

CORRIGENDUM-1, Dated:29.07.2022

BYPL NIT NO:		CMC/BY/22-23/RS/SvS/RD/32 DT: 19.07.2022		
Work:		Award of Contract for providing Whats App Business Services to BYPL		
Subject:		Reply of pre-bid queries of the bidders		
Sl. No	NIT Clause Reference	Description	Bidder's Query	BYPL Reply
1	Section I, RFQ, Financial QR	The bidder must have executed a single order of minimum value of Rs 0.50 Cr or two orders of Rs 0.30 Cr in last three financial years (FY19-20, FY 20-21, FY 21-22) for providing Whats App Business Services. Performance certificates along with order copies to be submitted in this regard.	Kindly allow to submit Invoices in place of work order along with CA certificate	Tender conditions shall prevail
2	Section V, Scope of Work	-	Chatbot needs to be develop of BYPL or its only the Whatsapp	BYPL is having existing Chat Bot which is live on both our Website and WhatsApp. Bidder can integrate existing chatbot with Whatsapp or they can provide separate chatbot .
3	Section V, Scope of Work	WhatsApp Multichannel failover on SMS This feature will allow the enterprise to configure automatic routing and preference for each request. For example an enterprise can configure : a) Send WhatsApp only if SMS fails b) Send SMS only if WhatsApp fails. c) Send SMS and WhatsApp together	Need to discuss the scope in brief and SMS and voice commercial process as well coause its not mentioned in the commercial sheet	Bidder's solution should be capable to manage SMS and WhtasApp failover in future.
4	Section V, Scope of Work	-	Existing chatbot would be used to connect with WhatsApp API solution? Please confirm	Bidder can use existing chatbot or provide new chatbot with all exitsing features and it shall be available with all platforms including Social media, Call center and Call center Agent
5	Section V, Scope of Work	-	How many human/ live agent user accesses would be required?:	Minimum 10 Agent and Max 20
6	Section V, Scope of Work	-	Please elaborate on this requirement - A developer console and API management console is needed for allowing easy integrations with REST, SOAP or ODATA APIs.	For integration, Custom made platform shall be required to manage on going operation of API.
7	Section – VI : Price Bid	-	Is this the Reverse auction ? Commercial evaluation : It's a TCO base (Total cost of ownership) or Per line item wise	RA shall be conducted on total cost
8	Annexure – II : Bidder Details	Details of orders executed / Under Execution Please submit the details in Attachment - A	Major Orders executed, how many do we need to show?	Bidder needs to submit details of 4-5 major orders that will establish the credentials for execution of similar nature of work.