

Pre bid response for Bid Number: GEM/2023/B/2964125 Dated: 09-01-2023  
 Custom Bid for Services - AI Based Website and Mobile Application Localization Solution

S.No	Section No.	Clause No.	Page No.	Existing Provision in Clause	Clarification Sought	Parliament Response
1	Section 3 (Detailed Scope)	Two Types Of Content - Clause 1 & Clause 2	7	<p>1. Content Type 1- Website and Mobile Application contents (Including documents) which are proposed to be translated and manually vetted.</p> <p>2. Content Type 2- Website and Mobile Application Contents (including documents) which are proposed to be translated online in real time and not manually vetted.</p>	Please clarify about the parameters to define Content Type 1 and Content Type 2. As it is clear that Content Type 2 needs the AI based translation, and Content Type 1 will be human assisted translation, but we request to provide clarification about the definition of Content type	As defined in section 3 Scope of work of the RFP, content type 1 requires Human assisted correction and vetting before publishing, Content type 2 does not require Human assisted correction.
2	Section 3.2.3	Clause 5	11	Any incident of performance drop, and cyber security breach will attract penalty as per Annexure 11.	Please clarify about the parameters for measurement about the performance in this perspective	Clause no 5 of relevant section does not talk of performance drop, it is related to cyber security breach.
3	Section 3.3	NA	11	Complete Solution including Translation management solution and Localization Platform	Please clarify about the deployment scenario for both the platforms - Translation Management and Localization platform. Please confirm about the acceptance of hosted solution for components. Please clearly specify the components such as Keypad, Search, Transliteration, Website Localization (Translation Management Platform), etc. to be deployed on premise.	The AI engine of the Translation management solution can be hosted solution. However Localization platform including components such as Search, keypad etc as defined in scope of work are to be hosted on premises as clarified in Section 3.3 (refer Para 1 of the Localization Platform)
4	Section 3.3	Clause 14	12	The platform shall be free of any cyber security vulnerability and vendor needs to regularly update OS and Solution patches as released by OEMs time to time. Vendor must submit a monthly report on cyber security assessment of the localized Website and Mobile Applications and patch update activities performed by the vendor. Any cyber security incident(s) identified through independent security audit, or any other means will attract penalties for vendor as per the clauses defined in Annexure 11.	<p>Please consider one of the penalty only regarding this clause, as Annexure 11 is defining penalty against reported incident while Annexure 8 is having Penalty clause on resolution SLA regarding these incidents. While the solution is free of any such threats, but such incidents depends on many other factors. So its a humble request to the department to consider only Annexure 8 for such incidents.</p> <p>Also, since the majority of the solutions being offered are on-premise, the chances of having such incidents is considerably less and is negligible.</p>	Vendor can submit a detailed report with evidence and explanation that issue is coming because of reason beyond their control. Based on evidence user department will take final decision

5	Section 3.4	13	14	<p>During the session period, the secretariat issues certain documents (List of Business, Bulletin I, bulletin II, Synopsis of Debate, questions lists etc.) on daily basis (generally issued in late evening). User department may require such documents to be translated in a shorter time frame (Max window of 6 hours from upload timestamp of the document) so that it is available to the MPs in multiple languages at the start of the next day of session. Bidder may refer Lok Sabha website for reference for such documents. Estimated range of pages for such documents may vary from 10-50 pages per document</p>	<p>We request clarification about the number of document for this particular section of services. As the clause confirms the page range per document but the no. of documents which need to be translated and the no. of expected languages are not clear here. Since, the translation capability is dependant on the number of words and it could be scaled to a possible extent since the execution time is very less, we request the department to reconsider the timelines.</p>	<p>4-5 documents may be shared for document translation and hosting during the session time. However the number of documents and pages per document may vary.</p> <p>In order to take care of the same, Annexure 11 clause 3 clearly explains "In case the vendor submits that the completion of the task is not feasible within the given time, the user department may relax the Penalty amount after due consideration of the submission of the vendor"</p>
6	Section 16	Clause 9	22	<p>The successful deployment is independent of the document translation task completion because department may ask the vendor to translate the documents selectively.</p>	<p>Please provide clarification about the document translation task. Will it exclude the scope for translation of 1000000 words. If yes, then please suggest that how the vendor will consider this in billing/invoicing .</p>	<p>1000000 words is an indicative number mentioned in RFP mainly for benchmarking in financial bid. User department will set the priority for the language(s) in which localization will take place. The Scope of work of RFP is not limited to 1000000 words, the actual number of words will be determined during implementation.</p> <p>The vendor will charge the department as per X1 and X2 component (As per Financial Bid proforma read with the table of taper of rate with volume) for translation as well as document translation service depending upon the concerned language</p>
7	Section 19	Clause 2	23	<p>The Department expects the vendor to deliver the items as mentioned in the scope of work within 6 months of the issuance of letter of intent</p>	<p>Please clarify about the expectation regarding delivery within 6 months. Will it be whole set of 1000000 words in all 22 languages and after 6 months, vendor has to provide services for incremental content?</p>	<p>1000000 words is an indicative number mentioned in RFP mainly for benchmarking in financial bid. User department will set the priority for the language(s) in which localization will take place. The Scope of work of RFP is not limited to 1000000 words, the actual number of words will be determined during implementation.</p>

8	Section 20	Clause 3	23	Any SLA clause related to scope of work and deliverables can be added or modified during the contract period as per user discretion	Its our humble request to reconsider this clause as there are very harsh penalties against SLA & deliverables. Modification of these clauses from the department end as per discretion can be harsh for vendor. It should be modified on a mutually agreed terms.	As per Annexure 8 Note 2 in RFP document, any "SLA can be added or modified by the user department <b>in consultation with the vendor</b> "
9	Annexure 4	Technical Evaluation- Clause 4	34	Experience in similar assignment - The bidder shall showcase at least two projects involving AI based language translation and transliteration in multiple local languages. Bidder shall provide client details and arrange a virtual meeting with the client for verification of the project related details and will submit relevant certificate from competent authority of client organization.	Request the department to consider the feedback from the End client over mail or Department can provide a set of expected parameters on which the client can reply over mail. As per the industry norms, Clients feel comfortable in writing a mail, but having a joint call for verification purpose is time dependent. Getting a suitable time slot from all the parties may not be feasible.	There will be no modification as proposed
10	Annexure 8	Clause 4	40	Vendor will deploy adequate support manpower at the user premises to maintain SLA.	Please provide clarification about the compulsion of onsite manpower deployment. Support team will be available in the backend to meet the SLA and to resolve any incidents raised through ticketing system. Also, we ensure about the visit of the adequate resource as and when required.	Yes, Vendor will deploy adequate support manpower at the user premises to maintain SLA. In other words, if there is any issue in SLA, the support manpower has to be at user premises without even user request.
11	Annexure 8	Penalty Table Clause 4	41	Localized Website and Mobile Applications are operational but has major performance issues as indicated below – Generally, web page load and response time shall be within 3 secs. Web page performance statistics shall be captured in the performance dashboard of the proposed solution as defined in the scope of work. If web page load and response time is persistently high beyond the acceptable level, then vendor needs to act on the issue immediately.	Please reconsider this penalty clause as loading of website and mobile applications are dependent on many backend factors. Localization will provide the same performance as the platform is providing. If the issue is from the Localization Solution provider, then we will start the troubleshooting and bug fixing process immediately within the SLA mentioned in this clause, else we will notify the department about the smooth functioning of Localization Platform and department can look at other aspects of this issue.	Vendor can submit a detailed report with evidence and explanation that performance gap is because of reason beyond their control. Based on evidence user department will take final decision
12	Annexure 8	Penalty Table Clause 7	42	Translation and transliteration mistakes vis a vis glossary as provided by user department - Penalty of INR 10000/- per incident	Requesting the department to please clarify about the incident definition. What will be considered as single incident which will attract penalty as per Annexure 8.	Any incident involving mistake of translation and transliteration which is already defined in scope of work.

13	Annexure 8	Clause 8 (SLA Requirements )	40	<p>Gradual dip in manual corrections done on machine translated content in each language.</p> <p>This will be calculated based on the decrease in number of manual corrections made on the machine translated content (Refer 3.3 (8))</p> <p>Number of corrections done per 10000 words in each language in first quarter post go live will be taken as base for first year.</p> <p>Vendor can choose between two options:</p> <p>1) 2.5% dip in each quarter vis a vis previous quarter for four consecutive quarters or</p> <p>2) 12% dip in each year. (The base for subsequent year will be taken as 12% dip on base for the previous year.)</p> <p>The above-mentioned SLA condition will be reviewed after 1year and can be modified with mutual consent</p>	<p>Requesting the department to reconsider this clause.</p> <p>As the model gets trained and fine tuned on the translation of source data provided by department, at the initial level of translation work, the dip in corrections will be higher and gradually start saturating over subsequent years. Since the contract period is for 3 years and NMT accuracy varies for all 22 languages due to unavailability of same volume of data across all languages. So, instead of gradual dip of 12% per year, we request the department to consider the following slabs for minimizing the manual corrections :</p> <ol style="list-style-type: none"> <li>1. 10% for first year</li> <li>2. 5% for second year on base of first year data.</li> <li>3. 3% for third year on the base of previous 2 years of data.</li> </ol>	<p>We appreciate your concern, considering the same, the relevant clause does provide provision to review the condition of 12% per year.</p> <p>It clearly mentions "The above-mentioned SLA condition will be reviewed after 1year and can be modified with mutual consent"</p>
14	Annexure 8	Clause 8 (SLA Requirements )	40	<p>Gradual dip in manual corrections done on machine translated content in each language.</p> <p>This will be calculated based on the decrease in number of manual corrections made on the machine translated content (Refer 3.3 (8))</p> <p>Number of corrections done per 10000 words in each language in first quarter post go live will be taken as base for first year.</p> <p>Vendor can choose between two options:</p> <p>1) 2.5% dip in each quarter vis a vis previous quarter for four consecutive quarters or</p> <p>2) 12% dip in each year. (The base for subsequent year will be taken as 12% dip on base for the previous year.)</p> <p>The above-mentioned SLA condition will be reviewed after 1year and can be modified with mutual consent</p>	<p>Please provide clarification about the Target 1 &amp; Target 2 defined in this clause.</p>	<p>The clause itself clearly defines Target 1 as well as target 2. The vendor is expected to meet either Target 1 (quarter level) or Target 2 (Year level).</p>
15	Annexure 9	Clause 10	45	<p>SLA monitoring tool</p>	<p>Please provide the department's expectation about this tool.</p>	<p>The tool should capture relevant data point to provide automated reports on each and every SLA conditions as mentioned in RFP.</p>

16	Annexure 10	Table Section 8	47	Translation and hosting of time critical business documents like LOB, Bulletin I and II etc. in desired languages - Delivery timeline of 6 hours whenever received	Delivery timeline is very tight as the document translation solution is asking for translation of content in all 22 languages. This timeline is sufficient for translation in Hindi/English, but very less when considering all 22 languages in scope. Please reconsider the same.	Annexure 11 clause 3 clearly explains "In case the vendor submits that the completion of the task is not feasible within the given time, the user department may relax the Penalty amount after due consideration of the submission of the vendor"
17	Annexure 11	Penalty Clause - 3	48	INR 10000/- will be charged per hour for each hour delay in delivery of translated content to the user department as per scope in 3.4 (13). In case the vendor submits that the completion of the task is not feasible within the given time, the user department may relax the Penalty amount after due consideration of the submission of the vendor.	Delivery timeline for the scope of work defined in clause 3.4 (13) is very tight as the document translation solution is asking for translation of content in all 22 languages. This timeline is sufficient for translation in Hindi/English, but very less, when considering all 22 languages in scope. Please reconsider the penalty clause and timeline against this.	Annexure 11 clause 3 clearly explains "In case the vendor submits that the completion of the task is not feasible within the given time, the user department may relax the Penalty amount after due consideration of the submission of the vendor"
19	Annexure 15	Financial bid format	57	If the total number of words to be translated as per scope of work are more than 10,00,000; the cost per word (As quoted in Table 1, Column B) will have to be considered in the manner as per below table :  so on..	We request the department to provide a last slab for this calculation.	Please refer to new corrigendum added on Gem on 16th January 2023
20	Annexure 8	Penalty Clause (Clause 7)	42	Penalty of INR 10000/- per incident	Since the RFP requirement is to execute and deliver high volume of content across 22 languages by implementing a complex solution. There could be certain times where a few delays are expected. This could be due to lack of trained translators specially in Block-2 Languages, availability of less resources during weekend/holidays, other technical reasons for the solution deployed on premise that can be impacted by multiple factors. Hence we request the department to reconsider and dilute the penalty clauses to the maximum possible extent	The specific penalty "Penalty of INR 10000/- per incident" is not linked to delay in delivery.  Vendor can submit a detailed report with evidence and explanation that delay in resolution is because of reason beyond their control. Based on evidence, user department will take final decision

21	Annexure 8	Penalty Clause (Clause 7)	42	Penalty of INR 25000/- per incident to be levied.	Since the RFP requirement is to execute and deliver high volume of content across 22 languages by implementing a complex solution. There could be certain times where a few delays are expected. This could be due to lack of trained translators specially in Block-2 Languages, availability of less resources during weekend/holidays, other technical reasons for teh solution deployed on premise that can be imapcted by multiple factors. Hence we request the department to reconsider and dilute the penalty clauses to the maximum possible extent	Vendor can submit a detailed report with evidence and explanation that delay in resolution is because of reason beyond their control. Based on evidence, user department will take final decision
22	Annexure 8	Penalty Clause (Clause 7)	42	Repeat instances of Translation and transliteration mistakes - Penalty of INR 10000/- per incident	Since the RFP requirement is to execute and deliver high volume of content across 22 languages by implementing a complex solution. There could be certain times where a few delays are expected. This could be due to lack of trained translators specially in Block-2 Languages, availability of less resources during weekend/holidays, other technical reasons for teh solution deployed on premise that can be imapcted by multiple factors. Hence we request the department to reconsider and dilute the penalty clauses to the maximum possible extent	The specific penalty "Repeat instances of Translation and transliteration mistakes - Penalty of INR 10000/- per incident" in not linked to delay in delivery.  Vendor can submit a detailed report with evidence and explanation that delay in resolution is because of reason beyond their control. Based on evidence, user department will take final decision
23	Annexure 8	Penalty Clause (Clause 8)	42	Penalty of INR 1000000/- per month will be charged till the period the vendor meets target 2	Since the RFP requirement is to execute and deliver high volume of content across 22 languages by implementing a complex solution. There could be certain times where a few delays are expected. This could be due to lack of trained translators specially in Block-2 Languages, availability of less resources during weekend/holidays, other technical reasons for teh solution deployed on premise that can be imapcted by multiple factors. Hence we request the department to reconsider and dilute the penalty clauses to the maximum possible extent	The specific penalty "Penalty of INR 1000000/- per month will be charged till the period the vendor meets target 2" in not linked to delay in delivery.  Vendor can submit a detailed report with evidence and explanation that delay in resolution is because of reason beyond their control. Based on evidence, user department will take final decision
24	2		6	translation of the online contents and Website and Mobile Applications	Which CMS is used for developing the Loksabha website	D-space and Strappy are the existing CMS
25	3.3	1	12	Physical space and electricity will be provided by user department	Will Internet bandwidth be provided for localized websites	Yes
26	3.2.1	1	10	Proposed Flow Diagram for Type 2 content	Kindly clarify if the Type 2 content is Machine Translation only without any manual correction required from the vendor?	Please refer to SI No 1 answer

27	Annexure 1	3	28	Copies of the work order/Completion certificate and proof of payments for these projects	You have asked us to provide POs and evidence of revenue from customers. This information is confidential. How do we provide such documents? Can we hide the amounts?	The bidder has to submit according to the RFP
28	Annexure 15	1	55	It means this rate will be applicable for translation in all the 11 languages.	Is X1 the rate per language or the rate for all languages combined	Please refer to new corrigendum added on Gem on 16th January 2023
29	3	3.4	13	Document Translation Service: Vendor shall quote the price of the solution as per Annexure 15	Annexure 15 does not have provision to provide price for Section 3.4. It only asks for price for Section 3.3 - X3 = Localization Platform (as per detailed scope section 3.3)	X1 and X2 in Annexure 15 (Rate per word language wise) are for the translation. Same rate (Language wise) would be applicable for document translation service as detailed out in Section 3.4.  Please refer to new corrigendum added on Gem on 16th January 2023