

**Corrigendum – GeM Bid “GEM/2022/B/2883644”
“Custom Bid for Services - Conversational AI Platform”**

Date: 06.01.2023

With reference to the published bid on GeM with Bid Number “GEM/2022/B/2883644” dated 21-12-2022, the “Annexure 4 – Technical Evaluation Mechanism for Bidders” of the published tender document “Terms of Reference for Selection & Appointment of Vendor for implementation of Conversational AI Platform” has been amended and the following are the updated details of the “Annexure 4 – Technical Evaluation Mechanism for Bidders” which shall be further considered and followed:

Annexure 4: Technical Evaluation Mechanism for Bidders

Technical Evaluation (Minimum Qualifying score is 70)				
S. No	Criteria	Basis for valuation	Max Score	Supporting
I.	RELEVANT STRENGTH		40	
1.	Experience in end-to-end implementation of Conversational AI Platform that have either been completed or an ongoing project with bilingual or multilingual capabilities and with voice and text modalities.	<p>The work order shall have been issued within the last 5 years, as on date of submission of bid.</p> <p>Maximum of 5 marks shall be given for each project and Maximum 3 projects shall be considered</p> <p>The projects of value equal to or more than 5 lakhs per project shall be considered.</p>	15	Copies of the relevant work orders and Completion certificates or payment proofs.
2.	Experience in Conversational chatbot implementation with voice and text modalities.	<p>Projects implemented with only Text facility – 2 Marks</p> <p>Projects implemented with both Text and Voice facility – 5 Marks</p>	5	Copies of the relevant work orders and Completion certificates or payment proofs.
3.	<p>Previous/Existing Customer Feedback based on completed/ongoing projects in last 2 years from the current date of Technical Evaluation.</p> <p>The Bidder shall share the contact details of such previous/ existing customers and shall also arrange the virtual meeting for verification of the feedback.</p>	<p>10 marks for each satisfactory feedback by previous/existing customers shall be given with a maximum of 20 marks for this category.</p> <p>The feedback will be on the key parameters such as timely completion of project, quality of deliverables, penalty imposed (if any), outages and escalations post go-live, responsiveness of the bidder.</p>	20	Bidder shall submit relevant certificate/letter from the competent authority of the previous/ existing customer organization.

II.	APPROACH & METHODOLOGY for evaluation of Bidder	60		
3.	<p>Demonstration of understanding of the user requirements –</p> <p>Demonstration of the proposed Conversational AI Platform to be done by vendor as part of technical evaluation.</p> <p>The Vendor is expected to showcase the end-to-end functionality of the platform as defined in this RFP.</p> <p>The Vendor will be provided with sample PDF documents which needs to be parsed and indexed in the platform to provide response by the Bot on basis of the indexed document during demonstration. The Vendor will also be expected to index website static and dynamic contents to enable the bot to answer user queries during demonstration.</p>	<p>Qualitative assessment based on demonstration of understanding of the user requirements through:</p> <ul style="list-style-type: none"> • Solution demonstration by vendor covering the entire requirement as per the scope of work of the RFP – 10 Marks. • Response Accuracy and response time of the Bot during live demonstration on the basis of indexed information (Web content, PDF document etc.) – 10 Marks • Extent of compliance to the technical checklist as mentioned in Annexure 14 – 10 Marks • Key Capabilities - 10 Marks <ul style="list-style-type: none"> ▪ PDF, Word, PPT, Excel and other type of document parsing and indexing capability. ▪ Capabilities to scale up to handle maximum possible concurrent users and multiple integration touch points. ▪ Capabilities to handle free form queries of user rather than only defined or static query formats. 	40	<p>Detailed write up and demonstration covering all aspect of the proposed platform.</p> <p>Response to the technical compliance sheet given in Annexure 14 will also be evaluated.</p>
4.	<p>Approach and Methodology to perform the work in this assignment including project work break down structure.</p>	<p>Qualitative assessment based on understanding of the objectives of the assignment: The extent to which the bidder’s approach and work plan responds to the objectives indicated in the scope of work including delivery and timeline requirements of the RFP.</p>	10	<p>Detailed write up on approach and methodology with work plan.</p>
5.	<p>Manpower Resource Quality</p>	<p>Educational qualification and experience of the key resources and AI & NLP technology experts to be deployed in the project.</p>	10	<p>Resource Profile</p>

Signature of Bidder (with seal)

(Authorized Signatory)

Name

Designation

Address

Contact Details

Date

Signature of OEM (with seal)

(Authorized Signatory)

Name

Designation

Address

Contact Details

Date