| TENDER DOCUMENT NO. IGL/ET2/CP/CM15988 | |
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**Reply to Pre - Bid queries**
**IMPLEMENTATION OF WHATSAPP BUSINESS API**

| S. No. | Queries of the bidders | IGL Reply / Clarification |
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| 1 | What is the alternate for authorisation letter provided by facebook to its authorised WhatsApp partners as they have stopped providing them now? | Vendor can provide a print out sanned copy of the official website having their name as authorised partner on it. |
| 2 | Bulk broadcast messages are not possible from the 1st day say 2lakh messages. Can we start with small no. and raise it in an incremental way to say 2lakh broadcasts? | Yes, Acceptable |
| 3 | Discussion over legal compliances? | All legal compliances mentioned are non negotiable and will be according to the terms and conditions mentioned in the tender document. |
| 4 | Is the quantity mentioned in SOR the maximum quantity for 2 years? | Yes |
| 5 | As per scope, whatsapp services to be set up in IGL environment. Does that mean integration to IGL system through its API or housing of Data on IGL premise? | We will only be proving our APIs and you have to integrate with your WhatsApp so its an API integration and not posting of data. |
| 6 | As per scope, vendor has to acquire necessary licenses for the duration of contract. Please clarify is it about the licenses of different numbers that IGL wants the vendor to acquire? | As per our understanding, there are few licenses required to integrate our CRM/chatbot with WhatsApp. So it is included in the vendor scope of work to procure such licenses wherever it is required. |
| 7 | What does 'invalid contact' mean in scope 1.8 ? | It refers to incorrect/ invalid numbers to which WhatsApp notifications cannot be sent/read. IGL would require the details of such incorrect contacts as well as read and bounced back messages. |
| 8 | What is the current integrating tool IGL uses for CRM/Chatbot? | We currently use SAP CRM and chatbot is readily usable. We intend to integrate WhatsApp messaging along with CRM/Chatbot. It may or may not come to implementation but the vendor has to consider the pricing while filing the SOR. |
| 9 | Is chatbot on website or some channel? | It's a robotic online chat with machine learning. If the query is not resolved then it gets transferred to an online site with an agent. The functionality is integrated with our website as well. |
| 10 | What platform will the agent be working in? | The agent will be working on SAP CRM as well as Chatbot platform. For some of the queries data can be fetched directly from the SAP CRM as well. |
| 11 | The vendor is supposed to send payment link to customer on whatsapp as per scope. Are we talking about a use case of IGL or billing aspect of no.of messages sent? | It refers to a hyperlink for payment gateway viz paytm, phonepay etc. to customer and upon clicking it the customer would be able to make payments in a different webpage. |
| 12 | Ref 1.16 of the scope of work, what does commercial message mean? | Any kind of promotional/informatory use case message. |
| 13 | Ref 2.2 of the scope of work, what is 'customer browse through date' ? | Used for reconciliation purpose in case customer happens to check the message and did not bother to read the message. |
| 14 | No mention of Platform cost in SOR. | You can consider it in Mandays cost in SOR. |
| 15 | Ref pt 1.12 of scope of work, what kind of Dashboard does IGL need ? | A live dashboard with details of sent / read / delivered / bounced back messages so that we can reconcile. |
| 16 | In case whatsapp increases price in between the contract? | The vendor has to take care of this eventuality and consider this during price bid. |
| 17 | Arbitration query. | Legal clauses from tender are as per terms and conditions of the tender document. Tender conditions Prevail |
| 18 | Can the Signing of documents be done from CA instead of statutory body? | Tender conditions prevail |

| 19 | Do we have to submit the documents online or in hard copy? | In case EMD is submitted in the form of Bank Guarantee, then hard copy of the same shall reach us before the bid due date submission. Rest all the required documents shall be submitted on e-tender portal only. |
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| 20 | Ref 2.1 of the scope of work, How do you want the optin to work? If It needs to be take care by the vendor or IGL? | IGL will send promotional messages through different medium for optin, however vendor will provide the details about the no. of customers opted in/out or did not respond. |