

**GOVERNMENT OF INDIA
MINISTRY OF INFORMATION AND BROADCASTING
CENTRAL BUREAU OF COMMUNICATION
CGO COMPLEX, LODHI ROAD, NEW DELHI-110003**

F No. AD(NM)/EMP/WHATSAPP/2324

Dated: 6th Nov 2023

CORRIGENDUM

Subject: Corrigendum regarding RFP (Tender Reference Number AD(NM)/EMP/WHATSAPP/2324, Tender ID 2023 DAVP 731069 1) dated 17.10.2023 for engagement of Empanelment of Agencies/service providers to provide WhatsApp Business API based communication solutions for various campaigns of Central Bureau of Communications (CBC).

A pre-bid meeting on Engagement of Agencies/service providers to provide WhatsApp Business API based communication solutions was held by CBC on 20th October 2023 at 3:00 PM at Second Floor Conference Room, Soochna Bhawan, CBC.

2. Based on the discussions held at the pre-bid meeting and committee deliberations, the competent authority has accorded approval for the following amendments in the RFP. The agencies are requested to file their bids according to the below mentioned amendments.

3. The amendments to the RFP are as follow:

S No .	Pg No./ RFP Clause No.	Existing Clause	Amended Clause
1.	Pg 8/ Clause No. 3(vi)	Bidder shall provide unlimited free Session Messages or customer response initiated Queries, Requests, or Complaints (QRC) through WhatsApp Business Account if such responses are within 72 hours of receipt of such QRCs from customers.	This clause may be read as: Bidder shall provide unlimited free Session Messages or customer responseinitiated Queries, Requests, or Complaints (QRC) through WhatsApp Business Account if such responses are within 24 hours of receipt of such QRCs from customers.
2.	Pg 8/ Clause No. 3(viii)	The bidder is responsible for the approval of the WhatsApp Official Business Account (Green Badge) of CBC and its clients whenever required within ten days of submitting the requests. All the necessary documents will be provided by CBC/Client.	This clause may be read as: The bidder is responsible for the approval of the WhatsApp Official Business Account (Green Badge) of CBC and its clients whenever required within 21 (twenty-one) days of submitting the requests. All the necessary documents will be provided by CBC/Client.
3.	Pg 8/ Clause No. 3(xiv)	In Case of suspension of Whatsapp number by Meta/WhatsApp, then the bidder has to reactivate the account	This clause may be read as: In Case of suspension of WhatsApp number by Meta/WhatsApp, the bidder has to ensure that the response from Meta/WhatsApp on re-



		within 7 days. All supporting documents will be provided by CBC/clients.	activation of the account is obtained within 10 (ten) working days from the day of suspension and shared immediately with CBC. All supporting documents will be provided by CBC/clients. The bidder shall endeavour to re-activate the account at the earliest.
4.	Pg 22/ Clause No. 2 Row 5 in the table and Pg 31/ Annexure - II	One-time set up cost including procurement of Mobile Number, the configuration of approved templates, development, configuration, integration and implementation of Chatbot functionality on WhatsApp Platform and OS, Database licenses for the entire contract duration, Cost of Operation & Maintenance and customization of WhatsApp Business API Platform and multiple chatbot solution for a period of 6 months.	The clause may be read as: One-time set up cost including procurement of Mobile Number, the configuration of approved templates, development, configuration, integration and implementation of Chatbot functionality on WhatsApp Platform and OS, Database licenses for the entire contract duration, Cost of Operation & Maintenance and customization of WhatsApp Business API Platform with a maximum of 7 iterations for a given workflow of maximum 15 levels of conversation/response for a period of 6 months. Further, the one-time cost must also account for the on-cloud storage charges needed for the campaign/chatbot functionality. During the active phase of the campaign/Chatbot use, per campaign/chatbot a minimum of 10 GB data must be kept on Hot retrieval and the at least 1 TB on cold retrieval storage. After the completion of the campaign the data of the Chatbot/Campaign may be stored in archival storage for a period of 6 months.
5.	Pg 22/ Clause No. 2, Row 6 in the table and Pg 31/ Annexure - II	New Clause	Operation & Maintenance Charges for an ongoing campaign/chatbot in use per month beyond initial six-month period. This should include the cost of storage, option of new iterations and conversation levels in workflow included as part of the scope as detailed in the clause above.
6.	Pg 22/ Clause No. 2, *** below the table and Pg 31/ *** in Annexure - II	For every additional month of operation & maintenance pro-rata basis charges will apply.	Deleted

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7.	Pg 24/ Clause No. 2(vii)	New entry in the table	On-cloud storage needs of the campaign should be provided by the bidder as defined in the Part V - Clause No. 2 Financial Bids.
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4. Accordingly, the revised final version of the proforma for submission of financial bids (Annexure – II in the RFP) is enclosed with this corrigendum. Bidders may use this copy to submit their financial bids.

5. Further, the last of bid submission is revised to 6PM, 22nd Nov 2023, the date of technical bid opening is revised to 12 Noon, 28th Nov 2023 and the date of financial bid opening is revised to 12 Noon, 30th Nov 2023.

This issues with the approval on Director General, Central Bureau of Communication.


06/11/23
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