

No.

Date

N-21/142/2025-NeGD

07.11.2025

Corrigendum/ Addendum

This is in reference to the Request for Empanelment (RFE) for providing multi-channel conversational messaging API solution that was floated at Central Public Procurement Portal (CPPP) vide Tender ID 2025_DIT_882655_1 dated 24 October 2025.

1. The response to clarification regarding the pre-bid queries and corrigendum / addendum is attached herewith in Annexure "A".
2. The prospective bidders are requested to kindly make note of these and submit the bid in time.
3. This is issued with the approval of the competent authority.



Sunil Sharma

(Director – NeGD)

Corrigendum/Addendum

S. No	Page Number	Particulars	Existing Covenants			Revised Covenants		
1.	5	1.1 Important Dates	S.No	Activity	Date	S.No	Activity	Date
			1	Last date for submission of RFE	14 th November 2025 by 15:00 hours	1	Last date for submission of RFE	21 st November 2025 by 15:00 hours
			2	Date of opening of bids	18 th November 2025 by 16:00 hours	2	Date of opening of bids	25 th November 2025 by 16:00 hours
			3	Technical presentations for shortlisting agencies based on eligibility criteria	To be informed	3	Technical presentations for shortlisting agencies based on eligibility criteria	To be informed
			4	Final Selection	To be informed	4	Final Selection	To be informed
2.	11	Pre-Qualification Criteria	The Bidder shall be a legally registered entity in India and shall have been in operation for at least 3 (three) years as on date of bid submission.			The Bidder shall be a legally registered entity in India for at least 3 (Three) years as on date of bid submission.		
3.	11	Pre-Qualification Criteria	Supporting Document: Related work orders/ Agreements/ Purchase Orders along with duly sealed signed certificate from end Department specifying the scope of work, value of			Supporting Document: Related work orders/ Agreements/ Client Certificates stating successful delivery, satisfactory performance /Purchase Orders along with duly sealed signed certificate from end		

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			project and its present status i.e. Live and operational.				Department specifying the scope of work, value of project and its present status i.e. Live and operational.																		
4.	13	Technical Evaluation Criteria	<p>Bidder has successfully implemented three (3) or more WhatsApp/Arattai/ Telegram/ Signal/ RCS, or similar based conversational platforms, each delivering below mentioned number of services or more in citizen-facing conversational services for any State/Central Government departments, PSUs in India or listed private sector company.</p> <table border="1"> <thead> <tr> <th>No. of API Services</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>30 to 49</td> <td>10 marks</td> </tr> <tr> <td>50-99</td> <td>20 marks</td> </tr> <tr> <td>100 or more</td> <td>30 marks</td> </tr> </tbody> </table>				No. of API Services	Marks	30 to 49	10 marks	50-99	20 marks	100 or more	30 marks	<p>Bidder has successfully implemented three (3) or more WhatsApp/Arattai/ Telegram/ Signal/ RCS, or similar based conversational platforms, each project delivering below mentioned number of services or more in citizen-facing conversational services for any State/Central Government departments, PSUs in India or listed private sector company.</p> <table border="1"> <thead> <tr> <th>No. of API Services</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>05 to 15</td> <td>10 marks</td> </tr> <tr> <td>16-25</td> <td>20 marks</td> </tr> <tr> <td>26 or more</td> <td>30 marks</td> </tr> </tbody> </table>			No. of API Services	Marks	05 to 15	10 marks	16-25	20 marks	26 or more	30 marks
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5.	13-14	Technical Evaluation Criteria	No. of Projects 3	Project cost (Rs.10 lakhs -20 lakhs) 05 marks	Project cost (Rs. 20 lakhs-40 lakhs) 07 marks	Project cost (Above Rs. 40 lakhs) 10 marks	Project cost (Rs.10 lakhs - 20 lakhs) 05 marks for each project	Project cost (Rs. 20 lakhs- 40 lakhs) 07 marks for each project	Project cost (Above Rs. 40 lakhs) 10 marks for each project																

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			4	10 marks	14 marks	20 marks	Bidders may submit a maximum of three (3) projects for evaluation under this criterion.
			5 or above	15 marks	21 marks	30 marks	Bidders are allowed to submit any number of projects in any of the above slabs, but the maximum marks allotted will be 30.

6.	MSME Exemption	New Addition	<p>Recognized Startups or Micro, Small, and Medium Enterprises (MSMEs) registered under the Department for Promotion of Industry and Internal Trade (DPIIT) or the National Small Industries Corporation (NSIC) shall be granted relaxation on submission of Earnest Money Deposit (EMD), in accordance with applicable Government of India procurement guidelines.</p> <p>Supporting Documents Required:</p> <p>Bidders claiming EMD exemption must submit the following documents along with their proposal:</p> <ul style="list-style-type: none"> • Valid registration certificate issued by DPIIT or NSIC. • Self-declaration on company letterhead confirming active registration status and eligibility for exemption under relevant government norms. 			
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S. No	Page Number	Particulars	Existing Covenants	Revised Covenants
				<ul style="list-style-type: none"> • Copy of Udyam Registration Certificate (if applicable). • Any other supporting documentation as prescribed under Government of India MSME or Startup India guidelines.
7.	24-25	6.3 Period of Empanelment	The validity of the empanelment will be for 36 months from the date of award of the Letter of Intent. The validity of empanelment may be extended for a suitable period at the behest of the NeGD.	<p>The validity of the empanelment shall be for a period of three (3) years from the date of issuance of the Letter of Intent (LoI).</p> <p>The empanelment period may be extended for an additional period of up to two (2) years, based on performance, project requirements, and at the discretion of the NeGD or the competent authority.</p>
8.	50	Annexure VII – Financial Format	Blended Man-Day Rate - A blended man-day rate of INR 11,000 + GST shall be applied for all development activities. This rate shall remain fixed throughout the contract period, with an annual increment of 10% applicable year-on-year post completion of the contract period. Bidders are required to indicate the man-days for a unit (1) API in the table (1) above.	Blended Man-Day Rate – A blended man-day rate of INR 11,000 + GST shall be applied for all development activities, with an annual increment of 5% applicable year-on-year. Bidders are required to indicate the man-days for a unit (1) API in Table (1) above.

Annexure A - Pre-Bid Query Responses

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
1	2.2 Scope of Work	2.1 Objective	The selected Service Provider(s) shall be responsible for delivering comprehensive services across multiple conversational messaging platforms (such as WhatsApp, SMS, Telegram, Arattai, etc.), including but not limited to account provisioning, chatbot development, integration with departmental applications, payment enablement, analytics, monitoring, and ongoing operations and support.	Could you clarify the supported messaging platforms for integration under this RFP (e.g., WhatsApp, Telegram, Arattai, Signal, etc.) and whether the scope requires equal feature parity across platforms, especially business API access and chatbot interactions?	All platforms listed in the RFE (e.g., WhatsApp, Arattai, Telegram, Signal, RCS, SMS, etc.) and other emerging platforms are to be supported as per the scope and availability.
2	General			Is on-premise deployment acceptable or preferred, or must all solutions be deployed strictly on government-approved cloud platforms? Please confirm the accepted hosting environments and any data residency stipulations.	Both on-premise and cloud deployments are acceptable. However, all data must be hosted and processed within India in compliance with DPDP Act and MeitY guidelines. Infrastructure requirements will be as per the department.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
3	SECTION II: Objective and Scope	2.1 Objective	Promote innovation in conversational AI, multilingual chatbots, and citizen feedback mechanisms across multiple channels.	Is there a preferred AI library or LLM model for compliance?	No specific AI library/LLM is mandated. The solution should support AI/NLP capabilities and comply with security and data-privacy norms.
4	3. Other Compliance Criteria		Whether platform supports integration with WhatsApp/Arattai/Telegram, etc. native payments and alternate payment gateways	Which payment gateway integration requirements exist for the platforms, and can we get a list of payment gateways?	Payment integrations, where required, shall use government-approved payment gateways/UPI as per project requirements.
5	Work Order/Man-Day Rates			Please clarify the process for rate discovery, work allocation among empanelled agencies, and whether there are minimum or guaranteed volume commitments for vendors.	Rate discovery will be done as per Annexure-VII. Qualified agencies shall agree to benchmarked rates for empanelment.
6	Resource Deployment			What are the expectations for onsite vs. remote resource deployment, and does NeGD mandate minimum team size or specific roles (technical/AI/security)?	<p>Resource deployment requirements shall be defined at the time of issuance of individual work orders. NeGD may request onsite resources based on project needs; however, remote deployment is also permissible subject to timely service delivery and adherence to SLAs.</p> <p>The RFE does not prescribe a fixed minimum team size or specific roles; however, the bidder must ensure adequate qualified personnel (including technical, AI/NLP, security, and support resources) to meet scope, security, and compliance requirements. All deployed resources must be full-time employees as per RFE provisions.</p>

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
7	Financial Format			Kindly confirm where to mention channel consumption ? since there is no provision in the current format.	The cost of messaging for Marketing, Utility, Authentication, and Service Conversations shall be determined as per the standard rate structures published by the respective platform providers (e.g., Meta, Zoho, Telegram, etc.).
8	Purpose of the Document		Original hard copy/details of the original instruments in respect of earnest money deposit etc. must be submitted at the office of Director (Programme Management), National e-Governance Division, 4th Floor Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi – 110003 by 15:00 hrs on the date of bid as given	Kindly confirm if any other physical document needs to be submitted along with the Earnest Money Deposit (EMD) at NeGD's office.	Clarification as per RFE. Provisions in the RFE remain unchanged.
9	3.1 Pre-Qualification Criteria		Bidder shall have an average annual turnover of at least Rs. 10 crores in the last 3 financial years. (i.e, FY 2022-23, 2023-24, 2024-25) and positive net worth as on 31.03.2025	Kindly allow submission of a provisional CA certificate for FY 2024-25, as the audit for the current year is yet to be completed. The final audited statement will be provided once available.	As per the RFE requirements, audited financial statements and CA-certified documents are required. If the FY 2024-25 audit is not completed, bidders may submit the audited statement. However, the audited FY 2024-25 statements must be submitted as soon as they are finalized.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
10	3.1 Pre-Qualification Criteria	Bidders Experience and Technical Capability	Related work orders/ Agreements/ Purchase Orders along with duly sealed signed certificate from end Department specifying the scope of work, value of project and its present status i.e. Live and operational.	Kindly consider Client Certificates stating successful delivery/satisfactory performance	Refer Corrigendum
11	3.2 Technical Evaluation Criteria		The Bidder must have undertaken project(s) of providing services of (WhatsApp/Arattai/Telegram or similar) Business API integration (or) Chatbot Solution and messaging services (or) communication and service delivery platform from any State/Central Government departments, PSUs in India and listed private sector companies in the last 5 years and must have gone 'Live' and operational.	As mentioned Work Orders/ Completion Certificates and Project Citations and References Kindly clear our understanding and consider either WO or Client cert along with Project Citations and References	<p>As per the RFE requirements, bidders are required to submit either Work Orders (WO) or Completion/Client Certificates along with project citations and references. These documents collectively establish scope, value, and operational status of the projects.</p> <p>However, in cases where a Completion/Client Certificate is not yet available for ongoing/live projects, the Work Order along with a client-issued confirmation/LOE specifying current status may be submitted. NeGD reserves the right to seek additional supporting documents, if required, during evaluation.</p>

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
12	3.2 Technica l Evaluati on Criteria	Technical presentation and demonstration of the proposed solution		Kindly confirm- As per page no 05. it is mentioned 7 Technical presentations for shortlisting agencies based on eligibility criteria To be informed DO we need to enclose at the time of bid submission?	The technical presentation is not required to be submitted along with the bid documents. Shortlisted bidders will be invited to deliver the technical presentation at a later stage. The date, time, and format for the presentation will be communicated by NeGD in due course.
13	5.1 Evaluati on Process			Kindly confirm how many vendors will be finally empanelled under this RFP	Clarification as per RFE. Provisions in the RFE remain unchanged.
14	Section III: Eligibilit y Criteria	3.1 Prequalificatio n Criteria	Pre-qualification criteria, we observed the requirement for an average annual turnover of ₹10 crore in each of the last three financial years (FY 2022–23, 2023–24, and 2024-25	A cumulative turnover of ₹10 crore over the last three financial years" instead of ₹10 crore in each year individually.	Clarification as per RFE. Provisions in the RFE remain unchanged.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
15	SECTION II: Objective and Scope	2.1 Objective	<ul style="list-style-type: none"> Leverage multi-channel messaging platforms (such as WhatsApp, Arattai, Telegram, etc.) as ubiquitous mediums for citizen-centric engagement, service delivery, and communication 	Arattai and Telegram do not provide enterprise grade services for citizen centric communication. Please remove the same from this clause.	<p>The platforms referenced in the RFE are indicative and based on current and emerging government communication requirements. The intent is to ensure multi-channel capability and flexibility to support platforms as and when they offer enterprise-grade services and are adopted for citizen engagement by Government entities. Accordingly, the clause will remain unchanged.</p> <p>Bidders are expected to demonstrate capability for supported platforms currently offering enterprise features, while future platform enablement will be undertaken as per Government directives and platform availability.</p>
16	SECTION II: Objective and Scope	2.2.1 Conversational Messaging Integration Framework	b. User-Initiated Interactions – Service information requests, grievance/ticket creation and tracking, transactional services (payments, tracking), and activity-based processes such as applications and task management.	Please confirm if ticket creation and tracking application also needs to be provided by the CPaaS provider or does the CPaaS provider needs to integrate with the grievance/ticket management application being used at the department.	<p>The CPaaS provider is expected to enable conversational interfaces for ticket creation and tracking. The CPaaS solution shall integrate with the existing grievance/ticket management systems being used by the concerned department wherever such systems are already operational.</p> <p>However, in cases where no grievance/ticketing system exists, the CPaaS provider may be required to provide a basic ticket creation and tracking workflow as part of the conversational solution, as specified in the respective work order.</p> <p>Detailed requirements will be defined by the department at the time of scope finalization for each assignment.</p>

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
17	SECTION II: Objective and Scope	2.2.1 Conversational Messaging Integration Framework	Integration Steps - • Obtain Approvals – Secure formal approvals from concerned ministries/departments for proposed integrations.	Please elaborate this clause as we can't understand which approval process are we referring to here	This clause refers to the approvals required from the respective Ministry/Department before enabling any service on a conversational messaging channel. As part of government governance and security processes, departments must formally approve the service workflows, templates, citizen-facing journeys, and data exchange requirements prior to activation on digital platforms.
18	SECTION II: Objective and Scope	2.2.1 Conversational Messaging Integration Framework	Account Setup & Configuration - • Third-Party Permissions – Authorization and linkage of empanelled CMPs with official Government accounts.	Please elaborate this clause as we can't understand what we are referring to here as CMP.	This clause indicates that, for certain platforms (e.g., WhatsApp Business API partners, channel-specific enterprise providers), Government accounts may require authorization to be linked with the empanelled CMP's (Conversational Messaging Provider) platform/console to enable messaging services, template management, and API integration.
19	SECTION II: Objective and Scope	2.2.3 Service Categories to be Supported (not limited to)	• Payments & Financial Services: Integration with UPI and other Government-approved payment gateways for bills, taxes, and service charges.	Please confirm if department would help the selected bidder in getting integration completed with UPI and other service providers needed by the ministry.	Integration with UPI and other Government-approved payment gateways will be facilitated in coordination with the respective Ministry/Department. The selected bidder shall be responsible for carrying out the technical integration and necessary configurations, while the concerned department will extend required support for approvals, onboarding, and linkage with authorized payment providers, as applicable.
20	SECTION II: Objective and Scope	2.2.3 Service Categories to be Supported (not limited to)	• Document Processing & Delivery: Secure issuance, sharing, and validation of certificates, permits, and receipts.	Please confirm if document creation and validation also a part of scope of this RFP. If yes, please share detailed SOW of the same.	The scope under this RFE covers secure delivery, sharing, and validation of documents through conversational channels. Document creation/generation systems are not in scope unless specifically required by a department in a subsequent work order.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
					Where document validation or verification services are required, the bidder is expected to integrate with the existing document-issuing systems (e.g., DigiLocker, departmental systems) through approved APIs
21	SECTION II: Objective and Scope	2.2.9 Features	2.2.9 Features	We understand that ministry would be providing support for all API integrations mentioned in the list of services to the selected bidder. Please confirm.	<p>API integrations referenced under Section 2.2.9 are to be enabled as part of the solution. The empanelled bidder shall be responsible for carrying out the technical integration and development efforts required.</p> <p>The respective Ministry/Department will extend necessary support for providing access to existing APIs, documentation, credentials, and approvals, as applicable.</p>

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22	SECTION III: Eligibility Criteria	3.1 Pre-Qualification Criteria Clause No. 4	<p>The Bidder must have undertaken at least 3 (Three) projects of providing services of WhatsApp, Arattai, Telegram, Signal, RCS, or similar Business API integration (or) Chatbot Solution and messaging services (or) communication and service delivery platform from any State/Central Government departments, PSUs in India or listed private sector in the last 3 years and the two projects must have gone 'Live' and operational.</p> <p>Related work orders/ Agreements/ Purchase Orders along with duly sealed signed certificate from end Department specifying the scope of work, value of project and its present status i.e. Live and operational.</p>	<p>a. We understand that three projects for any of the mentioned services can be provided for compliance. Please confirm.</p> <p>b. Existing clients/departments provide certificate in the formats approved by their legal teams, and would not write Value of Project and status is 'Live and operational'. We will attach Work Order/Agreement copy, Client certificate in their format along with latest invoice copy to fulfil these requirements, request your go ahead.</p> <p>c. Service delivery platform means portal to send messages and view reports, please confirm on this understanding.</p>	<p>a. Yes, bidders may submit any three qualifying projects from the listed service categories (WhatsApp/Arattai/Telegram/Signal/RCS API integration, chatbot solutions, or communication/service delivery platforms) executed for eligible Government departments/PSUs or listed private sector entities in the last three years, provided at least two projects are live and operational.</p> <p>b. The requirement is to submit Work Orders/Agreements along with a certificate from the client confirming scope, value, and live status. If the client certificate format does not explicitly mention value or live status, bidders may additionally submit supporting documents such as latest invoices and a self-declaration. However, NeGD reserves the right to seek additional clarifications/documents, if required, during evaluation.</p> <p>c. Service delivery platform refers to a system that enables execution of citizen-facing services through messaging channels, including but not limited to message initiation, interaction processing, reporting/analytics, and support. A basic portal limited to sending messages and viewing reports alone may not suffice unless it supports the required service delivery functionality as outlined in the RFE.</p>

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
23	SECTION III: Eligibility Criteria	3.2 Technical Evaluation Criteria, Clause No.. 2	<p>The Bidder must have undertaken project(s) of providing services of (WhatsApp/Arattai/Telegram or similar) Business API integration (or) Chatbot Solution and messaging services (or) communication and service delivery platform from any State/Central Government departments, PSUs in India and listed private sector companies in the last 5 years and must have gone 'Live' and operational.</p> <p>Work Orders/ Completion Certificates and Project Citations and References.</p>	<p>Existing clients/departments provide certificate in the formats approved by their legal teams, and would not write Value of Project and status is 'Live and operational'. We will attach Work Order/Agreement copy, Client certificate in their format along with latest invoice copy to fulfil these requirements, please allow deviation, request your go ahead.</p>	<p>The requirement is to submit Work Orders/Agreements along with a certificate from the client confirming scope, value, and live status. If the client certificate format does not explicitly mention value or live status, bidders may additionally submit supporting documents such as latest invoices and a self-declaration. However, NeGD reserves the right to seek additional clarifications/documents, if required, during evaluation.</p>
24	SECTION III: Eligibility Criteria	3.2 Technical Evaluation Criteria, Clause No.. 3	Technical presentation and demonstration of the proposed solution.	We understand that Technical Presentation is not to be submitted in bid set, selected bidders will be called for the presentation round in which Technical Presentation and demonstration. Please confirm.	The technical presentation is not required to be submitted along with the bid documents. Shortlisted bidders will be invited to deliver the technical presentation at a later stage. The date, time, and format for the presentation will be communicated by NeGD in due course.

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25	SECTION III: Eligibility Criteria	3.1 Pre-Qualification Criteria Clause No. 2	Bidder shall have an average annual turnover of at least Rs. 10 crores in the last 3 financial years. (i.e, FY 2022-23, 2023-24, 2024-25) and positive net worth as on 31.03.2025.	Please modify this clause to Bidder shall have an average annual turnover of at least Rs. 500 crores in the last 3 financial years. (i.e, FY 2022-23, 2023-24, 2024-25) and positive net worth as on 31.03.2025 so that capable bidders participate and get empanelled.	Please Refer Corrigendum
26	SECTION III: Eligibility Criteria	3.2 Technical Evaluation Criteria Clause No. 1	Large-Scale Citizen-Centric WhatsApp Implementations Marks shall be awarded based on the bidder's demonstrated capacity to design, develop, and deploy large-scale WhatsApp/Arattai/ Telegram/ Signal/ RCS, or similar based conversational platforms delivering multiple citizen-facing services for any State/Central Government departments, PSUs in India or listed private sector company. Bidder has successfully implemented three (3) or more WhatsApp/Arattai/ Telegram/ Signal/ RCS, or	Please note that clients do not write count of API Services on Work Orders or Letterheads, we request you to modify this clause to: The bidder should have provided WhatsApp/Arattai/ Telegram/ Signal/ RCS, or similar based conversational platforms delivering multiple citizen-facing services for any State/Central Government departments, PSUs in India. - 3 to 5 Projects: 10 Marks - 5 to 10 Projects: 20 Marks - More than 10 Projects: 30 Marks Bidders to submit Work Orders / Agreements along with latest invoice.	Please Refer Corrigendum

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
			<p>similar based conversational platforms, each delivering below mentioned number of services or more in citizen-facing conversational services for any State/Central Government departments, PSUs in India or listed private sector company.</p> <p>No. of API Services: 100 or more - 30 marks</p>		
27	SECTION III: Eligibility Criteria	3.1 Pre-Qualification Criteria Clause No. 6	<p>The Bidder should have the following valid certifications as on date of submission of bids. The Bidder should ensure that the certificates are kept valid during the period of contract.</p> <p>1. ISO 27001:2013 or latest – For Information Security Management</p>	<p>Please modify this clause to following because these are required for security and reliability of required solution:</p> <p>The bidder should have ISO 9001, ISO 22301, ISO 27001 and CMMI Level 3 certification valid as on last date of bid submission.</p>	<p>Clarification as per RFE. Provisions in the RFE remain unchanged.</p>
28	SECTION III: Eligibility Criteria	3.1 Pre-Qualification Criteria Clause No. 6	<p>The bidder should be an authorized or recognized partner for at least one or more major conversational messaging platforms (e.g., WhatsApp, Arattai,</p>	<p>Please modify this clause to:</p> <p>The bidder should be a Registered Business Partner of Facebook (WhatsApp) for providing WhatsApp messaging services in India, as listed in the “Partner Directory” of Facebook</p>	<p>Clarification as per RFE. Provisions in the RFE remain unchanged.</p>

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			Telegram, Signal, RCS, or similar)	<p>and must be a premier partner for WhatsApp with Meta Please share:</p> <ul style="list-style-type: none"> a) Letter of confirmation from Facebook regarding BSP b) URL of Meta with Partner Listed along with name and logo c) Screenshot also to be shared for confirming premier partner of WhatsApp with Meta 	
29	SECTION IV: Bid Preparation and Submission	4.1 Earnest Money Deposit (EMD)	iii. The documentary proof should be provided on agency's letter head that is duly signed by HR Head of the agency or authorized signatory.	<p>Please elaborate on the requirement of this letter from HR Head for EMD.</p>	<p>The requirement pertains to the documentary proof of EMD submission. Bidders must submit a confirmation letter on their organization's letterhead, duly signed by the HR Head or an authorized signatory, certifying that the EMD has been deposited as per the RFE requirements.</p> <p>This letter serves as an official internal confirmation from the bidder's organization, in addition to the bank/transaction receipt.</p>
30	SECTION IV: Bid Preparation and Submission	4.1 Earnest Money Deposit (EMD)	vi. EMD details shall be kept in envelope with the cover letter. Application without EMD will be rejected.	<p>We will submit the EMD online and attach its payment proof in bid set, please confirm if its payment proof needs to be submitted in hardcopy at your office?</p>	<p>EMD may be submitted online as permitted in the RFE. Bidders are required to upload the payment proof in the bid documents on the portal.</p> <p>In addition, bidders must submit the EMD payment proof in hard copy (or original instrument, as applicable) along with the cover letter at NeGD's office, as specified in the RFE.</p> <p>Submission of the payment proof in hard copy is</p>

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					mandatory; bids without the corresponding EMD documentation submitted at the NeGD office will be liable for rejection.
31	SECTION VI: Terms and Conditions of Agreement	6.9 Substitution of Program Team Members	During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation.	We understand dedicated manpower at NeGD premises is not required, we can execute the project from our existing manpower remotely, please confirm.	Clarification as per RFE. Provisions in the RFE remain unchanged.
32	SECTION VI: Terms and Conditions of Agreement	6.11 Only One Application	An applicant can submit only one proposal on his own. If an applicant submits more than one proposal, both proposals shall be disqualified.	We understand that 2 different legal entities of same Group Company can participate in this RFP, please confirm.	<p>Two different legal entities of the same Group Company may participate separately in this RFP if:</p> <ul style="list-style-type: none"> • Each is a distinct legal entity submitting only one bid. • There is full disclosure of any potential conflict of interest as required by the RFE. • The entities ensure no collusive or anti-competitive behaviour affecting the procurement process. • They comply with the code of integrity provisions under the RFE, GFR, and procurement manual.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
33	SECTION VI: Terms and Conditions of Agreement	6.20 Payment Process	A pre-receipted bill, along with certificate of satisfactory performance from an authorized officer of NeGD/Department will have to be submitted.	Please confirm on the frequency of invoicing and payments - monthly or quarterly.	The frequency of invoicing and payments will be defined at the time of issuance of individual work orders, based on project requirements and engagement model.
34	Annexure-V: Detail of Works Handled	Annexure-V: Detail of Works Handled	<ul style="list-style-type: none"> • Copy of completion certificate from Department or • Copy of payment received from Department countersigned by authorized signatory 	<p>a. We can provide completion certificate OR payment proof for compliance, both are not required, please confirm.</p> <p>b. we understand Authorized signatory mentioned in this clause is of bidder, please confirm.</p>	Yes, the understanding for both the points is correct
35	Annexure-VI: NDA	Annexure-VI: NDA	Annexure-VI: NDA	<p>a. We do not have to submit NDA in bid set, please confirm on this understanding.</p> <p>b. Kindly make this mutual as we will be sharing confidential information also regarding our platforms</p>	<p>a. The NDA is not required to be submitted as part of the bid submission. The NDA, in the prescribed format, will be executed only by the selected/empaneled bidders at the time of onboarding.</p> <p>b. The NDA format provided in the RFE will be used for execution. The confidentiality obligations under the agreement apply to both parties, and appropriate protections will be ensured as per Government norms.</p>

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
36	SECTION V: Evaluation and Empanelment Process	5.4 SLA & Penalties	5.4 SLA & Penalties	Kindly include cure period before penalty and kindly exclude uncontrollable factors from penalty. Ex. Govt. / Regulatory / Meta / Third Party related concerns.	Clarification as per RFE. Provisions in the RFE remain unchanged.
37	SECTION VI: Terms and Conditions of Agreement	6.7 Confidentiality	6.7 Confidentiality	Kindly make this clause mutual as we will be sharing confidential information also regarding our platforms	Clarification as per RFE. Provisions in the RFE remain unchanged.
38	SECTION VI: Terms and Conditions of Agreement	6.8 Indemnity	6.8 Indemnity	Indemnity is unilateral/Kindly please restrict the indemnity to third party claims only. Please consider to include Bidders indemnification in case of content breach by NeGD as the content pushed through our platform cannot be accessed by us.	The indemnity clause in the RFE is standard and aligned with Government procurement guidelines. It is intended to safeguard Government interests against third-party claims arising from the bidder's actions, solutions, or services. At this stage, the clause will remain unchanged. Any specific contractual nuances, if required, may be examined at the time of agreement execution, subject to due approval and in accordance with applicable Government policies and legal provisions.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
39	SECTION VI: Terms and Conditions of Agreement	6.10 Termination / Withdrawal	<p>NeGD reserves the right to withdraw/ terminate empanelment of applicants in any of the following circumstances:</p> <ul style="list-style-type: none"> i. Applicants become insolvent, bankrupt, and resolution is passed for the winding up of the applicant organization. ii. If deduction on account of Penalty exceeds more than 10% of the total contract price. iii. Breach of terms of Contract by the empaneled agencies which in the opinion of NeGD is material. iv. Information provided to NeGD is found to be incorrect. v. empanelment conditions are not met within specified period. vi. Misleading claims about the empanelment status are made. vii. Clear evidence is received that empaneled 	<p>Kindly make the Termination clause mutual and please exclude delay due to uncontrollable factors. Please also provide cure period to service provider.</p>	Clarification as per RFE. Provisions in the RFE remain unchanged.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
			<p>agency has breached copyright laws/ plagiarized from another source.</p> <p>If the agency does not execute the contract to the satisfaction of the NeGD then the NeGD may invoke all or the following clauses:</p> <ul style="list-style-type: none"> i. Forfeit the Performance Guarantee Amount. ii. Terminate the contract without any liability of NeGD towards the empaneled agency. 		
40	SECTION VI: Terms and Conditions of Agreement	6.19 Intellectual Property Rights	6.19 Intellectual Property Rights	Kindly exclude pre existing intellectual property or and modification to pre existing intellectual property	Clarification as per RFE. Provisions in the RFE remain unchanged.
41	SECTION VI: Terms and Conditions of Agreement	6.21 Force Majeure	6.21 Force Majeure	Kindly consider to include Epidemics under the Force Majeure event. Also the customer shall immediately clear the amount due for the services already rendered till the date of force majeure event	Clarification as per RFE. Provisions in the RFE remain unchanged.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
42	SECTION VI: Terms and Conditions of Agreement	6.22 Arbitration	<p>iii. The arbitrator(s) shall be mutually appointed.</p> <p>However, in case of no agreement the matter, within 30 days from the reference of the dispute, the matter may be reflected to President & CEO, NeGD, who in consultation with concerned parties shall appoint the arbitrator.</p>	Kindly modify if the arbitrator is not mutually appointed by parties then it shall be appointed by high court as per arbitration and conciliation act	Clarification as per RFE. Provisions in the RFE remain unchanged.
43		Integration & Interoperability (Clause 2.2.4)		<p>Please clarify if integration with API Setu, DigiLocker, and UMANG will be facilitated by NeGD or handled entirely by the bidder.</p>	<p>Integration with platforms such as API Setu, DigiLocker, and UMANG will be carried out by the bidder as part of the technical scope. NeGD/concerned departments will extend required support for access to APIs, onboarding, documentation, sandbox environments, and necessary approvals.</p> <p>However, the bidder will be responsible for all development, configuration, integration, and testing activities. Any additional requirements or specific integration workflows will be defined in the respective work orders.</p>

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
44		Integration & Interoperability (Clause 2.2.4)		Can we assume standard RESTful API formats (JSON/XML) for integrations, or will there be department-specific protocols?	Standard RESTful APIs (JSON/XML) are commonly used for Government system integrations; however, the RFE does not mandate a single protocol. While bidders may assume REST-based integrations for planning purposes, final API specifications will depend on the respective Ministry/Department systems and may vary.
45		Chatbot Development & AI Enablement (Clause 2.2.5)		Please specify whether chatbot hosting can be on the bidder's cloud or must be deployed within NeGD's infrastructure.	Hosting requirements will be determined at the time of issuance of individual work orders by respective Department.
46		Chatbot Development & AI Enablement (Clause 2.2.5)		Can third-party LLMs (such as GPT) be integrated for Generative AI responses if data stays within India?	Use of third-party LLMs is permissible only if fully compliant with Government data-security, privacy, and localization requirements. All data must be stored, processed, and served from within India, and no citizen or government data may leave the country at any stage.
47		Chatbot Development & AI Enablement (Clause 2.2.5)		Is voice-based interaction expected to be natively integrated with WhatsApp, or through an external IVR gateway?	Voice-based interaction capabilities shall be supported as part of the conversational solution; however, native voice integration on WhatsApp is currently limited by the platform. Accordingly, voice workflows may be enabled through external IVR/voice gateways or other approved channels where required.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
48		Security, Privacy & Compliance (Clause 2.2.6)		The RFE mandates data hosting and processing within India. will NeGD provide a central data centre, or must empaneled bidder maintain its own secure Indian data centre?	NeGD does not mandate a central data center for this empanelment. Hosting requirements will be determined at the time of issuance of individual work orders by respective Department.
49		Security, Privacy & Compliance (Clause 2.2.6)		For WhatsApp Business API deployments hosted by Meta (cloud-based), how does NeGD expect bidders to ensure data residency within India, since Meta Cloud API data may transit international servers?	<p>Bidders are required to ensure full compliance with data-localization and security requirements specified in the RFE and applicable Government policies. Where a platform's default cloud infrastructure involves data transit outside India (such as Meta Cloud API), the bidder shall adopt only those deployment models and configurations that ensure data residency within India, or obtain written approval from the concerned Ministry/Department if platform-specific constraints exist.</p> <p>Bidders may utilize approved on-premise / private deployments or authorized India-hosted options where applicable. Any use of cloud-based services must not result in storage or processing of Government or citizen data outside India without explicit Government approval. Platform compliance and deployment approach will be reviewed and approved during project onboarding for each specific implementation.</p>

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
50		Security, Privacy & Compliance (Clause 2.2.6)		Is VAPT testing required for each departmental deployment, or only once at the platform level before empanelment?	Yes, VAPT is mandatory. Certificates must be furnished before go-live and annually thereafter.
51		Technical Evaluation & Demonstration (Clause 3.2)		As per the technical evaluation criteria, you have mentioned “Number of API Services – 100 or more” for 30 marks. It is requested to kindly revise the requirement to “50 API Services” for 30 marks, or please confirm if we can submit the details combined from 5–6 or more customers.	Please Refer Corrigendum
52		SLAs & Penalties (Section 5.4)		The SLA specifies penalties for template approval delays. please confirm that delays at platform provider end (Meta) will not attract bidder penalties.	Penalties for template approval delays will apply only where the delay is attributable to the bidder. Delays caused by the platform provider (e.g., Meta or other channel providers), or by Government approval dependencies, will not attract penalties, provided the bidder has fulfilled all submission and compliance requirements in a timely manner and can substantiate the same through appropriate records.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
53	3.1 Pre-Qualification Criteria	2. Financial Turnover Bidder shall have an average annual turnover of at least Rs. 10 crores in the last 3 financial years. (i.e, FY 2022-23, 2023-24, 202425) and positive net worth as on 31.03.2025.	a. Certificate from the auditor/ Chartered Accountant stating turnover along with audited financial (balance sheet and Profit & loss) b. Certificate from the auditor/ Chartered Accountant mentioning the positive net worth as on 31.03.2025.	Request to consider EBIDTA Positive instead of Net Worth Positive	Clarification as per RFE. Provisions in the RFE remain unchanged.
54	2.2.1 - Conversational Messaging Integration Framework	Types of Interactions		The type of communications is changed from BI and UI to other template mechanisms	Clarification as per RFE. Provisions in the RFE remain unchanged.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
55	5.4 SLA & Penalties	1. Operational-Level SLAs	SLA and the penalty clauses	<p>What defines the following Target? What defines the critical and other issues in different scenarios? And, how is this evaluated in a dependent environment (Wherein the dependences are at the client end and the SLA is getting breached.</p> <p>Critical: ≤ 30 mins High: ≤ 2 hrs Medium: ≤ 4 hrs</p>	<p>The SLA severity levels (Critical/High/Medium) relate to the nature and operational impact of the issue on service delivery. Detailed definitions and classifications will be provided in the respective work orders/SoW, based on departmental use cases.</p> <p>SLA timelines apply to issues attributable to the bidder's platform or services. Delays or failures arising from dependencies on Government systems, third-party systems, or platform providers will not be counted toward SLA breaches, provided the bidder demonstrates timely action, communication, and escalation from their end.</p>
56	Annexure-I: Checklist for RFE	Clause-1. Pre-qualification Criteria Checklist	3. The bidder should be recognized Solution /Technology Providers accredited directly by Meta, ZOHO, Telegram, etc.	Kindly confirm whether it is mandatory to provide the individual Accreditation Certificate/Agreement doc for all mentioned Technology Providers like Meta, ZOHO, Telegram OR the Certificate from any of these mentioned Technology firms will suffice	The bidder is required to submit proof of authorized partnership with at least one major conversational messaging platform provider (e.g., Meta, ZOHO, Telegram, etc.), as specified in the RFE. It is not mandatory to provide certificates from all platform providers listed.
57	Annexure-I: Checklist for RFE	Clause - 3. Other Compliance Criteria	2. Whether the platform provides end-to-end encryption and compliance with government data protection policies.	Kindly specify the end-to-end encryption mechanism, which should comply with government data protection policies.	All data must reside in India and comply with DPDP Act, IT Act and CERT-In guidelines.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
58	Annexur e-I: Checklist for RFE	Clause - 3. Other Compliance Criteria	3. Whether the platform supports use of WhatsApp/Arattai/Telegram , etc. Dynamic Flows to ensure seamless, interactive, and guided user journeys for various services	Kindly confirm whether the required Chatbot Application platform should support multiple communication channels like WhatsApp, Arattai & Telegram simultaneously OR to be designed & built based on any of the given communication platforms	<p>The chatbot platform is expected to be capable of supporting multiple communication channels (e.g., WhatsApp, Arattai, Telegram, etc.) as outlined in the RFE. The objective is to enable an omni-channel citizen engagement framework.</p> <p>However, the actual deployment on specific channels will be determined based on the requirements of individual Ministries/Departments under respective work orders. The platform should therefore be multi-channel ready, and the bidder must be able to enable and operate services across the listed platforms as and when required.</p>
59	Annexur e-I: Checklist for RFE	Clause - 3. Other Compliance Criteria	4. Whether the platform supports the queue management and throttling to handle large-scale message bursts.	Kindly suggest the anticipated transaction volume or expected TPS (if any), for the capacity planning and further scalability purpose	Transaction volumes will vary based on departmental requirements and will be shared at the time of work order issuance.
60	Annexur e-I: Checklist for RFE	Clause - 3. Other Compliance Criteria	9. Whether the platform supports Integration with backend and third-party systems	Kindly specify the third-party systems for which integrations need to be done. These details are required for more clarity on this aspect	The exact list of systems and integration specifications will be provided at the time of issuance of individual work orders. The bidder must be capable of supporting integrations as required by the concerned department.
61	Annexur e-I: Checklist for RFE	Clause - 3. Other Compliance Criteria	19. Whether the platform supports Omni channel integration	Kindly specify the channels for which integrations need to be done. These details are required for more clarity on this aspect	Actual channel-wise enablement will depend on the requirements of the respective Ministry/Department and will be confirmed in the individual work orders. The bidder is expected to be capable of supporting any or all of the above channels as needed.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
62	Annexure-II: List of Regional Languages		list of regional languages proposed for implementation and support under the multi-lingual bot solution	Currently WhatsApp application platform does not support some of the Indian languages like Bodo, Dogri, Kashmiri, Konkani, Maithili etc. Kindly suggest for such non-supported languages	<p>The requirement is to support multilingual citizen interactions in English, Hindi, and regional Indian languages as listed in the RFE, to the extent technically feasible on the deployed channel.</p> <p>For platforms that do not natively support certain languages (e.g., WhatsApp for Bodo, Dogri, Kashmiri, Konkani, Maithili, etc.), bidders may use alternate supported channels or fallback mechanisms such as transliteration, voice-based support, or other approved engagement methods.</p>
63	II	2.2	Channels	Are all listed channels (WhatsApp, Arattai, Telegram, Signal, RCS, SMS, In-App Chat, AI Assistants) mandatory from Day 1?	Support for multiple conversational channels is required under the RFE. However, enablement across all listed channels is not mandatory from Day 1. The platform must be capable of supporting these channels, and channel rollout will be undertaken based on the requirements of individual Ministries/Departments.
64	II	2.2	Channels	Is there a phased rollout plan or defined priority order for these channels?	<p>A predefined phased rollout plan is not mandated in the RFE. Channel enablement and priority order will be determined based on the requirements of the respective Ministries/Departments and the specific use cases under each work order.</p> <p>The bidder should be capable of supporting phased channel rollout and onboarding as directed by NeGD or the concerned department during project execution.</p>

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
65	II	2.2.5	AI/NLP	What level of AI/NLP sophistication is expected in the initial phase?	The RFE requires the platform to support AI/NLP-based conversational capabilities; however, the level of sophistication in the initial phase will be aligned with departmental requirements and use-case complexity.
66	II	2.2.5	AI/NLP	Are there any specific use cases that require voice-based bots or generative AI?	<p>The RFE does not mandate specific predefined use cases for voice-based bots or Generative AI. The platform should, however, be capable of supporting such capabilities to enable future adoption across Ministries/Departments.</p> <p>Voice and Gen-AI use cases will be evaluated and deployed on a case-by-case basis, depending on departmental requirements, citizen service goals, and compliance considerations. Specific use-cases, if required, will be detailed in the individual work orders issued under this empanelment.</p>
67	II	2.2.5	Voice Bots	On which channels is voice bot functionality required?	Voice bot functionality is expected to be supported where applicable, particularly for IVR/voice channels and any other platforms that natively enable voice interactions. While voice enablement on messaging platforms like WhatsApp may be limited based on platform capabilities, the solution should be capable of supporting voice-based citizen interactions through approved channels as required by specific Ministries/Departments.
68	II	2.2.5	Multilingual	Which regional languages are critical for Phase 1?	Support for English, Hindi and regional languages is required as per Annexure-II and scope. Prioritization will be based on departmental needs.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
69	II	2.2.5	Multilingual	Is voice support required in these regional languages as well?	Voice support in regional languages is desirable and may be required based on the specific use-case and departmental requirements. While the platform should have the capability to support multilingual voice interactions, actual language rollout will depend on feasibility, platform capabilities, and the needs outlined in individual work orders.
70	II	2.2.4	Integration	What APIs or integration formats are expected for platforms such as DigiLocker, UMANG, or Poshan Tracker?	The exact API formats, documentation, security requirements, and access procedures will be provided by the respective platform authority at the time of project execution. The bidder is expected to comply with the integration guidelines and standards prescribed by each platform and Ministry/Department.
71	II	2.2.4	Integration	Are there existing middleware or integration layers we need to interface with?	The RFE does not prescribe a common middleware. Middleware/integration layers—such as departmental ESBs, API gateways, or integration platforms (including national platforms exposed via API gateways) may exist for specific Ministries/Departments and will be specified in the respective work orders/SOWs.
72	III	3.1	eKYC	Are there any pre-approved vendors or gateways to be used for eKYC?	eKYC integrations shall be carried out through Government-approved identity and authentication mechanisms and service providers only. Specific eKYC vendors or gateways, where applicable, will be identified by the concerned Ministry/Department at the time of project execution.

Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought	NeGD Response
73	II	2.2.6	Hosting	Is on-premise deployment mandatory, or will India-based cloud hosting be acceptable?	Both on-premise and cloud deployments are acceptable. Hosting requirements will be determined at the time of issuance of individual work orders by respective Department.
74	II	2.2.5	Generative AI	Are there any restrictions or government guidelines we must follow when using generative AI in citizen-facing bots?	Yes. Use of Generative AI in citizen-facing interactions must comply with applicable Government policies, security and privacy frameworks, and data-protection regulations, including DPDPA, IT Act and CERT-In guidelines.
75		Section III: Eligibility Criteria	3.2 – Clause 1	Request to revise the API services scoring criteria (2–4, 4–9, 10+ services) instead of current 30+, 50–99, 100+ services, or allow that fewer APIs do not indicate lower capability.	Please Refer Corrigendum
76		Section III: Eligibility Criteria	3.2 – Clause 2	Request to consider experience with private organizations (not only listed private companies) for eligibility evaluation.	Clarification as per RFE. Provisions in the RFE remain unchanged.
77		Annexure-III	Turnover Requirement	Please clarify whether turnover information for FY 2022-23, 2023-24, 2024-25 is for documentation only and not part of technical scoring.	Turnover information under Annexure-III is required for eligibility and documentation. It is not a technical evaluation scoring parameter. Bidders must submit turnover details for the specified years along with supporting documentation as per the RFE.