

**Request for Proposal (RFP) for Engagement of an Agency or Consortium of Agencies for Providing
State-of-the-Art Facilitation Centre Services to Bureau of Indian Standards**

Responses to Bidder's Queries

Sr. No.	RFP Clause	Contents as in RFP requiring clarifications	Query or Points of clarifications required	Response
1	Page 4, S No 4	Technical Criteria Proof of implementation: Work order with client 10 certificate OR Work order with CA certificate OR Work order with Self-certificate or Letter of Undertaking on bidder's letterhead signed by bidder's authorized signatory	Request you to include OEM's experience also in the proof of implementation in addition to bidder's experience	In the case of a consortium the experience of the lead partner shall meet the technical criteria as mentioned in the RFP Document.
2	Page 14, S No 3	Eligibility Criteria	Request you to include MAF in the eligibility criteria.	Please refer to the RFP document for eligibility criteria.
3	Page 18, 5, B(i-g)	During voice interactions (voice-only and voice-combined chat), the Chatbot should give cues when a user is required to respond.	Please confirm if the requirement is for Voicebot or Speak Out Bot responses in Chatbot.	Yes, BIS is looking for text as well as voice/speak enabled chatbot. Please refer RFP Document as the requirements are clearly defined in the document.
4	Page 19, 5, B(iii-vi)	Work in noise conditions The solution should work optimally with reasonable noise conditions, different Indian dialects & accents, different user age groups etc.	Please confirm if the requirement is for Voicebot or Speak Out Bot responses in Chatbot.	Yes, BIS is looking for text as well as voice/speak enabled chatbot. Please refer RFP Document as the requirements are clearly defined in the document.
5	Page 20, ix	Handling of voice interaction During voice interactions, the Chatbot shall	Need clarification on this point in detail.	This point highlights the requirement of smooth

		ensure proper handling such as switching between the phone call and interaction with the user, putting the voice interaction on hold to connect the call and return to the same point in conversation etc.		transitioning of caller between chatbot and agents when chatbot is unable to provide proper solution to the caller and shall transfer the call to the agent.
6	27	The proposed solution shall be able to archive data like call or chat data, user data, success & failure related data etc. based on user specified parameters (i.e., data range) and restore archival data for online use whenever required.	Please confirm for how much duration, data archival needed	Bidders are required to archive data of the entire project duration.
7	73	2 lakh in against “Calling Charges” and 10 lakh against “SMS and e-Mail Charges” will be used just for the financial evaluation of bid.	Please share the expected call volume per day?	As per the requirements mentioned in the RFP Document.
8	72		Please share the expected number of customer interactions with the chat bot per day?	As per the requirements mentioned in the RFP Document.
9	72	Monthly O&M cost of executive (Manpower, CRM, Call Centre Solution etc.) - 5 (Qty)	Quantity of Manpower mentioned is 5. Does this include supervisor of the agents as well?	Bidders to decide whether a supervisor is required at their end for better management and delivery of quality services.
10	13 / 25		Will the BIS provide SMTP server for outbound emails?	Yes, BIS will be providing SMTP server for sending emails using “bis.gov.in” domain and successful bidder will be required to provide “Safe to Host” certificate.
11	23	A CRM solution shall be deployed with supervisor access to the Bureau for view real-time status	Please let us know how many fields to be maintained at CRM side and how many API's will be provided for integration with BIS existing CRM or customer database?	API's will be provided as per the project requirement for the successful implementation.

12	18	The Chatbot should use the recommendation system, knowledge bank, FAQs etc. and enable a conversation flow around guided activities, schemes, and eligibility-based searches, services assistance, or queries.	Could you please confirm whether Agents (handling inbound voice) would need access to Knowledge bank and FAQs as well?	Yes, agent will be provided knowledge bank and FAQs which will be jointly prepared by BIS and the selected bidder.
13			Can you please clarify whether the data center should be Meity empaneled vendor	BIS follows government of India guidelines including CVC guidelines hence bidder is requested to refer the guidelines issued by Meity and CVC.
13	Bidders shall submit Original Software Developer/OEM/Manufacturers Authorization Form wherever applicable along with technical bid.			

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