

Bid Number: GEM/2022/B/2883644 Published on: 21-12-2022
Pre-Bid Meeting - 03.01.23
Response to Prebid Queries - Conversational AI Platform - 10.01.2023

Sl. No.	Section No.	Clause No.	Page No.	Existing Provision In Clause	Clarification Sought	Responses
1	4.1.2.8	1	11	The Platform shall be able to integrate with various knowledge sources of the Parliament through APIs, Webhooks etc. and fetch relevant information from them for user query fulfilment. The number of integration touchpoints and systems may be increased with time as new systems or servers can also be added within the Parliament.	How many APIs and other integrations required? We assume these would be provided by the Lok Sabha Secretariat.	<p>There are around 1300 APIs available currently used for our websites to access the parliament data sources. Vendor may use the same however if required, the vendor may develop fresh APIs to ensure that scope of the work as defined in the RFP is met completely. In other words, vendor need not restrict itself to existing 1300 APIs as the same may not be sufficient to meet the entire scope of work.</p> <p>The desired solution is expected to have no limits on number of integrations and the development of APIs shall be expected for unavailable APIs (if any). Kindly visit and analyze Lok Sabha & Rajya Sabha websites (https://rajyasabha.nic.in/, https://loksabha.nic.in/) for better understanding of data sources.</p>
2	4.1.3	16	14	During Voice interactions on mobile phone, the Bot shall ensure proper handling such as switching between the phone call and interaction with the Bot, holding the voice interaction to attend the call and return to the same point in conversation etc.	Please elaborate this clause.	This clause defines the requirement that the Bot shall hold the voice interaction when the end user gets a call on their phone and resumes the interaction when user has completed the call. The switching feature is subjected to use of the Bot by the end user on Mobile phones. The requirement is that the Bot should not consider the user conversation on their phone as command for the Bot.
3	4.4	2	21	Forthwith upon expiry or earlier termination of the contract with Vendor and at any other time on demand by user department, the Vendor shall deliver/transfer the Conversational AI Platform and its associated components to the user department at no additional cost and no additional terms and conditions.	We assume that Source code will remain with the bidder.	The platform and associated components like AI/NLP, other models which are build and trained with Parliament specific data and information shall be modular enough and the same will be transferred to user department or any other third party as authorized by the user department in case of expiry or earlier termination of the contract. However, the source code of the platform shall remain with the Vendor.

4	14	3	27	The TEC may ask short listed bidders to demonstrate their work methodology to carry out work as per the requirements given in Scope of work and in "Annexure 14: Technical" at the Parliament premises. Bidders are required to be ready for installation of the platform at Parliament site within 10 days of bid submission for technical evaluation. No request for subsequent extension will be entertained.	We request this to be conducted through VC. We are based out of Bangalore; India and we provide all necessary support to our clients across India and Globe. We assume that you are referring to the POC for technical capabilities. Kindly conduct it through VC.	The technical evaluation shall be done as per clauses defined in Annexure 4 of the RFP and Corrigendum dated 06.01.22 and may be done virtually. It is advised that at least 1 team member may be present at User Department location to ensure smooth conduct of the virtual demonstration and presentation. Vendor will be responsible for any glitches in the virtual presentation/demonstration. Vendor shall inform the user department 2 days prior to the date of technical evaluation and virtual demonstration.
5	17	4	31	If the selected bidder is not able to start the work and report to the work location along with equipment and required manpower within three (3) days of issuance of the Purchase Order, Lok Sabha Secretariat may cancel Purchase Order and additionally the case will be referred to higher authorities for examining forfeiture of EMD / Bank Guarantee and initiating legal action.	We assume the deployment of the manpower is at the bidder site.	The deployment of the manpower is expected at the User Department location. However, the same shall be decided with mutual discussion and at least 1 resource shall be available in person in case of any requirement by the user department.
6	Annexure-4	4.3	43	Selected vendor must deploy/use the same solution and equipment/ product during the project which they will have to demonstrate to the User Department during technical evaluation process.	We assume that bidder has to showcase the capability of executing the scope of work through available solutions.	It is very much clear that the bidder shall not have the readymade solution as required in the scope of the RFP and the same shall be expected to be developed as per the scope and requirements. However, the vendor shall demonstrate the high-level functionalities and conceptualization which may be required and fulfil the requirements of the user department. The vendor may exploit their available solution in this regard. It is to be noted that a Corrigendum on technical evaluation is published on date 06.01.23 and the same shall be followed for the technical evaluation.
7	Annexure-4	1	43	Bidder shall have been in the business of implementation Conversational AI Platform as on date.	We are working with lot of reputed clients (IRCTC, NPCI, LIC and have got ample experience of implementing large projects in the conversational AI space. We request to make it 5 years instead of 10.	The clause has been revised and corrigendum for the same has been published on 06.01.23.

8	Annexure - 8	2	53	Vendor will deploy adequate support manpower at the user premises to maintain SLA.	We are based out of Bangalore; India and we provide all necessary support to our clients across India and Globe. We can dedicate a resource for any development and support required. We request relaxation in deploying adequate support manpower at the user premises to maintain SLA.	The user department is majorly concerned about the SLA compliance. If the vendor is committed in this regard, the deployment of the resource at user department location can be relaxed. However, in case of issues in SLA compliance, the vendor has to deploy the resources as required at the user department location.
9	Annexure-12	NA	62	Payment	We request you to revise it and make 50% payment in the initial stages as it requires the maximum effort during that phase.	The payment milestones and criteria as defined in Annexure 12 of the tender document shall be followed thoroughly during the contract tenure.
10	NA	NA	NA	General Query	How many total active users? Average Daily, monthly, peak?	Total visitor users of website till date: Lok Sabha -132108013 e-Parlib- 1,15,607 (Last 30 days), 26,151 (last 7 days), 4,457 (yesterday)
11	NA	NA	NA	General Query	How many total active users on Website? Average Daily, monthly, peak active users?	Total visitor users of website till date: Lok Sabha -132108013 e-Parlib- 1,15,607 (Last 30 days), 26,151 (last 7 days), 4,457 (yesterday)
12	NA	NA	NA	General Query	Please share the expected chatbot chat messages. Average Daily, Monthly, peak?	The information on chat messages may not be defined currently but the platform is expected to have no limit on number of chat messages and shall have capability of at least 1000 concurrent user sessions.
13	NA	NA	NA	General Query	How many total active users on Mobile app, if any? Average Daily, monthly, peak active users?	Total number of downloads of Android & iOS are 50,000+
14	NA	NA	NA	General Query	How much is the current call volume, if any? Average Daily, monthly, peak?	There is no helpline/call facility currently
15	GeM BID DOCUMENT Dated: 21/12/22	Bid Details	1	Bid End Date Time: 09-01-2023	Request to be postponed to: 16-01-2023 Reason: It is a Complex RFP, and the Scope of work is voluminous. We need time to give our best.	The extension has already been given till 16.01.2023
16	4.1.3	xii	14	The response time of the Bot shall be as quick as possible with a maximum response time limit as 2.5 seconds.	The 80% of bot responses (majority) shall be as quick as possible with a maximum response time limit as 2.5 seconds. Some responses may take longer and will be logged and reported.	The maximum response time of 2.5 seconds for all sort of queries and scope as mentioned in the RFP shall be expected from the desired solution.

17			26	Vendor is expected to visit User Department before bid submission to assess the requirement on ground and accordingly quote for their services.	What does this mean?	The vendor can request and visit the user department in case of analysis any requirements understanding or having discussion with technical team in case required before submission of bid.
18	ANNEXURE 1 a)	1	38	Valid Income Tax Registration Certificate	Who issues this? We assume that GST Certificate for private Limited Company is sufficient.	Please ignore the income tax registration certificate. There are other options as per the clause and any 1 of the listed documents may be furnished.
19	ANNEXURE 1 a)	2	38	ITR Copy Self Certificate Self Certificate	Is the Second Self Certificate a typo?	Kindly ignore as it is typographic error. Only single Self Certificate is required.
20	ANNEXURE 1 a)	Basic Certifications	38	ISO 9001 and 27001 Certification	We have both the certificates. We are claiming exemption under MSME. Can I still provide/attach the certificates? The answer is Yes by default	The 2 mentioned certificates are for separate purpose, one is specific to Quality and other is specific to Information Security respectively, so both are required to be submitted.
21	ANNEXURE 4	Supporting	43	Copies of work order PLUS [(Completion Certificate) OR (payment proof)]	For certain companies, we have EMAILs as confirmation of Work Order, and We have payment proof(s). Request this (formal email) to be made acceptable as Work Order ALONG WITH Payment Proof.	Every valid work orders, completion certificates or emails/proofs in respect of the same may be submitted.
22	ANNEXURE 7	1st line	48	Bids must be uploaded online on Gem Portal	What is the link? Unable to find it on the Portal. This was explained in the meeting, and we will search/ask GeM	The bid submission option is already given on GeM portal. In case of any technical issues, kindly coordinate with GeM support team.
23	1	1	48	Scanned copy of Covering letter as mentioned in Annexure 21	Is the reference to the Covering letter as in Annexure 19 because Annexure 21 is Blacklisting/non-blacklisting doc?	Annexure 21 was mentioned by mistake, kindly refer Annexure 19 for Covering Letter format.
24	Penalty Clauses		61	1.0% of the total Purchase Order (X as defined in Annexure 15) will be charged per day for each day delay in submission of workplan as per the timeline (7 Days) given in Annexure 10.....	As part of SLA, an Escalation Matrix will be provided. Once the issue is reported, within 7 days, it should be resolved; failing which, 0.25% of the total PO will be charged. NOTE: Sir, this is a standard practice in the SW industry. Request your support in this matter.	The SLA and penalty clauses as mentioned in Annexure 8 and Annexure 11 shall be followed thoroughly during the contract period.
25	Penalty Clauses		61	1) 1.0% 2) 0.5% 3) 1.0%	Request these percentages be reduced to 0.25%. NOTE: Sir, as this is a tender, we are giving the best rate and such high percentages of penalties hurt MSME companies.	The SLA and penalty clauses as mentioned in Annexure 8 and Annexure 11 shall be followed thoroughly during the contract period.

26	Payment Milestone ANNEXURE 12 - Payment		62	Milestone # ⇒ % of pay 1⇒ 05% 2⇒ 10% 3⇒ 15% Post Phase 3 4⇒ 50% End of Contract 5⇒ 20%	Request the % of payment to be changed to help MSMEs/Startups manage their cash flow better. Milestone # ⇒ % of pay 1⇒ 15% 2⇒ 15% 3⇒ 20% Post Phase 3, 4⇒ 45% End of Contract 5⇒ 05%	The payment milestones and criteria as defined in Annexure 12 of the tender document shall be followed thoroughly during the contract tenure.
27	Annexure 14	74	76	The messages received within the specified period should be automatically sent to the designated internal Email id with details of the Sender in the subject along with the query in the body of the email message.	We assume only the logged in users' information will be provided in the sender information. The message may not have the sender's information for normal users who access the site without login unless we force them to fill a form etc.	The use case is specific to the expected functionality in the solution for a situation when a user wants to raise a query. A free text field-based form to capture the basic fields like Name, Email, Query/Suggestion, etc. and then based on the same, the submission in format of email may be furnished to serve the purpose.
28	Penalty Clauses		61	1.0% of the total Purchase Order (X as defined in Annexure 15) will be charged per day for each day delay i-n submission of workplan as per the timeline (7 Days) given in Annexure 10.	As part of SLA, an Escalation Matrix will be provided. Once the issue is reported, within 7 days, it should be resolved; failing which, 0.25% of the total PO will be charged. NOTE: Sir, this is a standard practice in the SW industry. Request your support in this matter.	The SLA and penalty clauses as mentioned in Annexure 8 and Annexure 11 shall be followed thoroughly during the contract period.
29	SGEMMISS_2212202_2_155643_203924 Page no 1 of 7	SGEMMISS_2212202_2_155643_203924 Page no 1 of 7	Page no 1 of 7	Past Experience of Similar Services required - Yes MSE Exemption for Years Of Experience and Turnover - Yes	Please elaborate exemption provided to MSE bidder and how MSE bidder's evaluation shall be done wrt. the criteria given in Annexure-1 and Annexure-4	The eligibility evaluation shall be done based on eligibility criteria as mentioned in Annexure 1, any exemptions (as mentioned in Annexure 1) shall be given to Startups/MSME on submission of valid documents and proofs as per norms and guidelines of Govt. of India. For Technical Evaluation (Annexure 4) - The criteria have been revised and corrigendum for the same has been published on 06.01.23.
30	4.1	4.1. (iv) 4.1.2.6	7 10	Integrate with various knowledge sources (Websites, CMS, DB, PDF documents, etc.as defined in 4.1.2.5, 4.1.2.6 and 4.1.2.7) and fetch relevant information for responding to user queries. The platform shall have the feature of PDF document parsing and indexing through which the responses to the user queries can be provided on basis of contents available in PDF files (which are available at different sources like backend DMS, Internal servers, etc.)	Please provide us the samples of PDF from each source so that the type/quality of PDF and the contents of the PDF can be understood. Also please specify the format of other data sources and either elaborate or provide samples for better understanding.	All the Parliament business PDF files are publicly available of the LS & RS websites which may be analyzed and used for understanding. (Refer link for sample document: https://loksabha.nic.in/Debates/textofdebate.aspx). The key capability of indexing any other document like PPT, word, Excel, etc. shall also

						be evaluated in technical evaluation (Refer revised Technical Evaluation criteria in corrigendum published on 06.01.23.)
31	4.1.2.1	4.1.2. Platform Components 4.1.2.1 Bot Interface 4.1.2.2 Advanced Speech Recognition (ASR) 4.1.2.9 Natural Language Generation 4.1.2.10 Text to Speech Synthesizer Annexure 14: Technical, Sl. No. 12	8, 11	<p>i. The bot interface shall be given features to accept voice and text inputs from the user in Hindi & English languages.</p> <p>ii. In case of Voice input, the Bot interface shall reflect the text query in the input bar space and the user shall be given with the provision update the text of the query if required.</p> <p>i. The platform shall have ASR capabilities to turn the speech input into accurate textual output with the provisions for manual corrections of text under user control feature in Bot Interface.</p> <p>ii. The ASR shall have high accuracy of recognition even for different voice accent, pronunciations, and diverse environments (indoor, outdoor, noisy etc.).</p> <p>4.1.2.9 Natural Language Generation The platform shall have the Natural Language Generation functionality that transforms system's language and produces understandable text in user's language.</p> <p>i. The Bot shall be capable to leverage the NLG functionality to produce the output to user's queries in as same language as the input was given.</p> <p>ii. In case of text inputs by the user, the NLG shall produce outputs as text and send it to the Bot interface and in case of voice inputs, the NLG shall transmit the text output to Text to Speech Synthesizer (TSS).</p> <p>4.1.2.10 Text to Speech Synthesizer The platform shall have TTS (Text to Speech) synthesis which may convert the NLG generated text output into natural-sounding audio in the same language as the input by the user and produce the audio through the Bot interface to the user.</p> <p>The TTS component of the platform shall be able to produce audio outputs with clear and humane audio in Indian accent in same language as actual query.</p> <p>The platform should include a keypad (with both phonetic and native types of typing) to support input in Indian languages for Chabot.</p>	<p>We understand that the present scope to be quoted is limited only to Hindi and English Languages.</p> <p>Further please clarify and confirm that the voice input of one language shall be converted to text of the same language and the audio output shall also be provided in the same language in which the initial voice input was made.</p>	<p>Initially the Platform & the Bot shall be provided in English, Hindi, and Mix of Hindi & English language. However, the platform shall be capable enough to add more regional Indian languages at any point of time during the contract period.</p> <p>It is expected that the voice input (in English or Hindi or Mix of English & Hindi language) shall be converted to text of the same language as per the input and the audio output shall also be provided by the Bot in the same language in which the initial voice input was made.</p>

32	4.1.2.8	4.1.2.8 Integrations	11	<p>Integrations</p> <p>i. The Platform shall be able to integrate with various knowledge sources of the Parliament through APIs, Webhooks etc. and fetch relevant information from them for user query fulfilment. The number of integration touchpoints and systems may be increased with time as new systems or servers can also be added within the Parliament.</p> <p>ii. The platform shall be able to fetch incremental content (new static/dynamic contents, new DB entries, new documents etc.) automatically from the knowledge source and update itself with new dataset to answer queries based on the updated content of the Parliament.</p>	How many external integrations will be there in the present scope for which the bid is to be submitted?	<p>There are around 1300 APIs available currently used for our websites to access the parliament data sources. Vendor may use the same however if required, the vendor may develop fresh APIs to ensure that scope of the work as defined in the RFP is met completely. In other words, vendor need not restrict itself to existing 1300 APIs as the same may not be sufficient to meet the entire scope of work.</p> <p>The desired solution is expected to have no limits on number of integrations and the development of APIs shall be expected for unavailable APIs (if any). Kindly visit and analyze Lok Sabha & Rajya Sabha websites (https://rajyasabha.nic.in/, https://loksabha.nic.in/) for better understanding of data sources.</p>
33	4.1.3	4.1.3. Features and Functionalities	13	<p>iii. A soft skilled Indian style persona shall be developed for the Bot to make the interactions more engaging, humane, and suitable for users.</p>	Please elaborate the use case.	<p>This is specific to the characteristic that the Bot is expected to take on in order to interact with users in voice modality. The audio tonal quality, accent, pitch, and other characteristics are expected to be developed with human like-Indian voice & tone style and accent.</p>
34	4.1.3	4.1.3. Features and Functionalities	13	<p>The Bot shall be able to produce answers which shall include a meaningful and contextual summary and a link to the specific page from where the answer was found and then will highlight the specific portion on the concerned page based on which the answer is given.</p>	Please elaborate the use case. In our technologist's opinion, it is only possible if the data source must and should be available in online.	<p>All the data sources (as mentioned in 4.1.2.5 to 4.1.2.7 of the RFP) shall be available online and the platform is expected to integrate with such data sources. The Bot is expected to produce answers with a contextual summary and a link to the specific page/document from where the answer was found based on information available in the data source.</p>
35	4.1.3	4.1.3 Features and Functionalities (xv, - d).	14	<p>The Vendor needs to respond all such tickets and close all tickets raised by the users within a predefined time as defined in SLA (Annexure 8)</p>	The Chatbot provider can provision the raising of tickets. However, it is not clear who shall be responsible for responding to and closing the tickets. Please clarify.	<p>The vendor is expected and manage all tickets and the expectations are defined 4.1.3 (xv), 4.8.1, 4.8.5, Annexure 8. In case of any Parliament domain information specific tickets, where there is a dependency on the user department, the vendor shall coordinate with the User Department and do the needful.</p>

36	4.1.3	4.1.3 (xviii)	15	The vendor shall get the third-party audit for functional as well as performance parameters testing and validation of the whole Conversational AI platform (including all scope and features and functionalities as mentioned in this RFP) by a third-party auditor (which shall be finalized by user department out of the panel of auditors (STQC/STQC empaneled) submitted by the Vendor). The audit report shall be submitted in UAT phase (as defined in section 18) without which the go-Live shall not be permitted.	Please let us know who shall bear the fee of auditors.	All audits as mentioned in the RFP shall be arranged and to be borne by the vendor.
37	4.1.4	4.1.4 Language Enablement	15	4.1.4 Language Enablement Language Enablement functionality here means enabling the Bot for interactions in various languages (Hindi & English languages initially) in text as well as audio. The User Department may ask the Vendor for other language enablement at any point of the time during the project tenure.	Please specify the count of languages in the scope if RFQ, based on which the bid is to be submitted. We request that the addition of more languages (other than in RFQ) in the future to be treated as change required and mutually agreed upon.	Initially the Platform & the Bot shall be provided in English, Hindi, and Mix of Hindi & English language. However, the platform shall be capable enough to add more regional Indian languages at any point of time during the contract period.
38	4.1.5	4.1.5 Platform Security	15, 16	i) The Conversational AI platform shall support utmost Application Security features and shall pass security testing/audit by a third-party security auditor empaneled at CERT-IN (to be hired by the vendor). This security audit needs to be done before deployment of the platform in production environment. k) The platform shall use encryption (or equivalent controls such as hashing) to ensure the confidentiality and integrity of data. This involves the usage of encryption technologies that have been thoroughly and publicly tested (e.g., 128-bit key length for symmetric encryption).	Please name the third-party security auditor. Who shall bear the auditor's fee. Please elaborate the requirement of encryption.	All audits as mentioned in the RFP shall be arranged and to be borne by the vendor. The details of auditors/organizations are available on CERT-In website. The requirement of encryption is to ensure the confidentiality and integrity of data of Parliament during integration with the platform as well as for the end users while using the functionalities of the platform.
39	4.8.5.	4.8.5 Ticketing	23	4.8.5 Ticketing i. The Vendor shall provide a dedicated ticket management tool which shall be integrated with the Conversational AI platform and can allow users to raise a query/feedback in form of a ticket (as defined in section 4.1.3 point (xv) by the end and mid of the conversation in the Bot interface. ii. There shall be a dedicated resource for ticket management on call/email support.	We could not find provision in Schedule of Rates to quote for the dedicated resource. Please provide the count of resources and provision to quote the rates of their deployment as well as their location from where they shall operate.	It is assumed that vendor would factor-in the cost of the dedicated resources within the XB component (as in Annexure 15). There is no separate quote to be made by the vendor for the same.
40	PDF Document Indexing	4.1.2.6	10		We understand that the bot can share the entire PDF after matching the specific key word within the file. Also, all the details will be available in the text format within the PDF and images will not be a part of the indexing option. Can you please confirm	The Bot shall be able to produce answers based on information available in the data source as mentioned in section 4.1.2.5 to 4.1.2.7 of the RFP. The response shall include a meaningful and contextual summary and a

					whether our understanding is correct or not?	link to the specific page(s) from where the answer was found and then will highlight the specific portion on the concerned page(s) based on which the answer is given.
41	Text to Speech Synthesizer	4.1.2.10	11		The Bot is required to support the conversion of the text to audio in the automated clear voice. Please advise if standard English and Hindi dictation will suffice the requirement.	It is expected that the voice input (in English or Hindi or Mix of English & Hindi language) shall be converted to text of the same language as per the input and the audio output shall also be provided by the Bot in the same language in which the initial voice input was made. The audio tonal quality, accent, pitch, and other characteristics are expected to be developed with human like-Indian voice & tone style and accent.
42	4	4.1. ii	7	Deploy the Bot over multiple channels (Website & Mobile App-iOS & Android), in English & Hindi languages initially	We propose to add Hinglish (English and Hindi mixed) as well to the scope as majority of the Indian population tends to speak in Mixed language. The advanced AI driven NLP platforms are capable of handling mixed languages.	It is expected that the Platform & the Bot shall be provided in English, Hindi, and Mix of Hindi & English language (Hinglish). However, the platform shall be capable enough to add more regional Indian languages at any point of time during the contract period.
43	Annex 4	I.1	43	COMPANY PROFILE & RELEVANT STRENGTH: Bidder shall have been in the business of implementation Conversational AI Platform as on date.	Conversational AI is a new age technology that has matured only over the last 3 years. Hence request you not to evaluate the vendors on the basis of their years of establishment but on their solution capability and live demo. We also request to include stress testing as part of demo to ensure robustness of the offered solution.	The clause has been revised and corrigendum for the same has been published on 06.01.23. The technical evaluation shall be done based on the revised evaluation criteria.
44	Annex 4	I.1	43	Scores will be given to Bidder based on their years of experience in the business for example, vendor having experience of 5 years, will score 5 marks and so on. Bidder with 10 or more years of experience will score 10 marks.	Considering the bidder is a start-up, this seems to be a very non-favoring pointer on evaluation. Since the start-up will have a lesser number of experience with a growing experience, the number of years' experience will act as a blocker in the qualifying score of the bidder as the start-up even with a better technology or solution will suffer in scoring just because of the total number of years as experience in scoring. We would be seeking exemption or removal of this clause	The clause has been revised and corrigendum for the same has been published on 06.01.23. The technical evaluation shall be done based on the revised evaluation criteria.
45	Annex. 1	Table a & b	40	Table A-The bidder (Prime bidder in case of a consortium) shall have a minimum of 5 Crore as an average annual turnover during preceding 3 financial years. Income Tax Return of the last 3 Financial Years. Certificate to effect of paying minimum wage to employees.	The startup is exempted from all the listed points	Exemption to Start-up & MSME shall be given as per clauses defined in Annexure 1 of RFP and guidelines as per Govt. of India.

46	Annex. 1	Table a & b	40	The Bidder (Prime bidder in case of a consortium) must have successfully executed at least 5 projects including minimum 2 (two) end-to-end implementation for central or state govt departments or PSU (during last 3 financial years ending Mar'2022) of Conversational AI platform (in English and/or Hindi or both languages with voice and/or text modality) of cumulative value of 50 lakhs INR or more.	The startup is exempted from all the listed points	Exemption to Start-up & MSME shall be given as per clauses defined in Annexure 1 of RFP and guidelines as per Govt. of India.
47	Annex. 1	Table a & b	40	Company shall have regular manpower strength of at least 20 employees that are involved and have experience in desired technology project.	The startup is exempted from all the listed points	Exemption to Start-up & MSME shall be given as per clauses defined in Annexure 1 of RFP and guidelines as per Govt. of India.
48	Annex. 1	Table a & b	40	The Conversational AI platform (in English and/or Hindi or both languages with voice and/or text modality) of the OEM must be running in at least 5 projects including a minimum of 2 (two) central or state govt departments or PSU in last 3 years. The OEM shall produce minimum 5 Pos (POs in the capacity of OEM) of cumulative value of more than 50 lakh (during last 3 financial years ending Mar'2022) to establish their credentials.	The startup is exempted from all the listed points	Exemption to Start-up & MSME shall be given as per clauses defined in Annexure 1 of RFP and guidelines as per Govt. of India.
49	Annex. 1	Table a & b	40	The OEM for the proposed platform shall have a development center in India, with not less than 20 employees, working on the AI, NLP, Machine learning Deep learning projects or similar technologies.	The startup is exempted from all the listed points	Exemption to Start-up & MSME shall be given as per clauses defined in Annexure 1 of RFP and guidelines as per Govt. of India.