

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

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

Dated: 6th Nov 2023

ADVISORY

Subject: Advisory 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 is pleased to issue the following clarifications on the RFP. The agencies are requested to file their bids considering the clarifications given on the RFP.

3. The clarifications on the RFP are as under:

S No.	Pg No./ RFP Clause No.	Query/Request by Agency	Clarification by CBC
1.	Pg 22/ Clause No. 2 and Pg 31/ Annexure -II	The Cost per Message or Conversation should be obtained only for the agency service charges and keeping the WhatsApp Charges component separate and dynamic as quoted by Meta/WhatsApp from time to time.	Agency shall be required to quote a single fee that includes the Meta/WhatsApp charges and the Agency Service Charges.
2.	Pg 22/ Clause No. 2 and Pg 31/ Annexure -II	Agency requested that the Automated Citizen Services (Chatbot setup cost & Chatbot operations & maintenance cost) should be obtained in the bid as per man-day cost and offered on pro-rata basis based on complexity of the project being implemented.	Agency shall be required to quote a single fee that is applicable for various types of Chatbots irrespective of the Chatbot's complexity or workflow.

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


(K Anurag Kumar)

Assistant Director (New Media)

सहायक निदेशक / Assistant Director
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