Corrigendum_1
For
Request for Proposal

UMANG – Conversational Chat Bot and AI Based Voice Assistant

UMANG

S. N o	Docu ment Refer ence(s), [Secti on and page Num ber]	Existing Content	Content of the clause stands modified as
1	Section 5.3 point ii, page 4	Provide a platform agnostic solution which supports presence on multiple channels for example Web, Android, iOS, Alexa, Google Assistant etc.	Provide a platform agnostic solution which supports presence on multiple channels for example Web, Android, iOS, Alexa, Google Assistant, Siri, Kai OS.
2	Section 5.6 point xvi, page 8	The solution MUST have the capability to mask the relevant personal information available in the captured data when it is stored. The stored data MUST NOT be readable by any other means other than the management console.	The solution MUST have the capability to mask the relevant personal information available in the captured data when it is stored. The stored data MUST NOT be readable by any other means unless warranted by requirements laid out by NeGD from time to time.
3	Section 9.1 Table 4 point 4, page 14		

Sno.	Parameter	Criteria	Evidence to be submitted
4	Experience	Partner Agency (Vendor) shall have experience of: a) The bidder must provide reference of 3 clients for whom the bidder has implemented chatbot /VA as a service solution and is actively being used and LIVE. b) Bidder must be original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP).	For requirements a)& b), please submit: Copy of work order + Completion Certificates from the client; OR Self Certificate of Completion (Certified by CA);

Sno.	Parameter	Criteria	Evidence to be submitted
4	Experience	Partner Agency (Vendor) shall have experience of: a) The bidder must provide reference of 3 clients for whom the bidder has implemented chatbot /VA as a service solution and is actively being used and LIVE. b) The vendor can be a i) original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP), OR ii) a authorised partner of such original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP). Valid proof of the authorization to be provided along with the bid OR iii) partner of similar open source platforms.	For requirements a)& b), please submit: Copy of work order + Completion Certificates from the client; OR Self Certificate of Completion (Certified by CA);

| 4 | Section 10, page 19 | 10 Service Level Agreements | 10   Service Level Agreements |

10.1 Severity Levels and Penalty

Deviations from the agreed upon performance would need to be consistently measured and severity level for non-compliance need to be assigned. The following tables describe the various severity levels.

Severity Level

Table 7 – Severity Level

Severity Level	Description
1	Minimum loss of service and minimum loss in quality of service delivered
2	Delay or denial of service or services observed / reported. Lack of availability of a feature results into non enablement of service
3	Delay or denial of services observed, lack of effective and timely communication resulting into citizen perception issues
4	Complete loss of service for a period of time resulting into significant inconvenience to the users or multiple instances of complete loss of service resulting into users losing confidence in the system and hence directly affects the ability of the platform to on-board additional services, get buy-in, popularize the service.

Penalty

The penalty for not meeting the SLAs is linked to the severity level of the breach the SLA as detailed in table 8 below;

10.1 Severity Levels and Penalty

Deviations from the agreed upon performance would need to be consistently measured and severity level for non-compliance need to be assigned. The following tables describe the various severity levels.

10.1.1

Table 7: Severity Level

Severity Level	Description
1	Minimum loss of Bot's services and minimum loss in quality of services delivered
2	Delay or denial of service or services observed / reported. Lack of availability of a Bot feature that results into non-fulfilment of user request.
3	Delay or denial of Bot services observed, lack of effective and timely communication resulting into citizen perception issues.
4	Complete loss of Bot services for a period of time resulting into significant inconvenience to the users or multiple instances of complete loss of Bot services resulting into users losing confidence in the system and hence directly affects the ability of the platform to on-board additional services, get buy-in, popularize the service.

10.1.2   Platform Availability SLA

The penalty for not meeting the SLAs is linked to the severity level of the breach of the as detailed in Table 8 below;

Table 8

Level of availability calculated on monthly basis	Penalty amount
>99%	No Penalty
98% to 99%	0.10% of total order value for every hour.
95% to 98%	0.50% of total order value for every hour.
<95%	1% of total order value for every hour.

Table 8

Description	Baseli ne	Severi ty Level 1 Breac h	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
Availability of services (Any failure due to external factors, are not part of the SLA but the Bidder is required to document the external failures to provide documentary evidence if asked for)	99.90%	Up to 99.5%	< 99.5 % &>=98%	< 98% &>= 96%	< 96%

Scheduled downtime (if required) for system maintenance shall be for 3 hours from 1 am to 4 am on Sundays and shall have to be notified 7 days in advance. This has to be documented and managed by PM. NeGD approval and appropriate communications to stakeholders are mandatory.

Application Performance SLA

Table 9

10.1.3 Application Performance SLA

Table 9

Description	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
*Average Response time for any user request. Excluding the time taken by the external system. **SLA will breach if more than 2% of the request will take >2 seconds**	<=2 Seconds for 98% of the requests	<= 2 Seconds for 95% of the requests	<=2 Seconds for 92.5% of the requests	<= 2 Seconds for 91.5 % of the requests	<= 2 Seconds for 90%of the requests

Description	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
*Average Response time for any user requ. Excluding the time taken by the external system. **SLA will breach if more than 5% of the request will take >2 seconds**	<=2Seconds for 99.5% of the requests	<= 2 Seconds for98% of the requests	<=2Seconds for95% of the requests	<= 2Seconds for92%of the requests	<= 2Seconds for 90%of the requests

Service Quality SLA

Table 10

Parameters	Parameter
Human Interaction Vs Chatbot/VA Interaction - To which extent a chatbot/VA can solve conversations by not creating a case that has to be solved by a second-tier call centre determines this rate.	To begin with and at any point of time self service rate of Chatbot/VA should not be less than 80%.This % of involvement of Human agent should be declining over a period. Ultimately the Chatbot/VA should resolve 90% of the user queries and only 10% queries may be routed to human agent.
Timeout	The user requests should not timeout for the solution deployed excluding the external interfaces.
Dropoff measurement.	The solution should clearly identify the drop-off sessions. The Drop off sessions should not be greater than 10% at any point of time.
Mandatory Satisfaction rate – Customer Rating 1 to 5. Satisfaction rate drop shouldn't be there per session rating.	There should be mandatory rating section after each user sessions on voice/chat. The rating should be upwards trending with minimum of 4/5* for each user session.

Service time excludes time taken by external systems

10.1.4   Service Quality SLA

Table 9.1

Description	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
Human Interaction Vs Chatbot /VA Interaction. To which extent a chatbot/ VA can solve conversations by not creating a case that has to be solved by a second-tier call centre determines this	<=20% of all requests are being forwarded to Helpdesk	> 20% but <= 25 % of all requests are being forwarded to Helpdesk	> 25% but <= 30 % of all requests are being forwarded to Helpdesk	> 30% but <= 35 % of all requests are being forwarded to Helpdesk	> 35% of all requests are being forwarded to Helpdesk

rate. SLA will breach if more than 20% of calls will be forwarded to the Help Desk.				
Drop off measurement (excluding external factors) SLA will breach if more than 10 % of requests are dropped off (excluding external factors like network etc).	<=10% of all user queries remain unanswered/unsolved.	> 10% but <= 15 % of all user queries remain unanswered/unsolved.	> 15% but <= 20% of all user queries remain unanswered/unsolved.	> 20% but <= 25 % of all user queries remain unanswered/unsolved.	>25% of all user queries remain unanswered/unsolved.

Satisfaction rate SLA will breach if rating goes below 4 on 1 to 5 scale for a given quarter.	Average Rating remains >=4	Average rating remains >= 3.5 and < 4	Average rating remains > 3.5 and <= 3	Average rating remains > 2.5 and < 3	Average rating <=2.5

Note:

    1. At any point of time, self-service rate of Chatbot/VA should not be less than 80%. This % of involvement of Human agents should be declining over a period. Ultimately the Chatbot/VA should resolve 90% of the user queries and only 10% queries may be routed to human agent.

    2. The solution should clearly identify the drop-off sessions. The Drop off sessions should not be greater than 10% at any point of time.

    3. There should be mandatory rating section after each user session on voice/chat. The rating should be upwards trending with minimum of 4/5* for each user session.

10.1.5 Penalty

The penalty for not meeting the SLA, which will be measured quarterly, is linked to the severity level of the breach of the SLA. The penalty will be calculated as per Table 10 below:

Table 10 Penalty

Severity Level	Penalty as % of Quarterly Payable Amount for O&M
4	5.0%
3	3.0%
2	1.5%
1	0.5%

Total penalty for a Quarter is capped to 20% of the Quarterly Payment against O&M.

5	Schedule II, S2-3	IT Projects – a) Design & Development, b) O&M, c) of Government	IT Projects – a) Design & Development, b) O&M, c) of Government (if any)

	Docume nts related to Technic al Evaluati on, Point i , Page 47		
6	Annexu re III Table 15 – Indicati ve Timelin es Page 71	**Table 15 – Indicative Timelines** | Item	AI Bot (Vendor 5)
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Vendor conference Date/Time	03.12.2019 (3 pm)
Last date of submission of written queries by vendors	13.12.2019
Reply to queries by NeGD	23.12.2019
Bid submission	14.01.2020
Bid evaluation/Demo	5 weeks
Approval	1 week
LOI/ WO	01.03.2020		**Table 15 – Indicative Timelines** | Item	AI Bot (Vendor 5)
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Vendor conference Date/Time	03.12.2019 (3 pm)
Last date of submission of written queries by vendors	13.12.2019
Reply to queries by NeGD	07.01.2019
Bid submission	**04.02.2020 (3 pm)**
Bid evaluation/Demo	5 weeks
Approval	1 week
LOI/ WO	**23.03.2020**	

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