

**Revised Price Bid**

**Tender Ref.: CMC/BY/26-27/RS/PM/JYS/6 Dated :06-05-2026**

**Subject: - Providing WhatsApp Business and Voice Bot & Chatbot Solution to BSES Yamuna Power Limited (BYPL), New Delhi**

<b>S. No.</b>	<b>Item Description</b>	<b>UOM</b>	<b>Qty</b>	<b>Unit Rate (INR)</b>	<b>Total Amount (INR)</b>
1	<b>One Time Implementation Cost</b> AI Chatbot Design, Development, Customization & Integration (CRM, Billing, APIs, WhatsApp, Mobile App, etc.)	LS	1		
2	<b>Platform License Cost (Enterprise Level)</b>  Omnichannel Platform License (WhatsApp, AI Engine, Dashboard, Analytics, etc.)	Per year	3		
3	<b>Transaction-Based Costs*</b> (Transactional Messages)  Push messages	Per Message	1		
	<b>Transaction-Based Costs*</b> (Transactional Messages)  Pull messages	Per Message	1		
4	AI Voice / GPU Processing	LS/Month	1		
5	<b>Operation &amp; Maintenance (O&amp;M) Cost</b>  O&M Support (3 Years – SLA support, monitoring, upgrades, security, hosting, etc.)	Per Year	3		
Total Amount (Excl. GST) (INR)					
GST (As applicable) (INR)					
Total Amount (Incl. GST) (INR)					

<b>NOTE:</b>	
1	*The tentative total no. of push pull messages is considered approx. 2 Crores per year, which may vary during the actual execution of work and shall be billed at actual.
2	The rates are inclusive of all the expenses except GST as applicable on the prevailing rates.
3	Price quoted above shall remain firm for entire duration of the contract including extension period.
4	Penalty shall be levied on the monthly payment of contractor as per the penalty clause mentioned in the tender and will be deducted from successive month's bill.
5	The bids will be evaluated commercially based on the total all-inclusive price quoted above.
6	Initial contract shall be for period of 1 year which shall be renewed for next 2 years on performance basis of contractor with same terms and conditions of the contract.
7	The bidder shall quote the prices strictly in the above format / item description / content. The bid shall be liable for rejection, if contractor fail to do so. If at any stage, the content is found to be changed from the given price format, the content as per the given price format will prevail and binding on the contractor.
8	The bidder needs to quote for all the line items as mentioned above; failing which the bids are liable for rejection.
9	The unit price to be indicated should be exclusive of taxes & duties which are to be indicated in separate rows meant for the purpose.
10	RA is mandatory. The bids will be evaluated commercially based on the total all-inclusive price quoted. BYPL reserves the right to evaluate the bid in totality or in parts. RA methodology will be informed separately to all the qualified bidders prior to RA.