HIGH COURT OF MADHYA PRADESH: JABALPUR

CLARIFICATION/ CORRIGENDUM

No. Reg(IT)(SA)/2022/1120   Jabalpur, Dated:05-09-2022

Subject:-   The matter relates to publish the clarifications / reply of pre-bid meeting dated: 16th August, 2022 of the tender regarding Supply, Design, Development and Implementation of Smart Chatbot System for the High Court of Madhya Pradesh with reference to tender No.Reg(IT)(SA)/2022/980, dated: 05-08-2022.

Ref: -   Pre-Bid Meeting Dated: 16th August, 2022.

Reply / clarification to the pre-bid queries

Query No.	Name of Bidder / Tender Reference (Section No. /Page No.)	Content of Tender Requiring Clarification	Query of the bidder / remarks of the bidder	Reply / clarification to the query /remarks by the High Court
1.	26	Quality certification (ISO 9001 or similar), Minimum CMMi level – III and national or international accreditations or awards	Can we get relaxation regarding the CMMi level-III	The bidder may apply for the bid but the number / percentage may be calculated as per the submission of the

		would strengthen the bidder's case of their previous experience and success.		document submitted by the bidder. CMMi level-III certification is not mandatory (optional), but numbering will be done accordingly.
2.	31	The key feature of the BOT is as follows: Integrated with mobile application and website of the High Court of Madhya Pradesh. Leverages NLP technology and historical FAQ data.	We understood a requirement of chatbot to integrate with High Court servers for case related details fetching, FAQs answering. If there is any other scope please elaborate.	Yes, it should be integrated with the database/ API of the High Court Server.
3.	33	Extract, transform, load (ETL) jobs should be developed in such a way that it can run independently or can be integrated in any Application Programme	ETL jobs, need details on how many jobs and a high-level description on the role of each job.	Shall be finalized during SRS phase.

		Interface (API) with minimum effort.		
4.	32	Concurrent stakeholders/ users at any given time that BOT has to support is 1000 (minimum).	1000 concurrent users are given as estimates. We would need the average & max TPS (transactions per second) for first year-1, year-2 and year-3 to come up with the sizing.	Yes, approximat ely 1000 concurrent users.
5.	35	Successful bidders shall deploy the Smart Chatbot application at the IT Center of the High Court, if required. Necessary software details shall be shared by the successful bidder for the same to the High Court of Madhya Pradesh. Necessary hardware and support for the installation shall be provided by the High Court of	Please confirm once servers are to be hosted at High Court data center.	Yes, the server will be hosted at the Server Room of the High Court of Madhya Pradesh. But the option is there to host the application on cloud also as per the requireme nt.

		Madhya Pradesh.		
6.	-	-	Where we need to deploy the bot (on premise or cloud) - If cloud: client cloud or hardware	Yes, the server will be hosted at the Server Room of the High Court of Madhya Pradesh. But the option is there to host the application on cloud also as per the requirement.
7.	-	-	Will High Court of Madhya Pradesh need any Live agent support for manual support. - If needed, how many agents?	Already in the tender document it is mentioned that Successful bidder shall provide minimum one onsite manpower during project inception, execution and implementation phase of the project. However,

				there is no requirement of Live agent.
8.	-	-	Nearly How many API integrations needed – soap or rest Api's ?	Approximately 60 API and it will depend on SRS requirement.
9.	Bid Features, 1.b	NoSQL DB	Can we use postgre SQL. or is this Mandatory?	Yes, you can use PostgreSQL OR MySQL. But proposed system should be compatible /fetch with High Court Database (PostgreSQL and MySQL)
10.	Scope of work, V 1 Page 31	Successful bidder shall design and develop the BOT for the High Court of Madhya Pradesh as per the requirement of the High Court of Madhya Pradesh using Artificial Intelligence (AI) techniques such as	Please confirm if you are looking for a vendor who would be designing and developing the chatbot from the scratch itself as a bespoke application?	Both options are welcome viz.- from scratch development or modification/ updation in standard platform/ applications.

		Machine Learning (ML), Natural Language, Processing (NLP) and other advance tools.		
11.	Bid Features, 1. c	Authentication mechanism for interaction with High Court of Madhya Pradesh server	Do we need to provide any Authentication service as well? for Eg. SMS gateway	Interaction with High Court of Madhya Pradesh server should be in secured manner.
12.	General, Scope of work	Number of user journeys/ Intents/ flows in the Chatbot	Please specify	Yes approximately 1000 concurrent users.
13.	-	Number of APIs to be integrated	Please specify	Approximately 60 API and it will depend on SRS requirement.
14.	-	Number of FAQs to be added	Please specify	Approximately 100 FAQs and it will depend on SRS requirement.
15.	-	Where the Chatbot has to be deployed (On cloud or On premise of the High Court)	Please specify	Yes, the server shall be hosted at the Server Room of the High Court of

				Madhya Pradesh. But the option is there to host the application on cloud also as per the requirement.
16.	SOW page number 32, SOW Pt no. 9 (2)	Leverages NLP technology and historical FAQ data	Do department want to train the NLP bot on existing FAQ data which they will provide or they want it to be trained on a diverse set of documents, cases?	Yes Department wants to train the NLP bot on existing FAQ.
17.	page number 25, Evaluation criteria for Technical Proposal	Approach and methodology proposed including work plan (i) Technical approach and methodology (ii) Work Plan (iii) Organization and staffing	Do we need to add case studies as well?	Yes, the case studies are to be added in the scope of work.
18.	--	Design, development, testing and commissioning of BOT, integrated with mobile application and website of High Court	We request you to please clarify the specific use cases court is looking to implement this chatbot. Thereafter we can clearly assess Scope of	All information related to cases such as case status, next date of case, cause list Judgment

		of Madhya Pradesh within maximum permitted time of 90 days.	Work and the timelines to deliver the required solution. Currently only mentioned that bot is required on website and mobile app with 2 languages but there is no info or details on what use cases will this chatbot cater to and what all journeys/steps integration would be required.	and Orders, Copying Status etc and other relevant information as per the requirement of the High Court.
19.	--	API Integrations	We understand that APIs will be provided by court for all the integrations with backend & external systems	Yes by the High Court of Madhya Pradesh.
20.	Section-II Bid Data Sheet, C. Preparation of Bids (2)	Proto-type testing methodology;	Kindly elaborate on the expectations here	In this a proto-type is to be developed for chatbot application meeting out the functional requirement of the High Court.
21.	Section-II Bid Data Sheet, C. Preparation of Bids (2)	Proof of concept (PoC)	We understand that PoC is to be conducted at a later stage during technical evaluation	Yes, the PoC shall be conducted as per the requirement of the

				High Court.
22.	SECTION III. EVALUATION AND QUALIFICATION CRITERIA	Evaluation criteria for Technical Proposal (A), Quality certifications (ISO 9001) Minimum CMMi level III Certifications	The solution sought by court here is a chatbot for conversational purpose, we would like to inform court that for such requirement the most appropriate ISO for this requirement is ISO 27001 which is available with all leading chatbot vendors. Further as per above statement our organization follow best practices of ISO standard hence we like to request you to please remove mandatory requirement of CMMi Level certifications. Quality certifications (ISO 27001)	Yes accepted ISO 27001.
23.	Section VII. General Conditions of Contract	14. Terms of Payment, 14.3 Payments shall be made promptly by the	We request you to please remove the bold underlined part, once the services as described in the agreement	As soon as the invoice is submitted by the vendor, the payment

		Purchaser, no later than Thirty (30) days after submission of an invoice or request for payment by the Supplier, and the Purchaser has accepted it, subject to the availability of funds with the High Court of M.P., Jabalpur.	have been delivered to court, the payment for the same should be credited to bidder within prescribed time period.	may be made accordingly.
24.	Section VII. General Conditions of Contract	18. Subcontracting, 18.1 No subcontracting is permitted by the supplier under the bid.	We understand that the OEMs can bid through their partners.	Yes, OEM can bid directly or through their partners meeting out tender terms and conditions.
25.	Section VII. General Conditions of Contract	21. Liquidated Damages	We request you to please delete this clause & consider the extra mandays in lieu of delay for which bidder is solely liable.	No change
26.	Section VII. General Conditions of Contract	25. Change Orders and Contract Amendments, 25.1 The Purchaser may at any time order the Supplier	We like to propose to decide this mutually between court & Bidder	The matter process as per tender document .

		through Notice in accordance to GCC, to make changes within the general scope of the Contract in any one or more of the following:		
27.	Section VII. General Conditions of Contract	27. Termination, 27.1 (c) Termination for Default	Request you to please consider before suggestion in bold: If the Supplier, in the judgment of the Purchaser has engaged in corrupt, fraudulent, collusive, or coercive practices, as defined in GCC, in competing for or in executing the Contract. Supplier may terminate this Contract if the Purchaser commits a material breach of this Contract and if such material breach is not cured within thirty (30) days from the date of receipt of written notice	No change

			from the Purchaser.	
28.	Section VII. General Conditions of Contract	27. Termination, 27.2 Termination for Insolvency	The purchaser shall pay the amounts of services rendered till such termination.	No change
29.	Section VII. General Conditions of Contract	27. Termination, 27.3 Termination for Convenience	(a) The Purchaser, by providing sixty (60) written advance notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective. (b) The Supplier may terminate the Contract in whole or in part, at any time for its convenience by providing sixty (60) days written advance notice	Yes changed

			to the Purchaser.	
30.	Additional Clause	Additional Clause	29. Intellectual Property Rights: 29.1 Purchaser shall own all rights, title and interest in the Purchaser data, as well as any data that is based on or derived from the Purchaser data and provided to the Supplier as part of the services. 29.2 Supplier shall own and retain all right, title and interest in: (a) the services and software, all improvements, enhancements or modifications thereto, (b) any software, applications, inventions or other technology developed in connection with implementation services or support, and (c) all intellectual property rights related to any of the foregoing. 29.3 Purchaser will not, directly or indirectly: (a) reverse engineer, decompile,	No

			disassemble or otherwise attempt to discover the source code, object code or underlying structure, ideas, know-how or algorithms relevant to the services or any software, documentation or data related to the Services (collectively "Software"); (b) modify, translate, or create derivative works based on the services or any Software (except to the extent expressly permitted by Supplier or authorized within the services); (c) remove any proprietary notices or labels.	
31.	Additional Clause	Additional Clause	The bidder/ OEM shall not use third party NLP Engine and must have their own proprietary NLP Engine	No
32.	Additional Clause	Additional Clause	Bidder/ OEM shall have valid ISO 27001:2013 and 27018:2019 certifications for the facility	Quote as per tender document/ clarifications.

			proposed at the time of bidding with at least SOC2 Type1 attestation	
33.	Additional Clause	Additional Clause	The solution shall have the capability to search across thousands of documents across knowledge management systems (like Google Drive, SharePoint, Service Now, etc.) to answer user queries.	The bidder can provide better solution.
34.	Additional Clause	Additional Clause	The solution should include: Real time performance monitoring of the chatbot on the analytics dashboard should be possible out-of-the-box. This should include: Pinpointing improvements. The ability to pinpoint potential areas for improvement — typically similar requests that are not being handled and similar answers given by human employees on	The bidder can provide better solution.

			fallback.	
35.	Additional Clause	Additional Clause	The solution should be capable of proposing improvements. The ability to monitor and propose new additions to the decision trees or other handlers. It often involves ML to give proposals and human supervision to approve them.	The bidder can provide better solution.
36.	Additional Clause	Additional Clause	Quality assurance. The platform should have the ability to ensure and monitor consistent quality of deployment, as the implementation scales. This includes monitoring the quality of intent matching, so training phrases that would make performance deteriorate can be flagged. User journey Visualization should be an out of the box feature where the drop off rate, retention rate, and the journey switch rate can be	The bidder can provide better solution.

			visualized from a bird eye view across the user base of the chatbot.	
37.	Additional Clause	Additional Clause	The solution should be capable of learning from the intent name. This means that the model can learn on the fly, without needing to be trained on each new domain. The model should have the capability to bypass the tedious, complex, and error-prone process of model training. Instead, it should also have a repository of pre-trained models.	The bidder can provide better solution.
38.	SECTION III. EVALUATION AND QUALIFICATION CRITERIA	Experience, Company's relevant experience in chatbot system implementation (minimum 2 implementations of chatbot system in large organizations)	The bidder/ OEM shall have at least one implementation of chatbot in public sector with value greater than 4 crore. Owing to NDA, bidder/ OEM maybe allowed to provide a self declaration with link to the bot where vendor name is mentioned in public domain.	No change

39.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 5 Section- I. Instructions to Bidders A. General	3. Eligible Bidders	Request to allow a OEM-Bidder combination to participate so that well-established Chatbot OEM solutions can also be proposed by bidders and MP HC gets better standardized solutions of global players	Joint Venture (JV) is allowed in the tender. Please refer condition no. 3.1 of the tender document.
40.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 5 Section- I. Instructions to Bidders A. General	3. Eligible Bidders	Request to add: Bidders must have minimum annual turnover of 10 crore and be present In the state of Madhya Pradesh Justification: To ensure MPHC gets a well-established Business partner who can provide best support considering financials and vicinity	No change
41.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 5 Section- I. Instructions to Bidders A. General	3. Eligible Bidders	Request to add: Bidder organizations must be Established/Incorporation date (Copy of registration or incorporation) under Companies Act, 1956	Yes accepted. Already mentioned in the tender document.

			Justification: This must be mandatory and must not be part of the Technical proposal weight-age. Else this allows parties without presence in India, which is not recommended for a good solution partner and may not provide best of service & support.	
42.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 25 Evaluation criteria for Technical Proposal	The Percentage of weight age and points table	Request to kindly revalidate the technical proposal on the following criteria:- - certain mandatory clauses for Bidder eligibility , which is also mentioned in the Technical proposal %, which must be removed since all the participating bidders must have those credentials. - The current criteria are applicable to only software development companies and	Please refer revised table for technical proposal given below.

| | | | not applicable to Bidder who is using standard bot platforms of reputed OEM's.

- Request to consider OEM solutions that are part of well-known global players in the "Communication-as-a-platform" category to participate in this RFP along with their Bidders.

- Request to also mandate technical proof of concept as part of Technical marks so that any solution to be procured can be viewed by MPHC before bidder and solution selection

- Also consider technology capability of expanding the chatbots across various channels so that MPHC can easily expand and roll out to other channels with ease and least amount of deployment. | |

| 43. | 980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 26 Eligibility / Qualification Criteria: Point #2 | Bidders should have specific implementation experience chatbot system of a similar size, preferably in a Public/ Government sector. Private sector implementation experience in significantly large projects would be considered, if there is no public sector experience. Preference shall be given to Organization having similar Govt. Project Experience. | <u>Request to revise as follows:</u> Bidder/OEM should have specific implementation experience chatbot system of a similar size, preferably in a Public/ Government sector or Private sector implementation experience in significantly large projects would be considered.

 <u>Justification:</u> There are very few Government departments who have done similar projects, and the original clause limits the RFP biased and preferred towards such vendors only. Kindly revise this clause as requested so that OEM solutions that are part of well-known global players in the "Communication-as-a-platform" category can participate in this RFP along with | Joint Venture (JV) is allowed in the tender. Please refer condition no. 3.1 of the tender document. |

			their Bidders, who are deploying very large projects in private organizations across the globe and are known to be expert solutions in the industry.	
44.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 26 Eligibility / Qualification Criteria: Point #5	Quality certification (ISO 9001 or similar), Minimum CMMi level – III and national or international accreditations or awards would strengthen the bidder's case of their previous experience and success.	<u>Request to revise as follows:</u> Quality certification (ISO 9001 or similar), National or international accreditations or awards would strengthen the bidder's case of their previous experience and success.. <u>Justification</u>: Request to remove CMMI certification is limiting Bidders to only software developers and is not allowing Bidders who would wish to participate with well-established and popular OEM brands who provide such platforms as a standard.	The vendor may apply for the bid but the number / percentage may be calculated as per the submission of the document submitted by the bidder. CMMi level-III certificatio n is not mandatory (optional), but numbering will be done accordingl y.
45.	980Tender-CHATBOT_HIGH COURT 05-08-	Bidder should have a minimum 3	<u>Request to revise:</u> Bidder/OEM	Joint Venture is allowed.

	2022 FINAL Section -II, Page no.- 26 Eligibility / Qualification Criteria: Point #3	years of proven generic experience in providing chatbot system or Artificial Inelegance (AI) System in Indian market.	should have a minimum 3 years of proven generic experience in providing chatbot system or Artificial Inelegance (AI) System in Indian market. Justification: To allow more OEM-Bidder participations for this RFP	
46.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 26 Eligibility / Qualification Criteria: Point #4	Bidders technical approach, methodology, work plan and team experience should highlight the bidder's previous experience particularly in implementatio n of similar System.	Request to revise: Bidder/OEM technical approach, methodology, work plan and team experience should highlight the bidder's previous experience particularly in implementation of similar System Justification: To allow more OEM-Bidder participations for this RFP	Joint Venture is allowed.
47.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 26 Eligibility / Qualification Criteria: Point #6	Bidder should have their own development, maintenance and support infrastructure facilities in India	Request to revise: Bidder/OEM should have their own development, maintenance and support infrastructure	Joint Venture is allowed.

		including but not limited to adequate technical manpower and support centers	facilities in India including but not limited to adequate technical manpower and support centers Justification: To allow more OEM-Bidder participations for this RFP	
48.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 26 Eligibility / Qualification Criteria: Point #10	Bidder should be a company incorporated under Indian Companies Act, 1956 or a Govt. / Semi Govt. Concern or Govt. Society. Bidder should have their own development, maintenance and support infrastructure facilities in India including but not limited to adequate technical manpower and support centers.	Request to add: Bidder must be a have a registered office in state of Madhya Pradesh over last 3 years and must have annual turnover of minimum 5 crores.	No change
49.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 27	Bidders should list their success and delivery of previous projects of	Request to revise: Bidder/OEM should list their success and delivery of	Joint Venture is allowed.

	Capacity: Point #1	similar size and nature to confirm their capacity to deliver this project.	previous projects of similar size and nature to confirm their capacity to deliver this project. Justification: To allow more OEM-Bidder participations for this RFP.	
50.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 27 Capacity: Point #3	Bidders should provide nominated contact referees from previous clients for verification	Request to revise: Bidder/OEM should provide nominated contact referees from previous clients for verification. Justification: To allow more OEM-Bidder participations for this RFP.	Joint Venture is allowed.
51.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Page 31 Section -V. Scope of Work BROAD SCOPE OF WORK FOR THE DEVELOPMENT OF CHATBOT:-	1. Successful bidder shall design and develop the BOT for the High Court of Madhya Pradesh as per the requirement of the High Court of Madhya Pradesh using Artificial Intelligence (AI) techniques	Request to revise: 1. Successful bidder/OEM shall supply, design, develop the BOT for the High Court of Madhya Pradesh as per the requirement of the High Court of Madhya Pradesh using Artificial Intelligence (AI) techniques such as Machine Learning (ML),	Joint Venture is allowed.

		such as Machine Learning (ML), Natural Language Processing (NLP) and other advance tools.	Natural Language Processing (NLP) and other advance tools. Justification: To allow more OEM-Bidder participations for this RFP.	
52.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Page 32 Section -V. Scope of Work BROAD SCOPE OF WORK FOR THE DEVELOPMENT OF CHATBOT:-	10. Intelligent Assistant / BOT may need to interact with data sources identified below: Structured Data Sources • CMIS system of the High Court. • CIS 3.2 system at District Courts	Kindly confirm that MP High Court shall provide all necessary API's and any support needed from NIC/Mp HC software team managing the CMIS & CIS systems with which integration is required. Also kindly confirm if REST API's shall be used or any other language to be used for the integration in specific to the integration.	Yes, the technical team of the High Court shall provide all necessary API's but the bidder has to provide support for the development of the same.
53.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Page 31 Section -V. Scope of Work BROAD SCOPE OF WORK FOR THE DEVELOPMENT	The High Court of Madhya Pradesh is planning to engage an agency/ vendor for development of BOT to facilitate high 24x7 services in an	The Solution of Chatbot must easily be deployed over WhatsApp when required by MPHC with minimal effort. Bidder needs to ensure same chatbot flows are carried forward to whatsApp as well	Yes accepted

		OF CHATBOT:-	automated manner to all stakeholders. BOT should be integrated with the website and mobile application of High Court of Madhya Pradesh.	when required. All formalities of WhatsApp for Business needs to be managed by Bidder when this activity needs to be done. including procurement of WhatsApp for Business official number as well as approval of message templates from meta.	
54.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL

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Section -V. Scope of Work BROAD SCOPE OF WORK FOR THE DEVELOPMENT OF CHATBOT:- | Successful bidder shall provide minimum one onsite manpower during project inception, execution and implementation phase of the project. Successful bidder shall provide an offsite team for monitoring and supervision and timely completion of the project and for providing service support. | In case of the entire structure failing to uncontrollable reasons, Bidders needs to supply a 10-agent omni-channel contact center platform from a reputed brand as part of the solution, which includes agent & supervisor capability, and in case any response fails, the call-center number shall be published for one to call the agent and get a response on the status. | No change | |
| 55. | 980Tender-CHATBOT_HIGH COURT 05-08- | BOT should be integrated with the | <u>Kindly revise this clause to state:</u> BOT should be | Yes, the smart chatbot |

	2022 FINAL Section -II, Page no.- 31	website and mobile application of High Court of Madhya Pradesh.	integrated with the website and mobile application of High Court of Madhya Pradesh. Apart from integrating with the existing website & mobile application of Madhya Pradesh High Court, the Smart Bot solution being proposed should be capable of integrating with new age channels like WhatsApp for Business or similar commonly used platform. Justification: To make sure that the communication from MPHC is cohesive in nature across channels, the proposed Smart Bot platform should be a Futuristic ChatBot platform capable of integrating across multiple text based channels. It should act as an Omnichannel ChatBot Platform	solution should have the capability and facility and interopera bility of integrating with new age channels like WhatsApp for Business or similar commonly used platform.

		powered by AI & NLP nodes and also have the capability to support Live Agent Chat (in future)		
56.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 31	Successful bidder shall provide minimum one onsite manpower during project inception, execution and implementation phase of the project.	Kindly revise this clause to state: Successful bidder shall define a Project Manager during project inception, execution and implementation phase of the project. Post successful implementation, a Customer Success Manager to be allocated for day-to-day business operations.	Quote as per tender document.
57.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 32	Intelligent Assistant / BOT may need to interact with data sources identified below: Structured Data Sources · CMIS system of the High Court. CIS 3.2 system at District Courts.	Please confirm integration with data sources are needed on which interfaces?	Through API with MySQL and PostgreSQL.
58.	980Tender-CHATBOT_HIGH COURT 05-08-	Technical Architecture Below is	Our chatbot solution is hosted in AWS cloud	Both option are open and

	2022 FINAL Section -II, Page no.- 33	proposed architecture of the project. Similar architecture on any given Servers may be used at the time of development depending on data size and load: - chatbot engine - Virtual machines - Trigger - RDS - NoSQL DB - Long term storage - API Gateway - React App - Storage - Content Delivery	and we will be creating separate tenant for High Court MP. Hope this approach is fine. Please confirm.	as per requireme nt may deploy at High Court Server or on Cloud System.
59.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 34	Security Features - Code level security	We don't handover source code to our clients. Could you please explain the expectation from codel level security please.	Whatever the source code developed for High Court of Madhya Pradesh for chatbot solution and implement ation to be handover to the High Court of Madhya Pradesh.

60.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Section -II, Page no.- 35	Successful bidder shall deploy the Smart Chatbot application at IT Center of the High Court, if required. Necessary software details shall be shared by the successful bidder for the same to High Court of Madhya Pradesh. Necessary hardware and support for the installation shall be provided by the High Court of Madhya Pradesh	Our chatbot solution is hosted in AWS cloud and we will be creating separate tenant for High Court of MP. Hope this approach is fine. Please confirm.	Both option are open and as per requireme nt may deploy at High Court Server or on Cloud System.
61.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Page 32 Section -V. Scope of Work BROAD SCOPE OF WORK FOR THE DEVELOPMENT OF CHATBOT:-	The High Court of Madhya Pradesh receives requests on a daily basis regarding case information. Manual support to such request high is not a	Request to Add the following: Solution must include ability to download reports related to chatbot and also show real-time statistics.	Yes, Solution must include ability to download reports related to chatbot and also show real-time statistics.

		feasible and scalable solution. Hence, the need of having automated software is required that can improve the services to all respective stakeholders with the help of Artificial Intelligence system.		
62.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Page 32 Section -V. Scope of Work BROAD SCOPE OF WORK FOR THE DEVELOPMENT OF CHATBOT:-	The key feature of the BOT to be as follows • Integrated with mobile application and website of the High Court of Madhya Pradesh. • Leverages NLP technology and historical FAQ data • Answers end users requests instantly on 24X7 basis.• Provides first level support, automated and consistent. • Connects	Request to kindly add following points related to Chatbot to get a better solution: - Chatbot solution should enable developers to build complex conversational flows - Offered solution should have the ability to retail context to build rich conversational experience. - Chatbot should be good at handling several kind of queries with advanced NLP and	Yes included

| | | with existing documentatio n. • Allows to measure stakeholder's/ users satisfaction. • Takes human like approach to answer stakeholders/ users queries. • Predictive in nature-drives the conversation forward. • Design, development, testing and commissionin g of BOT, integrated with mobile application and website of High Court of Madhya Pradesh within maximum permitted time of 90 days. • Concurrent stakeholders/ users at any given time that BOT has to support is 1000 (minimum). • BOT is capable to be horizontally | machine learning capabilities and should have provision to handover contextual chat to live agents.

- Chatbot solution should come with inbuilt analytics to track performance, engagement, volume etc.
- Support for multiple channels, e.g., Web, Mobile application (iOS / Android) channels, with easy customization of response and integration to other channels
- Possesses highly scalable architecture to cater to dynamic and increasing requests without any performance impact.
- Supports ease of administration and automated training through simple user interfaces.
- The Vendor shall provide a detailed software and security architecture | |

		scaled as per requirement of the High Court of Madhya Pradesh.	across their proposed solution for this proposal.	
63.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Page 32 Section -V. Scope of Work BROAD SCOPE OF WORK FOR THE DEVELOPMENT OF CHATBOT:-	Successful bidder shall <u>design and develop the BOT</u> for the High Court of Madhya Pradesh as per the requirement of the High Court of Madhya Pradesh using Artificial Intelligence (AI) techniques such as Machine Learning (ML), Natural Language Processing (NLP) and other advance tools.	Request to Add the following: Solution must be developed using Secure communications over API and must include secure transmission of data, authentication & input validation. Justification: Security of the code and information handling must be mandatory to ensure a secure solution with minimum risks of breach.	Yes included
64.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Page 32 Section -V. Scope of Work BROAD SCOPE OF WORK FOR THE	<u>Bid Features</u>	Request to remove this entire section <u>Justification:</u> since this is restricting the Bidders who are software developers and does not allow Bidders who are	Quote as per tender document. The OEM should provide the same features.

			quoting OEM solutions to participate. Hence request to remove this entire section and allow Bidders to submit their solution architecture as part of Bid. MP HC can then decide on whether a solution is meeting their requirement or not or contact Bidder for more details.	
DEVELOPMENT OF CHATBOT:-				
65.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Page 30 ONLINE PRICE BID (BOQ) SECTION - A	Development and implementation of Smart Chatbot system for the website of the High Court of Madhya Pradesh, Jabalpur.	Request to add additional Line for per session charges (if any) in the Online price bid submission format. Justification: Different solution have different pricing schema. For example some OEM solutions allow to use their platform based on number of session, allowing MPHC to save costs and pay only as per the usage of the chatbot sessions. Hence for such OEM-Bidder	No change

			solutions, request to add one more line in Price format for per session charges.	
66.	980Tender-CHATBOT_HIGH COURT 05-08-2022 FINAL Page 30 ONLINE PRICE BID (BOQ) SECTION - A	Yearly Support charges for changes in response and other maintenance work after go-live.	Request to provide approximate number of sessions MP HC foresees that can be used as over 1 year for sizing and preparing commercial offer for the solution with OEM's. Justification: Different solution have different pricing schema. For example some OEM solutions allow to use their platform based on number of session, allowing MP HC to save costs and pay only as per the usage of the chatbot sessions. Hence for such OEM-Bidder solutions, request to add one more line in Price format for per session charges.	Not possible to given right now.
67.	-	-	Query: Whether the High Court would be requiring onsite	Onsite / Offsite both are permitted

| | | | development of the software or only representatives from the company would be required and the development would be offsite.

Note: Please mention the requirement of the manpower (i.e. only for training or inception, execution and implementation. | as per the requireme nt. |

Evaluation criteria for Technical Proposal

S. No.	Criteria	Score
A.	Organization	
	Company profile Established/Incorporation date (Copy of registration or incorporation) under Companies Act, 1956.	5%
	Quality certifications (ISO 9001)	2%
	ISO 27001	3%
	CMMi level III Certifications	5%
B.	Experience	
	Company's relevant experience in chatbot system implementation (minimum 3 implementations of chatbot system in large organizations)	20%

	Approach and methodology proposed including work plan
	    (i) Technical approach and methodology
	    (ii) Work Plan
		
		10%
		5%

	(iii)　Organization and staffing	10%
C.	System requirements	
	Meeting functional requirements of the High Court of Madhya Pradesh and rolling out chatbot.	20%
D.	Presentation to be submitted by bidder along with the bid on how to carry out the project work of chatbot system	10%
	Any credible, independently documented evidence including press releases or acknowledgements of successful implementation of previous projects of similar size.	10%
	Total	100%

Note:-

1. All the pages of the bid and Annexure are to be sealed and signed by the authorized officer/person of the company / bidder.

2. The High Court of Madhya Pradesh has full rights to accept or reject any bid, without assigning any reason.

3. The High Court of Madhya Pradesh have right to alter the scope of work as per the requirement.

4. All Prospective bidders are requested to submit the bid with all relevant documents.

5. The above clarifications / addendum are for all the prospective bidders' for tender reference and necessary action.

6. All future clarifications / corrigendum shall be made available in the official website of the High Court and Government e-tender portal.

7. The date of online tender submission is extended to 20th September, 2022 before 06:00 P.M. (mandatory); hardcopy of tender submission is to be made upto 21st September, 2022 before 05:00 P.M. (mandatory) and opening of technical bids is on 22nd September, 2022 at 11:00 A.M.

Sd/-
REGISTRAR GENERAL