

**Response to Prebid Queries - Custom Bid for Services - AI Based Website and Mobile Application Localization Solution.**

Sl No.	Tender Section	Page No.	Existing RFP Clause	Clarification Sought	Response
1	Annexure 8: Warranty Support and Service Level Agreement (SLA).	40	4. Vendor will deploy adequate support manpower at the user premises to maintain SLA.	Is it mandatory to deploy on-site personnel? If yes, please share the expected skills and team size	Yes, It is mandatory to deploy on-site personnel. The RFP clause categorically says so. As regards the expected skills and team size, the vendor is required to assess adequate (Skillset and number) support manpower to maintain SLA.
2	Annexure 9: Deliverables	43	3. Supply, implementation, and configuration of the localization platform, at the Lok Sabha premises, in line with the proposed timelines	Please confirm if hosted solution is acceptable. As it is difficult to have all the required components of the required solution deployed at Lok Sabha premise, we request you to allow us to propose hosted solution as well	As per scope of the RFP page no 11, translation management solution and localization solution have been defined separately. It is expected that only localization solution will be hosted on premise while the translation management solution may be deployed on the cloud.
3	Technical Compliance of AI based Translation Solution	51	6. The Website and Mobile Application hosting platform must have a Website and Mobile Application Analytics and Management dashboard to measure page views and other traffic parameters for the Website and Mobile Application in each language	Please clarify what is meant by Mobile application hosting platform? It is a general practice to host mobile applications on app servers. Does this mean that the supply of the server is a part of the scope of work? Is the development of the mobile application also in the scope of work?	A mobile Application for digital Sansad is already under development and this proposed localization solution should run on top of it. We are expecting all the translated contents from CMS and database to be populated in the mobile application as user selects a language of his choice. For the same requirement if any Infra or services are required, it is expected that vendor will provide it.
4	Technical Compliance of AI based Translation Solution	52	9. The proposed platform shall provide real-time transliteration capability	Please clarify. Transliteration of the content can be carried out as a part of the translation process itself. Please elaborate the need for a real-time transliteration capability	In the scope of the RFP, content type 1 and content type 2 has been defined. It is expected that the AI engine will translate and transliterate the entire website static and dynamic content in real time which is referred as content type 2. Subset of content type 2

					will be manually vetted by manual translators which is then considered to be content type 1. So, solution needs to translate and transliterate all website contents in real time basis. The transliteration will only be done for Nouns as mentioned in the RFP.
5	Annexure 15: Financial Bid Proforma	54	2. The user department will pay at this rate as and when such service is required during the contract period for either of all languages or any specific language	As it is clear that the user department intends to implement only 11 languages in the project to begin with, it is requested to allow us to bid with technologies which are currently available in 11 languages. The balance 11 languages can be made ready as and when required	As mentioned in the eligibility criteria, Bidder shall have the complete end-to-end solution available in 22 languages (as per schedule 8 of constitution) on the date of bidding for the RFP.  The understanding that user department intends to implement only 11 language is wrong. These separate rates for certain languages have been asked as on day zero, it may not be possible to implement all 22 languages.
6	Annexure 17: Third Party Audit Review	59	1. They have checked 100% content (Type 1) and certify that it is 100% accurate per page	We wish to submit that even after best efforts, it is not possible to confirm 100% accuracy for translations. We request you to allow ensuring greater than 90% accuracy for the translated content. This is also as per the industry norms	Accuracy level will be maintained as per RFP, as 100% level can be achieved after manual verification and rectification
7	Technical Evaluation	33	The score must be 30-35% or above to be made eligible for bidding.	Do we need the certified BLEU score certificate be based on all 22 Indian Languages or Top 12 Indian Languages	Hindi, Assamese, Bengali, Gujarati, Marathi, Tamil, Telugu, Kannada, Malayalam, Oriya, Punjabi - BLEU Score As mentioned in RFP. For languages Kashmiri, Konkani, Manipuri, Nepali, Sanskrit, Sindhi, Urdu, Bodo, Santhali, Maithili, Dogri - Will go by industry best practices.
8	Technical Evaluation	33	Experience in similar assignment - The bidder shall have been awarded contract for Localization solution	The project to be considered can be for Private Listed companies as well and is not specific to central	Please refer RFP.

			that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience. The work order shall have been issued within the last 5 years, as on date of submission of bid	or state govt departments or PSU	
9	Eligibility Criteria for the OEM	30	Exemption for Startups - Firms who are registered with NSIC (National Small Industries Corporation) under Single Point Registration Scheme or Startups (for items mentioned in "Scope of work" and "Annexure 14: Technical") as recognized by Department of Industrial Policy & Promotions (DIPP) shall be considered for exemption from eligibility criteria mentioned in S No - 1,2,3,4 and 6 mentioned in the above table	Just the confirmation-Point No6 mentioned in the listed clause is a typo error and it is ideally S No - 1,2,3,4 and 5	Please refer to the Bidder criteria table and follow the serial numbers. Same condition holds true for Bidder/OEM
10	Legal Entity	33	Valid Income Tax Registration Certificate.	Please help us with the clarity on Income Tax Registration certification as we are already giving PAN Card	Copy of the latest filed ITR will work.
11	Legal Entity	33	"The Bidder (Prime bidder in case of a consortium) must have successfully executed or is executing at least 2 projects (during last 5 financial years ending Mar'2022) involving multi-language localization solution of value more than 50 lakhs INR per project." Copies of the work	Can we submit the Invoices copy (instead of work order/Completion certificate) one PDF containing all the invoices along with the proof of payments? Can we give one PDF containing all the invoices summed up to 50Lakh for one project only	We will need work order/Completion certificate and proof of payments for these projects as mentioned in RFP. Mere Invoice will not be accepted.

			order/Completion certificate and proof of payments for these projects		
12	Technical Evaluation	33	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.	We need to submit the copy of Incorporation to showcase the experience year for mark up	No, copy of incorporation will not be accepted as proof of experience
13	Technical Evaluation	33	Contract value greater than INR 1 Crore in last 5 years (ending Mar'2022) - 2 to 5 projects - 10 Marks 6 to 10 projects - 15 Marks More than 10 projects - 20 Marks. Copies of the work order and Completion certificate.	Can we submit the PDF for the Work order copies since client completion certificate is not available?	No, both will be required as per RFP.
14	EMD	14	Scanned copy of EMD (as per Annexure 22) or Relevant Registration Certificate in case claiming exemption from EMD for the functional area(s) for which bid is being submitted. (Format of BG must be as per Lok Sabha Secretariat's format attached in this tender in Annexure 23).	We would only need to submit the DIPP certificate for the same	Please refer to note no 2 under eligibility criteria at page 30 of RFP
15	3. Detailed Scope (Scope of work)	8	1. All translations (in any of the 22 languages) shall have greater than 100% accuracy per page	Greater than 100% seems to be a typo error. Please confirm	Yes, please consider it as 100%
16	GEM MAIN PAGE- Bid Document	Page 2	Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value	The estimated value of the project is 10Cr and 80% of the same is 8Cr, 50% of the same will be 5cr + 5cr and 40% will be 3 projects of 4 crore. How are we expecting the start-ups to pass this minimum criteria basis the estimated	The referred criteria in GEM bid document will be superseded by eligibility criteria given in RFP.  Please refer to note no 2 under eligibility criteria at page 30 of RFP.

			or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.	value? The bidder needs at least 3 projects of 4cr or higher value to bid for this project. Am assuming none of the bidders can have this value PO in language localization only	
17	Annexure 1: Eligibility Criteria	Page No. 28	The Bidder (Prime bidder in case of a consortium) must have successfully executed or is executing at least 2 projects (during last 5 financial years ending Mar'2022) involving multi-language localization solution of value more than 50 lakhs INR per project.	Please clear about the required projects experience.	The requirement of project experience is clearly mentioned in the RFP
18	Annexure 1: Eligibility Criteria	Page No. 28	The Bidder (if not OEM itself) shall be an authorized Partner of the offered/proposed OEM	MAF details	Please refer to Annexure 26 in RFP
19	Annexure 1: Eligibility Criteria	Page No. 29	The OEM shall have the complete end-to-end solution available in 22 languages (as per schedule 8 of constitution) on the date of bidding for the RFP	Clarity on this	The RFP is clear on this point. The query raised is not specific.
20	Annexure 15: Financial Bid Preform	Page No. 54	Separate Rate per word is to be given for each language separately for the following 11 languages	Rate format	Please refer to Annexure 15 in RFP and follow the second table in page 54. You can put value in place of L1, L2, L3 and so on

21	Annexure 1: Eligibility Criteria	Page No. 28	The Bidder (Prime bidder in case of a consortium) must have successfully executed or is executing at least 2 projects (during last 5 financial years ending Mar'2022) involving multi-language localization solution of value more than 50 lakhs INR per project.	Please clear about the required projects experience.	The requirement of project experience is clearly mentioned in the RFP
22	RFP Section -3.1.3	Page No. 9	For one time translation activity, minimum 1,50,000 words/month will have to be delivered by vendor from the start of the project.	It is overall or one Language	As mentioned in RFP, 1,50,000 words/Month is count of word of source language. We are expecting output in all 22 languages as the translation work is expected to happen in parallel. However if a bidder finds any challenge in this regard that may be brought to the knowledge of user department during technical evaluation.
23	RFP Section 3.3	Page No. 11	Localization Platform: It includes-The required infrastructure for hosting will be supplied by the vendor with no additional cost for the entire contract period. Physical space and electricity will be provided by user department.	Do we need to deploy the solution on premises on your cloud or hardware?	Please refer to response of question no 2
24	RFP Section 3.3	Page No. 12	Multilingual virtual keypad shall be provided for typing as part of the solution.	We have our own Virtual Keyboard XPLOREE , please tell where we need to integrate this.	This needs to be integrated in the new Lok Sabha and Rajya Sabha website, on which localization will happen
25	RFP Section 12	Page No. 18	Bidders are required to be ready for installation of the setup at Parliament site within 10 days of bid submission for technical evaluation. No request for subsequent extension will be entertained.	Will you provide us the API for installation?	Vendor can evaluate the solution and explore whether they need API or not to deploy any solution. Any new development if required, it is expected to be carried out by Vendor

26	Eligibility criteria for OEM	Page No. 29	The proposed solution (at least its major components) shall be running in a minimum of 2 (two) central or state govt departments or PSU. The OEM / Solution provider shall also produce minimum 2 POs (POs in the capacity of OEM) of value more than 50 lakh per project to establish their credentials.	We have platform but not integrated with any central/State govt., but we are using this to translate various documents of govt. Can we participate.	Please check eligibility criteria as mentioned in RFP and exemptions clauses in case of start-up. If you have done only manual translation without usage of technology platform, then you are not eligible
27	Annexure 1: Eligibility Criteria	28	Basic Certifications. (ISO 9001 / 27001 Certification)	Please allow for another Certificate.- CMMI Level-3	CMMI level - 3 is not needed.
28	Annexure 1: Eligibility Criteria	28	Company shall have regular manpower strength of at least 25 employees. The company shall also have at least 1 dedicated professional translators and 1 validator for each language offerings	Please consider as Bidder/OEM	If OEM and bidder participating in the bid is one and the same entity, then that entity (OEM/Bidder) needs to meet eligibility criteria of both bidder as well as OEM.
29	Annexure 1: Eligibility Criteria	28	The Bidder (Prime bidder in case of a consortium) must have successfully executed or is executing at least 2 projects (during last 5 financial years ending Mar'2022) involving multi-language localization solution of value more than 50 lakhs INR per project	Please consider as Bidder/OEM	If OEM and bidder participating in the bid is one and the same entity, then that entity (OEM/Bidder) needs to meet eligibility criteria of both bidder as well as OEM.
30.	Payment Milestone	49	Payment milestone of the RFP.	Please consider changing the payment Milestone as below -  Go-Live : 60% 3 months post deployment : 10% 6 months post deployment 10% and so on.	There will be no change in payment milestones.

**Note- It has been clarified to the vendor that response to the bid should be given in the format specified in the RFP with proper ordering and indexing of all information. Proposals submitted in other formats will be rejected. Vendors are advised to submit work order and completion certificate from client for point no 1,2,3 in technical evaluation checklist in Annexure 4 in the RFP. For each point in the technical evaluation vendor must provide the information which will then be followed by supporting document in the order given in technical evaluation checklist in Annexure 4 in the RFP.**