTRACT CUM PERFORMANCE SECURITY BANK GUARANTEE (CPBG)	<b>CONTRACT CUM PERFORMANCE SECURITY BANK GUARANTEE (CPBG)</b> 6.9) Not later than sixty (60) Business Days before the expiry of the CPBG, the Contractor shall, upon request of the Company/BYPL obtain extension of the validity of such CPBG for the period stated in such request by the Company/BYPL and provide a copy of such renewed CPBG.	Please clarify under what conditions extension shall be required	Tender conditions shall prevail.
139	51	LIQUIDATED DAMAGE	<b>LIQUIDATED DAMAGE</b> Equivalent to 0.5 % of the order value for each week or part thereof on delayed part or unexecuted part thereof until the actual date when the job is completed up to a maximum deduction of 5% of order value. Once the maximum deduction is reached the Company may consider termination of Agreement, at its sole discretion, without any liabilities to the Company.	Penalty 0.5% on weekly basis is too huge. Kindly reduce it to total 0.5% of the total contract value. Uncontrollable factors for delivery failure to be carved out. Also, Kindly allow the bidder a curing period of 30 days to ensure performance of the obligations before imposing LD	Tender conditions shall prevail.
140	52	REPORTS AND INFORMATION	<b>REPORTS AND INFORMATION</b> The Contractor shall be obliged to submit or furnish to Company, all or any information as desired by company, in the form of a report or otherwise. The report may be required at regular interval as specified/required by company. The information shall be provided in a format to be specified by the company to the Contractor. However, company, reserves the right to revise this format which would be communicated to the Contractor and it shall be valid and binding obligation on the Contractor to submit the desired information in the revised format.	Kindly specify the list/nature of reports, frequency of submission, and reporting timelines required under the contract for proper resource planning and commercial assessment.	Tender conditions shall prevail.
141	58	RISK & COST	<b>RISK &amp; COST</b> If the Contractor fails to execute the work as per specification/Agreement/as per the direction of Engineer-in-charge within the scheduled period and/or even after the extended period, the company shall be having the right to cancel/terminate the agreement and the company reserves the right to get the work executed from any other source at the Risk & Cost of the Contractor. The Extra Expenditure so incurred along with overhead charges @15% shall be debited to/recovered from the Contractor.	Please provide cure period of 30 days with a written notice before terminating the Agreement as there may be certain circumstance where delay is not in our control. Also , please carve out exception where delay is at no fault of us.	Tender conditions shall prevail.
142	58	LIMITATION OF LIABILITY	<b>LIMITATION OF LIABILITY</b> The Contractor's liability (except Third Party Liability; covered under the agreement and addendums thereto) for all damages, losses, acts or omissions, howsoever occasioned, shall not, at any time exceed an amount equivalent to Contract Value.  Notwithstanding anything stated in the agreement, the limitation of Liability shall not be available/applicable in case of wilful default/breach/negligent act/misconduct on the part of the Contractor and/or its employees.	Kindly limit to 12 months receivables for clarity	Tender conditions shall prevail.
143	59	TERMINATION BY COMPANY FOR NON PERFORMANCE	<b>TERMINATION BY COMPANY FOR NON PERFORMANCE</b> During the course of the execution, if at any time the Company observe and forms an opinion that the work under the order is not being performed satisfactory and the performance of the Contractor not found satisfactory, the Company reserves its right to cancel/ terminate this Agreement giving minimum 30 days' notice without assigning any reason and the Company will recover all damages including losses occurred due to loss of time from the Contractor.	Please provide cure period of 30 days with a written notice before terminating the Agreement as there may be certain circumstance where delay is not in our control. Also Josses should be recoverable where it can proved loss occurred due to our gross negligence. Kindly consider the clause to be mutual so that we would also have a right to terminate in case of any contractual breach from your side	Tender conditions shall prevail.

144	61	Specific Events of Force Majeure	<p>Subject to the provisions of the agreement, Events of Force Majeure shall include only the following to the extent that they or their consequences satisfy the above requirements:</p> <p>(i) The following events and circumstances:</p> <p>a) Effect of any natural element or other acts of God, including but not limited to storm, flood, earthquake, lightning, cyclone, landslides or other natural disasters, and</p> <p>b) Explosions or fires or flood</p> <p>(ii) Public disorder, insurrection, rebellion, sabotage, riots or violent demonstrations of a local character;</p> <p>(iii) Declaration of the Site as war zone.</p> <p>(iv) Any order, regulation, directive, requirement from any Governmental, legislative, executive or judicial authority</p>	Kindly include epidemic and pandemic situations as well	Tender conditions shall prevail.
145	61	Force Majeure	Force Majeure	Kindly consider that we should be paid for the services provided till the date of such Force Majeure event.	Tender conditions shall prevail.
146	70	Indemnity	<p><b>Indemnity</b></p> <p>The Contractor shall indemnify, defend, save and hold harmless all directors, company and its employees against any and all suits, proceedings, actions, demands and third party claims for any loss, damage, cost and expense suffered by company on account of the negligence, act or omission inaction by the Contractor or its employees under this Agreement. Agencies shall also wholly indemnify and compensate company against any theft, misappropriation, fraudulent act or omission, any collusion with customer/s, intentional recording of incorrect reading/DATA, or any other offence under the applicable laws or breach of obligation under the present agreement, and would also render itself liable to appropriate legal action being initiated against it by company.</p> <p>The Contractor shall also be responsible and liable to company for any loss or damage caused to company for any negligence or inaction, damage to the property of company caused by the Contractor or its employees.</p>	Kindly restrict indemnity provision for third party IPR infringement claims, statutory claims and data breach arising out of gross negligence of Company. Also, kindly agree to include Contractor Indemnity for content infringement claims and regulatory violations caused by Bank instructions. Further, the indemnity should be subject to the agreed limitation of liability.	Tender conditions shall prevail.
147	70	SECURITY & CONFIDENTIALITY	<b>SECURITY &amp; CONFIDENTIALITY</b>	Kindly make the confidentiality provision mutual as we will also be sharing confidential information relating to platform during the bidding process.	Tender conditions shall prevail.
148	72	THE COMPANY'S RIGHT TO VARY QUANTITIES	<p><b>THE COMPANY'S RIGHT TO VARY QUANTITIES</b></p> <p>The Company reserves the right to vary the quantity i.e. increase or decrease the Numbers/ quantities without any change in terms and conditions during the execution of the Order. BYPL may increase or reduce the area/ scale of operations after starting of execution of the contract and the size of contract may be adjusted accordingly.</p>	Please provide Contractor with prior written notice before varying quantities.	Tender conditions shall prevail.
149	10,11	REQUEST FOR QUOTATION (RFQ)	<p><b>REQUEST FOR QUOTATION (RFQ)</b></p> <p><b>1. GENERAL</b></p> <p>The tender document can be obtained from address given below against submission of non-refundable demand draft of Rs.1180/- drawn in favour of BSES Yamuna Power Ltd, payable at Delhi</p> <p>Please note that bank details as given below have been provided only for the purpose of making BG for EMD/Tender Fees.</p> <p>Beneficiary Name : BSES Yamuna Power Limited Bank Name : State Bank of India (SBI) A/c No. : 10277791808 IFSC Code : SBIN0009601</p>	<p>Kindly confirm whether the Tender Fee of Rs. 1,180/- is required to be submitted only through Demand Draft drawn in favour of BSES Yamuna Power Ltd., payable at Delhi, or whether submission through Online NEFT/RTGS transfer is also acceptable, as bank account details have also been provided in the tender document in page no 11.</p> <p>Beneficiary Name : BSES Yamuna Power Limited Bank Name : State Bank of India (SBI) A/c No. : 10277791808 IFSC Code : SBIN0009601</p> <p>Kindly confirm whether the Tender Fee can be submitted through Demand Draft (DD) or Online NEFT/RTGS transfer, and whether both submission methods are acceptable?</p>	<p>Tender fee shall be accepted in the form of DD or through online transfer (NEFT) in the bank account of BYPL. The details of bank account are as follows:</p> <p>Beneficiary Name : BSES Yamuna Power Limited Bank Name : State Bank of India (SBI) A/c No. : 10277791808 IFSC Code : SBIN0009601</p> <p>In case vendor chose to submit the Tender fees through Online transfer (NEFT). The details of transaction needs to be shared with BYPL for verification.</p>
150	11	EMD	<p><b>EMD</b></p> <p>(a) BG from nationalized / Scheduled Bank, as per the format annexed in the tender document, in favour of BSES Yamuna Power Limited valid for 6(six) months from original due date of bid submission.</p> <p>(b) Fixed Deposit (lien marked in favor of BSES YAMUNA POWER LTD) valid for 6(six) months from original due date of bid submission.</p> <p>⊗ Please note that bank details as given below have been provided only for the purpose of making BG for EMD/Tender Fees.</p> <p>Beneficiary Name : BSES Yamuna Power Limited Bank Name : State Bank of India (SBI) A/c No. : 10277791808 IFSC Code : SBIN0009601</p>	Kindly confirm whether EMD submission through NEFT/RTGS is acceptable or only BG/FDR mode is permitted. Also request to clarify required claim period for BG.	<p>EMD shall be accepted in the form of BG or through online transfer (NEFT) in the bank account of BYPL. The details of bank account are as follows:</p> <p>Beneficiary Name : BSES Yamuna Power Limited Bank Name : State Bank of India (SBI) A/c No. : 10277791808 IFSC Code : SBIN0009601</p> <p>In case vendor chose to submit the EMD through Online transfer (NEFT). The details of transaction needs to be shared with BYPL for verification.</p>
151	13	FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION	<b>FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION</b>	Kindly clarify whether any H1 elimination criteria will be applicable before Reverse Auction.	Tender conditions shall prevail
152	31	AWARD OF CONTRACT	<p><b>AWARD OF CONTRACT</b></p> <p>The Company will award the Contract to the successful Bidder whose Bid has been determined to be the lowest-evaluated responsive Bid, provided the Bidder has been determined to be qualified to satisfactorily perform the Contract. Company reserves the right to award order to other bidders in the tender, provided it is required for need of the work. The full or part of the contract may be awarded to other bidder(s) on differential rates.</p>	Kindly clarify whether the project will be split among multiple bidders or awarded to a single L1 bidder.	Tender conditions shall prevail
153		Hosting Requirement	<b>Hosting Requirement</b>	Since cloud/database hosting cost is to be borne by bidder, kindly clarify expected cloud sizing, approximate transaction volumes, and whether BYPL preferred cloud environment is applicable.	Cloud solution should be Scalable, We are cattring 20 Lacs consumers in BYPL. Plan Accordingly.

154	66	DEPLOYMENT OF RESOURCES	<p>The contractor shall deploy adequate resources for the smooth execution of work assigned to them. The contractor shall provide complete details including name, address, and Aadhar Card number of resource deployed.</p> <p>31.2. The contractor shall deploy qualified &amp; experienced resources. The contractor shall also ensure to meet the requirements of performance standards as mentioned in this document. If at any stage, the Company/Engineer In-Charge finds the resources not suitable or not up to the mark, the Contractor shall deploy the alternate resources immediately.</p> <p>31.3. The resource deployed by the contractor shall exercise highest level of integrity at work place and shall not involve in any type of malpractice. In case any resource of the contractor is found involved in any malpractice, the contractor shall indemnify the company for the loss incurred by the company on account of such malpractice/misconduct. Since this scope of work and the assistance contemplated</p>	<p>Kindly clarify whether onsite deployment is mandatory or remote support model is acceptable. If onsite deployment is required, kindly specify minimum manpower requirement and location. Also confirm who will born the manpower costing?</p>	Tender conditions shall prevail
155	7	Checklist / Cover	Checklist / Cover	What is the acceptable format of the covering letter — is a company letterhead with authorized signatory sufficient, or does BYPL require a specific template?	On bidder's letterhead
156	8,9	REQUEST FOR QUOTATION (RFQ)	REQUEST FOR QUOTATION (RFQ)	The NIT mentions submission of EMD and Tender Fee in a sealed envelope. However, Section 15 (Clause 15.1) states bid is to be submitted electronically through the SRM portal only. Please confirm: (a) Should EMD (BG) and Tender Fee demand draft be submitted physically to BYPL office by 26-May-2026 15:00 HRS, or uploaded to the portal? (b) If physical, what is the exact delivery address and contact person?	For submission of physical copy of EMD & Tender fees the address are as follows: Head of Department Contracts & Material Dept. BSES Yamuna Power Limited 113rd Floor, "A" Block, Shakti Kiran Building Karkardooma, New Delhi -110032
157	10	EMD	EMD	1) Can the EMD Bank Guarantee be issued by a Private Sector Scheduled Commercial Bank (e.g., HDFC Bank, ICICI Bank, Axis Bank) or is it restricted to Nationalized / Public Sector Banks only? 2) EMD validity is stated as 6 months from the original bid submission due date. If BYPL extends the bid submission deadline via corrigendum, will an extension of the BG validity be required automatically, or only upon BYPL's written request?	Tender conditions shall prevail
158	18	Section I, Cl. 6 — Part A, Sr. 9	Section I, Cl. 6 — Part A, Sr. 9 Duly signed self-undertakings as per clause 4 at Section 1, Format 4.6	Sr. 8 in the Part A checklist references 'Duly signed self-undertakings as per clause 4 at Section 1, Format 4.6.' However, no Format 4.6 is included in the tender document. Kindly provide Format 4.6 or confirm whether this is a clerical error and which format applies.	Bidder to submit the self undertaking on their letterhead duly signed and stamped by Authorized signatory.
159	19	Section I, Cl. 6 — Part A, Sr. 16	Section I, Cl. 6 — Part A, Sr. 16 Bidder shall submit the details of Organization & Manpower with qualification and experience.	The Organization Chart and Manpower details are required as part of Part A. (a) Should AI/ML engineer certifications and NLP specialist details be included here as part of QR-E proof? (b) Is an undertaking on company letterhead sufficient for manpower count, or are EPF records mandatory at bid stage?	the Organization Chart and Manpower details are required as part of Part A. (a) Should AI/ML engineer certifications and NLP specialist details be included here as part of QR-E proof? (b) Is an undertaking on company letterhead sufficient for manpower count, or are EPF records mandatory at bid stage?
160	19	FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION	<p>Reverse Auction (RA) shall be conducted for finalization of contract and the details of the price bid shall not be shared with bidders. The qualified bidders will participate in reverse auction through SAP-SRM tool. The RA process shall be governed by the terms and conditions enclosed as Annexure-III in this tender document. Training/details shall be provided to bidders before participation in auction. In case RA is not conducted /concluded for any reasons, a "final no regret" financial bid in a sealed envelope will be called for from all qualified bidders. Notwithstanding anything stated above, the Company reserves the right to assess bidders' capability to perform the contract, should the circumstances warrant such assessment in the overall interest of the Company. In this regard, the decision of the Company shall be final and binding on the bidders.</p>	Regarding Reverse Auction (RA) via SAP-SRM: (a) Will BYPL conduct RA on the total bid value or on individual line items separately? (b) What is the minimum bid decrement / step value in the RA? (c) Will RA training / mock session be provided to qualified bidders before the auction? (d) What is the typical RA duration?	Tender conditions shall prevail
161	96-98	Annexure II — Bidder's Details	Annexure II — Bidder's Details	Annexure II requires 'Order executed with Reliance ADA (Rs Cr.)' at Sr. No. 36. Should this include orders with BSES Yamuna, BSES Rajdhani, Reliance Jio, or any other Reliance ADA group company? Please provide a list of entities that qualify under 'Reliance ADA Group' for this disclosure.	Tender conditions shall prevail
162	98	Attachment A	Attachment A	Attachment A (Reference List) requires 'Client Contact Detail (Person name, e-mail ID, Mobile & Landline number)'. In cases where the project was executed several years ago and the original contact person has changed roles / left the organisation, is an updated client POC contact acceptable, along with the original work order copy?	Tender conditions shall prevail
163	14	Section I, Cl. 4 — Financial QR(1)	Section I, Cl. 4 — Financial QR(1) The bidder should have positive net worth during last financial year i.e 2024-25. The bidder shall submit the Certificate of Net Worth duly certified by Chartered Accountant. The Net worth certificate must have UDIN Number.	The financial QR states orders must be in the field of 'Providing WhatsApp Business and Voice Bot & Chatbot Solution.' (a) Do orders that include WhatsApp messaging as part of a broader CPaaS / A2P messaging platform qualify? (b) If the order covers both SMS + WhatsApp, will only the WhatsApp portion of the order value be considered, or the total order value?	Tender conditions shall prevail
164	15	Section I, Cl. 4 — Other Reqs (2)(ii)	Section I, Cl. 4 — Other Reqs (2)(ii) Bidder to submit UDIN based CA Certificate showing NIL dues towards Statutory Liabilities, including GST, Taxation, PF, ESI, or any other dues Statutory in nature for the period upto 31.03.2026, herein collectively called as 'Statutory dues' and there is no liability over the bidder relating to the deposition of such statutory dues.	The NIL dues statutory certificate (UDIN-based CA Certificate) must cover the period upto 31-03-2026. Given the current date is May 2026, are audited financials for FY 2024-25 mandatory, or will FY 2024-25 provisional accounts with CA certification suffice if final audit is pending?	Tender conditions shall prevail
165		Section I, Cl. 4 — QR (General)	Section I, Cl. 4 — QR (General) CONSORTIUM	CRITICAL: The tender document does not explicitly permit or prohibit consortium / Joint Venture bidding. (a) Is a Consortium / JV arrangement permitted for this tender? (b) If yes, how many consortium members are allowed? (c) Must the Lead Bidder individually satisfy all qualifying requirements, or can criteria be met collectively across consortium members?  Is a 'Prime Contractor + Technology Sub-Contractor' model allowed, where the Prime Contractor bids independently but sub-contracts specific modules (e.g., AI Voice Bot, GPU processing, OCR) to a named technology partner? (a) Must the sub-contractor be disclosed at bid stage? (b) Can the sub-contractor's qualifying credentials (work orders, experience) be used to satisfy specific QR clauses?	Tender conditions shall prevail

166	90	SLA Cl. 7 – Exclusions	<p><b>SLA Cl. 7 – Exclusions</b></p> <p>The Supplier will be exempted from any delays or slippages on SLA parameters arising out of the following reasons:</p> <ol style="list-style-type: none"> <li>1. Delay in execution due to delay (in approval, review etc.) from BYPL's side;</li> <li>2. The network links will be provided by a third party and the Supplier will monitor and report any problems on behalf of the third party. If the Supplier notifies and BYPL approves that the delay or fault was due to the third-party link services then such loss will not be considered for tracking the Supplier's SLA parameters (also reduced from total service time). However, it is the responsibility of the Supplier to maintain the uptime of the links.</li> <li>3. Reasons not attributed to the bidder shall be considered. The bidder shall provide statistics/summary for these reasons through the dashboard.</li> </ol>	SLA Exclusion Cl. 7(2) states third-party network link failures (with BYPL approval) will not count towards SLA downtime. (a) Does this exclusion cover downtime caused by Meta's WhatsApp Business API outages (which are outside the bidder's control)? (b) Does it cover outages caused by BYPL's own CRM/Billing API unavailability? (c) What is the formal process to get BYPL's approval for third-party-caused outage exclusion?	Tender conditions shall prevail
167	35	EFFECTIVE DATE, TIME AND VALIDITY	<p><b>EFFECTIVE DATE, TIME AND VALIDITY</b></p> <p>The order/agreement shall become effective for all purposes from the date to be specified under the agreement and continue to remain in force for the contract period. Notwithstanding the continuous/periodic review/assessment of the contractor's performance by BYPL, at its discretion, the annual performance of the Contractor will be evaluated /reviewed year on year basis after completion of every year for continuity of validity of the agreement. Accordingly, The initial order shall be awarded for one (1) year which shall be extended further based on the performance.</p>	SCC Clause 3.1 states the initial order will be for 1 year, renewable annually based on performance. However, the Price Bid requests 3-year firm rates. (a) If BYPL elects not to renew after Year 1, will the bidder recover the full one-time implementation cost (Item 1)? (b) What is the minimum contract period BYPL is committing to, given the LoA states 90 days + 3 years?	Tender conditions shall prevail
168	37	CONTRACT CUM PERFORMANCE SECURITY BANK GUARANTEE	<p><b>CONTRACT CUM PERFORMANCE SECURITY BANK GUARANTEE</b></p>	CPBG is 10% of the initial annual contract value, valid for 3 years + 3 months. (a) For a 3-year contract, is a single CPBG covering the full period required, or can it be renewed annually? (b) Is the CPBG value based on Year 1 contract value only, or the total 3-year contract value?	Tender conditions shall prevail
169	71	ASSIGNMENT & SUBLETTING	<p><b>ASSIGNMENT &amp; SUBLETTING</b></p>	GCC Clause 38 prohibits subletting without BYPL's prior written consent. If the selected bidder uses a cloud provider (e.g., AWS/Azure) or a third-party AI API (e.g., OpenAI, Google Gemini) as a component of the solution, does this constitute 'subletting' requiring BYPL's written approval? How should this be disclosed in the bid?	Tender conditions shall prevail
170	13	Section I, Cl. 4F Certifications	<p><b>Section I, Cl. 4F Certifications</b></p> <p>Bidder must be certified for ISO 27001:2022 or latest version.</p>	Kindly confirm: (a) Will ISO 27001:2013 certification with a renewal audit in progress be accepted along with a transitional roadmap to the 2022 version? (b) Will a certificate valid on the date of bid submission suffice even if it expires within the contract period, provided renewal is committed?	Tender conditions shall prevail
171	14	Section I, Financial QR (Cl. 2)	<p><b>Section I, Financial QR (Cl. 2)</b></p> <p>Average annual turnover for the preceding three financial years (FY 22-23, FY 23-24 &amp; FY 24-25) should not be less than Rs. 50 Crores.</p>	Relaxation Requested: As CERF falls under the Startup category, we kindly request the authority to consider turnover from all IT/digital services, and not restrict the eligibility only to WhatsApp/chatbot-related revenues, for calculation of the average turnover requirement of Rs. 50 Crore. Further, since audited financial statements for FY 2024-25 may not yet be available, we request that provisional financial statements certified by a Chartered Accountant with UDIN be accepted for compliance purposes.	Tender conditions shall prevail
172	13	Section I, Financial QR (Cl. 3)	<p><b>Section I, Financial QR (Cl. 3)</b></p> <p>Bidder must provide proof of solvency of Rs. 1 crore from any nationalized/scheduled commercial bank, not older than the date of publication of this tender.</p>	Relaxation Requested: As CERF falls under the Startup category, we request the authority to accept a standard solvency certificate issued by any scheduled bank, without insisting on a specific BYPL-prescribed format. Further, it is requested that solvency certificates issued within 30 days prior to the bid submission date be considered acceptable for compliance	Tender conditions shall prevail
173	10	emd	<p>The bidder shall furnish an EMD of the requisite amount.</p>	Relaxation Requested: As CERF falls under the Startup/MSE category, we request the authority to grant exemption from submission of EMD in accordance with applicable provisions for Startups/MSEs, and accordingly waive the EMD requirement of ₹2,00,000/- for this bid.	Tender conditions shall prevail
174	17	Section I, Cl. 6 Bid Submission	<p><b>Section I, Cl. 6 Bid Submission</b></p> <p>E-Tendering portal: <a href="https://srmportal.bseddelhi.com">https://srmportal.bseddelhi.com</a></p>	Clarification sought: (a) What is the maximum file size permitted per document upload on the SRM portal? (b) Are scanned PDF copies acceptable, or are physical originals required for any annexure? (c) What is the tender fee and mode of payment?	Tender conditions shall prevail, No physical submission is acceptable except tender fees & EMD
175	42	Section III / IV SCC / GCC	<p><b>Section III / IV SCC / GCC</b></p> <p><b>Contract performance obligations, SLAs, and penalty provisions.</b></p>	Request: (a) Please share the proposed SLA matrix (uptime, response time, resolution time); (b) Clarify the penalty/liquidated damages cap as a percentage of annual contract value; (c) What is the proposed contract duration and renewal terms?	Tender conditions shall prevail
176	12		<p>The average annual turnover of the Bidder, in the preceding three (3) financial years (i.e., FY 22-23, FY 23-24, FY 24-25) should not be less than Rs.50 Crores. The bidder shall submit the Annual Turnover Report of the last three financial years duly certified by a Chartered Accountant. The Turnover certificate must have UDIN Number.</p>	<p><b>"Request for Exemption for Turnover AS CoOver being a MSME/ Startup.</b></p> <p>We are an approved MSME &amp; Startup by Department of Industrial Policy and Promotion (DIPP). We request you to allow exemption from the turnover and experience clause. Shared below is the Policy/Regulatory reference;</p> <p><b>Policy &amp; Regulatory References</b></p> <p>Please refer #5 mentioned in the Press release (<a href="https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894">https://pib.gov.in/newsite/PrintRelease.aspx?relid=174894</a>) dated 27-December-2017 stating that the startups are exempted by prior experience.</p> <p>Appended are the policy mentioned: -Relaxed Norms of Public Procurement for Startups. -Relaxed norms for public procurement for micro, small and other enterprises have been provisioned in the Procurement Policy by the Ministry of Micro, Small and Medium Enterprise. -All Central Ministries / Departments /Department of Public Enterprises/ Central Public Sector Undertakings have been authorized to relax conditions of prior experience and prior turnover with respect to MSEs in all public procurements subject to meeting quality and technical specifications. -Further, Rule 173(i) has been incorporated in GFR, 2017 which provides for relaxation of conditions of prior turnover and prior experience for Startups, and Also, ref 173 (i): (<a href="https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/General%20Financial%20Rules%20for%20GeM.pdf">https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/General%20Financial%20Rules%20for%20GeM.pdf</a>) Rule 173 (i) of the GFRs exempts the startup from Prior Experience and Prior Turnover requirements for DPIIT Recognized Startups. ""</p>	Tender conditions shall prevail
177	12		<p>The bidder must furnish, as part of the technical proposal, an Earnest Money Deposit amounting to ₹10,00,000/- in the shape of a DD from any scheduled commercial bank in favour of "State Institute of Open Schooling Odisha" payable at Bhubaneswar.</p> <p>Proposals not accompanied by EMD bidders except Micro and Small Enterprises (MSEs) as per Odisha MSME Development Policy and start-ups as defined under Odisha start-ups Policy, and Finance Deptt. GoO guidelines) shall be rejected &amp; will be treated as non-responsive. No interest shall be payable by this office for the sum deposited as earnest money deposit.</p>	<p>With reference to the clause stating that EMD exemption is applicable only to Micro and Small Enterprises (MSEs) as per the Odisha MSME Development Policy and startups as defined under the Odisha Startup Policy.</p> <p>It is requested that EMD exemption may also be extended to MSMEs registered under the Government of India (Udyam Registration) and startups recognized by the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India, in line with prevailing national procurement guidelines.</p> <p>Restricting the exemption only to state-specific registrations may limit participation from otherwise eligible and competent bidders recognized at the national level.</p>	Tender conditions shall prevail

178			<p>This is with reference to the notice inviting tender (NIT) no. CW/C/8/20-27/K3/P/07/13/01 for Providing WhatsApp Business and Voice Bot &amp; Chatbot Solution, we highly commend BYPL's forward-thinking initiative to enhance consumer experience and automate utility workflows through advanced conversational interfaces.</p> <p>As a specialized enterprise AI transformation firm, we have conducted a thorough review of the bidding architecture and the Qualifying Requirements (QR). We are writing to formally submit a comprehensive, strategic representation requesting a vital transition from a traditional Lowest-Bidder (L1/Reverse Auction) model to a Quality and Cost-Based Selection (QCBS) system (e.g., 70% Technical / 30% Financial). Concurrently, we request the reduction of the restrictive ₹50 Crore annual turnover threshold to a software-appropriate level of ₹5 Crores to ₹10 Crores.</p> <p>This is a highly unique, cloud-native technology procurement that cannot be evaluated using legacy commodity frameworks. While a pure commercial reverse auction makes complete sense for physical infrastructure, cabling, or meters—where bulk volume drives raw material discounts—it creates a severe structural failure when applied to advanced software engineering and API-driven messaging ecosystems.</p> <p>We submit the following detailed technical, financial, and policy arguments for your immediate review:</p> <p>1. The Fixed-Tariff Reality of the Meta Platform vs. The Underquoting Risk</p> <p>Unlike physical goods, the fundamental cost driver of a WhatsApp enterprise solution is completely fixed and inelastic. Meta's WhatsApp Business Platform conversation charges (User-Initiated and Business-Initiated) are not subject to volume discounts. This creates a structural barrier to entry for smaller vendors, as the cost per conversation is constant regardless of volume. This is in stark contrast to physical goods, where bulk volume drives raw material discounts. This creates a severe structural failure when applied to advanced software engineering and API-driven messaging ecosystems.</p>	Tender conditions shall prevail
179			<p>After reviewing the eligibility criteria, we would like to respectfully submit a representation regarding the prescribed average annual turnover requirement of Rs. 50 Crores.</p> <p>Considering the specialized and technology-driven nature of the project, we believe that successful execution capability, proven deployment experience, payment integration expertise, scalability of the platform, AI capabilities, and satisfactory project completion records are more critical evaluation parameters than overall company turnover alone.</p> <p>In the present technology ecosystem, several specialized AI and automation firms with strong implementation capabilities have successfully deployed:</p> <ul style="list-style-type: none"> <li>WhatsApp Business API solutions,</li> <li>AI/NLP-driven chatbot and voice bot platforms,</li> <li>Embedded payment workflows,</li> <li>Utility consumer engagement systems,</li> <li>Generative AI-powered customer interaction platforms,</li> <li>Intelligent automation and multilingual support systems for enterprises, DISCOMs, financial institutions, and large customer-facing organizations.</li> </ul> <p>Such capabilities are generally validated through:</p> <ul style="list-style-type: none"> <li>Work Orders,</li> <li>Completion Certificates,</li> <li>Client References,</li> <li>Successful Go-Live Deployments,</li> <li>Transaction Handling Capacity,</li> <li>SLA Performance,</li> <li>Meta BSP/TSP Credentials,</li> <li>AI and Generative AI implementation capabilities,</li> </ul> <p>rather than only through high turnover benchmarks.</p> <p>In view of the above, we humbly request BYPL to kindly consider rationalizing the turnover eligibility criteria to around Rs. 10-15 Crores, which would still ensure participation from financially stable and capable organizations while enabling wider competition from specialized technology and AI solution providers.</p>	Tender conditions shall prevail
180	19	Commercial Criteria	<p>The tender mentions a 3-year contract, with an initial 1-year order. Will the Reverse Auction bidding on SAP-SRM be evaluated on the 3-year total or just the Year 1 cost?</p>	Tender conditions shall prevail
	19	Evaluation Process	<p>Will the final selection be based strictly on the lowest price post-auction, or is there a technical weightage score included?</p>	Tender conditions shall prevail